Permit Portal Process Guide

How to submit a project in Raleigh’s permit and development portal
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Apply

1. After customer has logged in, Select the Apply button

2. Under PERMITS select All

3. Start typing in the name of the desired application (i.e. “New Townhouse”). You don’t have to type it out in full.

4. Select the desired application as it appears.

5. Click the Apply button.
Locations

1. Select the Add Location card.

2. Enter the desired address.
3. Select the desired Address(es)

4. Click Apply.

5. Please repeat steps 6-9 to add additional lot addresses.

6. Please select the Main Address checkbox for the main lot # (this should be the address associated to your lowest lot #).
7. After all addresses have been entered, the system will verify the parcel and whether or not you can apply for this permit at this location. This process can take up to 30 seconds before the Next button is enabled (clickable). If the system has successfully verified the parcel information, the Next button will brighten up and become clickable. Please click Next.
Type

1. Enter the appropriate description.

2. Click Next.
Contacts

1. Select the appropriate required contacts by clicking on the appropriate contact card to begin adding the contact.

Your project may be subject to a RW Contractor (Right of Way), Urban Forestry Contact and/or Land Disturbance Contact. If the GC is not the assigned contractor, please add them below. Otherwise, this may cause delays when permits are ready to be issued.

If any work is proposed in the right-of-way or five feet adjacent to the right-of-way, a Right-of-Way Contractor (RW Contractor) or General Contractor must have the following documents on file and list as their Certifications on their portal account in accordance with City of Raleigh Code Section 11-5001 and Section 11-6002.

- A current Performance Bond ($5,000 minimum) from your insurance company Contractor Bond Template. Use Add Attachment to upload the Right-of-Way Contractor Bond.
- Current General Liability Insurance must list the City of Raleigh as certificate holder. Use Add Attachment to upload the General Liability Insurance Certificate.

If the documents are not up to date, no permits can be issued.
2. The contact type you are entering is listed at the top of the Add Contact page.

3. Search for the desired contact.

4. Click the Add button next to the desired contact.

5. If additional contacts need to be added that are not required, select the appropriate contact type and then click on the card. Repeat the steps above.
6. When all contacts have been entered, click Next.

If the documents are not up to date, no permits can be issued.
More Info

1. Enter information in all relevant and required fields. If applicable, Contractor License Info Details for all 4 contractors is required (GC/M/E/P).

MORE INFO

Please enter the information for the lowest lot #. City staff will create permits/cases # for any associated lots provided in this submittal.

Residential Infill Compatibility (UDO 2.2.7)

If your project must comply with residential infill compatibility (UDO Section 2.2.7) it will be subject to more restrictive setback and height requirements. A foundation survey may be required for this project. For more information about residential infill compatibility visit the Residential Infill web page.

NOTE: If you are not sure if your property meets the infill standards, you may submit an Infill Verification request form via the Permit and Development Portal.

Building

Basement

Number of Dwelling Units

Number of Stories

Subdivision

Please add the main lot # associated with this submittal package (this should be your lowest lot #)

*Main Lot #

Main Lot # is required

Please list the additional lot numbers associated with this submittal package (i.e. 2-4)
2. When all relevant and required fields have been entered, click Next.
Attachments

1. Attach all appropriate and required files by clicking on the attachment card.

2. If additional files need to be added, select the desired file type and click on the card to locate the file to be uploaded.

3. Once all files have been attached, click Next.
Signature

Applicant must type or scribe their name to proceed. Click Next when complete.
Review and Submit

Review data entered by scrolling down. If any information needs to be changed, click the Back button at the bottom left side of the screen until you have accessed the desired screen(s). Otherwise, click Submit.

Submitted

Click the Continue to permit button to view your submitted permit information. At this time, no other changes can be made to your permit. You will need to contact a member of the Development Services team to update any needed information. Each listed contractor will receive an email identifying them as a contractor of this permit.

✔ Your application was successfully submitted!

Thank you for your submittal. Staff will review your documents and contact you with any questions. Once approved for processing, you will be contacted at the provided email or phone number with information regarding payment of fees and next steps.
Permit Summary

Click on the various tabs to view your submitted information.

Email to contractors (GC, P, M, E) (For Single Family Dwelling Only)

When the online permit application is submitted, each contractor (GC, P, M, E) will receive an email permitting that they have an email address associated to their contact.

Example Email

City of Raleigh: New Permit Application Submitted

To: 
CC: 
From: 

Message:
This email is to notify you that you have been listed as a Mechanical Contractor on the permit application BLDR-023749-2021 with the address of .

If you are unaware of this permit application, please contact ds.help@raleighnc.gov or 919-996-2500 to notify staff that you or your organization should not be associated with this permit.

Regards,

Customer Service Center
Planning and Development Department
City of Raleigh
Requires Resubmit

When a review requires resubmittal or additional information, will receive an email like the email below:

Message:
REF: CASE #Bldr-023832-2021

Dear Customer,

The plan review cycle for the above referenced case requires resubmittal.

Please login to our customer portal to track your application progress, see review comments, make payments, locate approved plans, etc.

https://permitportal.raleighnc.gov/

Please remember that at this time the portal cannot be used for a resubmittal. Resubmittals must be done via the same email address where the initial submittal took place.

For example:
CommercialBuilding@raleighnc.gov
Downtown06@raleighnc.gov
SiteReview@raleighnc.gov

Thank you,
Your Development Services Team
City of Raleigh

ITLM: GLOBAL - PM - 1b Plan Review Complete (Fail)

When the customer logs into the portal and locates the respective record, they will see a red bubble on the Review and Attachments tabs. You will also see updates in the Workflow and Available Actions sections.
Reviewing Corrections

Corrections can be viewed on the Review tab, Permit Corrections Report, and the Markups feature. Customers will still need to open the plans needing to be resubmitted for any appropriate markups.

Reviews Tab

Customers can view the corrections by expanding each one individually.

1. Click Reviews.

2. Click on the desired review to expand it.

3. To view each correction, comment, and/or recommendation, click on each review in the Plan Review.
Attachments Tab

Customers can view all their corrections report and review files under the attachments tab.

1. Click on the Attachments Tab.

2. The files needing to be resubmitted have red bubble with an explanation mark in it.

3. If the reviewer provided additional resubmittal instructions for a file, it will be located below the status of the file.

4. Review the corrections report under Attachments for a summary of corrections. It's possible that there are multiple Permit Corrections Reports listed, select the one with the most recent date.
Markups

If a document includes markups on the attachment, customers will see a Markups button on the appropriate attachment card. This will display the Markup comments in a list form. The corresponding page number will also be included.

Users can also open the files needing to be resubmitted to view the markups in detail.

Resubmitting Files

Do not start this process until you are truly ready to resubmit the files.

To resubmit files:

1. Click the Resubmit button of the appropriate file.
2. There will be three steps to complete, Files, Reviews, and Resubmit.
3. Files Step – customers have another opportunity to view the documents and their markups. Click Next.

4. Reviews Step – The customer must acknowledge each correction. The system does not allow resubmittal until the customer acknowledges the correction. When complete, click Next.
5. **Resubmit** – Click the Select File button for each file. You will navigate to the location of the file and attach it to the resubmittal. If the reviewer has asked that you submit additional files, click the ‘Include additional new file?’ slider.

Select the appropriate file time. If the file type needed is not listed, use the ‘City of Raleigh Detail’ file type for all others.
Click on the card to navigate to the appropriate location for the additional file. If additional files are needed, then repeat the step above. Click Submit.

6. Once the files load, click Close.
7. You will return to the permit. The Review tab will still have the red bubble until the next review cycle begins.

8. To view the previous file submittals, click the History button on the file card.
Approved

Customers will receive an email stating that the Plan Review is approved. It may take a few days before the customer can see their approved plans online. At which time, they will be able to pay any outstanding fees.
Planning and Development Customer Service Center
ds.help@raleighnc.gov
(919) 996-2500