Permit Portal Process Guide

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

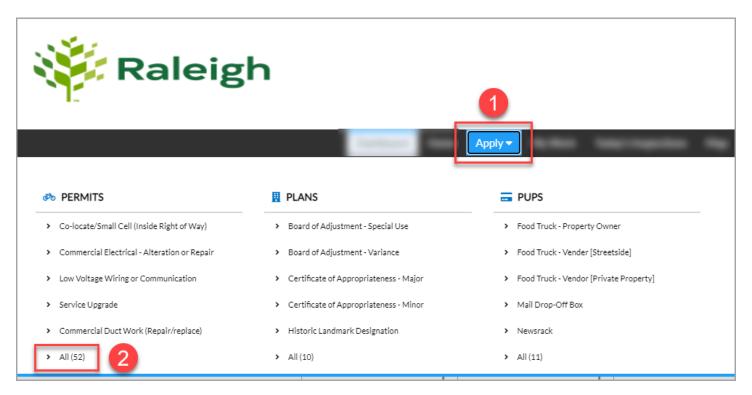


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Apply

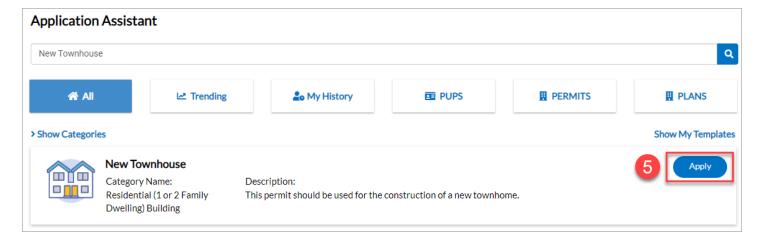
- 1. After customer has logged in, Select the Apply button
- 2. Under PERMITS select All



- 3. Start typing in the name of the desired application (e.g. "New Townhouse"). You don't have to type it out in full.
- 4. Select the desired application as it appears.

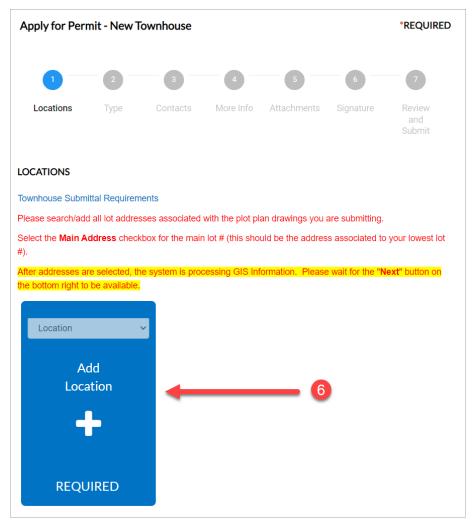


5. Click the Apply button.

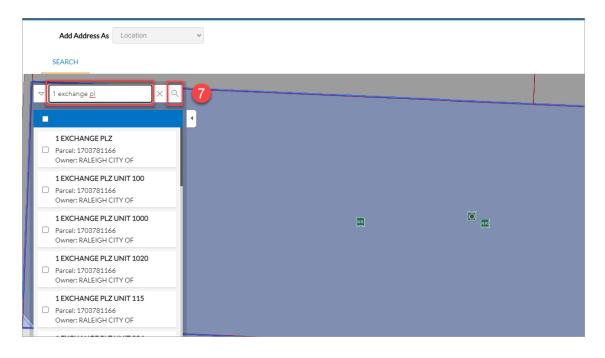


Locations

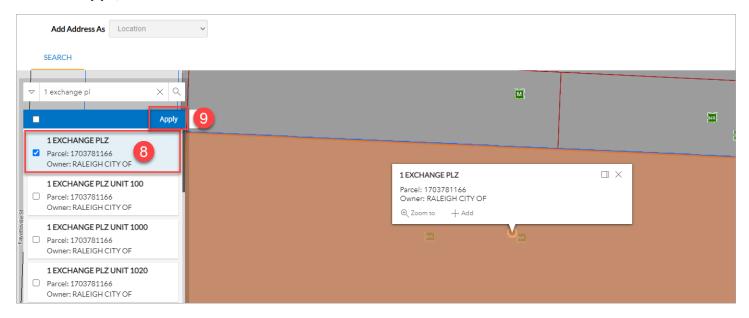
6. Select the Add Location card.



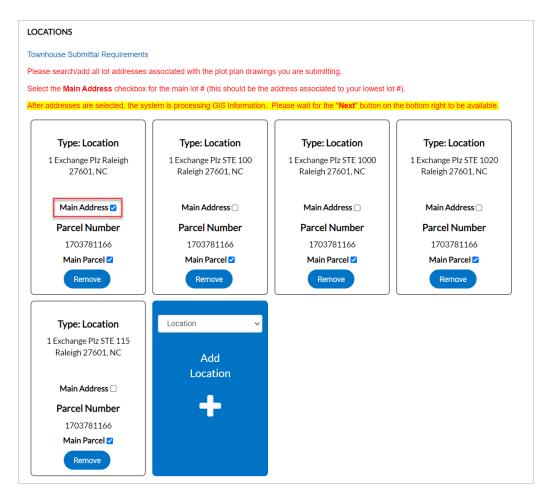
7. Enter the desired address.



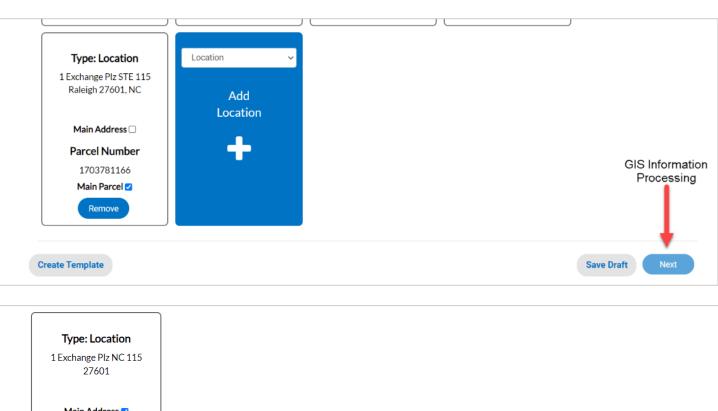
- 8. Select the desired Address(es).
- 9. Click Apply.

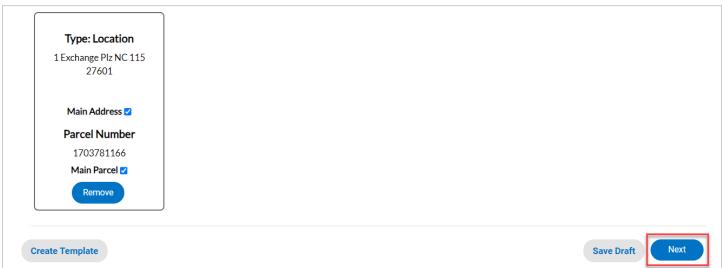


- 10. If applying for a Townhouse project, please repeat steps 6-9 to add additional lot addresses. Otherwise skip to step 12.
- 11. If applying for Townhouse project, please select the Main Address checkbox for the main lot # (this should be the address associated to your lowest lot #). Otherwise, skip to step 12.



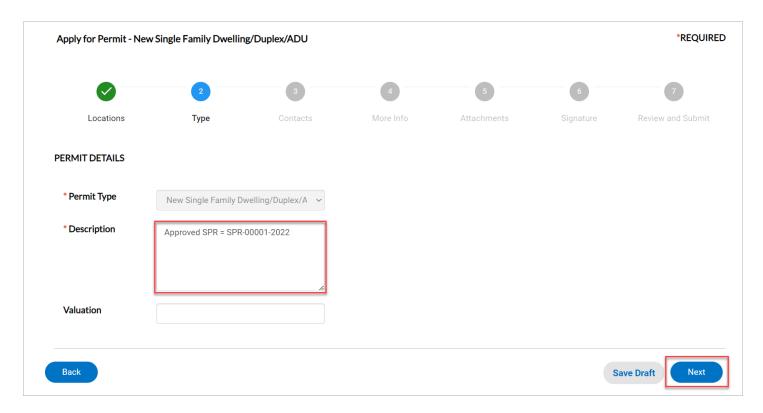
12. After all addresses have been entered, the system will verify the parcel and whether or not you can apply for this permit at this location. This process can take up to 30 seconds before the Next button is enabled (clickable). If the system has successfully verified the parcel information, the Next button will brighten up and become clickable. Please click Next.





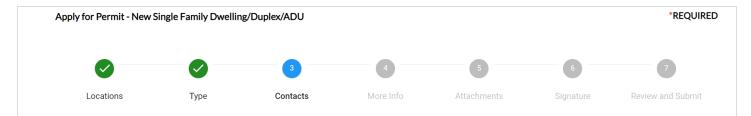
Type

- 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.



CONTACTS

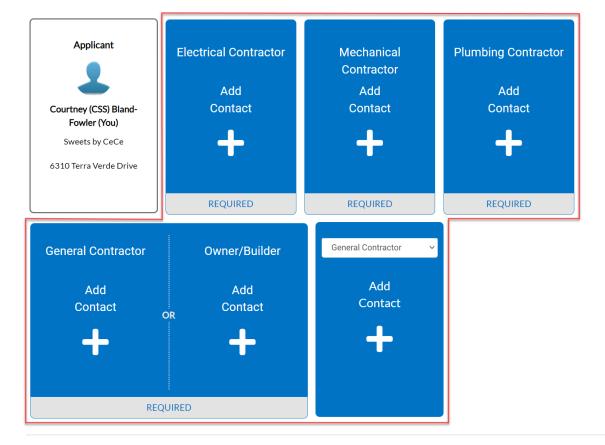
If any work is being performed in the Right-of-Way, please select your RW Contractor from the list on the Add Contact card.

If any work in the Right-of-Way or five feet adjacent to the Right-of-Way, any contractor performing work in the Right-of-Way must have these minimum documents on file in accordance with the City of Raleigh Code Section 11-6001 and Section 11-6002:

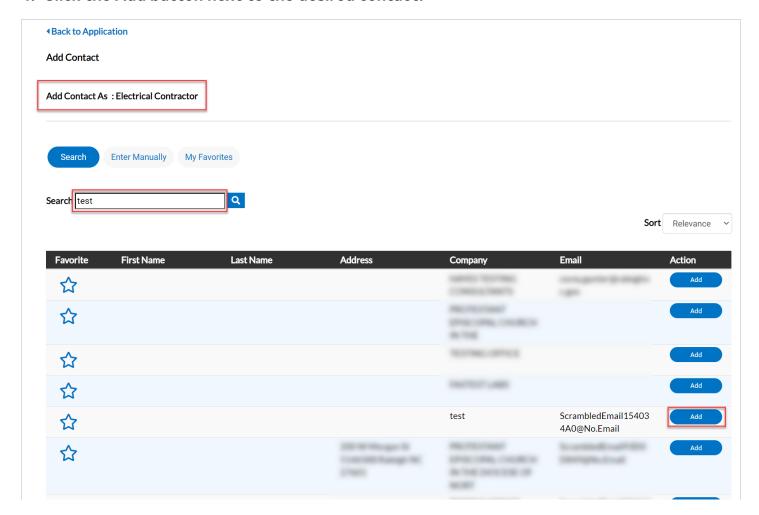
- A current performance bond (\$5,000.00 minimum) from your insurance company. Contractor Bond Template
- Current general liability insurance

If the documents are not up to date, no permits can be issued. If it is determined during the review process that a Right-of-Way permit is needed, you will be notified during the review process and can submit that information at resubmittal.

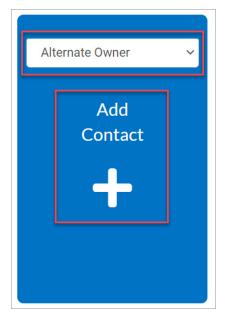
HOMEOWNER ACTING AS THE CONTRACTOR



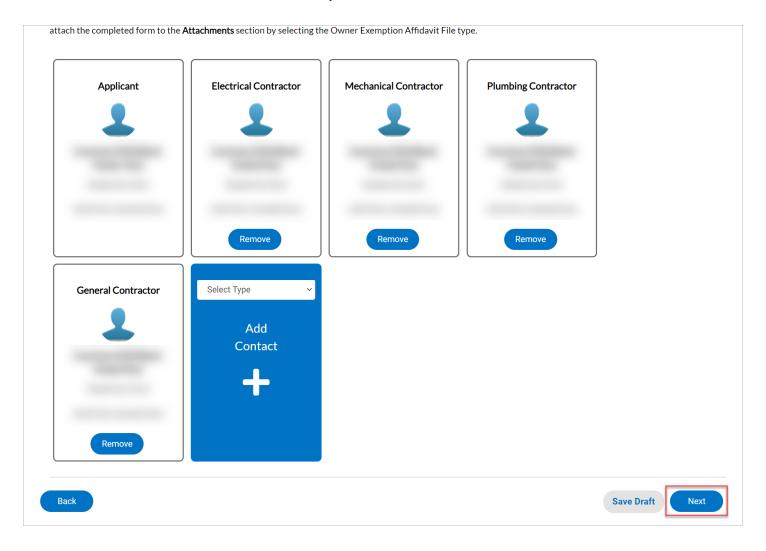
- 2. The contact type you are entering is listed at the top of the Add Contact page.
- 3. Search for the desired contact.
- 4. Click the Add button next to the desired contact.



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.

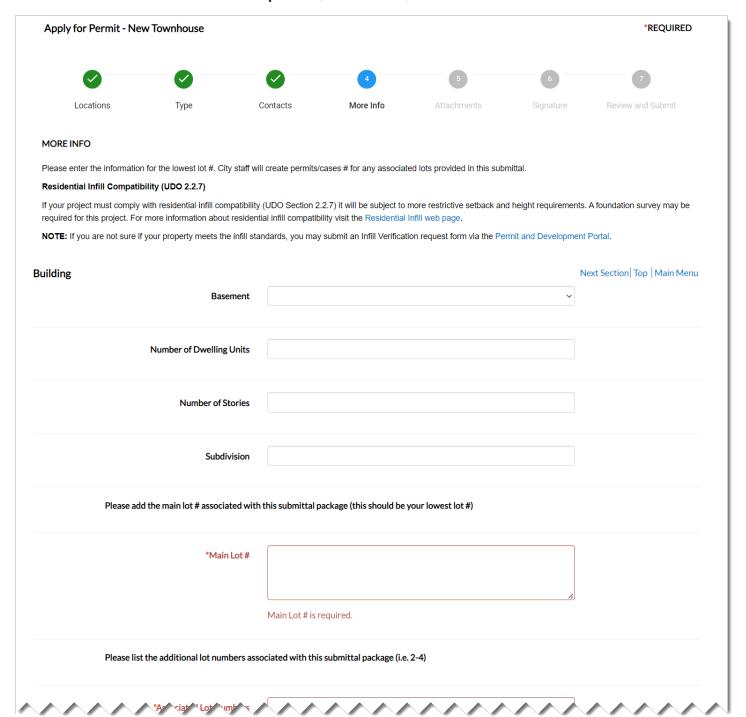


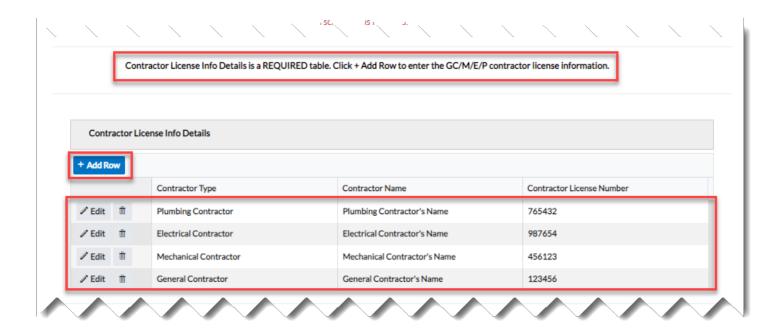
6. When all contacts have been entered, click Next.



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).





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.



Attachments

LIEN AGENT INFORMATION (https://www.liensnc.com/)

NC law requires appointment of a lien agent. Contractors/subcontractors can give notice when they are working on the project. Lien Agent appointments are not required for improvements under \$30,000, or to the owner's existing residence, or for public building projects.

Note: Construction drawings with elevation drawings (both drawings in one PDF file)

HOMEOWNER ACTING AS THE CONTRACTOR

According to General Statute G.S. 87-14(a)(1), if you are a homeowner acting as the contractor for your project, the Homeowners Exemption Affidavit is required. Please attach the completed form by selecting the Owner Exemption Affidavit File type drop-down below.

RIGHT-OF-WAY WORK

If any work is being performed in the Right-of-Way, please select your RW Contractor from the list on the Add Contact card.

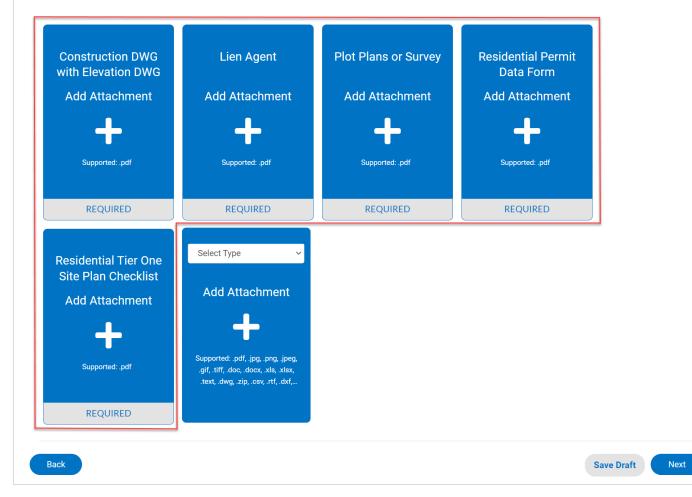
If any work in the Right-of-Way or five feet adjacent to the Right-of-Way, any contractor performing work in the Right-of-Way must have these minimum documents on file in accordance with the City of Raleigh Code Section 11-6001 and Section 11-6002:

- A current performance bond (\$5,000.00 minimum) from your insurance company. Contractor Bond Template
- Current general liability insurance

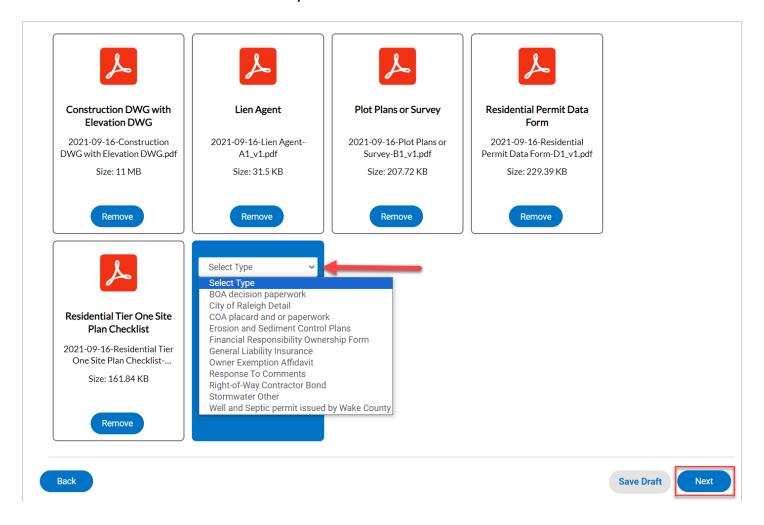
If the documents are not up to date, no permits can be issued. If it is determined during the review process that a Right-of-Way permit is needed, you will be notified during the review process and can submit that information at resubmittal.

STORMWATER

For projects where the total limits of disturbance are greater than or equal to 12,000 square feet but are less than one acre, the Erosion and Sediment Control Plans and the Financially Responsible Ownership Form may be included as attachments to the BLDR submittal for a New Single Family Dwelling. "Stormwater Other" may be used for additional documentation related to various stormwater requirements.

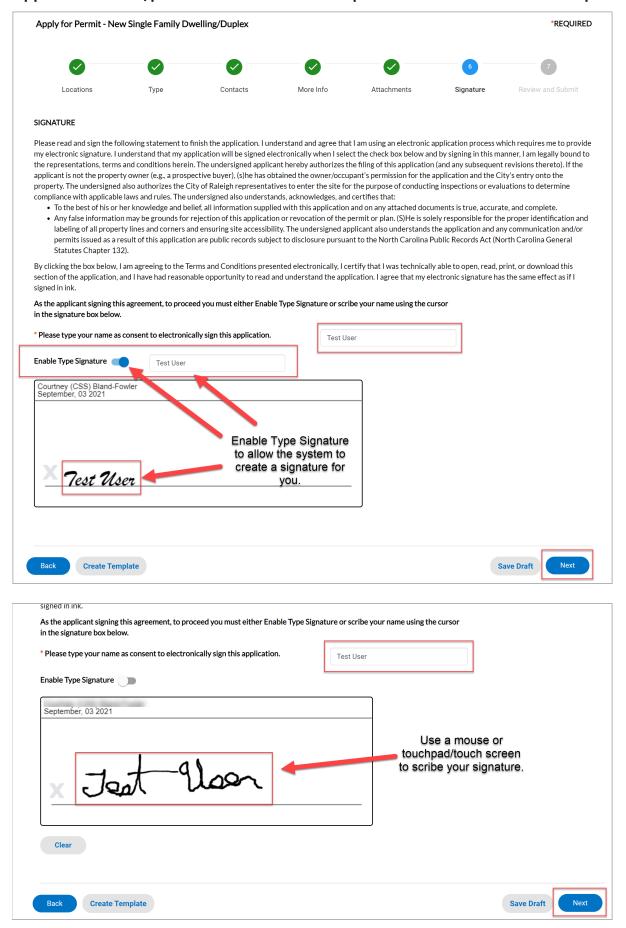


- 2. If additional files need to be added, select the desired file type and click on the card to locate the file to be uploaded.
- 3. Once all files have been attached, click Next.



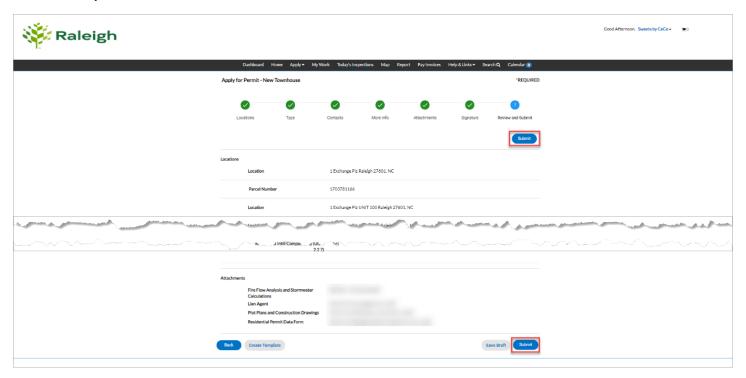
Signature

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



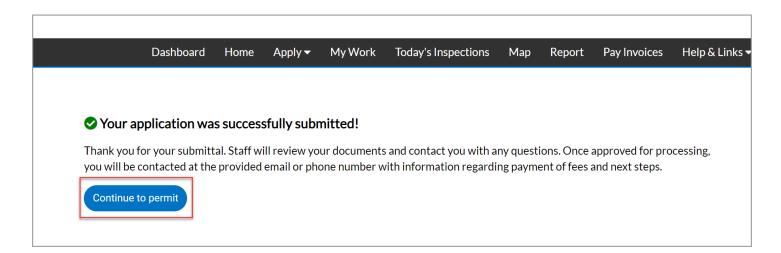
Review and Submit

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.



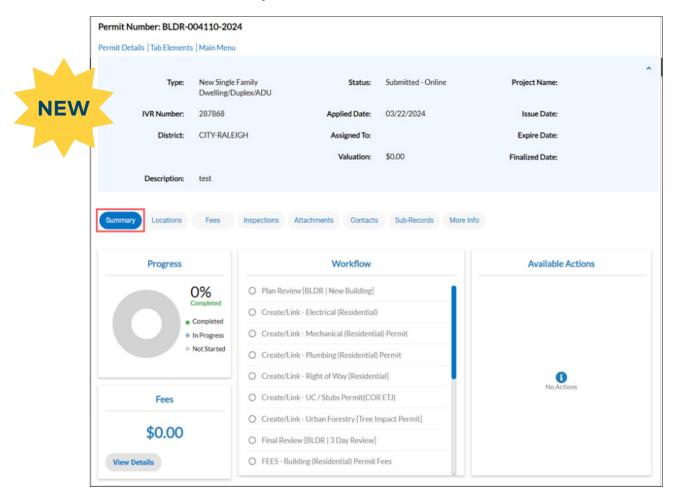
Submitted

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 Customer Service to update any needed information.



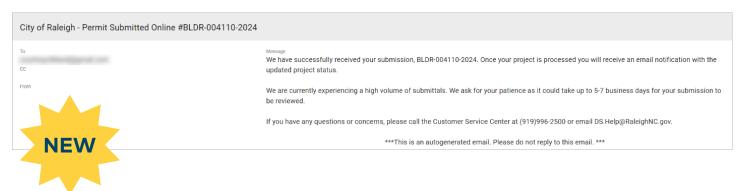
Permit Summary

Click on the various tabs to view your submitted information.



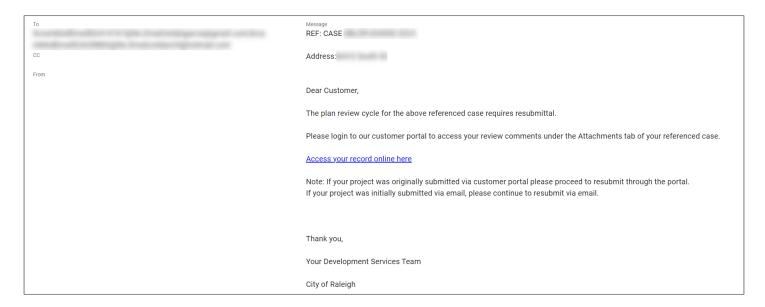
Email to the Applicant

Once the online permit application is submitted, the Applicant will promptly receive an email similar to the example below, confirming receipt of the application along with an anticipated processing timeframe..

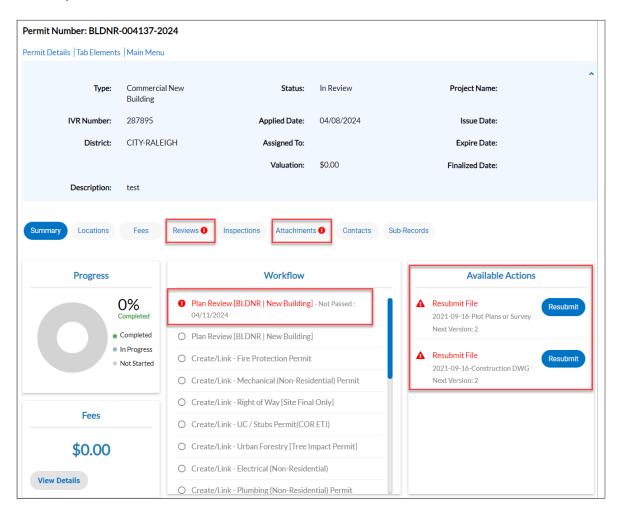


Requires Resubmit

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



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.



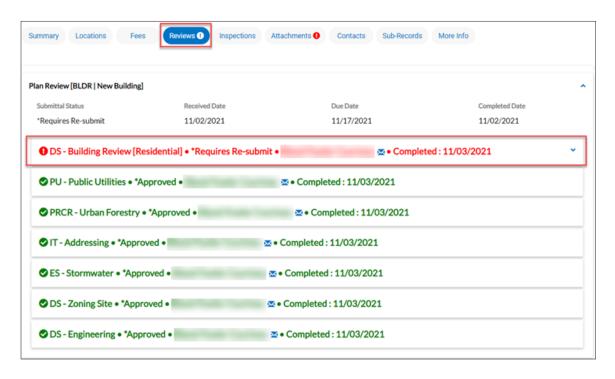
Reviewing Corrections

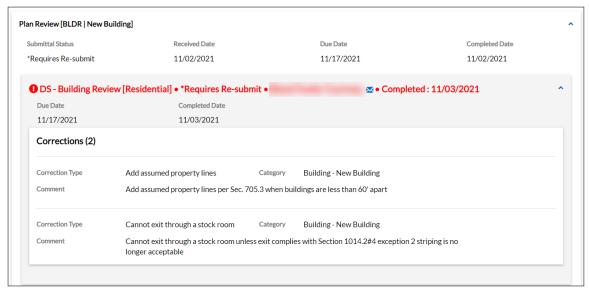
Corrections can be viewed on the Review tab, Permit Corrections Report, and the Markups feature. Customers will still need to open the plans needing to be resubmitted for any appropriate markups.

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.

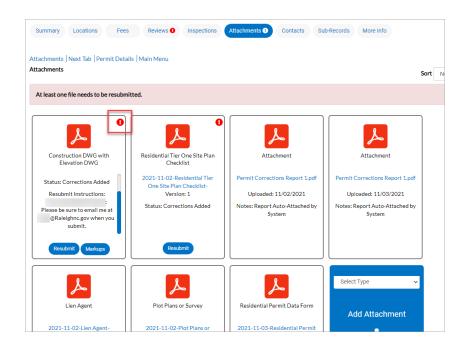




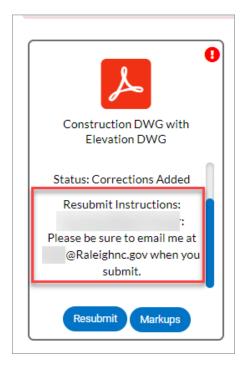
Attachments Tab

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 a 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.



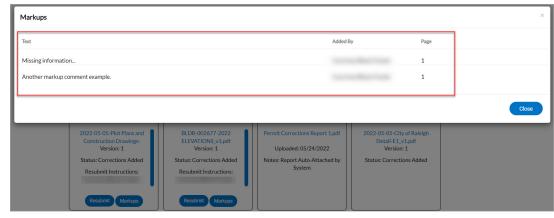
4. Review the corrections report under Attachments for a summary of corrections. It's possible that there are multiple Permit Corrections Reports listed, select the one with the most recent date.



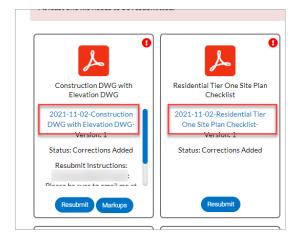
Markups

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

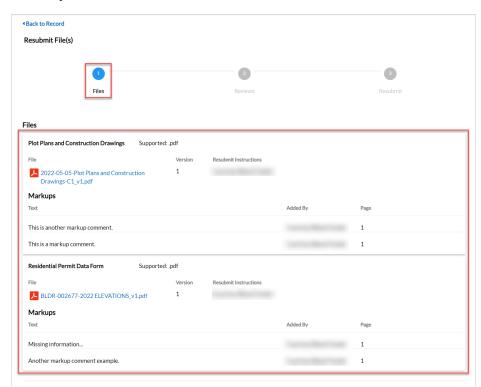
Do not start this process until you are truly ready to resubmit the files.

To resubmit files:

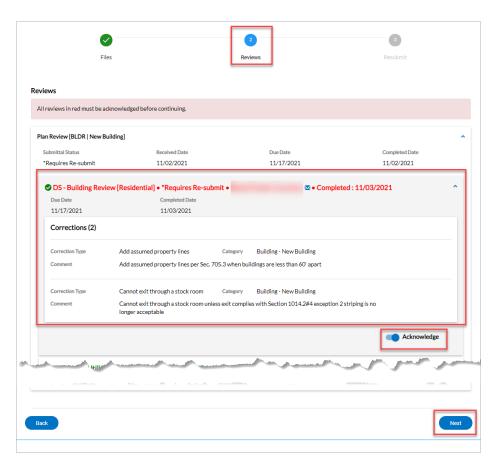
- 1. Click the Resubmit button of the appropriate file. .
- 2. There will be three steps to complete, Files, Reviews, and Resubmit.



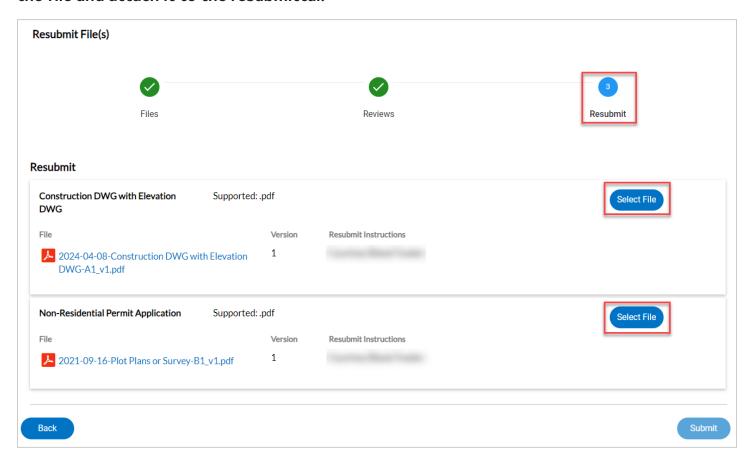
3. Files Step – customers have another opportunity to view the documents and their markups. Click Next.



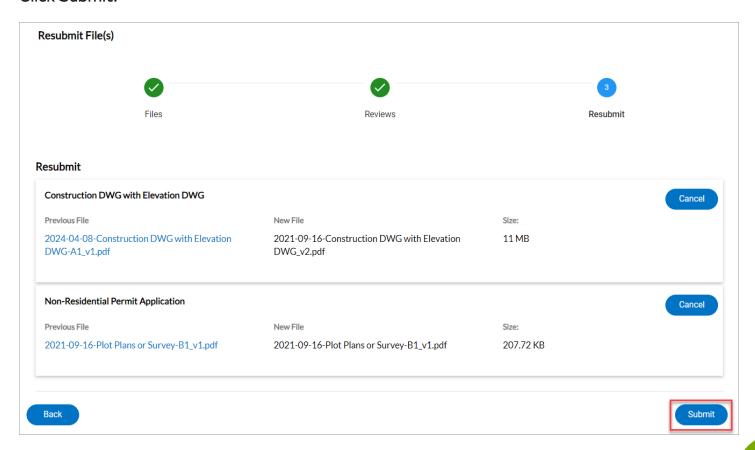
4. Reviews Step – The customer must acknowledge each correction. The system does not allow resubmittal until the customer acknowledges the correction. When complete, click Next.



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.

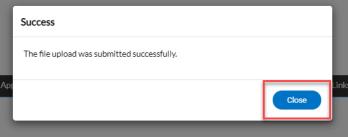


Click Submit.

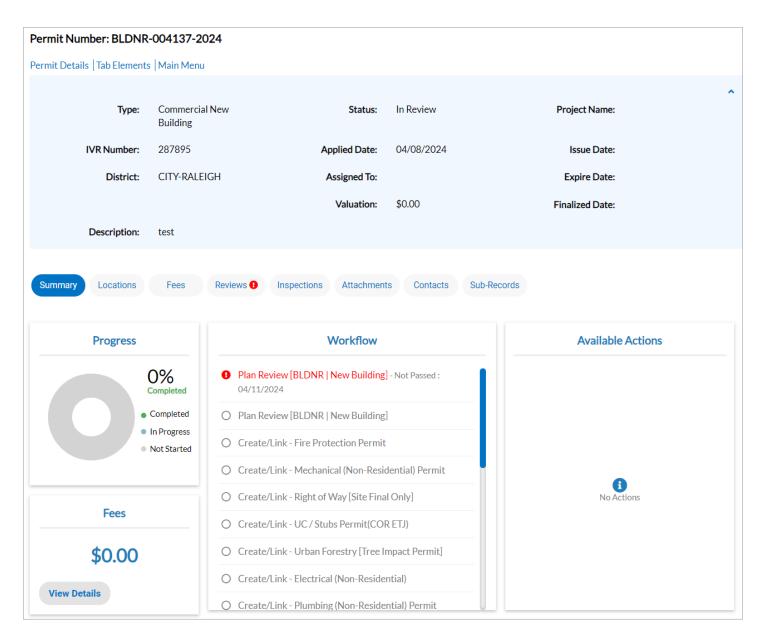


6. Once the files load, click Close.

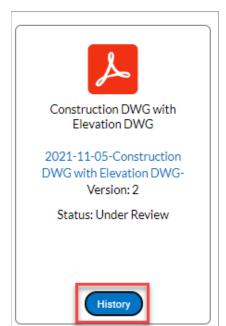




7. You will return to the permit. The Review tab will still have the red bubble until the next review cycle begins.



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