

# Permit Portal

## A Quick Reference Guide

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Raleigh  
Permits



## PERMIT PORTAL ACCOUNT

To effectively manage your projects and get regular system notification emails as your project goes through various stages of approval, it is recommended that you create a [permit portal \(permitportal.raleighnc.gov\)](https://permitportal.raleighnc.gov) account. Use the [Help & Links](#) option to view instructions and tutorials on setting up a user account.

**Note:** System generated emails are sent to the Applicant, Owner, and Contractor attached to a case #/permit #.

## USERNAME/PASSWORD

The City of Raleigh does not manage customer's username and password. The customer creates their own username and password. If you forget your username and/or password, use the reset option at the sign-in screen. Currently, you can change the email that is associated to your account but not the username.

## CONTRACTOR FILE FOR LICENSED/ UNLICENSED CONTRACTORS

The City of Raleigh maintains ONE contractor file for licensed/unlicensed contractors. This file includes all required licenses, certifications, and documents that are required by state law or city ordinance for the issuance of permits. These include bonds, certificate of insurance for general liability and workers' compensation, and trade state licenses. Please ensure your documents are current to prevent any delays with final review and issuing your permits. It is recommended that you create a permit portal account that is associated with your contractor file, as your contractor file will always be attached to all your issued permits.

## CONTRACTOR CHANGE

**Prior to Permit Issuance:** Submit an updated Permit Application or Permit Application Signature addendum to [downtowns@raleighnc.gov](mailto:downtowns@raleighnc.gov) for residential projects, and [commercialbuilding@raleighnc.gov](mailto:commercialbuilding@raleighnc.gov) for commercial projects.

**After Permit Issuance:** Submit a signed Contractor/Subcontractor Change Form to: [field.services@raleighnc.gov](mailto:field.services@raleighnc.gov).

## CONTACT ASSOCIATION

As a registered user of the permit portal, you have the option to give others the option to see your projects. Use the Contact Manager option (available from the sign-in location) to manage this option. The contact you are associating to your profile must have an active permit portal account.

## APPLYING FOR PERMITS ONLINE

Use the [Apply](#) link to apply for applicable permits online. Read the description to ensure that you are using the correct application. Currently, not all permits are available for online submission. Reference the **Additional Resources** section of this guide for more information.

## Questions About Applying for Permits Online

### Residential Projects:

Single-Family Dwellings (Detached and Attached) projects, send an email to: [downtowns@raleighnc.gov](mailto:downtowns@raleighnc.gov)

### Commercial Projects:

(including apartments), send an email to: [commercialbuilding@raleighnc.gov](mailto:commercialbuilding@raleighnc.gov)

**Site Related projects:** Administrative Site Review (ASR), Preliminary Subdivision Review (SUB), Mass Grading and Site Permit Review (SPR), send an email to: [sitereview@raleighnc.gov](mailto:sitereview@raleighnc.gov)

### All other questions:

See the: [Customer Request Form](#)

## INVOICE PAYMENT

Use the permit portal to pay your fees online. You have the option to pay via:

**Credit Card:** All major credit cards are accepted with a transaction maximum of \$20,000

**Automatic Clearing House (eCheck) Payment:** Maximum amount of \$95,000

**In Person/Mailed in Payment:** Cash/Check – Mail or Visit City of Raleigh, One Exchange Plaza, 4th floor, Raleigh, NC 27601

**Paying as a Guest:** You do not have to be a registered user to pay an invoice. To pay as a guest, use the [Pay Invoices](#) link and enter the full invoice number (e.g. INV-00012345) and follow the instructions to pay.


## PLAN REVIEW

To monitor your project during the plan review process, go to the **main permit screen** and click on the [Reviews](#) link.

**Note:** All plan review fees must be paid prior to the routing of your project.

**Corrections Report:** A Corrections Report is generated for all projects that require resubmittal. This report is available from the **main permit screen** under the Attachments tab.

## ISSUED PERMITS

**Permits:** A permit package with all the issued permits for your project is available by the next business day and is attached to the main permit (e.g. Building) within the Attachments tab. You also have the option to print a permit packet the same day of payment by using the print option  from the permit screen. You must be a contact on the case to get the option to print the permits.

**Note:** A building permit will always be the main permit for a project when a building permit is required.

**Permit Summary:** The permit summary replaces the "Yellow" card. This provides a summary of your project and shows the Address, Scope of Work, Permit Number and Work Class, and all contractors attached to the project.

**Sub Permits:** Sub permits are available from the main permit (e.g. Building). Click on the **Sub-Records** to view the other permits (e.g. Electrical, Mechanical, Plumbing, etc.) that are associated with your projects.

## ATTACHMENTS TAB

The Attachments tab of the permit screen is where important documents are saved for your reference. This is where you will find documents such as: Permits, Permit Summary, Corrections Report, Approved Plans, etc.

## SITE PERMIT REVIEW (SPR)/MASS GRADING PERMITS

For permits that are issued from a SPR or Mass Grading review, you will need to use the print option from the case # and print the permit package.

## APPROVED PLANS

All City of Raleigh approved plans are made available on the permit portal when the invoice is created. To view the approved plan set, you must be a contact on the record. Reference the following permits for your approved plan set:

- Site, Infrastructure Related Permits – Mass Grading Permit # or SPR #
- Building – Building Permit #
- Shop Drawing – Fire Permit #

## PROJECT/PERMIT HOLDS

Staff uses holds to communicate information that is relevant to the project or to prevent further action on a permit. Please review all active holds to ensure that these will not delay the final approval of your project. All project holds for permit issuance must be resolved prior to the invoice being created.

## INSPECTIONS

**Scheduling Inspection:** You must have an active portal account and be signed into the portal to schedule an inspection. All available inspections will be in the Available Actions section of the **main permit screen**. Only schedule the inspections that you require for the scope of your project. Inspections will have a "requested" status until the day of the inspection when this changes to "scheduled." Remember to add a contact name and number for the inspector. You can also schedule an inspection from the **"My Work"** link.

**Cancelling Inspections:** You can cancel your inspections and reschedule prior to the date of the inspection. You cannot cancel an inspection the same day and must contact the Customer Services Center for additional information.

**Today's Inspections:** Utilize the [Today's Inspections](#) link to see all scheduled inspections and the assigned inspector.

**Reinspection:** To see the reason for a failed inspection, go to the main permit screen and click on the [Inspections](#) link, then click on the inspection # (e.g. [INSP-O48832-2023](#)), then click on the [Checklist](#) link to see inspector's comments regarding a failed inspection or extra inspection.

## PERMIT STATUS

<b>Issued/Active</b>	The permit has been paid for and is issued/active. Inspections can now be scheduled.
<b>Complete/Inactive</b>	All the inspections for your project have been inspected and approved.
<b>Withdrawn</b>	Permit cancelled after issuance.
<b>Void</b>	Permit cancelled before issuance.
<b>Expired</b>	Some inspection activity since permit issuance. Permit expired per G.S. 160D-1111. New permit is required to continue work.
<b>Expired/Closed</b>	No inspection activity since permit issuance. Permit expired per G.S. 160D-1111. New permit is required to continue work.

## CERTIFICATE OF OCCUPANCY/ CERTIFICATE OF COMPLETION (CO/CC)

An application is not required for a CO/CC. COs are issued same day after the last inspection has been approved for your project for: **New Building, Change of Use, Addition, and Interior Completion**. The CO is attached to the building permit within the "Attachments" Tab.

CCs are issued the next business day for all **alterations and repairs** projects.

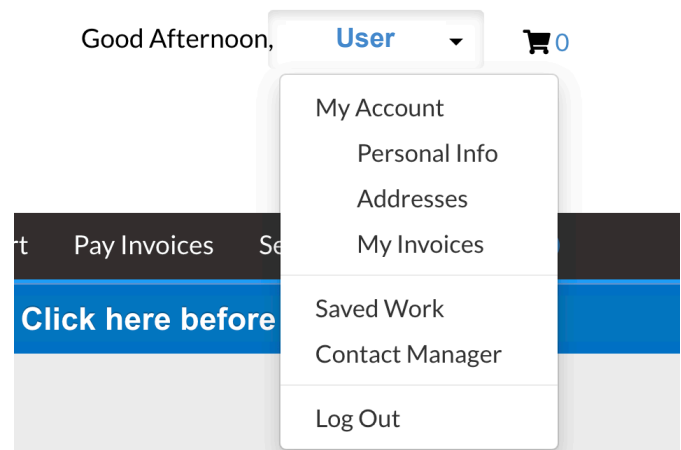
**Note:** A CO/CC will only be issued when all permit status shows complete.

**Temporary Certificate of Occupancy:** An application and payment are required and goes through a 5-day review for all permits that have not had a final approval.

**Partial Certificate of Occupancy (PCO):** An application and payment are required and goes through a 5-day review for all permits that have not had a final approval.

**Note:** If the CO/CC is not available in the attachments, please send an email to [ds.help@raleighnc.gov](mailto:ds.help@raleighnc.gov) for assistance from staff.

## QUICK ACCOUNT ACCESS



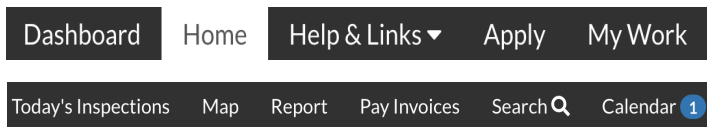
Use the quick account access available at the top right-hand corner of the permit portal to quickly go to:

**My Account:** View your personal information and make changes as necessary to your profile. View invoices that have been paid or unpaid.

**Saved Work:** Access your Templates and Drafts for applying for permits.

**Contact Manager:** To view your favorite contacts and manage people associated to your contact.

## THE MAIN PERMIT PORTAL LINKS EXPLAINED:



**Dashboard:** The Dashboard provides a quick summary of your **Permits, Plans, Inspections, Invoices,** and **Licenses.** This tab is only available when signed into the permit portal.

**Help & Links:** View link on How to use the portal; Board of Adjustments (BOA); Development Fee calculator and application for Certificate of Appropriateness (COA).

**Home:** View links for: Apply for Permit, Request Inspection, Search Public Records, My Account, Pay Invoices, and Map.

**Apply:** Use this link to apply for permits. Be sure to read the description of the scope of the permit that you are applying for.

**Apply for Grants:** View information on the Grant process.

**My Work:** Access links for: Invoices (paid and unpaid); Permits (Issued and Complete); Inspections (requested, scheduled and closed).

**Today's Inspections:** Use this to see all inspections that are scheduled. Inspection status is requested and will change to scheduled the date of the inspection.

**View:** Find quick links for: Invoices, Permits, Plans, Hospitality, and Food Truck Permits and Inspections.

**Pay Invoice:** Use this area to search and pay for your invoice. Enter the full invoice # (e.g. INV-00123456) and click search.

**Search:** Use this link to do a Public Search on Permits, Plans, Inspections, etc.

**Calendar:** Reference the calendar for pertinent City meetings and dates.

## Additional Resources

### Permit and Development Portal Help Center

[raleighnc.gov/permits/permit-and-development-portal-help-center](https://raleighnc.gov/permits/permit-and-development-portal-help-center)

### How to Get a Residential Permit

[raleighnc.gov/permits/how-get-residential-permit](https://raleighnc.gov/permits/how-get-residential-permit)

### Commercial Permits: New Buildings, Additions, and Change of Use

<https://raleighnc.gov/permits/services/commercial-permits-new-buildings-additions-and-change-use>

### Development Review Turnaround Times

[raleighnc.gov/permits/development-review-turnaround-times](https://raleighnc.gov/permits/development-review-turnaround-times)

### Development Forms

<https://raleighnc.gov/permits/development-forms>

## THE MAIN PERMIT SCREEN EXPLAINED

Summary

Locations

Fees

Reviews

Inspections

Attachments

Contacts

Sub-Records

More Info

<p><b>Summary</b></p>	<p><b>This shows the Progress, Workflow, and Available Actions:</b></p> <p><b>Progress:</b> The progress wheel is the progress for the main permit and the project review. Do not mistake this for the status of the entire project. You will need to click on the Sub-Records link to see the status of each permit.</p> <p><b>Workflow:</b> This is a step-by-step progress of your project, from application, to plan review, to payment, and permit issuance. A building permit will always be the main permit, and where you will find all actions on the project from application, plan review, and permit issuance.</p> <p><b>Available Actions:</b> This is where you will see the inspections that can be scheduled for your project after the permit has been issued.</p>
<p><b>Locations</b></p>	<p>This is the project location.</p>
<p><b>Fees</b></p>	<p>This shows permit fees.</p>
<p><b>Reviews</b></p>	<p>View the status of our review as it goes through application submittal, plan review and final review stages.</p>
<p><b>Inspections</b></p>	<p>This allows you to see detailed results for the various inspections for your project.</p>
<p><b>Attachments</b></p>	<p>Reference documents relating to your project. Includes: Corrections Report, Issued Permits, Permit Summary, Approved Plans, etc.</p>
<p><b>Contacts</b></p>	<p>View all contacts attached to the project. Here you can add and delete contacts for your project.</p>
<p><b>Sub-Records</b></p>	<p>View all sub permit attached to the project.</p>
<p><b>Holds</b></p>	<p>View all holds associated with your project</p>
<p><b>Meetings</b></p>	<p>Applicable for project with a meeting.</p>
<p><b>More Info</b></p>	<p>Additional information provided when applicable.</p>

## FREQUENTLY REQUIRED DOCUMENTS FOR PERMIT ISSUANCE

DEPARTMENT	PERMIT TYPE	CERTIFICATION/DOCUMENT REQUIRED
TRANSPORTATION	INFRASTRUCTURE (Sewer, Stormwater, Street, Streetscape, Water & Reuse)	<ul style="list-style-type: none"> <li>• General Liability Insurance</li> <li>• Performance Bond</li> </ul>
TRANSPORTATION	RIGHT-OF-WAY (Driveway, Site Final, ROW Work)	<ul style="list-style-type: none"> <li>• General Liability Insurance</li> <li>• Performance Bond</li> </ul> <p><b>Note:</b> Site Final only - No certification required</p>
BUILDING	BUILDING	<ul style="list-style-type: none"> <li>• Licensed Contractor</li> <li>• Workers' Compensation Insurance or Workers' Compensation Exemption if employing less than 3 persons</li> <li>• Unlicensed Contractor - Can do work with valuation less than \$40,000</li> <li>• Owner Exemption Affidavit required for homeowner doing work</li> </ul>
BUILDING	ELECTRICAL	Licensed Contractor
BUILDING	MECHANICAL	Licensed Contractor
BUILDING	PLUMBING	Licensed Contractor
ZONING	ZONING	No Certification
ENGINEERING	FLOODPLAIN, STORMWATER CONTROL, WATER SUPPLY, WATERSHED	No Certification
ENGINEERING	GRADING	<ul style="list-style-type: none"> <li>• Workers' Compensation Insurance</li> <li>• General Liability Insurance</li> </ul>
ENGINEERING	LAND DISTURBING	Workers' Compensation Insurance
FIRE PROTECTION	FIRE ALARM	Licensed Contractor
FIRE PROTECTION	FIRE SPRINKLER	Licensed Contractor
FIRE PROTECTION	ALTERNATE FIRE EXTINGUISHING SYSTEMS (HOOD)	No Certification
FIRE PROTECTION	MANUAL STANDPIPE	Licensed Contractor
URBAN FORESTRY	TREE CONSERVATION	No Certification
URBAN FORESTRY	TREE IMPACT	<ul style="list-style-type: none"> <li>• General Liability Insurance</li> <li>• Performance Bond</li> <li>• Most new Single-Family Dwelling will get a UF permit requiring a ROW contractor</li> </ul>
PUBLIC UTILITIES	CONNECTION TAP	No Certification - Fees assessed for water and sewer only
PUBLIC UTILITIES	STUBS ONLY INSTALL	<ul style="list-style-type: none"> <li>• Licensed General Contractor (Public Utilities Contractor)</li> <li>• General Liability Insurance</li> <li>• Performance Bond</li> </ul>
PUBLIC UTILITIES	STUBS ONLY REMOVAL	<ul style="list-style-type: none"> <li>• Licensed General Contractor (Public Utilities Contractor)</li> <li>• General Liability Insurance</li> <li>• Performance Bond</li> </ul>