



Standard Alteration Repair Process

PROCESS BEGINS

Customer submittal received
via Permit Portal

Permitting Advocate reviews for
completeness and compliance

Does the submittal or resubmittal
meet intake requirements?

NO

Staff notifies client of
additional requirements,
pre-requisites and/or
alternate submittal path

YES

If new submittal, staff creates a case in the
Permit Portal and plans are routed after the
review fee is paid; if resubmittal, staff re-routes

Plans Routing

*10 day review cycle for initial submittal
5 day review cycle for resubmittal*

Review Approved?

NO

Review requires resubmittal,
corrections report
generated, and posted
in the permit portal

YES

Final Review

Staff notifies client of
additional requirements,
pre-requisites and or alternate
submittal path

- Verifying Seals
- Verifying Contractor Qualification
- Permit Quality Control
- Valuations and Fees Accuracy
- Confirming Scope consistent with process
- Approval Stamp & Flatten Plans

Final Review Approved?

NO

Email is auto-generated
with directions about next
steps that identify specifics
and will include instructions
about how to submit missing
items

YES

Fees invoiced, approved plans
released to client via portal

Invoice paid

Customer emails
information package, once
received it goes back to
'Final Review' stage

Permits issued via
the permit portal