



Where Georgia comes together.

Department of Community Development

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478-988-2720

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741 Main Street
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Staff Contacts

- **Dante Braddy, Permit**

Technician

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CITIZENS SELF SERVICE PORTAL FAQ'S

Accessing the Citizens Self Service Portal

<https://perryga-energovpub.tylerhost.net/Apps/SelfService#/home>

You can also access through the City of Perry website at perry-ga.gov. On main page click on Business Services; on the drop down select Community Development and on the main department page click on Citizens Self Service Portal.

Why can't I find my address when I search for it?

Make sure you only put in the street number and street name when searching for the address. Do not include the suffix when searching for your address (i.e., exclude Drive, Parkway, Road, etc.). You may also search by the parcel number. Make sure you click the magnifying glass to conduct the search. NOTE: If you do not find your address, enter manually.

How do I add or delete contacts on existing records?

To add a contact the individual will need to be listed as a contact in the system or have an active CSS account. If the contact is registered, you will be able to search and add. You may also delete a contact on your record.

How do I pay my fees?

You will receive an email when invoice has been created and ready for payment Fees can be paid online or in person. If you are paying with a credit card you can navigate to your invoices directly on the CSS dashboard (only if you are listed as billing contact will it show on dashboard), otherwise, you can either search by permit or invoice number to pull up the invoice. If you would like to pay by cash or check, please visit Customer Service at City Hall 1211 Washington Street, Perry. No permits will be issued until fees are paid.

How can I print my Permit and Certificate of Occupancy?

Search for the permit number, open and under the attachments tab of the permit, you can print the permit and CO once they have been issued. On the main permit details screen, a "print" icon will appear automatically once issued. NOTE: You do not need an account to view/print a permit or CO. You will search the public records with either an address or permit number.

CSS says my account has been locked out because I entered the wrong password. What do I do?

Wait five minutes and try again. As long as you remember your password and are entering it correctly, it will let you in after it resets. If you need to reset your password, click the Forgot Password link and you will receive an email to reset your password.

Scheduling Inspections

From the dashboard click on active, select the permit you want to schedule an inspection for, then click Inspections. Locate the inspection you want to request and select the check box next to it. Then click Submit. Select the date you want to schedule the inspection by clicking on the calendar icon at right. Enter any necessary comments relevant to the inspection. (Comments can be specific to the inspection, gate codes, etc.) Both date and comments are required fields. Click on Submit and the inspection request will be processed.

The date you request the inspection is not the date the inspection will be done; there are no same day inspections, nor are specific times given for inspections. Inspections requested for the AM will be done between 8am and Noon and PM inspections 1pm and 5pm.



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Viewing Inspection Results

Make sure you have a registered account and are logged in. You will arrive at your home page (referred to as your Dashboard). You can navigate to the permit to view inspections by clicking on the corresponding active permit or you can view them from the bottom of your dashboard. To view from the permit, click on the corresponding permit link under active permits. Click the permit link for which you would like to view the inspections. Click the inspections tab below the permit detail information to view your inspection results. To view more information (such as to why failed, etc.) click on the link for which you would like to view. Click the Checklist Tab and you will see detailed comments and notes. You may also view inspection on the bottom left of your dashboard.

How do I cancel a Building Inspection through CSS?

You cannot cancel an inspection through CSS. Please contact the Building Inspections Department at 478.988.2720 and a staff member will assist you with your inspection cancellation.