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Department of Community Development

CITY OF PERRY PERMITTING REQUIREMENTS

Effective January 2, 2018

Revision January 1, 2020

Residential Plan Submittal Minimum Requirements

To obtain a building permit for construction of a new structure, addition, accessory building or substantial improvement for a residential use in the City of Perry, the following information shall be shown or provided in detail on a plan drawn to scale with dimensions:

- **Site plan (see example)** to include, lot dimensions, setback information, utility locations, easements, tree or special landscape location/requirements, driveway locations and area of construction. *If grading is required to correct storm water runoff, indicate how this is to be done and obtain approval before grading begins. E&S measures may be required*
- **Building plans to include:**
 - **Foundation plan**, slab on grade and crawl space (pier locations)
 - **Elevations** to include window and door locations (indicate hazard glazing if required), exterior finishes, guard and/or hand rails if over 30" above grade
 - **Wall Section**, indicate insulation R-value and air barrier locations
 - **Roof plan** to include, dimensional lumber sizes if stick built or truss plan, (truss plan needs to be on site at time of framing inspection)
 - **Floor plan** to include, room sizes with designation, doors sizes with swing direction, window sizes, stair location, attached or detached garages and future or unfinished areas
 - If a **pool** is to be constructed, indicate location on site plan. Show fence to include gate location(s) and if the structure is to be part of the barrier, indicate on the floor plan which doors and/or windows will be alarmed. (permit required)

Residential plans are not required to be stamped by an Architect or Engineer unless the structure is over three (3) stories in height or has mixed uses not considered as residential or has unique construction designs or site conditions not standard to residential uses.

All plan submittals shall be legible, a minimum scale of 1/8" = 1' or larger, architectural style and be specific to your project. These requirements are minimum standards and may not be all inclusive. Work must comply with all State and local laws, codes and ordinances.

NOTE: Please allow three business days for review and issuance of all submitted new residential permits.

Minimum Requirements for Commercial Plan Submittal & Review (Architectural)

To obtain a building permit for construction, plans are required for any new structure, addition, accessory building, substantial improvement or alteration for a commercial use in the City of Perry, the following information shall be shown or provided in detail on a plan drawn to scale with dimensions. (Architectural style drawn to a minimum scale of 1/8" = 1")

- Project name and narrative, zoning designation, code references, title block for design and construction professionals, location (key) or site map, index of drawings, occupancy and construction type with code analysis to include allowable height and area calculations and means of egress.
- All Educational, Institutional and Assembly Occupancies as well as any project 5000 Sq. ft. or larger are required to be designed and sealed by a State of Georgia Architect and/or Engineer. Stamped drawings may be required for other projects if determined by the Chief Building Official or Fire Marshal that the plans are not in compliance with the mandated codes or have unique or special conditions.
- Pre-engineered buildings used as part of a building project require a stamp by the manufacture's Engineer and all supporting documentation such as loading and reaction designs are required to be submitted along with any other information necessary to show compliance. Foundation drawings must include a pier or bolt plan as part of the pre-engineered building.
- Shop drawings will be required as a separate submittal for sprinkler work, alarms and signs to obtain a permit. Layout and/or renderings may be included in the architectural plans, but permits will not be issued for these particulars without shop drawings.
- Plans at a minimum shall include electrical, plumbing, HVAC, and gas riser diagrams and ADA details.

- A fire and life safety plan to include exit and emergency lighting, egress requirements, travel distances, fire ratings and fire protection systems.
- For new construction on site plan submittals contact the Fire Marshal to obtain the vehicle dimension form.
- Floor plan, wall section, structural details, elevations with exterior materials and colors identified, hardware, window and door schedules.
- Footing and foundation plan to include rebar size & locations, depth and width of footings and slabs.
- Energy code information (Com-Check) to include insulation details for walls & ceilings and lighting compliance.
- Electrical, plumbing, HVAC & gas plans need to provide detailed information of fixture type, location and sizing.

These are minimum requirements that in most cases will provide ample information for determining compliance with the State mandated codes and local ordinances. Additional information may be required in some cases if submittals provided are not of sufficient clarity to determine compliance.

Pre-submittal conference with the Chief Building Official and/or Fire Marshal is suggested if plans are not designed by a professional Architect and/or Engineer or if you are unsure of a particular requirement.

All commercial plans will be reviewed in the order they are received. Average review time is three (3) weeks depending on the work load, completeness of the submittal and size of the project. Large projects may take longer. Most plans will be noted and approved if minor code corrections are found, however, plans may be rejected and will be required to be revised and resubmitted if excessive or missing information is found. If this is the case review time will start over once plans are returned.

An electronic submittal of “as-builts” is required for all new or substantially disturbed site areas.

Small Tenant Space Interior Upfit

Small tenant space plans less than 1500 square feet require the following items identified on the plans:

- Project name and address with suite number (if applicable).
- Dimensions for the overall space and dimensions for each room, or drawn to scale.
- Each room/space is identified and labeled.
- Location of doors, windows, fixtures, furniture, shelving, and work spaces.
- Emergency lighting, exit sign locations, and fire extinguishers.
- On separate sheet show overall floor plan, showing tenant separation walls. Indicate what type of occupancy (or what business) is on either side of your space.
- Fire rated barriers and/or firewalls.

- Fire alarm, sprinkler system, and kitchen hood system work will require separate plans to be submitted by subcontractor.
- Plans must be legible.
- Plan review fee in accordance with the fee schedule.

** The above mentioned items are the minimum plan requirements. The contractor is responsible for providing all details on the drawings. For additional information call (478)988-2759 for Fire Marshal and (478)988-2720 for Chief Building Official.*

1. Once the Building and/or Fire Marshal's Office approves your plans, a permit will be issued. A building permit is required for the work proposed and can only be issued to a licensed general contractor.
2. Once all required inspections have passed and an Occupational Tax Certificate has been obtained, you may contact the Community Development Department at (478)988-2720 to request your Certificate of Occupancy.

Licensing Requirements

Permits will only be issued to a State licensed contractor, specialty contractor or homeowner.

Homeowners shall complete a "Homeowners Affidavit" provided by the office of Community Development, the form shall be completed and signed in front of a witness and must be notarized. It is recommended that if you are not trained, skilled or experienced in the work being performed you hire a qualified and licensed contractor. *A home owner **may not** hire an unlicensed person to perform work required to be permitted by a State Licensed Contractor or for the work being permitted by the home owner. The homeowner must reside in the residence.*

Residential Contractors may only permit one & two family dwellings or townhouses up to 3 stories in height and their accessory structures.

Residential – Light Commercial Contractors may permit all residential structures as well as multi-family and multi-use light commercial structures which are less than 4 stories in height and less than 25,000 square feet in area and pre-engineered building up to 50,000 square feet which do not constitute a hazard type occupancy.

General Contractors may permit projects that are unlimited unless their individual license is restricted as a sub-classification by financial limitations. See Georgia State License regulations if you have questions.

In order to obtain a permit if you are a State Licensed Contractor, a copy of your State License shall be provided at time of permit request. Community Development will not look up license verifications. If the person requesting a permit is not the actual license holder, an affidavit will have to be provided authorizing that person to obtain permits on his/her behalf *(each request for permit will require a separate affidavit).* A copy of your license and/or affidavit,

photo ID of license holder and person requesting the permit, occupational tax certificate from any jurisdiction in Georgia and project documents will be required.

Trade Contractors required to be licensed by the State will also have to provide the information stated above to obtain a trade permit. Separate permits are not issued for the trade contractors on a master permit for residential and commercial work.

Specialty Contractors may only permit work that is less than \$2500.00 in value and non-structural. Specialty Trade Contractors will need to be performing their trade work under a licensed and permitted contractor. A copy of an Occupational Tax Certificate from any jurisdiction in Georgia shall be provided to obtain a permit. (Specialty Contractors may not contract other trade work unless it is within the scope of their trade)

Jobsite Posting Requirements

All construction job sites must be clearly marked with an appropriate sign indicating the full street address as well as lot number. If the site is not properly identified an inspection will not be conducted.

FIELD INSPECTION PROCEDURES

All inspection requests are to be made through the online portal. All permits when applied for must list each of the trade contractors and a job supervisor all of which will need to have created an online portal account. If they are not listed as contacts on the initial permit request the permit record will not be linked to their active online account, thus not allowing inspection requests to be made.

Effective July 1, 2019 no telephone requests for inspections will be taken.

Inspections DO NOT have a specified time and NO SAME DAY INSPECTIONS. The inspection may be scheduled for morning or afternoon. No inspections will be conducted the day the permit is issued. The only exceptions are electrical and sewer permits on existing structures due to damage or obstructions. Please have the site ready prior to scheduling an inspection. Sites not ready when the Inspector arrives will be noted as a failed inspection and re-inspection fee will be charged. A re-inspection fee will be charged for the third visit for the same inspection request. This fee must be paid before the next inspection is made.

Requested inspections **WILL NOT** be conducted if required silt fence and construction driveway are not in place, and properly maintained, and if adjacent streets are not clear of dirt, mud, and other debris related to construction project. Construction sites found to be in violation of these requirements must pay a re-inspection fee before scheduling a re-inspection. If violation is not corrected when re-inspection is conducted or found to be in violation at any subsequent inspection for the same builder/contractor, further action, including but not limited to issuance of a "Stop Work Order" will be taken to ensure compliance.

The following inspections are required:

- 1). **Footing/Site:** At the time of the footing/site inspection is conducted the following should be in place: Construction exit and sediment barriers. Sanitary facilities for the workers should be on site.
- 2). **Sub slab systems:** Inspection requires a 10' head test
- 3). **Slab/before slab is poured:** Poly and rebar to be in place before inspection and proof of termite treatment.
- 4). **Rough-in framing:** All trades should be roughed-in at this point.
- 5). **Insulation:** before any sheathing applied. Please do not cover any walls or ceilings prior to this inspection.
- 6). **Building Sewer:** The City of Perry requires a cleanout at building and where connection is made to City. You must add additional cleanouts if over 100' feet between cleanouts. Two-way cleanout and check valves are not required, but may be installed if desired. It is strongly encouraged tracing wire be installed. The top of lid at City connection must be flush with final grade level.
- 7). **Permanent Power:** All lights, appliances or terminations need to be completed. Two ground rods are required. **Please remember this is not the final inspection.** If the dwelling is occupied before the Certificate of Occupancy/Completion inspection power to future projects may be withheld until completely finished at which time a power inspection will be made and then a Certificate of Occupancy/Completion inspection.

Before any electrical inspections are requested or performed, you will be required to have no exposed wiring (i.e. disconnect whips, carriage light wiring, etc.) at the exterior of your jobsites. In addition, you will be required to have your lock sets for all exterior doors (either permanent or temporary) in place to prevent unexpected injury from uncovered interior devices and appliances.

8). **Utility/Right-of-Way Inspections:** The City of Perry Engineering Department will inspect that sidewalks are clean and clear and are in an acceptable standard, hydrant valves are at proper grade, manholes for sewer and stormwater lids are to be accessible, storm inlets are to be on grade and clear of debris, valves are to be on grade and clear of debris, collars are to be in place, and all easements, curbs and streets are to be clear and clean of any dirt/debris. Sidewalks and driveway crossings must be ADA acceptable as well as sidewalk ends and turnouts.

9). **Final Inspection - Certificate of Occupancy/Completion:** Building should be complete and all required landscaping installed. All water boxes and sewer cleanouts set to grade. All required certifications should be on file in the City of Perry

Community Development Department; septic tank inspection from Houston or Peach Counties, energy certificate filled out completely and a copy on site and provided to the Community Development Department. Food service permits if required from the Houston County Health Department and Fire Marshall approvals if required.

10). **Certificate of Occupancy/Completion Issuance:** Will be issued within (48) hours of passing all final inspections.

Construction Debris

All scrap materials, waste and trash shall be placed in an approved dumpster and removed from property once dumpster is full.

Water Service

The installation of any domestic or irrigation water meter will be delayed until such time that the site is rough graded and all building materials, bulk piles of sand, rock or fill dirt and dumpsters are removed from the site. At this point **the contractor is to contact ESG at 478-988-2777 for installation and the meter(s) will be installed within 24 hours provided the site is prepared.** Weather conditions and work load may warrant additional time. Once the meters and boxes are set, any change in elevation requiring the meters/ boxes to be raised or lowered, the contractor will be responsible to perform this work. If site prep is not complete and meters cannot be set the current re-inspection fee as noted in the City of Perry fee schedule will be assessed.

ESG will still receive work orders at time of permitting and will visit the site to insure a curb stop (valve) and backflow preventer is installed. The backflow preventer will be installed by ESG and will have a 1" female outlet. The contractor will be responsible for making their own connection with a spigot or hose connection of their choice. *A vacuum breaker attached to a typical hose faucet is the preferred connection device.* If the backflow or water line is damaged or the backflow is removed without the permission of ESG, the contractor will be charged for replacement.

If a water line has to be relocated away from a driveway, sidewalk or other obstruction the contractor will be responsible for calling ESG at 478-988-2777 to schedule the relocation and a (72) hour notice will be required.

Once the request is made for the installation of the meters, the contractor will need to remove the spigot assembly from the backflow device. If the device is still connected when ESG arrives to install a meter, the assembly will be removed and left on site and ESG will have no liability for this equipment if it is lost, damaged or misplaced. The termination point of the water line from the house will need to be flagged or the line will need to be stubbed up making it identifiable. When water lines and meters are set, it will be the responsibility of the contractor to make the necessary connections to the plumbing system.

A separate irrigation meter is required for all irrigation systems.

Back-flow Device

The City of Perry is requiring back-flow protection as mandated by the State of Georgia Clean Water Act. The City will provide the back-flow for water taps of one inch or less. Sizes larger than one inch are required to have a back-flow or RPZ back-flow as required. The City of Perry Engineering Division will make the determination of need for the RPZ and will perform a final inspection of the meter set and back-flow before the water will be cut on.

Thermal Expansion Device

The City of Perry by complying with the Clean Water Act with the installation of back-flow preventers has created a closed system at all new water services. Therefore, in order for the piping system on the customer side of the meter to be protected from expansion and contraction, a thermal expansion device is required to be installed.

Hydrant Meters

Anytime water is used from a City of Perry fire hydrant a City hydrant meter must be used. One may be checked out at Perry City Hall and picked up at the waste water treatment plant at 100 Frank Satterfield Road, Perry.

Sewer Taps

The City will be responsible for sewer connections for one and two family dwellings. The customer is responsible for all commercial taps, installation and tie to City main. These taps are required to be inspected prior to cover up by the City of Perry Engineering Division. A notice of (24) hours is required prior to installation; contact 478.988.2877 to schedule inspection.

All manhole connections shall be made by core drilling the wall and installing the proper neoprene boot.

It is the responsibility of the permittee to repair any pavement cut. These cuts are to be patched in accordance with city specifications.

Water and Sewer Taps Requiring Access onto State D.O.T. Right of Way:

Sewer taps requiring access onto Georgia Department of Transportation (GA DOT) right of way requires prior approval of the Georgia D.O.T. District Utilities Engineer. The GA DOT phone number is 478.988.7151. The necessary drawings and permit application information shall be prepared by the customer's engineer (for commercial installations) and forwarded to the City of Perry Engineering Division. The application will be signed and mailed to the GA DOT. The City of Perry will prepare the necessary drawings and permit application for residential installations.

Natural Gas:

Natural gas at new construction **will not** be turned on unless minimum standards of construction are met. Specifically this refers to the quality of the piping connection between the City of Perry meter and the customers piping. The City gas crew will install the meter plumb, level and square to the building. The plumber will make the final connection to the building piping using the necessary fittings to assure that the meter remains in this alignment. If the plumber finds the meter not to be properly aligned prior to connection to the building, contact should be made with City Hall at 478.988.2754 and the gas crew will correct the meter alignment problem. Under **no circumstances** should the plumber connect the house piping to a meter that is not properly aligned. The intent is for the meter installation to have a neat and professionally installed appearance.

Miscellaneous Permits:

Demolition of a Structure

Before the issuance of a demolition permit by the City of Perry a copy of all Best Management Practices (BMP's) for the safeguard of stormwater runoff, utility and infrastructure protection, dust and noise compliance and to protect the property of others while demolition is in progress must be provided. A copy of the asbestos abatement report must also be provided. All trash and debris for the affected site must be removed and properly disposed of and the site graded to a mowable level and stabilization of the disturbed area once the work is complete. The City and/or ESG Operations must be notified of any service disruptions that may occur during the demolition process.

Swimming Pools and Spas

1. Swimming pools, spas, and associated improvements must adhere to the standards set forth in the 2018 International Swimming Pool and Spa Code w/Georgia Amendments and the 2018 International Residential Code.
2. All swimming pools associated decking and fencing shall have a setback of five (5) feet from any property line or shall be no closer to any side property line than the residential structure, whichever is greater.
3. **Site Plan is required** and must show property boundaries, pool and pool decking location, pool fence/barrier location, access gate location, proposed accessory pool structures or other improvements, existing house footprint, distance of pool decking and fencing from all property boundaries, and existing easements on property.
4. If a commercial or public pool or if the property is served by a septic tank approval from the Environmental Health Department must be received and submitted with application.

5. The following inspections will be performed: Office review of application and plans prior to issuance of permit, site/setback, pressure test, electrical bonding, gas piping (pressure test), deck bonding, and final, which shall include permanent fence, electrical system and alarms if house is part of barrier. ***Where a wall of a dwelling or structure serves as part of the barrier, doors and operable windows with a sill height of less than 48 inches shall be equipped with an audible warning.***
6. If the property owner will be responsible for the barrier signature of the owner must be completed on application as noted, if the pool contractor is responsible for the barrier owner's signature is not required. Application can be obtained from the Community Development Department.

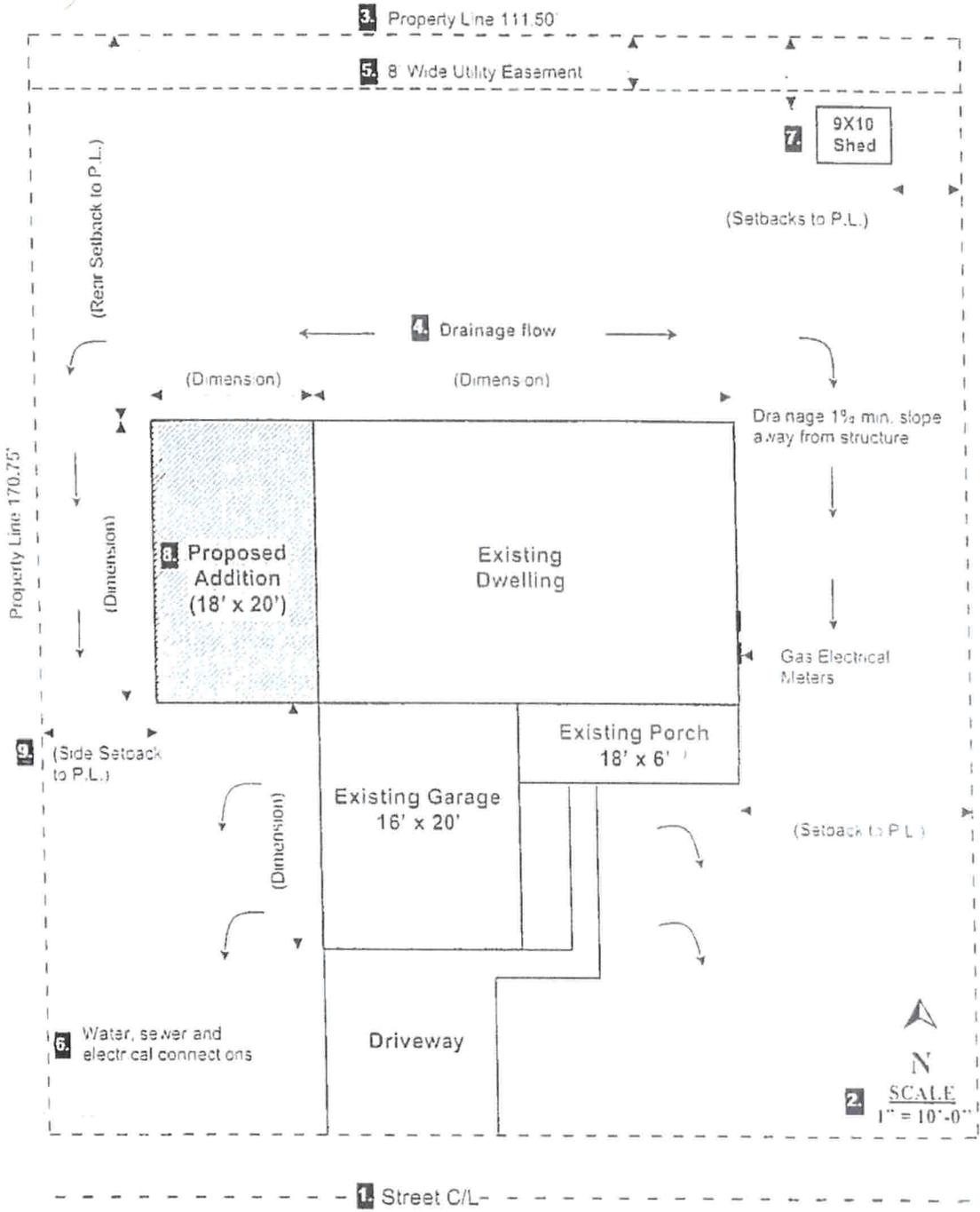
Signs

A colored rendering of the proposed sign(s), including dimensions must be submitted with the application. A site plan must accompany all freestanding signs. All work must be performed in compliance with the Land Management Ordinance Section 6-9.

Accessory uses and structures

Any accessory structure over 199 square feet must be permitted. All accessory structures must adhere and be in compliance with the Land Management Ordinance Section 4-4 this includes proper permits, site plan review and setback requirements.

P.O. Box 2030 | Perry, Georgia 31069-6030
478-988-2720 | Facsimile 478-988-2725
<http://www.perry-ga.gov/community-development/>



SITE PLAN
(Sample Only)

Property Owner's Name
 Property Address and Phone No.
 A.P.N. (Assessor Parcel Number)
 Scope of Work
10. Designer's Name & Signature
 Site Area and Lot Coverage



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Department of Community Development

When making requests through the online portal for new single family residential construction, the information provided is a guide to ensure the proper inspection request is made.

New Single Family Residential

1.) Slab Construction (Monolithic) work flow

- a.) Sub-slab – inspecting “in-slab” plumbing and set backs of the foundation
- b.) Concrete slab – inspecting footings and all things associated with slab before pouring
- c.) Wall framing – inspecting all things (all trades) after framing is complete and before **ANY** interior or exterior wall coverings are installed (ex-sheetrock, brick, vinyl, etc.)
- d.) Insulation - insulate all necessary areas of the dwelling with correct "R" value.
- e.) Electrical – inspecting all things electrical (panel, service, interior and exterior devices) are installed and/or properly covered in a safe manner
- f.) Final Inspection – inspecting all things associated with a complete and proper installation before the Certificate of Occupancy is issued
- g.) Final Engineering Inspection – this inspection will be done simultaneously with the final inspection. This inspection will cover all issues having to do with proper site work and storm water issues and also a prerequisite to obtaining a Certificate of Occupancy

2.) Slab Construction (Block) work flow

- a.) Footing – inspecting footers are properly installed and proper set back requirements are met
- b.) Sub-slab – inspecting “in-slab” plumbing and other in slab trades
- c.) Concrete slab – inspecting all things associated with slab before pouring
- d.) Wall framing – inspecting all things (all trades) after framing is complete and before **ANY** interior or exterior wall coverings are installed (ex-sheetrock, brick, vinyl, etc.)
- e.) Insulation - insulate all necessary areas of the dwelling with correct "R" value.
- f.) Electrical – inspecting all things electrical (panel, service, interior and exterior devices) are installed and/or properly covered in a safe manner

- g.) Final Inspection – inspecting all things associated with a complete and proper installation before the Certificate of Occupancy is issued
- h.) Final Engineering Inspection – this inspection will be done simultaneously with the final inspection. This inspection will cover all issues having to do with proper site work and storm water issues and also a prerequisite to obtaining a Certificate of Occupancy.

3.) Wood Floor framing work flow

- a.) Footing – inspecting footers are properly installed and proper set back requirements are met
- b.) Floor framing – inspecting all things having to do with floor framing BEFORE DECKING IS INSTALLED
- c.) Wall framing – inspecting all things (all trades) after framing is complete and before ANY interior or exterior wall coverings are installed (ex-sheetrock, brick, vinyl, etc.)
- d.) Insulation - insulate all necessary areas of the dwelling with correct "R" value.
- e.) Electrical – inspecting all things electrical (panel, service, interior and exterior devices) are installed and/or properly covered in a safe manner
- f.) Final Inspection – inspecting all things associated with a complete and proper installation before the Certificate of Occupancy is issued
- g.) Final Engineering Inspection – this inspection will be done simultaneously with the final inspection. This inspection will cover all issues having to do with proper site work and storm water issues and also a prerequisite to obtaining a Certificate of Occupancy.



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What is CSS?

CSS stands for Citizen Self Service portal, and is part of our new land management software system that allows applications, payments, and permit/inspection requests to be made online. Click the link below and sign up with your email, address, and password. Once complete you are signed into the CSS portal. For easy access on your smartphones, tablets or computers, it is recommended you allow the CSS system to remember your login credentials and save to your home screen for easy access.

You may also visit www.perry-ga.gov once on the home page click Operations and on the drop down click Community Development and on the main page for the department there is a click here box for direct access to the online portal.

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

Plan submittal requirements are those listed in the policies and procedures adopted January 01, 2018 and updated May 2019 and available at the link listed below.

<http://www.perry-ga.gov/wp-content/uploads/2017/11/Contractor-Requirements-Jan-2018-2.pdf>

What is eReview?

eReview is another component of the new land management software system that allows you and staff to submit and return permit and plan comments, see review status updates and more. eReview can be accessed through your Permit or Plan Details page for each submittal on CSS or via the link provided in your submittal confirmation email.

What's the difference between CSS and eReview?

CSS is a web portal through which you can do the following:

- Apply for plans and permits
- Schedule inspections and pay fees
- View all active plans and permits throughout the city
- View active code cases
- Access information without having to register or sign in

eReview is a separate program / portal where the applicant and city staff can exchange document submittals and comments. This portal is only visible to you as the applicant, and you must be logged in to view your active cases and associated information.

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.

How do I know when I need to make a payment?

You will receive an email when your invoice has been created and is ready for payment. There must be an email address listed under the billing contact in Global Contacts.

Why can't I add the owner / co-applicant / etc. as another contact in CSS?

To add a contact to your application, the individual will first need to register in CSS. Once they have registered, you will be able to search and add them as a contact.

How to apply for a permit

Make sure you have a registered account in the CSS portal.

- If registered, login to your account. You will arrive at Home Page (referred to as your dashboard)
- Click "apply" from the top menu selection. You have the ability to choose from the available list of permits/plans to apply for or click "all" for options available for either application type.
- By clicking "all" you arrive at a selection page including brief descriptions of each permit/plan type to assist you. Additional categories are available along the left.
- Once you made your selection click "Apply". You have the ability to change your original selection from the dropdown if necessary.
- Type in additional information to describe what you are applying for.
- Keep the location dropdown selected as "Property Location"
- Click the "+" to add the location of the submittal
- For permit submittals you must chose to submit with an address/parcel number
- For plan submittals you can choose to submit with an address/parcel number
- Keep the location dropdown selected as Property Location
- Enter your address and/or parcel number in the Search field (excluding the suffix)
- Click magnifying glass to search
- Click "Add" to add your address/parcel number to your submittal
- Your address will be added to your submittal
- You will be added as the applicant
- Submittal files will differ by submittal type. If attachment is marked required this is a mandatory submittal requirement. Upload documents required.
- Click "Next"
- Fill out the general information fields
- You will arrive at "Application Summary" page where you can review the information before submitting.
- You may "Save as a Draft", go "Back" or "Submit" if complete.
- You will arrive at a confirmation page stating application submitted successfully.
- You can monitor status/progress of your submittal via your CSS account.

How do I pay my fees?

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 up 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 our office. **NOTE: Inspections cannot be requested until permit is paid for.**

I'm the owner / co-applicant / etc. Why can't I see any invoices for my submittals?

The original applicant (whoever is logged in when applying) will automatically be assigned as the billing contact. If you need to change the billing contact, please let us know and we can change it for you.

How can I print my permit and Certificate of Occupancy?

You can search for the permit number to open the permit. If you are listed as a contact on the case, the permit will show on your dashboard. Then click “View My Permits”. Under the attachments tab of the permit you can print the CO if the attachment is made available online (which will be done by office staff). The permit can be printed once it has been issued. On the main permit details screen, a “print” icon will appear automatically once issued.

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

Wait three 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.

How do I know what staff member is conducting my plan review?

Once inside eReview, navigate to the Review Details page for that particular case. Go to the review version you are inquiring about (i.e., Plan Review v.1, Plan Review v.2, etc.), and a list of review departments and staff reviewers will appear to the right. You can also view the status of that department’s review, the anticipated return date for comments and more.

How do I know that the plans I uploaded to eReview were received?

Once your submittal has been received by the system, your files will turn blue on the Case Details page in eReview. Once the plans have been routed to staff, a new review version (i.e., Plan Review v.1, Plan Review v.2, etc.) will appear under Review Details, where you can also see the reviewers and due dates.

How do I add additional contacts to my permit or plan?

Open the permit in CSS portal, under Active permits Open permit, click permit number, this will open the permit with a row of tabs, click on contacts, add contact. Add contact as Builder, Plumber, etc. (can search by last name, company name, or email). Add contact needed, save and refresh.

My trade contractors have changed; how do I change them on my permit?

To remove a contact from a permit, please contact us at 478.988.2720. As long as all contacts have created an account in contacts, you have the ability to add additional contacts to your CSS application at any time. Navigate to the permit you would like to add contacts to, go to the Contact tab and then Add Contact. Type in the name and conduct a search to add a contact (this is why all contacts must register first). **NOTE: When applying for a new permit please add in the subcontractors and job supervisor.**

Building Inspections - After I send in my application, make a payment and receive an inspection, will I receive a confirmation email?

You will receive a confirmation email and you have the ability to log into your CSS account at any time to view your inspection results. You can also view a list of requested inspections on the main screen of the online portal. Click on Today’s Inspections.

Schedule Inspections: From the Dashboard click on Permits – View Full List (you can also click on one of the big circles that apply to your permit). Click on 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. Then enter 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. Once scheduled by staff, the inspection will show up on the calendar tab.

Please review the attached breakdown of the required inspections for new single family residential inspections. This is provided so that the appropriate inspections requests are made.

NOTE: We do not give specific times for inspections. If the request is made before Noon it will be done the same day after that is scheduled for the next business morning.

Viewing Inspection Results: Make sure you have a registered account in the CSS portal. If registered, login to your account. You will arrive at your home page (referred to as your Dashboard). NOTE: You can navigate to the permit to view your 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. NOTE: You must have an active online account and be listed on the permit to request inspections.

Building Inspections - How do I cancel a Building Inspection through CSS?

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