

- How do I register or set up my profile?
 - 1. Select Log On from the PDD Online Login page
 - 2. Click Create an account
 - 3. Enter a valid email address, first and last name, password, address and phone number.
 - 4. Check email inbox for account activation email
 - a. Click on "here" link to validate and activate account
 - 5. Log On using the email address and password created at apps-secure.phoenix.gov/PDD/Account/LogOn
- How do I change my profile?

After successful log on, click **My Profile** menu link (top right). Change profile information such as name, address, organization name, or phone and click **Save**.

• How do I reset my password?

Click My Profile menu link then Change Password option at the top left of the screen.

• Who do I call if I cannot complete an online permit application?

Call Planning and Development at 602-262-7811.

• What to do when I cannot find the property address?

The address cannot be entered manually. You must search and choose from a list of valid addresses. Try to enter the parcel # of the property. Visit Maricopa County Assessor website at <u>mcassessor.maricopa.gov/</u> to locate your property and acquire valid address and/or APN. If your address or property cannot be found, call Planning & Development Addressing section at 602-534-9940.

• How can I find my parcel number?

Parcel numbers can be found through the Maricopa County Assessors site. Visit <u>mcassessor.maricopa.gov/</u>

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For more information or for a copy of this publication in an alternate format, contact Planning & Development at 602-262-7811 voice or TTY use 7-1-1.

• What to do when the property owner is not correct?

First look through the list of valid addresses. Addresses might have several parcels and owners attached to the same address. You can contact Maricopa County to update your ownership information or call the Planning & Development Department Addressing section at 602-534-9940. Visit <u>mcassessor.maricopa.gov/frequently-asked-questions/what-do-i-have-to-do-to-report-an-error-on-your-website/</u>

• Can I complete a permit application later?

Yes, online permit applications are saved and can be viewed using **My Permits** menu link (top right). Both pending and completed online application (permit has been issued) are also available via My Permits. Applications submitted in person are not available via My Permits.

• How long do I have to pay for the permit application fee?

You have 180 days to pay your permit application fee. Applications that remain unpaid after 180 days are purged.

• Why did my permit application fees change?

Planning & Development permit application fees are approved by the City Council. Occasionally these fees are adjusted. Any permit application that has not been paid will be adjusted automatically to reflect the current fee schedule. Permit fees are also recalculated when a permit application is changed.

• What to do when I cannot find my contractor?

Only contractors that have a valid unexpired ROC license and a City and State tax ID number will appear in the contractor selection. If you have all of that information, you can call the City of Phoenix Payments and Submittals section at 602-534-5934 and they can add the contractor to enable online permitting.

• What stops a permit from being issued?

Holds are placed on sites that have construction violations, sites designated as Historic, sites in the Annual Facilities Program, etc. Holds on the property or site will be displayed after the address has been selected. Unless holds are released, permit may not be issued online.

Selective permits may require additional review after payment and prior to permit issuance. Examples include Alternative dustproof permit,

Permits will not be issued unless all required fields are completed, a contractor is selected (when required), applicant agrees to terms, and all fees have been paid.

• How can I pay for a permit online?

Yes, both permit submitted in person and online can be paid for online.

Step by step instructions for obtaining online permits are provided in the link below. Also, if you have been notified that a plan review submitted to Planning & Development has been approved, the permit can be paid online by clicking the "Online Payments" link at the top left. We accept valid major credit cards including VISA, Mastercard, American Express and Discover.

??(step by step instructions link)

• How can I print my permit?

After you have successfully paid for your permit you can click on the Permit PDF link to view in **My Permits**, print, or save.

• How can I print my receipt?

After you have successfully paid for your permit you can click on the Receipt PDF link to view in **My Permits**, print, or save.

• Plan review status updates

You can check your plan review status online by using the link below or over the phone by calling 602-534-6499 for residential projects or 602-262-7855 for commercial projects. Visit <u>apps-secure.phoenix.gov/PDD/Search/PlanReviews</u>

• What is current plan review time?

Development Center Wait Times can be viewed from the phoenix.gov website. <u>phoenix.gov/pdd/waittimes</u>

- How to report construction being done without a permit?
 Visit <u>phoenix.gov/report-it</u>
- What will my permit fees be?

Check the Fee Schedule using the link below or call the Planning & Development Department Payments and Submittals section at 602-534-5934. <u>phoenix.gov/policesite/Documents/Fee Schedule 11-09.pdf</u>

• Do I need a permit to re-roof my home?

If roof structure is changed, a permit is required. If doing a repair (like for like materials) with no structural additions, no permit is required. If no new structural components of the roof are added, like plywood, no permit is required.

• The utility company says I need an inspection to have service reconnected. What do I do?

Electrical utility clearance permits are available online. If electrical changes are being made, another type of electrical permit will be needed. Examples: electrical upgrade, meter socket replacement or minor electrical work. Use the step by step Online Permit procedure below.

??(Step by step procedure)

• Do I need a permit to build a shed in my back yard?

First, check with Zoning to determine if you can place your shed in the desired location by calling 602-262-7131 option 6. If shed under 200 square feet, no permit is required. If your shed will be over 200 square feet, you will need to submit drawings for review and a permit will be required. Acquire additional information on residential permit requirements by visiting

phoenix.gov/pddsite/Documents/dsd_trt_pdf_00576r.pdf

• How do I find out what my set-backs are?

Setbacks can be viewed by visiting the Planning and Zoning link below or by calling 602-262-7131 option 6. phoenix.gov/pdd/pz/pzservices/proposed-zoning-applications

• How can I find permit history for my home?

View Permit History by using the "Issued Permit Data Search" link at <u>apps-secure.phoenix.gov/PDD/Search/IssuedPermit</u>

• What are the pool fencing requirements?

All swimming pools, spas and hot tubs are required to have barriers installed and maintained. Requirements can be found at <u>phoenix.gov/fire/safety-information/home/water/pool-barriers</u>

• Do I need a permit to increase the height of my fence?

Any fence over three feet in height requires a permit. Receiving Zoning approval is the first step. For additional information visit phoenix.gov/pdd/topics/residential-fences-and-walls

• How do I schedule an inspection?

Use the "Inspection Request Permit Lookup" feature at <u>apps-secure.phoenix.gov/PDD/inspections</u>

(Move these inspection questions way up to the top of the list)

• What code do I use to schedule my inspection?

All inspection code numbers can be found by discipline at <u>phoenix.gov/pdd/onlineservices/inspectrequest/inspection-code-numbers</u> ??web key??

• Can I as the owner apply for a construction permit and perform the work?

Property owners can apply for any permit. However, the property owner can only perform the work on single family residential properties that are **occupied** by the owner. All other projects require a licensed contractor.

• Can I schedule Fire and Elevator inspections online?

Yes, Fire and Elevator inspections can be scheduled online using the "Inspection Request Permit Lookup" feature at <u>apps-secure.phoenix.gov/PDD/inspections</u>

• How do I get a copy of my Certificate of Occupancy?

To obtain a copy of your Certificate of Occupancy or Certificate of Completion, use the "Certificate of Occupancy and Completion Search" feature at <u>phoenix.gov/pdd/topics/certificate-of-occupancy</u>

• I want to cancel my permit. Can I get a refund?

Fees are not refunded if plan review or inspection services have been performed by the City. Application for refund must be received no later than 180 days after the date of fee payment. An administrative fee will be applied to each refund as applicable. Per the Phoenix Building Code, the Administrative Fee is the greater of 20% of fees refunded or \$150. Refunds are made to the payee of record and must meet the criteria outlined in the "Fee Refund Request" application. Visit phoenix.gov/pddsite/Documents/dsd_trt_pdf_00562.pdf

• Can I get a permit over the telephone?

Currently customers may purchase building permits on-line or in person at the Development Center, 200 W Washington St., second floor, Phoenix, Arizona 85003. For location service information, visit phoenix.gov/pddsite/Pages/locationindex.aspx

• What types of permits can I get online?

The list of on-line permits is constantly changing and being updated. For a complete listing of permits available on-line visit <u>apps-secure.phoenix.gov/PDD</u>

• What do I need to bring to apply for a permit?

Permits are issued when structures are designed in accordance with the building codes and all other applicable codes and ordinances, to ensure the safety of the structure. Typically drawings are required for most non-residential construction, new homes and existing homes when remodeled or additions are made. For additional information see the city website <u>phoenix.gov/pdd/development/permits</u>

• How to report a non-emergency problem in my neighborhood?

For a non-emergency crime, water in the street graffiti on personal or commercial property, excessive airplane noise or a concern with blighted property can all be reported using the phoenix.gov website. Visit <u>phoenix.gov/report-it</u>

• How to determine zoning for my home?

You can contact our Planning & Zoning Division. Zoning maps as well as information on how to contact the general planning and zoning phone line are available. Visit <u>phoenix.gov/pdd/pz</u>

• Can I get copies of the plans for my home?

Yes, by completing a Public Records Request Application and returning it to <u>dsd.records@phoenix.gov</u>. Depending on the age of your home you will be able to get a copy of plans for your home. Visit <u>phoenix.gov/pddsite/documents/dsd_trt_pdf_00680.pdf</u>

• Do you offer expedited plan review?

Priority Expedited Plan Review is a premium service for projects meeting City Council approved criteria. The applicant must demonstrate project is in accordance with approved criteria and has significant adverse scheduling or financial impacts to the project if excluded from the program. Visit phoenix.gov/pdd/topics/priority-expedited-plan-review

• Do you offer electronic plan review?

Yes, you can submit development plans electronically using the internet. Visit phoenix.gov/pdd/onlineservices/electronic-plan-review

• What projects qualify for Permit By Inspector (PBI) programs?

Commercial- Less than 10,000 square feet of improvements, no increase in square footage, interior space only, and a contractor must be selected. **Residential-** Conventionally framed wood or masonry structures using structural elements as specified in the international residential code, single-story structures, gable or flat roof systems, additions to existing structures of 1,000 square feet or less, remodels to existing spaces that do not exceed 2,000 square feet and in which structural components are not removed or altered, detached accessory structures of 1,000 square feet or less.

phoenix.gov/pdd/topics/permit-by-inspector-program