



# PERMITTING INFORMATION PORTAL (PIP)

Navigating the Building Permit Workflow and Information

## Overview

This document is designed to help you navigate and understand the Building Permit and its general workflow. Please also refer to the Frequently Asked Questions (FAQ) document found on the Orange County Website - Permitting Information Portal Page or by clicking the FAQ link in PIP.

**Click on any item in the Table of Contents below to quickly navigate to that section.**

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## Search For Permits:

To see information regarding Building Permits, use the “Search” function which is very powerful. You can enter a permit number, an address, a date range, a parcel number, a contractor or search for a specific type of permit.

Permits issued by the Building Inspections Department are as follows:

- ▲ BUILDING PERMITS (CB)
  - Commercial – Addition
  - Commercial – Consultation
  - Commercial – Demolition
  - Commercial – New
  - Commercial – Non-Structural
  - Commercial – Structural
  - Commercial – Swimming Pool
  - Commercial – Trade (Simple)
  - Residential – Accessory Building
  - Residential - Addition
  - Residential - Consultation
  - Residential - Demolition
  - Residential – New Dwelling
  - Residential - Renovation
  - Residential – Swimming Pool
  - Residential – Trade (Simple)
- ▲ SIGN PERMITS (SGN)
- ▲ STATE LICENSE SIGN-OFF (SLS)
  - ABC
  - Daycare
  - Family Care Home

To search by permit type, simply select “Permit” in the search query, then select the type of permit you wish to query from the “Permit Type” drop down field. Enter date ranges to narrow or expand your search.

The screenshot shows the 'Public Information' search interface. At the top, there is a navigation bar with links for Home, Orange County Webpage, Search, FAQs, Map, Report, Help, and Calendar. Below this, the 'Public Information' section contains a search form. The 'Search' dropdown menu is set to 'Permit' and is circled in red. The 'Permit Type' dropdown menu is set to '--Select Permit Type--' and is also circled in red. Other fields include 'Permit Number', 'Project Name', and 'Parcel Number'. There are buttons for 'Search', 'Advanced', and 'Reset'.

## Permit Details and Statuses:

This field displays basic information about the permit including the permit Status and Key Dates. Click on the up/down arrow in the right corner to expand/condense data.

Permit Number: CB12-00845

[Permit Details](#) | [Tab Elements](#) | [Main Menu](#)

<b>Type:</b>	Building Permit - Commercial Simple Trade	<b>Status:</b>	Complete		
<b>Applied Date:</b>	06/27/2012	<b>Issue Date:</b>	06/27/2012		
<b>District:</b>	Hillsborough	<b>Expire Date:</b>	07/25/2013		
		<b>Valuation:</b>	\$10,177.75	<b>Finalized Date:</b>	07/26/2012
<b>Description:</b>	install wiring only for electric vehicle charging stations				

### Common Permit Statuses (In Typical Chronological Order):

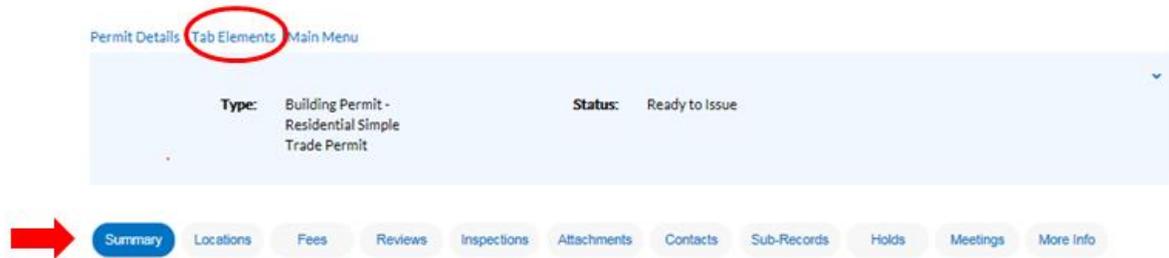
- **Submitted:** The application has been received.
- **In Review:** The application is being reviewed.
- **Ready to Issue:** The application has been approved and is **awaiting payment of fees**.
- **Issued:** Fees have been paid, the permit has been issued and inspections can be scheduled.
- **Complete:** A Certificate of Compliance/Occupancy has been issued and the structure can now be occupied and used as permitted.

### Other Permit Statuses:

- **Closed:** Application/Permit has been closed due to no response/activity from applicant. No further activity allowed.
- **Expired:** The permit has expired; no further activity allowed.
- **Renewed:** The permit has been renewed following expiration and activity can resume.
- **Revoked:** Unauthorized activity has occurred and no further activity is allowed.
- **Void:** Application was entered in error such as duplicate entry.

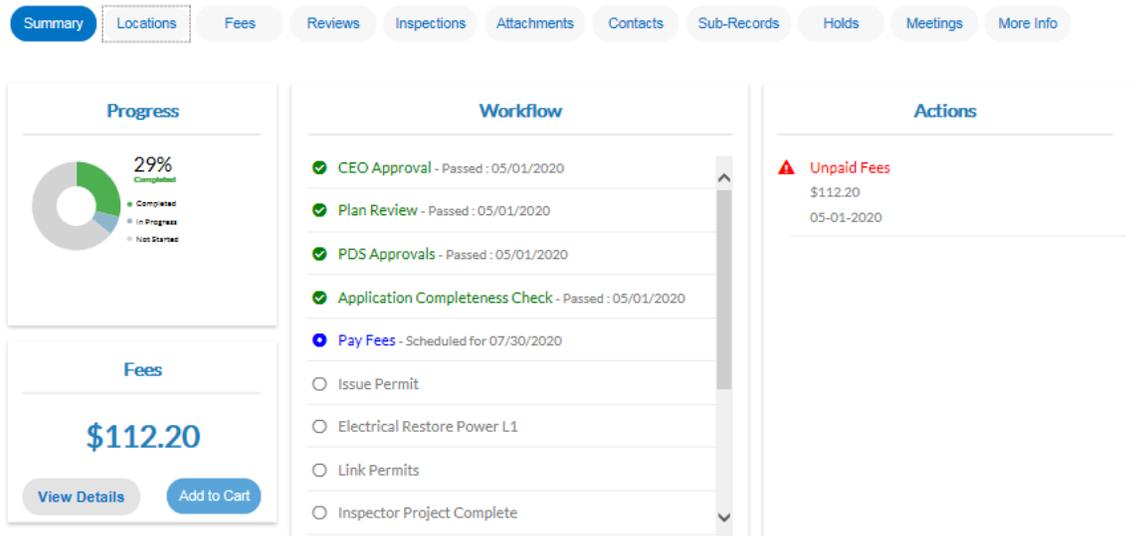
## Tab Elements:

Discover additional information about the permit by clicking on each of the tabs.



## Summary Tab:

This is a very high level overview which provides a quick summary of your project. It is divided into four (4) parts:



## Actions

This is a display of actions the permit holder needs to perform, such as paying fees.

## Fees

Permit Fees are not visible in the portal until invoiced. Building permit fees are invoiced once the permit has been approved. This holds true for revisions and renewals also.

Re-inspection fees apply on inspections resulted as “Re-inspection Required” and will be invoiced at the following times:

- a) When applying for temporary / conditional power and
- b) When all inspections have been completed.

It is the applicant / permit holder’s responsibility to ensure all outstanding fees have been paid. The Certificate of Compliance/Occupancy will not be issued until all Final Approvals have been granted and all Outstanding Fees have been paid.

**Progress:** A graphical representation of the percent of items (things to do) in the workflow that are complete.

### Workflow

The permitting software utilizes a workflow process. The Workflow is an instruction manual outlining everything from start to finish that needs to occur during the course of a building permit from application submittal, to permit approval and issuance, to inspections, to final approvals and issuance of the Certificate of Compliance/Occupancy.

The workflow has priority (order) built into it meaning something, or several things, must happen (complete) before the next item can begin. (i.e.: you can’t schedule inspections until the permit has been issued.) It is divided into STEPS and ACTIONS. Actions are the items that must be completed within a STEP. Steps and Actions can run in parallel or they can have priority. Once a STEP is complete, the workflow automatically moves to the next STEP in the process. Due to software limitations, only actions are visible in the portal.

The workflow is color coded to make it easy to visually see and understand the progress of the permit/project.

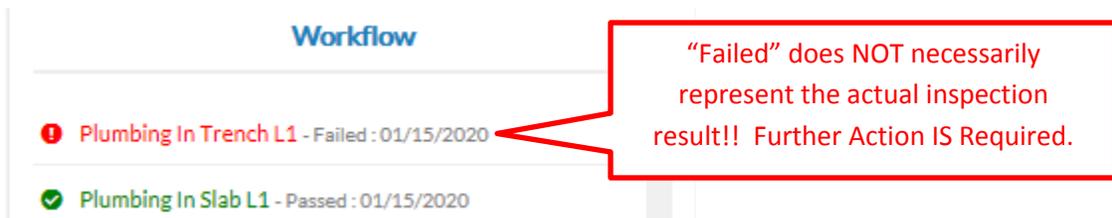
**Green:** Complete/Pass

**Red:** Incomplete – requires further action from the applicant/contractor.

If an item is **Red**, a subsequent version is created. **Red** can represent any of the following:

- Cancelled Inspection
- Partial Approval of an inspection
- Reinspection Required (Re-inspection fee applies)
- Resubmittal of a document/plan required
- Denial

**NOTE:** The Software labels any item color coded red as “failed” in the Workflow displayed on the Summary Tab, which can be misleading.



**Please refer to the Inspections Tab for actual inspection results.**

**Blue:** Started/In Progress

**Items in Grey:** Not Started

In the example below, you can see which reviews have been completed (**green in color**). You can also see the reviews which are in progress (**blue in color**) and their expected completion date, as well as items that haven't started yet (**grey in color**) in order to issue the building permit:

**Type:** Building Permit - Residential New Dwelling

**Status:** In Review

Summary Locations Fees Reviews Inspections Attachments Contacts Sub-Records Holds Meetings More Info

**Progress**

8% Completed

Completed  
In Progress  
Not Started

**Fees**

\$0.00

View Details Add to Cart

**Workflow**

- ✓ PUD Approvals (NCEW) - PASSED: 05/04/2020
- Plan Review (RB) - Scheduled for 05/15/2020
- EH Septic Approval - Scheduled for 05/30/2020
- OC Erosion Control/Stormwater Approval - Scheduled for 05/30/2020
- OC Planning Approval - Scheduled for 05/30/2020
- Custom Approval - Scheduled for 05/31/2020
- CEO Approval
- Pay Fees
- Issue Permit

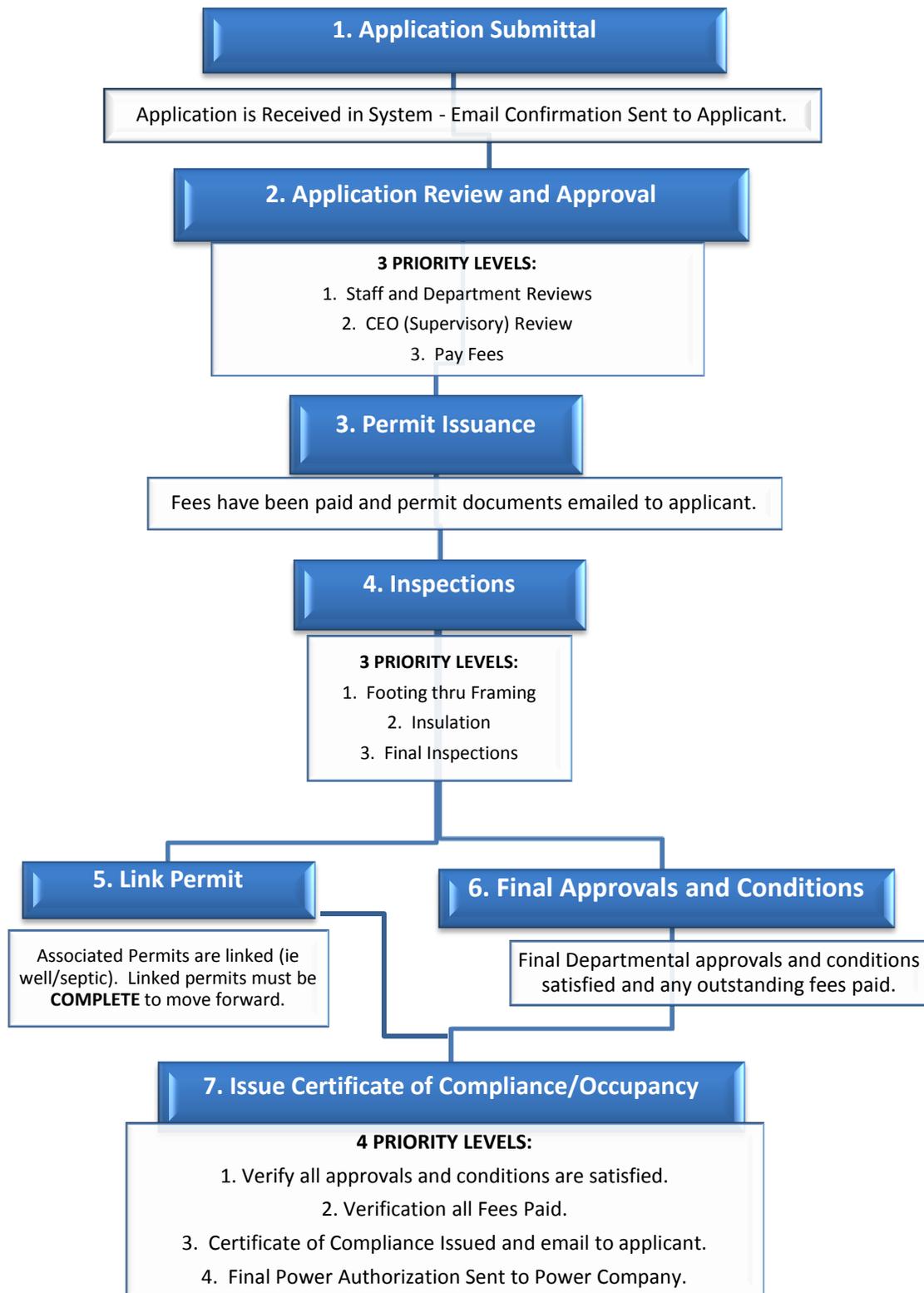
**Actions**

**HINT:** Use the scroll bar to navigate thru the workflow and see completed, in progress and upcoming activities

Generic Items/Actions in the workflow are not assigned to a specific user. They are tasks that are performed/processed based upon something else happening, such as sending the Power Authorization for Saw Service to the Power Company when your Saw Service Inspection passes. They appear at the top of the workflow, rather than in the chronological timeline order of the permit activities, and do not show a completion date.

Below is a high level overview of the how the workflow is typically divided into seven (7) prioritized steps and their corresponding actions:

# Overview of Building Permit Workflow



**STEP 1: APPLICATION SUBMITTAL**

The application has been received in the permitting system. Email confirmation is sent to the applicant.

**STEP 2: APPLICATION REVIEW AND APPROVAL**

The issuance of a building permit requires the review and approval by any number of departments depending on the nature of the project. Each reviewing department has a review in the building permit workflow they must complete **in addition** to any department-specific permit they may require. For example: Properties serviced by a private well and/or septic system will need to submit a separate application with the Environmental Health Department for approval. Once the Environmental Health permit is “Issued”, the Environment Health Department must also “sign-off” on the building permit confirming that the scope of work on both applications matches and meets their requirements.

The various reviews and approvals needed to obtain a building permit are listed here. They are divided into **3 Priority Groups**, which must be completed/approved in sequential order.

**Priority 1: Department and Staff Reviews:**

Common Reviews include but are not limited to:

Item Review/Approval	Responsible Department
PDS Approvals	Orange County Building Inspections
Recyclable Material Permit	Orange County Building Inspections/Solid Waste
Plan Review	Orange County Building Inspections
EH Septic Approval	Orange County Environmental Health
EH Well Approval	Orange County Environmental Health
OC Erosion Control/Stormwater Approval	Orange County Erosion Control
OC Fire Marshal Approval	Orange County Fire Marshal
OC Planning Approval	Orange County Planning & Zoning
TOH Fire Marshal Approval	Town of Hillsborough Fire Marshal
TOH Planning Approval	Town of Hillsborough Planning & Zoning
TOH Water Sewer Approval	Town of Hillsborough Engineering

**Priority 2: Code Enforcement Officer Approval.** Once all Priority 1 Departmental / Staff reviews are approved, a Code Enforcement Officer performs a final review of the application. Email Notification is sent to the applicant once this step is complete/approved.

**Priority 3: Pay Fees:** Waiting for the permit fees to be paid.

**STEP 3: PERMIT ISSUANCE**

Permit fees have been paid and permit documents are emailed to the applicant.

**STEP 4: INSPECTIONS**

This step is divided into three **3 Priority Groups** which represent the typical construction build order and must be completed/approved in sequential order. A list of recommended inspections will be identified for each permit based on the scope of work.

**Priority 1 Inspections:** Commonly include but not limited to:

*Electrical Saw Service	Building Foundation	Gas Line Trench
*Electrical Trench	Deck Footing	Framing Open Floor
*Plumbing In Trench	Building Slab	Mechanical Rough-In
Building Footing	Electrical In Slab	Plumbing Rough-In
Foundation Projection	Plumbing In Slab	Electrical Rough-In
Gas Fireplace Rough-In	Gas Pressure Test Rough-In	Framing Structural

\* **NOTE:** These inspections have no priority and can occur any time. By default, they appear at the top of the inspection list.

**Priority 2 Inspection: INSULATION (HARD STOP)** – All Group 1 inspections must be complete before this can be scheduled.

**Priority 3 Inspections:** (HARD STOP) - Group 1 and 2 Inspection(s) must be complete before any of these can be scheduled. Commonly included but are not limited to:

Plumbing Pressure Test	Gas Pressure Test Final	Electrical Final
Gas Fireplace Final	Plumbing Final	Mechanical Final
Deck Final	Temporary Power Inspections	Building Final

**NOTE: Commercial Construction Projects** – don’t always follow a standard schedule.

**STEP 5: LINK PERMITS (runs simultaneously with Step 6)**

Staff link to related well/septic permits. This will update automatically based upon the status of the linked well/septic permit. The linked permits must be in “Complete” status to move to Step 7.

**STEP 6: FINAL SIGN-OFF/APPROVALS (runs simultaneously with Step 5)**

Departments who were required to review the application for issuance also need to make a final review and approval before the Certificate of Compliance/Occupancy can be issued.

Common Final Approvals may include but are not limited to:

Item Review/Approval	Responsible Department
Carbon Monoxide Alarm Installed	Orange County Building Inspections
Energy Certificate Signed and Posted	Orange County Building Inspections
Inspector Project Complete	Orange County Building Inspections
Termite Report	Orange County Building Inspections
OC Erosion Control/Stormwater Sign-Off	Orange County Erosion Control
OC Fire Marshal Sign-Off	Orange County Fire Marshal
OC Planning Sing-Off	Orange County Planning & Zoning
TOH Fire Marshal Sign-Off	Town of Hillsborough Fire Marshal
TOH Planning Sign-Off	Town of Hillsborough Planning & Zoning
TOH Water Sewer Sign-Off	Town of Hillsborough Engineering

## ***STEP 7: ISSUE CERTIFICATE OF COMPLIANCE/OCCUPANCY***

Once all Final Department Sign-Offs (Approvals) have been obtained, Building Inspections Staff perform a final review to ensure all items have been satisfied. This review is divided into (4) priorities:

***Priority 1: Verify Conditions Satisfied.*** Building Inspection Staff perform a final review to ensure all reviews have been passed, all conditions satisfied.

***Priority 2: Pay Fees.*** If there are any outstanding fees due, an invoice will be generated. It is the applicant/permit holder's responsibility to make sure all fees have been paid. The Certificate of Compliance will not be issued if any there are any fees due.

***Priority 3: Issue Certificate of Compliance.*** Once Priority 1 and 2 are passed, the Certificate of Compliance/Occupancy will be generated and emailed to the applicant.

***Priority 4: Send Final Power Authorization.*** If Applicable, Final power authorization can now be sent to the power company.

### **Locations Tab:**

This tab provides 'location' information for the project such as physical street address, Township property is located in, parcel identification number (PIN), etc.

### **Fees Tab:**

Provides a detailed breakdown of the fees that have been paid and are remaining to be paid (if invoiced) for a specific project.

**Note:** Only those fees that have been invoiced or paid will be displayed in PIP. There may be times when a fee has been assessed, but an invoice has not been created. The record will show \$0 due and will not show the assessed fee.

Most fees do get invoiced right away, but there may be instances, such as permits still in review and not yet ready to issue, or re-inspection fees, in which the fees are assessed but not yet invoiced.

Re-inspection fees are typically invoiced at the following times:

- a) When applying for temporary / conditional power, and
- b) When all inspections have been completed.

Remaining Fees | Paid Fees | Next Tab | Permit Details | Main Menu

**Remaining Fees**

Sort Fee

Fee	Invoice	Computed	Amount Due
BI Re-inspection Fee	INV-00008006	\$110.00	\$110.00

Results per page 10 1 - 1 of 1 << < 1 > >>

**Paid Fees**

Sort Fee

Fee	Invoice	Computed
BI Building Permit	INV-00000583	\$1,713.12
BI Electrical Permit	INV-00000583	\$83.00
BI Homeowner's Recovery Fee (County)	INV-00000583	\$1.00
BI Homeowner's Recovery Fee (State)	INV-00000583	\$9.00
BI Mechanical Permit	INV-00000583	\$303.00
BI Plan Review Fee (OC Jurisdiction)	INV-00000583	\$119.51
BI Plumbing Permit	INV-00000583	\$83.00
BI Technology Fee	INV-00000583	\$46.03
CP Zoning Compliance Permit Fee	INV-00000583	\$30.00
SW Recyclable Material Permit	INV-00000583	\$117.08

## Reviews Tab:

Once fully implemented, PIP will allow applicant's to review project comments made by County staff.

**Note:** This portion of the PIP system is not available as part of the initial project roll out. This is future functionality still in development.

Permit Details | Tab Elements | Main Menu

**Type:** Building Permit - Residential Addition      **Status:** Issued

• This information is not available.

## Inspections Tab:

Provides the actual inspection results and a detailed look at the inspections associated with the permit.

The inspections tab is divided into several additional tabs/sections:

1. **EXISTING INSPECTIONS:** Provides details about the inspections that have been performed and those that have been scheduled. You can also see the inspector assigned to your inspection.

Inspection status/results are as follows:

- Canceled
- Partial Approval
- Passed
- Reinspection Required (Reinspection Fee applies)
- Requested
- Scheduled
- Void

Click the drop down arrow in the “Sort” field to sort inspections by Description, Status, Request Date, Scheduled Date or Inspector.

Summary Locations Fees Reviews **Inspections** Attachments Contacts Sub-Records Holds Meetings More Info

Existing Inspections | Request Inspections | Optional Inspections | Next Tab | Permit Details | Main Menu

Existing Inspections Sort: Description

View Inspection	Description	Status	Request Date	Scheduled Date	Inspector	Action
<a href="#">BFO-005863-2020</a>	Building Footing Level 1	Passed	04/01/2020	04/06/2020	BI Mark Dunlap	
<a href="#">BFF-007387-2020</a>	Building Foundation Level 1	Passed	04/30/2020	05/01/2020	BI Mark Dunlap	
<a href="#">ESS-004904-2020</a>	Electrical Saw Service Level 1	Passed	03/18/2020	03/19/2020	BI Mark Dunlap	
<a href="#">BPJ-007446-2020</a>	Foundation Projection Level 1	Partial approval	05/01/2020	05/01/2020	BI Mark Dunlap	
<a href="#">BWPF-007733-2020</a>	Foundation Waterproofing Level 1	Scheduled	05/07/2020	05/11/2020	BI Mark Dunlap	

Results per page  1 - 5 of 5 << < 1 > >>

Clicking on the blue link under the “view inspection” column (shown above) will open the actual inspection in a new tab (shown below). Click on the “Checklist” tab to see the inspector’s notes and details about the inspection.

Locations | Contacts | **Checklist** | Fees | Attachments | Previous | More Info

Checklist | Next Tab | Inspection Details | Main Menu

**Checklist** Sort Checklist Item

Checklist Item	Description	Passed	Comments	Order
General Comments		No	Lug footing and connecting pier back left does not meet projection of 2" of footing, to be repaired and inspected at following inspection, partial approval for all remaining piers and foundation walls	1

Results per page 10 1 - 1 of 1 << < 1 > >>

2. REQUEST INSPECTIONS: This is future functionality that will allow you to request inspections online! While this service is not yet available, you can see the remaining inspections to be requested on the project. Sorting by "Order" displays the inspections in "priority" order.

**Request Inspections** Sort Order

Description	Reinspection	Action
Electrical Trench Level 1	No	
Plumbing in Trench Level 1	No	
Foundation Projection Level 1	Yes	
Framing Open Floor Level 1	No	
Plumbing Rough-In Level 1	No	
Mechanical Rough-In Level 1	No	
Electrical Rough-In Level 1	No	
Framing Structural Level 1	No	
Building Insulation Level 1	No	
Electrical Final Level 1	No	

Results per page 10 1 - 10 of 13 << < 1 2 > >>

The "Request Inspection" section also indicates if a needed inspection is a re-inspection (follow up inspection) with a simple "yes" or "no" (shown above). The system automatically generates a subsequent or follow-up inspection whenever an inspection is resulted as follows:

- Cancelled
- Partial Approval
- Reinspection Required (Re-inspection fee applies)
- Void

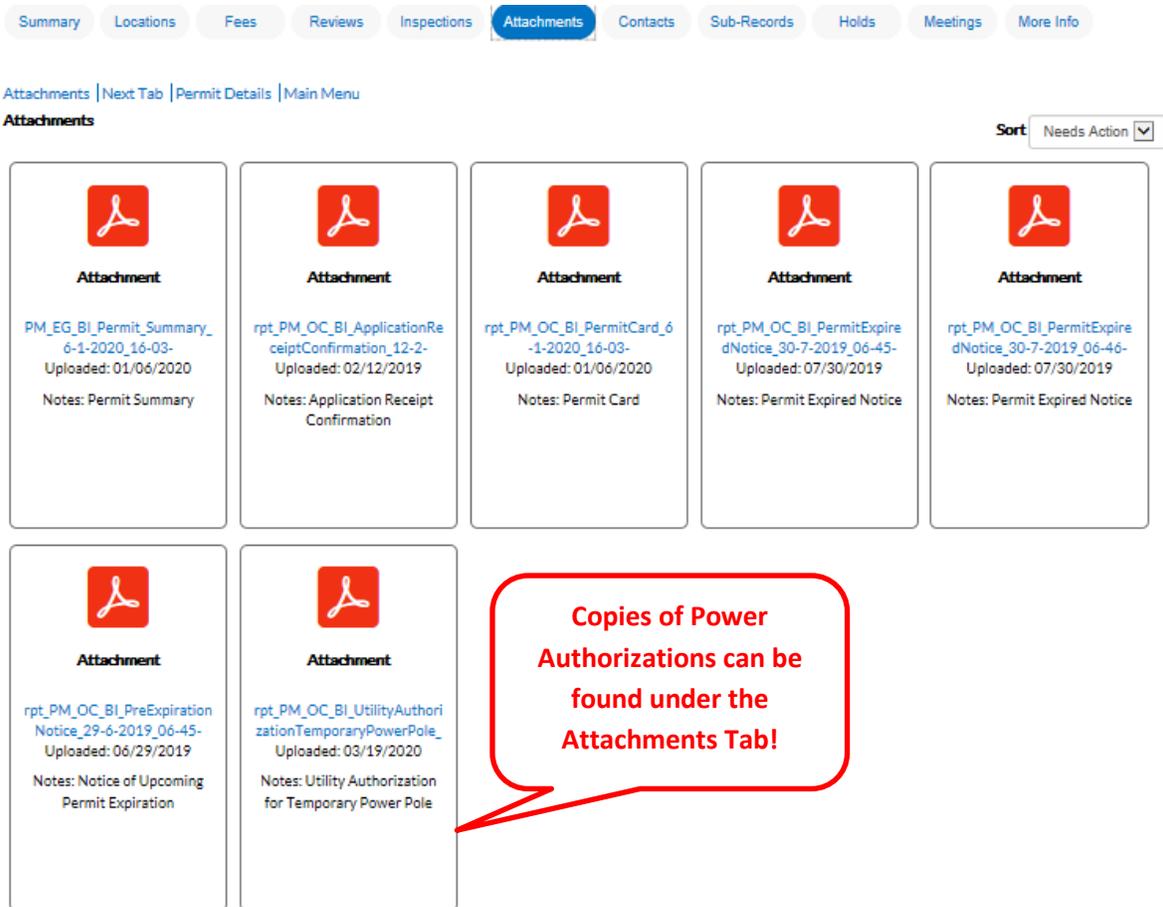
3. OPTIONAL INSPECTIONS: Not presently used.

### Attachments Tab:

The Attachments tab will display available documents associated with a particular permit (i.e. construction documents, approved site plan, letters, site assessments, etc.).

**NOTE:** Due to proprietary information such as professional seals, not all documents are visible in PIP.

**Power Authorizations:** You will also find copies of power authorizations and the date they were sent to the Electrical Service Provider here!



### Contacts Tab:

Displays individuals associated with a project, such as the applicant, the contractor, property owner, etc.

**Note:** Only registered users will be able to see contact information (i.e. address, phone number, e-mail, etc.).

### **Sub-Records Tab:**

The sub-records tab displays completed permit applications associated with a project.

For example, previously issued well/septic permits would be available for view under this tab.

### **Holds Tab:**

The holds tab is intended to provide relevant information associated with the project. A hold can be informational only, such as “The Owner Must Be Present for Inspections”. It can also identify any relevant issues preventing an applicant from moving forward until the matter is resolved.

### **Meetings Tab:**

This tab is not being used at this time.

### **More Info Tab:**

This tab is designed to capture all the data about a specific permit application, such as the number of bedrooms, bathrooms, square footage, etc. This information will be released as part of the on-line application submittal phase of this software which is still under development.