



TOWN OF CHAPEL HILL
Development Services

405 Martin Luther King Jr Blvd
Chapel Hill, NC 27514-2014

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developmentservices@townofchapelhill.org

Online Permitting Services – Residential Construction Guide

You must have a verified Online Permitting Services User Account in order to submit permit applications. To register for an Online Permitting Services User Account, please refer to the [Online Permitting Services Account Registration guide](#).

1. Create Permit Application

1. Log in with your username and password on <https://permits.townofchapelhill.org> by clicking on the  **Login** button on the top right of the screen. Once you login, you will be taken to the homepage.
2. Access new permit applications from the homepage of Online Permitting Services or click the **Apply** button in the top right of the screen.
3. Choose the type of permit you would like to create. There are two categories of permits for residential construction
 - a. Construction Costs over \$30,000
 - b. Construction Costs under \$30,000

In each of the two categories, users can choose to apply for the following types of permits:

- a. Residential Construction: requires both Zoning and Building approvals
- b. Zoning Only
- c. Building Only

Create a New Permit Application

Select a permit type below to create a new application.

Permit - Over \$30,000

- Residential Construction
- Zoning Over \$30,000
- Building Over \$30,000

Permit - Sub Permit

- Electrical
- Mechanical
- Plumbing

Permit - Under \$30,000

- Residential Construction
- Zoning Under \$30,000
- Building Under \$30,000

4. In the “Location” box, select “Choose a location”. Enter the house number and street name for your permit and click **Continue**. Choose the correct address from the list of search results. If the address for which you are looking does not return, try modifying your search. You can also view additional address help by clicking the **Help** button.

HINT: Do not include the directional prefix or street suffix in your search. For example, search “205 Columbia” for 205 North Columbia Street.

HINT: Do not include the unit number of an address in the Location box. The unit number will be added in a future section (**General - A. Header**) in the “Unit Number” box.

5. Select a Land Use for the permit. This is the use of the building where the permitted work will occur. If you are unsure, refer to the [Land Use Guide](#) to determine what the correct land use of the property is. *Choosing an incorrect Land Use may delay the processing of your permit.*
6. Type a detailed description of your work in the **Description** box. This should be a summary of the Scope of Work document. Click **Continue** at the bottom of the page and the rest of the application form will appear
7. In the **Contractor** section, click **Add** to search for a contractor. Enter their name, Contractor License Number (optional), and their trade (electrical, mechanical, plumbing) and select **Find**. Select the contractor from the search results and click **Add**. If you have more than one contractor, click **Add** to search for additional contractors. If you are a contractor or you work for a contracting business, you must add yourself or your business in this section.

If you do not have a contractor, or are a homeowner acting as the general contractor, click “No”. A pop-up will appear with directions for submitting an Owner Exemption Affidavit. **This form will need to be mailed or delivered to the Town of Chapel Hill’s Development Services Center.**

8. Review information in the **General - A. Header** section. This information will show up automatically based on Orange or Durham County’s parcel data. If you see other information that needs to be corrected, please contact Development Services.
9. In the **General – C. Types of Work** section, click “Yes” to the corresponding types of work that will be done for the project. For certain types of work, additional documentation will be required for the application. Examples of these additional submittals are as follows:
 - a) Construction Plans: required for additions, decks and porches, energy upgrades, foundations, garages, new buildings, pools, remodels, renovations, repairs, and roof and siding upgrades.
 - b) Elevation Drawings: required for additions, decks and porches, new buildings, and pools.
 - c) Site Plan: required for additions, new buildings, and pools.
 - d) Detailed Scope of Work: required for remodels and renovations
 - e) Driveway Permit: required for new driveways and teardown-rebuilds of existing houses

Once completed, these documents can be uploaded in the Document Submittal section. For more information on these additional submittals, please visit <http://chplan.us/resbuilding>.

10. Enter the Construction Cost in the **General - Construction** section. Note the definition of Construction Cost.
11. In the **General – D1. Area** section, enter the change in floor area and new total floor area. If there is no change to either of the values, enter “0”. Users will also be able to enter the change in floor area for each floor of the project, if applicable.
12. In the **General – D2. Dwelling Units** section, enter the number of new units (bedrooms, bathrooms, dwelling units, and/or kitchens), and the new total, if applicable. If no changes to these items will be made during the project, this section can be skipped entirely.

Note: for new bedrooms, either an OWASA bill, service confirmation, conditional availability, or an OC Division of Environmental Health Approval document for well or septic is required in addition to the application form. This document can be uploaded in the Document Submittal section. Please visit <http://chplan.us/resbuilding> for more information

13. In the **General – D3. Zoning Compliance** section, enter the New Land Disturbance, Change in Impervious Surface Area, and New Total Impervious Surface Area. If no changes to these items will be made during the project, enter “0” for each box.
14. Complete the fields in the corresponding subsections for the following subpermit types, if applicable:
 - a) Trade – Electrical
 - b) Trade – Mechanical
 - c) Trade – Plumbing

If no trade work will be conducted for this project, these sections can be skipped entirely.

15. For permits with construction costs over \$30,000, the following documents will be required for submittal with the online application:
 - a) [Recyclable Materials Application](#)
 - b) Lien Holder [Certification](#) or [Exemption](#)
 - c) [Worker’s Compensation Affidavit](#)

To upload each of these documents into the portal, click “Choose File” and select the appropriate document to upload for that item. As mentioned previously, additional documents may also be required, depending on the type of work being completed. To upload additional documents, click on the “Choose File” button in the “Submit General Documents” section, and select the appropriate file. To add more documents, simply click on the blue “Add” button.

Please visit <http://www.townofchapelhill.org/permits> for more information on document submittals for online permits.

Recyclable Materials Application (REQUIRED)

No file chosen

Lien Holder Certification or Exemption (REQUIRED)

No file chosen

Worker's Compensation Affidavit (REQUIRED)

No file chosen

Submit General Document(s)

No file chosen

Existing Documents:

16. Review your application by clicking the **View & Print** button at the bottom of the page. Submit your application by clicking the green **Submit** button.

NOTE: You may save, cancel, or delete your application at any time by clicking the appropriate button in the upper left box on the application page. Once you save an application, you can return to it through the **Your Items** page – see the **Manage Your Permits** section for additional information.

17. Read and complete the **Applicant's Statement** and click the green **Submit** button to finalize the submission. On the next page you may print your application summary.

NOTE: This statement, along with the signature on your Account Affidavit will serve as your authorization of your permit application. You will receive an email notification indicating that your permit application was successfully submitted.

2. Manage Your Permits

You can view all of your active permits by clicking the  button in the top right of the screen. This page will display some basic information about your permit, including its status. If you click on the blank area of the permit record, it will expand to show additional information such as the next scheduled inspection and its date.

600 Church St • Electrical • Ref Code: BF84DZ

[View](#) [Print Summary](#)

Applicant: Jay Heikes	Status: Permit Approved	Date Filed: 5/19/2014	Closed: No
Next Inspection:	Inspection Date:	Date Closed:	Lead Staff:

View: You can view detailed information on permits that you have submitted by clicking the **View** button.

Print Summary: You can view a printer-friendly version of your permit by clicking **Print Summary**. The print summary also includes a history of the permit's status as well as a listing of inspections and any currently deficient inspection correction items.

Edit: You can edit permits that you have not yet submitted by clicking the **Edit** button. If the application has already been submitted, then you will see the view button.

3. Payments

You will receive an email indicating that fees are due. This will occur two times during the application process; after submittal of a permit application once a permit has been approved. Online Permitting Services will also display a pay fees icon under a permit that has been approved. Click on the **Pay Fees** button to get started.

111 Silo Dr • Plumbing - Permit #201405974 - Ref Code: Y1RTC1

[View](#) [Pay Fees](#) [Print Summary](#)

Type: Plumbing	Applicant: Meredith Fish	Status: Permit Approved	Date Filed: 1/21/2014 12:00:00 AM	Closed: No
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Clicking on **Pay Fees** will take you to a Checkout page where you can see the items in Your Cart and review the required payments. Click **Remove** beside any of the fees to remove it from Your Cart. Click **Cancel** at any time to exit the Checkout page. Click the blue **Pay Now** button to proceed with checkout. You can also leave this page, and the fees will remain in your cart.

Checkout

Description	Type	Number	Fee	
111 Silo Dr	Plumbing	Permit #: 201406139	\$50.00	remove
111 Silo Dr	Recycling	Permit #: 201406139	\$4.00	remove
Total			\$54.00	

Credit & debit cards accepted: Visa, Mastercard, American Express and Discover



You will receive an approval code for transaction verification purposes. Please make a note of it.

You will be taken to a payment page after clicking **Pay Now**.

1. Fill out your credit card information. Once all information has been verified, click the **Pay Now** button.

2. A verification screen will then pop up. Click **Complete Payment Process** in order to finalize the transaction.

<https://payflowlink.paypal.com>

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purchases of \$50+
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Billing Address

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Phone Number

Email Address

[Print Name](#)

Order summary
Total (USD): 124.2

payflowlink.paypal.com/processTransaction.do

TOWN OF Chapel Hill
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Thank you for your payment

Reference number
[REDACTED]

Amount
[REDACTED]

[REDACTED] you have successfully completed your payment.

[Complete Payment Process](#)

Bill-to-address

Ship-to-address
US

3. You will then be taken to a receipt page. You will also receive an email indicating that your payment has been received. Click "Print" in order to save or print a copy of your receipt. **NOTE:** Payment of permit fees does not constitute the issuance of the permit. You will receive a separate email informing you that your permit has been issued.



Transaction complete

Transaction ID: AX0AE59A96AF

Approval code: 005208

Reference Code	Description	Fee Type	Fee	
AE5EBT	test	Electrical	\$41.00	Permit Summary
AE5EBT	test	Recycling	\$3.28	Permit Summary
F11NYX	test - ignore	ABC Permit	\$80.00	Permit Summary
Total			\$0.00	

[Back to my items](#)

[Print](#)