



## Building & Development Services

405 Martin Luther King Jr Blvd Chapel Hill, NC  
Building/ Zoning 919-968-2718 or 919-969-5066

Email: [permits@townofchapelhill.org](mailto:permits@townofchapelhill.org) or [zoning@townofchapelhill.org](mailto:zoning@townofchapelhill.org)

## Permitting and Inspections Process – Expectations and Reminders

Thank you so much for your business with the Town of Chapel Hill!! At this point your permit has been issued and you are ready to start construction. The information provided in this document will help move your project forward successfully.

Always feel free to visit our webpage at [www.townofchapelhill.org](http://www.townofchapelhill.org) for additional information or call the front desk at 919-968-2718 or 919-969-5066.

1. **Please make sure that you print the following documents and place them onsite in a **water and weather-resistant permit box in a dry and accessible\* location visible from the street throughout the entire course of construction project**, as failure to do so will result in a rejection of your requested inspection:**

- Permit Placard
- Approved permit application
- Approved scope of work
- Approved Zoning Compliance Permit (where applicable)
- Town stamped and approved jobsite plans (**PRINT ONE COLOR SET FOR THE PERMIT BOX- This separates Town comments from proposed information**)
- Lien certification (where applicable)
- All other supporting permit documentation

*(\*Excessive mud & piled debris does not constitute an accessible location)*

2. Per NCGS 160A-418, “A permit issued pursuant to G.S. 160A-417 shall expire by limitation six months...after the date of issuance if the work authorized by the permit has not been commenced. If after commencement the work is discontinued for a period of 12 months, the permit therefor shall immediately expire. No work authorized by any permit that has expired shall thereafter be performed until a new permit has been secured.”
3. There must always remain an active permit with current names and license numbers for all contractors of record and an accurate scope of work on file with the Building Dept. If either contractors or work changes, it is the responsibility of the General Contractor of record to inform the Building Dept. and update the files through the front office PRIOR to commencing work or requesting inspections and/or Certificates of Compliance or Occupancy.
4. A list of all inspections is available online. It is the responsibility of the contractor of record to request the necessary inspections needed to verify code compliance by calling our office.
5. Inspections are to be called in to the front desk at 919-968-2718 or 919-969-5066 before 3pm\*\* to be eligible to be placed on the schedule for the following business day. Any inspections requested that have not gone through the front desk will not be placed on the schedule for inspection. Requested inspections are completed the next business day.



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Extenuating circumstances may delay an inspection on occasion. **Make sure the work being requested is complete prior to your request.** When requesting inspections, please provide the best cell phone number where you can be called or texted at any time by the inspector. Large commercial projects must request inspections via email with at least 3 days' notice to ensure sufficient time on the schedule.

*(\*\*The Town of Chapel Hill does reserve the right to change this time without advance notice, if circumstances require such action, but will make an effort to notify those affected as soon as possible.)*

6. To cancel an inspection, call the front office (919-968-2718 **OR** 919-969-5066) no later than 9:30 am the day of the inspection, so that the front desk staff may alert the inspectors before they head out into the field for the day and you can avoid a re-inspection fee. A re-inspection fee will be assessed per inspection for cancellation requests outside of the timeframes. Large projects must alert staff of cancellation requests before 3:00 pm the day **BEFORE** the inspection is scheduled for.
7. Inspectors may be reached in the office between 8:00- 9:00 am daily. The inspectors individually organize their own daily routes based on the inspections requested. They will call the morning of the inspection to schedule a 2- hour window of time to meet complete the inspection. You will either need to be available during the window of time given or have made arrangements to have the structure accessible, as failure to provide access will result in a rejected inspection. If the inspectors encounter a situation that impacts the timeframe they gave you, they will call you directly. Inspectors are not allowed to enter an *occupied* home without the presence of a responsible adult over the age of 18.
8. All concrete inspections will be completed by 12 pm daily. Do not arrange concrete pours until after that time unless you have an agreement directly with your inspector.
9. Questions related to specific inspections and results are best asked of the inspector who performed that inspection. Inspector contact information can be accessed online. The inspectors will return phone calls and emails in the morning while in the office. Since we strive to offer great customer service, the inspectors will not answer cell phones while performing an inspection, nor while driving, as this is in direct conflict with current Town Policy. Continuing to call inspectors reduces the amount of time they have to complete their work and return your call. ***Please text them with a short message if there is an issue that needs immediate attention and they will do their best to get in contact with you quickly.***
10. The contractor of record has up to three (3) days after an inspection is rejected to appeal the reason for the rejection and subsequent re-inspection fee to the Inspectors' Supervisor.

Reasonable requests related to the waiver of fees will be considered on a case-by-case basis. If the 3 day deadline is missed, the re-inspection fee will not be considered for waiver.



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11. All permit related requests, plan changes or updates to the permit are to be emailed to [permits@townofchapelhill.org](mailto:permits@townofchapelhill.org). Please do not email these items or requests directly to a private email address because there is no guarantee that the requests will be fulfilled in a timely manner. Per NCGS160A-419: "After a permit has been issued, no changes or deviations from the terms of the application, plans and specifications, or the permit, except where changes or deviations are clearly permissible under the State Building Code, shall be made until specific written approval of proposed changes or deviations has been obtained from the inspection department."
12. A Certificate of Compliance/Occupancy is required PRIOR to anyone moving items in or occupying a space, building or dwelling. Per NCGS 160A-423: "At the conclusion of all work done under a permit, the appropriate inspector shall make a final inspection, and if he finds that the completed work complies with all applicable State and local laws and with the terms of the permit, he shall issue a certificate of compliance. No new building or part thereof may be occupied, and no addition or enlargement of an existing building may be occupied, and no existing building that has been altered or moved may be occupied, until the inspection department has issued a certificate of compliance....Violation of this section shall constitute a Class 1 misdemeanor."

After the final building inspection has been approved, staff will conduct a final review of the permit to ensure that all inspections have been approved, confirm that all other required approvals (zoning, stormwater, fire, etc.) have been obtained, and all outstanding fees paid. Once the review is completed, the certificate will be generated for the inspector to sign. The certificate will be emailed to the General Contractor of record when it's ready and final power inspection records will be sent to the power company. There is a 2 business day processing time for certificates.

Please see visit the Town Code of Ordinances at [www.townofchapelhill.org](http://www.townofchapelhill.org) to find information about site erosion and runoff, right of way repair requirements, underground electrical requirements, noise ordinance times, unacceptable landscaping materials and other construction, permit or inspection related topics.

Thank you for your diligence in adhering to these Expectations and Procedures. We wish you Much Success with your project. Please let us know how we may be of further assistance.