CITY OF BELMONT
PLANNING & ZONING

Tips & Tricks to Navigate the City of Belmont's New Development Portal

PERMIT SEARCH

I am trying to find a permit at a specific address, but when I type in the property address the Search Bar, it is not finding any results. What should I do?

This could happen for a variety of reasons- including but not limited to a newly created parcel, multiple addresses on a parcel, misspelled information, or simply no recent permits at that location. Try these suggestions:

- **Confirm Search Fields.** Be sure you have completed both the "Search" and "Search By" fields before clicking the "Search button so that the system is able to process your request.

- **Enter Less Data.** Our search requires data to be matched specifically, which means that a simple misspelling or difference in abbreviation can block search results. Try to shorten your search terms to see if that is helpful. For example, instead of "115 North Main Street", try "115 N Main" or even "115".

- **Search using Parcel ID#.** Some properties have multiple addresses on the same parcel, which may not all be searchable in our database. If you know the Parcel ID#, this option will let you see all recent permits and applications on that property.

- **Search by Contractor Name.** This option will allow you to see all applications and permits pulled by a specific contractor when you aren't sure of the specific property address, and/or if the address is not yet populating in our system. Contractors may find that this option is the most helpful for tracking and managing all of their permit applications.

If you still cannot find a permit that you believe was issued (or should have been), please contact the Planning Department at 704-901-2610.

What should I do if I cannot remember my Contractor Code?

Your Contractor Code can be found on your initial zoning permit, invoices, and other communications associated with your permits. If you are still having trouble locating this information after checking these documents, please contact the Planning Department at 704-901-2610.

How do I upload my Foundation Surveys or other requested documents into the Development Portal?

Once you find your permit using the Permit Search tool, simply click on the "View" icon, and scroll down to the bottom of the page. There, you will see a button labeled "Upload Files" that will allow you to attach these files to your zoning permit. Planning Staff will automatically receive an alert once your document is submitted so that we can follow up with you regarding next steps.

How do I know that my inspection request has been confirmed?

Planning Staff will receive an alert when you place an inspection request in the Development Portal, and inspections will automatically be scheduled on the date requested if requests are made at least 2 business days in advance. If you have not received any communications from us within 1 business day following the date your requested inspection, please call us at 704-901-2610. *Note: The Planning Department is only performing inspections on Mondays, Wednesdays, and Fridays until further notice due to COVID-19. Inspections should be requested for these days only, or will be automatically scheduled on the next available inspection day.*

APPLICATIONS

I am trying to link a property to my application, but when I type in the property address the Property Information Search is not finding that property card. What should I do?

This error occurs sometimes for properties that have more than one address on a parcel, or for properties that have been recently subdivided.

- **Try searching using the Parcel ID#.** If there is a property card matching that PID#, link your application to that property card. Then, provide the specific address in the application description to help us best determine exactly where the work is being performed.

- **Try searching by Owner Name.** If you do not know your PID#, you can also try to find the property by searching for the Owner Name. If the property recently sold, we recommend searching by the name of the former owner to find the property card, and then updating the new owner information using the fields provided.

I am a Contractor, but my Company Name does not appear in the Contractor Search. How do I add myself to the database?

Please fill in the Contractor Information fields on your application completely, and the City of Belmont will add you into our database once your application is received. You will then be assigned a unique Contractor Access Code that can be used to track and manage your applications and permits in the Development Portal.

Note: If you are a company applying on behalf of a Contractor, please search by the Contractor company name. Then, you may indicate your company affiliation as part of the "Applicant Name" field. (ie. Joe Brown- Permit Professionals, Inc.)

What should I expect once I submit my permit application?

Once your application is submitted, the Planning Department will review your submission, and then email you an invoice that includes all applicable application and permitting fees- and a link to pay the balance due online. All application fees must be paid for your application to be considered complete. Once payment is received, the Planning Department will review your permit application, and follow up as needed for any additional information or clarifications needed to process your permit.