

STANDARD OPERATING

PROCEDURE (SOP)

VERSION 1.0

\*UNLESS TOLD OTHEWISE OUR STANDARDS ARE AS FOLLOWS\*

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Permit Login Information

Permit login information is always changing

* Wake County Health Department
  + Website: <https://energovcitizenaccess.tylertech.com/WakeCountyNC/SelfService#/home>
  + Login: [office@dclugston.com](mailto:office@dclugston.com)
  + Password: 2506DCI$
* Franklin County Permit Portal
  + Website: <https://franklincountync.viewpointcloud.com/>
  + Login: [joey@dclugston.com](mailto:joey@dclugston.com)
  + Password: DCi2506$
* DCI Lien Agent
  + Website: <https://apps.liensnc.com/scr/login.html>
  + Login: dclugston
  + Password: DCIlien2506$
* Orange County Permit Portal (Still under construction; no login information yet but available to check on permits once assigned permit number)
  + Website: <https://centralpermits.orangecountync.gov/EnerGov_Prod/SelfService#/home>
  + Login: No login information yet
  + Password: No password yet.
* Durham County DPlans Permit Portal (Used to submit for building permits)
  + Website: <https://durhamnc.gov/467/Dplans>
  + Login (Contractor ID): 10710
  + Password (PIN): 17349
* Durham County LDO Website (Used to check on building permit once assigned permit number as well as pay fees)
  + Website: <https://ldo4.durhamnc.gov/DurhamWeb/Account/LoginIndex>
  + Login (email): [DSC@DClugston.com](mailto:DSC@DClugston.com)
  + Password: 2506DCInc!!
* Raleigh Permit Portal (Used to check on building permits once assigned permit number)
  + Website: <https://raleighnc-energovpub.tylerhost.net/apps/selfservice#/home>
  + Login: Chris.difazio@dclugston.com
  + Password: 2506DCi$
* Greensboro Permit Portal (Used to submit for building permits)
  + Website: <https://secure.greensboro-nc.gov/planupload/login.aspx>
  + Login: dclugston14
  + Password: 2506DCI$
* Apex Contractor Portal (Used to check for requesting inspections)
  + Website: <https://secure.apexnc.org/eSuite.Permits/welcomepage.aspx>
  + Login: Dclugston
  + Password: 2506DCI$
* Apex Permit Portal (Used to submit and check on building permits & pay fees once issued)
  + Website: <https://townofapex.geocivix.com/secure/>
  + Login: [joey@dclugston.com](mailto:joey@dclugston.com)
  + Password: DCI2506$
* Wake Forest Permit Portal
  + Website: <https://wakeforest.idtplans.com/secure/>
  + Login (email): [Brian@dclugston.com](mailto:Brian@dclugston.com)
  + Password: 2506DCI$
* Cary Permit Portal
  + Website: <https://townofcary.idtplans.com/secure/>
  + Login (email): [Brian@dclugston.com](mailto:Brian@dclugston.com)
  + Password: 2506DCI$
* Holly Springs Permit Portal (Used to check on building permits after permit number is assigned)
  + Website: <https://esuite.hollyspringsnc.us/eSuite.Permits/WelcomePage.aspx>
  + Login: Dclugston1
  + Password: Dclugston1
* Harnett County Permit Portal
  + Website: <https://permits.harnett.org/etrakit/>
  + Login: DClugston1
  + Password: 2506DCi$
* Gastonia Permit Portal
  + Website: <https://devsvcs.cityofgastonia.com/Account/Logon>
  + Login: joey@dclugston.com
  + Password: 2506DCI$
* Clayton Permit Portal
  + Website: <https://es.townofclaytonnc.org/eSuite.Permits/WelcomePage.aspx?logout=1>
  + Login: CDiFazio
  + Password: 2506DCI$

Wake County Submittal Process

This section shows step by step the submittal process when submitting pool plans to Wake County Health Department for review.

**Health Department**

**Required Items**

The information below is required prior to submitting:

* Forms
  + Building Permit Application (This is filled out online)
  + Approved (or Current) Set of Civil Plans
  + Lien Agent – Obtain from PM
    - Owner of Project Information
    - Professional Firms (Architect Information)
    - Project Address
      * All projects require a recorded plat and address that is recognized by Wake County GIS.
    - Property PIN
      * This can be obtained from the approved civil plans (Typically on the coversheet)
  + Pool Specification Sheets
    - * These need to be put together from the pool equipment schedule. Specifications can be found:
        + \\dciserver\DCI Design\01 - Current Project Revit Files\01 - DCI\_STANDARDS\_TEMPLATES\#1J - POOL SPECS\\_ 3 \_ Pool Equipment
  + Complete & sealed set of building & pool plans.
  + Project cost breakdown
    - This information may or may not be available during the submission. Check with the bidding department for this information.

**Submittal Procedure**

The information below shows the process of submitting plans:

* Login to Wake County Health Department Portal
  + See permit login information for website & login information
* Go to Apply
  + Permits – All
* Under Categories
  + Food, Facilities, & Pools (Look for Food, Facilities, & Pools: Pool Permit)
* Add project location.
  + Project can only be submitted for review if the plot has been recorded with Wake County. Use the Wake County GIS to verify if project site address has been recorded.
* Follow directions on the permit portal site regarding information about the project.
  + - Sq. Ft, building, value, etc.
* Upload all required documents:
  + Complete building & pool plans
  + Lien Agent
  + Pool Specification Sheets
  + Approved Civil Plans
* Pay review fees on portal
  + You will most likely need PM or manager to help you pay for this.
* Record permit number assigned to the project.

**During Review**

The information below shows the process of submitting plans:

* Login to Wake County Health Department Portal
  + See permit login information for website & login information
* Click on Dashboard
* Click on Pending tab
* Find the permit number associated with the project you are looking up.
* If the project has been disapproved and needs revision:
  + Find disapproval letter within the project page.
    - Take note of the inspectors contact information & email. This will be important once it is time to re-submit the revised plans.
  + Read, review and update plans accordingly.
    - This may include MEP or structural depending on what the comments are.
    - Try to have all comments addressed and revised within 5 business days if possible.
  + Write comment response letter

**To Re-submit Project for Review**

The information below shows the process of re-submitting plans:

* Login to Wake County Health Department Portal
  + See permit login information for website & login information
* Click on Dashboard
* Click on Pending Tab
* Find the permit number associated with the project you are looking up.
* Find Attachment Tab
  + Upload the following documents in the portal
    - Revised Building & Pool Plans
    - Comment Response Letter
    - Any additional supporting documents to back up revisions.
* Contact Inspector assigned to the project (email address)
  + Include permit number in the email response letting them know that revisions have been made and uploaded to the portal

**Plan Approval**

The information below shows the process of plan approval acceptance:

* Once a plan has been approved by the inspector, you will receive an email notification from the inspector with the letter attached.
* Document and store the health department approval letter in the project permitting folder and record the date it was approved (Just in Case).

**Building Department**

**Cities Using Wake County Building Permit Portal**

The information below shows the cities which use Wake County Health Portal for Building Permits.

* Town of Rolesville
* City of Wendell
* Town of Knightdale
* City of Zebulon

**Required Items:**

The information below shows the cities which use Wake County Health Portal for Building Permits.

* Forms
  + Building Permit Application (This is filled out online)
    - You will need to fill out two separate online applications (One for Building & One for Pool)
  + Approved (or Current) Set of Civil Plans
  + Lien Agent – Obtain from PM
    - Owner of Project Information
    - Professional Firms (Architect Information)
    - Project Address
      * All projects require a recorded plat and address that is recognized by Wake County GIS.
    - Property PIN
      * This can be obtained from the approved civil plans (Typically on the coversheet)
  + Pool Specification Sheets
    - * These need to be put together from the pool equipment schedule. Specifications can be found:
        + \\dciserver\DCI Design\01 - Current Project Revit Files\01 - DCI\_STANDARDS\_TEMPLATES\#1J - POOL SPECS\\_ 3 \_ Pool Equipment
  + Complete & sealed set of building & pool plans.
  + Project cost breakdown
    - This information may or may not be available during the submission. Check with the bidding department for this information.
  + Sub-contractor information
    - This information may or may not be available during the submission. Check with the bidding department for this information.

**Submittal Procedure – Building or Pool**

The information below shows the process of submitting plans:

* Login to Wake County Health Department Portal
  + See permit login information for website & login information
* Go to Commercial New Building or Addition
* Add project location.
  + Project can only be submitted for review if the plot has been recorded with Wake County. Use the Wake County GIS to verify if project site address has been recorded.
* Follow directions on the permit portal site regarding information about the project.
  + - Description:
      * Construction of (name of project) Amenity Building
    - Square Feet:
      * Total square footage of the building (Appendix B)
    - Valuation:
      * Total overall construction cost of the building side of permit (Building, MEP combined). If submitting for pool (Pool, Electrical ($2500), & Plumbing ($5000) combined).
    - Contacts:
      * This will include your contact details, Mechanical, Electrical, and Plumbing contractor information.
    - General Information:
      * This will be based on the project. See PM if you are unsure of any information. The item below will remain the same across each project.
        + Proposed Used of Property

3180 Other Amusement/Rec Bldg (Building)

329J Commercial Outdoor Pool (Pool)

* + - Upload Documents (Attachments)
      * Complete building & pool plans
      * Lien Agent
      * Approved Civil Plans
* Submit the project and record the permits number that have been issued. You will need this later. If any issues arise during the submittal review process, the town will reach out for further information.

**During Review**

The information below shows the process of reviewing submitted plans:

* Login to Wake County Health Department Portal
  + See permit login information for website & login information
* Click on Dashboard
* Click on Pending tab
* Find the permit number associated with the project you are looking up.
* If the project has been disapproved and needs revision:
  + Find disapproval letter within the project page.
    - Take note of the inspectors contact information & email. This will be important once it is time to re-submit the revised plans.
  + Read, review and update plans accordingly.
    - This may include MEP or structural depending on what the comments are.
    - Try to have all comments addressed and revised within 5 business days if possible.
  + Write comment response letter

**To Re-submit Project for Review**

The information below shows the process of re-submitting plans:

* Login to Wake County Health Department Portal
  + See permit login information for website & login information
* Click on Dashboard
* Click on Pending Tab
* Find the permit number associated with the project you are looking up.
* Find Attachment Tab
  + Upload the following documents in the portal
    - Revised Building & Pool Plans
    - Comment Response Letter
    - Any additional supporting documents to back up revisions.
* Contact Inspector assigned to the project (email address)
  + Include permit number in the email response letting them know that revisions have been made and uploaded to the portal

**Plan Approval**

The information below shows the process of plan approval acceptance:

* Once plans have been approved, permit fees will be issued. You will need to give the permit fees to the bidding department for payment. Once payment has been issued, store permit card & stamped plans in project folder.

Durham County Submittal Process

This section shows step by step the submittal process when submitting pool plans to Wake County Health Department for review.

**Health Department**

**Required Items**

The information below is required prior to submitting:

* Forms:
  + Swimming Pool Plan Review Application
    - Can be found in \\dciserver\DCI Design\01 - Current Project Revit Files\01 - DCI\_STANDARDS\_TEMPLATES\#1M - BUILDING & POOL APPLICATIONS – PERMITTING
  + Pool Plan VGB Form
    - Can be found in \\dciserver\DCI Design\01 - Current Project Revit Files\01 - DCI\_STANDARDS\_TEMPLATES\#1M - BUILDING & POOL APPLICATIONS – PERMITTING
  + Pool Specifications
  + Complete Building & Pool Plans
  + Approved (or Current) Civil Plans
  + Lien Agent
    - Owner of Project Information
    - Professional Firms (Architect Information)
    - Project Address
      * All projects require a recorded plat and address that is recognized/assigned by Durham County Address Coordinator
    - Property PIN
      * This can be obtained from the approved civil plans (Typically on the coversheet)

**Submittal Procedure – Health Department**

The information below shows the process of submitting plans:

* Email all required documents to [pools@dconc.gov](mailto:pools@dconc.gov)
  + Plans and applications will need to be put in a Dropbox folder and the link attached to the email.
  + Make sure to state NEW POOL PLAN REVIEW in the subject line.
* Once an email has been sent, give the department 3 days to review the submittal.
  + If the project has been accepted into review, you will receive an email with the plan review fees to pay. PM can help pay this fee.
  + If the project has been denied into review, an email will be sent to you explaining what information is missing on the plans or applications. Response as quickly as possible with the missing information and get back to the department as soon as possible to prevent delays.

**During Review**

The information below shows the process of reviewing submitted plans:

* The health department has 30 days to complete the plan review. If any questions arise from the submittal, often the reviewer will reach out to you asking for clarification of some items. If you are unsure of the answer, please reach out to a PM to assist.
* If plans are approved, an email will be sent out with the plan review approval letter. Please store the approval letter in the project folder. This will be needed for the pool permit submittal.
* If plans are denied, an email will be sent out with the plan review denial letter. Please review the letter and contact the engineering team, if applicable, for the changes that they need to make. Try to have revisions completed within 5 business days if possible.