

Selecting the Correct Permit/Record Type

Purpose: To assist applicants with selecting the correct permit/record type when filing a request via [Accela Citizen Access \(ACA\)](#) with the City of High Point. Start by answering the following:

1. Is there already an active permit or project? See [Section #1](#).
2. Am I in the correct module? See [Section #2](#).
3. Do I qualify for an expedited or over-the-counter permit? See [Section #3](#).

Note: If none of these apply please proceed to [Section #4](#) for general information or use our [ACA Tutorial](#).

Section #1 - Is there an Active Permit?

Make sure there is NOT an active permit in the location you'll be working that is directly related to your work. To do this use the global search in the upper righthand corner of the ACA webpage (see below).

Enter a simple address and press enter	<p style="text-align: right;">Announcements Register for an Account Login</p> <div style="border: 1px solid #ccc; padding: 5px; width: fit-content; margin: 0 auto;"> type simple address (i.e. 123 main) </div>												
<p>You'll see a list of records matching your search. Click on the "Status" column to sort the results by "Status". Records with a status = "Permit Issued" may be directly related to your proposed work. If your work is related, file for a "Permit Update" record in the Construction Permits Module.</p>	<p>Records</p> <hr/> <p>Showing 1-7 of 7 Download results</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr style="background-color: #f2f2f2;"> <th>Date</th> <th>Record ID</th> <th>Record Type</th> <th>Status</th> </tr> </thead> <tbody> <tr> <td>10/14/2016</td> <td>CC-16-0782</td> <td>Commercial Construction Permit</td> <td>Permit Issued</td> </tr> <tr> <td>09/15/2017</td> <td>AR-17-0196</td> <td>Permit Update</td> <td>Closed - Permit Updated</td> </tr> </tbody> </table>	Date	Record ID	Record Type	Status	10/14/2016	CC-16-0782	Commercial Construction Permit	Permit Issued	09/15/2017	AR-17-0196	Permit Update	Closed - Permit Updated
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10/14/2016	CC-16-0782	Commercial Construction Permit	Permit Issued										
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Section #2 – Beginning in the Correct Module.

Accela Citizen Access (ACA) has three primary "Modules" to process online requests:

- [Construction Permits](#) include the **construction trades** (building, electrical, fire, mechanical, and plumbing) and **zoning permits** (fences, home occupations, temporary uses, ABC licensing, etc);
- [Code Confirmation](#) is a written report on a specific property that provides information on zoning and other development regulations that apply to the property. Included in the report are any active code violations.
- [Land Development](#) is associated with land development activity (i.e. site plans, subdivisions, etc.)

Users that are logged in will see the following modules (each blue box is a separate module). Begin by clicking on "Create an Application" in the correct module:

What would you like to do today?

To get started, select one of the services listed below:

<p>General Information</p> <p>Lookup Property Information</p> <p>Search for a Licensee</p>	<p>Construction Permits</p> <p>Create an Application</p> <p>Search Applications</p> <p>Schedule an Inspection</p>
<p>Land Development</p> <p>Create an Application</p> <p>Search Applications</p> <p>Schedule an Inspection</p>	<p>Code Confirmation</p> <p>Create an Application</p> <p>Search Applications</p>

Section #3 - Do I qualify for an “Over the Counter” (OTC) Permit? [\(back to top\)](#)

The following scopes of work (outlined in the **Commercial** and **Residential** tables below) qualify for OTC which means there is no plan review. The permits, upon verification, can be issued the same day as requested.

Commercial OTC Permit (OC-YY-####)

Commercial Work

ELECTRICAL	MECHANICAL	PLUMBING
<input type="checkbox"/> Replacement (like for like with no increase in load) <input type="checkbox"/> Minor Work – [such as lights (track lighting is one device), switches, outlets, etc.] <input type="checkbox"/> Minor Low Voltage [such as cameras, data ports, speakers, fixtures, etc.]. <input type="checkbox"/> Service Change <input type="checkbox"/> Temporary Service	<input type="checkbox"/> HVAC Unit Replacement ___ Number of HVAC Units <input type="checkbox"/> Gas Line Only <input type="checkbox"/> Boiler Replacement/Repair <input type="checkbox"/> Duct Work Only (i.e. adding a return or vent)	<input type="checkbox"/> Water Line Replacement <input type="checkbox"/> Sewer Line Replacement <input type="checkbox"/> Fixture Replacement [includes lavatory, water closets, etc. and includes <u>appliance</u> replacement (i.e. water heater, dishwasher, etc.)]
FIRE	BUILDING	
<p>Fire Alarm - Detection System Devices Not including control panels or power supplies</p> <input type="checkbox"/> Relocation and/or up to 5 new devices <p>Fire Protection – Sprinkler Heads Not including work in Extra Hazard Group I & II Design Area</p> <input type="checkbox"/> Relocation and/or up to 10 new heads	<input type="checkbox"/> Expedited Showroom* *Supplemental documentation required. http://www.buildhighpoint.com/DocumentCenter/View/378 for more information. <input type="checkbox"/> Interior Demolition Only* *Obtain prior approval from a Construction Plan Reviewer.	

Residential OTC Permit (OC-YY-####)

Residential Work

ELECTRICAL	MECHANICAL	PLUMBING
<input type="checkbox"/> Sub-Panel <input type="checkbox"/> Replacement (like for like with no increase in load) <input type="checkbox"/> Outlets and Fixtures (no limit, just document the switches, lights, outlets being added/replaced in residence) <input type="checkbox"/> Temporary Service <input type="checkbox"/> Service Change	<input type="checkbox"/> Gas Line only <input type="checkbox"/> Gas Appliance (grill, logs, range, etc. - excluding furnaces (see HVAC Unit below) ___ Number of fuel appliances <input type="checkbox"/> HVAC Unit (addition or replacement) ___ Number of HVAC Units <input type="checkbox"/> Duct Work Only (i.e. adding a return or vent) <input type="checkbox"/> Generator - Permanently Installed* *Supplemental documentation required. http://www.buildhighpoint.com/documentcenter/view/317 for more information.	<input type="checkbox"/> Fixtures and Connections (i.e. bathroom, tub/shower conversion, sinks, dishwasher, and washer machine) <input type="checkbox"/> Plumbing – Utility Services <input type="checkbox"/> Sewer Line <input type="checkbox"/> Water Line <input type="checkbox"/> Both <input type="checkbox"/> Water Heater - Gas (type being installed) <input type="checkbox"/> Water Heater - Electric (type being installed)
BUILDING		
<input type="checkbox"/> Re-roofing (>\$15,000)* *If less than \$15,000, no permit is required.		
<input type="checkbox"/> Window Replacement (>\$15,000)*		
<input type="checkbox"/> Siding Replacement (>\$15,000)*		
<input type="checkbox"/> Small Accessory Structure (Dimensions less than 12’Wx12’Dx12’H) – Supplemental documentation required. http://www.buildhighpoint.com/DocumentCenter/View/555 for more information.		

Section #4 – General Information ([back to top](#))

a) Construction Permits

If you selected, the “Construction Permits” module and clicked “Create an Application” you will see the following:

Choose one of the following available record types.

Need Help selecting? Try our online help document "[Selecting the Correct Record Type](#)" or call us at 336-883-3151.

- Commercial Construction Permit
- Commercial OTC Permit
- Demolished Structure Permit
- Fence Permit
- Home Occupation Permit
- Moved Structure Permit
- Permit Update
- Residential Construction Permit
- Residential OTC Permit
- Sign Permit
- Temporary Use Permit
- Zoning Compliance Permit

Which record type do I choose?

First determine if your construction work is **Commercial** or **Residential**. The following pages provides a little more detail for each Construction Permit Record Type. **ATTENTION:** Please note that multifamily (i.e. apartments or condominiums) is “Commercial Construction”.

Not Over the Counter Construction Group (Scope of work doesn’t qualify for Over the Counter)

[Commercial Construction Permit \(CC-YY-####\)](#) - Required for all work on a commercial building **that doesn’t** qualify for an “Over the Counter” request. **Note:** R-2 Residential Occupancy (i.e. apartments) is commercial construction

[Residential Construction Permit \(RC-YY-####\)](#) - Required for all work on a residential building **that doesn’t** qualify for an “Over the Counter” request. Also use this request when multiple trades will be involved in a single project (i.e. kitchen remodel involving building, electrical, mechanical, and plumbing trades can be submitted as one permit request. Identify scope of work and contractors).

[Permit Update \(AR-YY-####\)](#) - The record type is used to “Update” your request **AFTER** the permit is **issued** OR for records that have “Plan Review” where the construction plans have a “Document Status” = “APPROVED”. Since High Point uses the “Complete” permit model there will be occasions where existing permits need to be updated. Once a request is processed and the PERMIT is ISSUED the Permit Update record should be used to make changes. Common requests are, “Changing a Contractor” or “Providing Modified/Corrected Plans”. Based on the scope of these updates the “Case Manager” may hold inspections until the revisions are sufficiently processed. **Note:** This request is NOT necessary if the Permit has NOT been issued. Updated plans and/or identification of contractors can be done by simply adding the corrected plans to the active record. Contractors can be added to existing records by emailing permits@highpointnc.gov and identify the record ID.

[Demolished Structure Permit \(DS-YY-###\)](#) - This request only applies to the **complete demolition** of a structure (commercial or residential). **Note:** Commercial interior demolitions use the Commercial OTC Permit.

[Moved Structure Permit \(MS-YY-###\)](#) - This request only applies to the complete relocation of a structure (commercial or residential).

[Sign Permit \(SI-YY-###\)](#) – Required prior to the installation of all signage (including banners).

Zoning Permit Group (Not Construction – Verifying Zoning Compliance) [\(back to top\)](#)

Fence Permit (ZP-YY-###) - Any fence (non-residential or residential) requires a permit prior to construction. **Note:** Masonry walls exceeding 4-feet must obtain a Construction Permit (Residential or Commercial).

Home Occupation Permit (ZP-YY-###) – Required to operate a business from your residence (the place where you personally reside).

Temporary Use Permit (ZP-YY-###) – Required for temporary events lasting more than 3 days (i.e. Christmas tree sales, vegetable stands, food trucks, etc.) that are located at a set location up to 30 days. Temporary events are limited to three 30-day Periods at a single location during a calendar year.

Zoning Compliance Permit (ZP-YY-###) - The Zoning Compliance Permit is to authorize a specific principal use of a property where a construction permit is not required. Examples of such uses include: automobile parking lots, demolition debris landfills, cemeteries and athletic fields. Also, the review of State licensed uses, such as those requiring ABC approval, utilize this process.

b) **Code Confirmation** [\(back to top\)](#)

If you selected, the “Code Confirmation” module and clicked “Create an Application” you will be taken directly to the “Code Confirmation” request screen (this is the only request type in this module). A **Code Confirmation** is a written report on a specific property that provides information on zoning and other development regulations that apply to the property. This request is used for **Zoning Confirmation** and **Department of Motor Vehicle Sales** requests.

c) **Land Development** ([back to top](#))

If you selected, the “Land Development” module and clicked “Create an Application” you will see the following:

Select a Record Type

Choose one of the following available record types.

Need Help selecting? Try our online help document "[Selecting the Correct Record Type](#)" (will open in a separate window or tab). Still not sure, call us at 336-883-3151.

- Design Review
- Easement Reconveyance
- Exclusion
- Final Plat
- Group Development
- LD ROW Encroachment
- Preliminary Subdivision
- Public Tree Certificate
- Site Plan
- Street and Utility Plan

[Continue Application »](#)

Which activity do I choose? Please read through the following descriptions for more detail on the available Land Development Record Types. **ATTENTION:** The order of the list below is sorted based on the most common Land Development requests.

[Site Plan](#) - Site Plan approval is the administrative process that ensures that land development project complies with all applicable regulations contained in the Development Ordinance and related City codes.

[Subdivision \(Preliminary and Final Plat\)](#) - A subdivision is a land development that divides a parcel of land into two or more lots, except for those land divisions that meet the Exclusion Map criteria. It includes all divisions of land involving the dedication of a new street or a change in existing streets.

[Exclusion Map](#) - The Exclusion Map process is designed for a land development plan that divides a parcel into two or more lots and meets one of four exceptions to the subdivision definition.

[Group Development](#) - Group development is a land development that is developed with two or more principal buildings on the same tract of land that are to be occupied by separate families, firms or other enterprises.

[Right-of-Way Encroachment](#) - This process is used to approve encroachments into a public right-of-way. This includes structures (i.e. buildings, overhangs, fences, etc.) as well as private underground utilities (except irrigation systems).

[Design Review](#) - Structures subject to design review are within the Eastchester Scenic Corridor District, the Main Street Zoning District, or the Washington St. Mixed Used District. Use this record to submit detailed elevation plans to determine compliance with the applicable district requirements.

[Easement Reconveyance](#) - This process is used to convey public utility easements (electric, water, sanitary sewer, or other utility easement) to the underlying property owner.

[Public Tree Certificate](#) - The City Council established an urban forestry program for the conservation and maintenance of trees on city-owned or controlled property. Requests to plant, trim, or remove such a tree requires the review and approval of the Urban Forestry Committee.

[Street & Utility Plan](#) - The Street and Utility Plan process is used to review and approve plans for constructing public streets, water, sanitary sewer, and storm sewer facilities to serve land development.