

BUILDING PERMITS

(OPENGOV Guidance Information)

“GETTING STARTED”

How do I access OPENGOV? Go to the City’s website at www.cityofkm.com and click on the **OPENGOV** icon button on the homepage.

How do I create an account? First time users will have to create an OPENGOV account. Click on **Sign UP** in the top right corner of the screen. Click on **Sign up using Secure Portal**. Click on **Sign Up** and enter your email address and a personal password to create your account.

How do I Login? Once you have created an account you may login by accessing OPENGOV and clicking on **Login** in the top right corner of the screen. Click on **Login using Secure Portal** and enter your email and password. Click on **My Account** in the top right corner of the screen to view all records submitted under your account.

What if I don’t have access to the internet to apply for a permit online? You may apply for a permit by visiting the Inspections and Codes Department located at 1013 N. Piedmont Ave. Kings Mountain, NC.

“APPLYING FOR PERMITS”

How do I apply for building permits?

- Go to the City’s website at www.cityofkm.com and click on the **OPENGOV** icon.
- Select the appropriate **Project** for the scope of work to be performed.

RESIDENTIAL BUILDING PERMIT: *residential new construction, remodels, additions, repairs, etc.*

COMMERCIAL BUILDING PERMIT: *commercial new construction, upfits, additions, repairs, etc.*

TRADES PERMIT: *electrical, mechanical, plumbing, or refrigeration for residential and commercial*

ACCESSORY BUILDING/STRUCTURES PERMIT: *garages, workshops, carports, pools, retaining walls, etc.*

MANUFACTURED HOME PERMIT: *setup of mobile homes*

FIRE PROTECTION PERMIT: *sprinkler systems, fire alarms, pyrotechnics, explosives, tank removal, etc.*

DEMOLITION PERMIT: *demolish and removal of residential or commercial buildings and structures*

SIGN PERMIT: *installation of monument and projecting signs and roof, wall, post, and ground mounted signs*

CHANGE OF USE: *when changing the occupancy type or use of an existing commercial building*

- Answer the question(s) and then click on **Next**.
- Review the checklist of application(s) required with your project and click on **Start this Project**.
- Select a name for your project and then click on **Start Project**.
- Complete and submit all required application(s).

Once you have submitted the application, a record number will be assigned. You can track the status of the submittal process with this number. City staff will review your submittal and you will be notified of any needed revisions, changes, payments or any other required information needed to approve the application.

“INSPECTIONS”

How do I schedule an inspection? Login to OPENGOV and click on **Your Records** at the bottom of the screen. Select **Applications** on the left hand column. Select the appropriate record number that you wish to schedule an inspection for. Select **Inspections** on the left hand column and then select the **Request Inspection** button. Select the requested inspection date and enter a description of inspection needed in the Comment Box and click on **Submit Request**. The Codes Department will schedule the inspection and you will be notified by an email. Note that requested inspections will be performed the next business day. For example: an inspection submitted on a Friday will be performed the following Monday unless otherwise noted. In the Comment Box you may request AM or PM for the inspection to be conducted.

“VIEWING THE STATUS OF MY SUBMITTED RECORDS”

How do I view my submitted applications? A great advantage of *OPENGOV* is the ability to follow your submittal step by step through the City’s review process, pay permit fees, print permits from home, and view inspection results. Login to OPENGOV and click on **Your Records** at the bottom of the screen. You will now have access to all records submitted under your account. You may also click on **Search** located at the top of the screen to find records by address or record number. On the left hand column, you will see a list of actions that can be performed:

DASHBOARD: Here you can view a general overview of your records

MESSAGES: View messages from City staff in regards to records

PROFILE: You can edit your account profile such as: user name, phone number, address, etc.

APPLICATIONS: A complete list of records submitted under your account

PROJECTS: Some records may be given project names to be identified by

PERMITS & DOCS: Copies of permits and other approvals can be accessed and printed

PAYMENTS: Make payments and view paid or unpaid permit fees.

INSPECTIONS: Schedule inspections and view inspection results