

BUILDING PERMITS

(Guidance Information for OPENGOV)

“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. Next 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 can apply for a permit by visiting the Codes Department’s office located at 1013 N. Piedmont Ave. Kings Mountain, NC.

“APPLYING FOR PERMIT”

How do I apply for a building permit? Go to the City’s website at www.cityofkm.com and click on the **OPENGOV** icon button and select **Inspections and Codes**. On the next page select the type of permit that you are applying for. On the next page read through the list of items that may be required for your project. It is recommended that you obtain any of the required items before moving to the next step in order to avoid delays in your submittal. Once you have the items needed for your project select **Apply Online**. Login with your email address and password on the next page. Complete the steps and upload any required attachments. On the last step click on **Confirm and Submit**.

Once you have submitted the application a record number will be assigned. You can track the status of the submittal process with this number. Note that the assigned record number is a number for tracking purposes only. The permit has not been approved or issued at this time and no work shall begin until the permit has been issued.

City staff will review your submittal and you will be notified by email of any needed changes or payment due once approved. Once payment has been paid you can print a copy of the building permit and begin work.

“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

“UTILITY ACCOUNT SETUP”

How do I setup new utility accounts? For projects that require new utility services such as the City of Kings Mountain Electrical, Natural Gas or Water, you will be responsible to take the completed and verified “Capability to Serve” form(s) to the Billing Department to set up utility service accounts once the permit has been issued.

CITY STAFF CONTACT INFORMATION

CODES DEPARTMENT: 704-734-4599

PLANNING/ZONING DEPARTMENT: 704-734-4595

BILLING DEPARTMENT: 704-734-4594