BUSINESS VERIFICATION

& SAFETY INSPECTION

(Guidance Information)

What is a Business Verification Form? This form is required whenever there is a tenant change or change of business in existing buildings. This approval is required prior to occupying the building or making changes to utility accounts. A zoning compliance review and safety inspection will be conducted of the building to verify that the building is safe to occupy and that any change of occupancy type or use is legal in accordance with all State and local laws and regulations.

"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.

"SUBMITTING APPLICATION"

How do I apply for a New Business Verification? Go to the City's website at www.cityofkm.com and click on the **OPENGOV** icon button and select **Planning Department**. On the next page select **New Business Verification Form**. On the next page select **Apply Online**. Login with your email address and password on the next page. Complete the application form. 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.

Once the payment has been paid City staff will review your submittal and you will be notified by email if any additional information is needed.

"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 in the Comment Box and click on **Submit Request**. The Codes Department will contact you about scheduling a time to meet on site for the inspection.

"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 fees 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? After the inspection has been conducted and approved you will be responsible to contact the City of Kings Mountain's Customer Service Department to make changes to utility accounts.

CITY STAFF CONTACT INFORMATION

INSPECTIONS AND CODES DEPARTMENT: 704-734-4599

PLANNING/ZONING DEPARTMENT: 704-734-4595

CUSTOMER SERVICE DEPARTMENT: 704-734-4594