

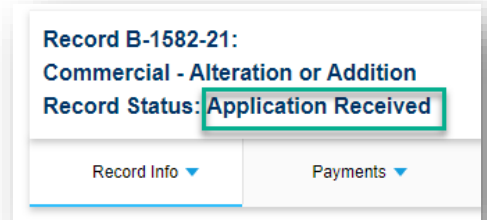


e-Permitting User Guides: *What a Record Status Means*

Thank you for using the City of Albany's e-Permitting platform. This platform can be used to make application, pay fees, upload documents, and schedule inspection. This guide will assist you in understanding the record statuses you will see on projects at www.cityofalbany.net/permits.

Application Received

The Application Received status is displayed when the application has been submitted to Community Development or Public Works. In this status, the application is in the queue for staff to complete a completeness review. Please allow one business day for processing.

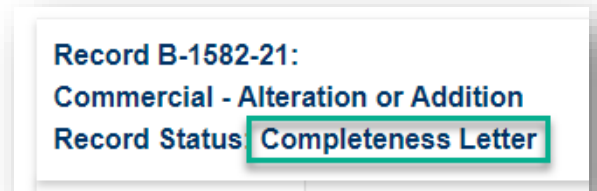


Completeness Review

The Completeness Review status is displayed while staff is ensuring that the required information from the department's checklists have been provided. Please allow one business day for processing.

Completeness Letter

The Completeness Letter status will be displayed when the completeness review discovered required information that was not provided. An email of the missing items will be sent to the applicant on record. The record status will stay Completeness Letter until the remaining items have been uploaded and a Completeness Review is being conducted.



Incomplete- If the needed information is not provided within 30 days of the date of application, the record will be closed, and the Incomplete status will be displayed. When the project is ready to proceed, a new application will need to be started.



C of O Issued

The status of C of O Issued is the final status for projects that required a certificate of occupancy. This status will be displayed once the certificate has been emailed to the applicant after all elements of the project are complete and accepted by the City.

Expired

The status of Expired will be shown when an application or permit has expired prior to final approval.

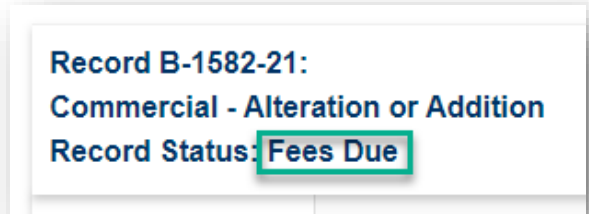
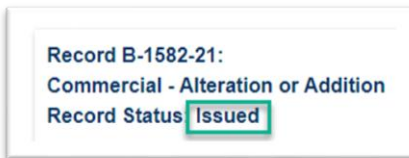


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Fees Due

The Fees Due status is shown when there are fees due in the project before another action can be performed. For projects that require a review, you may see this status when plan review fees are due. For all projects, you will see this status prior to issuance.

Please note: Review fees are due prior to routing applications for review. If review fees are not paid for within the completeness review, applications will be deemed incomplete, and a new application will need to be processed when the project is ready to proceed.

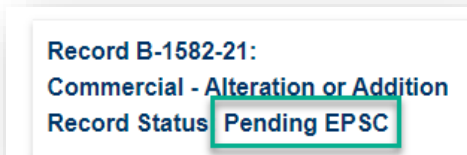


Issued

The status of Issued is used on issued permits after the reviews have been conducted, any pre-issuance inspections have been completed, and any outstanding fees have been paid. Some projects may also require a pre-issuance meeting.

Issued-TCO

The status Issued-TCO is used when a project is near completion and all final inspections have been completed and the applicant has requested a temporary certificate of occupancy (TCO) while they are finishing the outstanding items. Please see our TCO guide for questions on the TCO process.

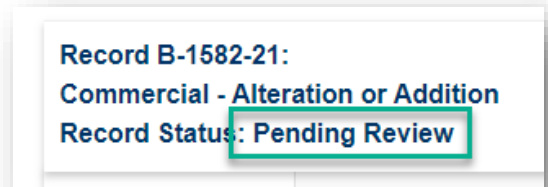


Pending EPSC

The status of Pending EPSC will be displayed when the project is ready to be issued, but the Initial EPSC Inspection has not been approved on the EPSC permit.

Pending Review

The Pending Review status will be displayed once the project has been deemed complete and the project has been routed for review. Please review the specific review times for each department as they vary.

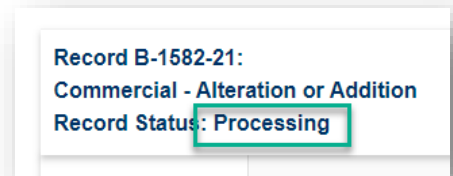


Plan Review Letter

The Plan Review Letter status will be displayed if, during the review, additional information, clarification, or corrections are required before the department can approve the proposed design. An email of the needed items will be sent to the applicant on record. The record status will stay Plan Review Letter until the comprehensive response have been uploaded and the documents have been routed for review.

Processing

Once a review has been conducted and found in conformance with the codes or standards, the status will be displayed as Processing. At this point staff are double checking the fees, documents, and stamps are correct for the project. Please allow one business day for processing.



This and more useful guided are located at cd.cityofalbany.net or you can email cd.customerservice@cityofalbany.net for assistance.