

Certificates of Occupancy

Informational overview for Permit Arlington launch

March 8, 2023



Agenda

Certificates of Occupancy migrate to Permit Arlington

- CO Permit Arlington launch schedule
- Permit Arlington customer portal
- What's new for COs?

Upcoming online Certificate of Occupancy applications

- Certificates of Occupancy launched in Permit Arlington on **Tuesday, February 28, 2023**

Applying for permits in Permit Arlington

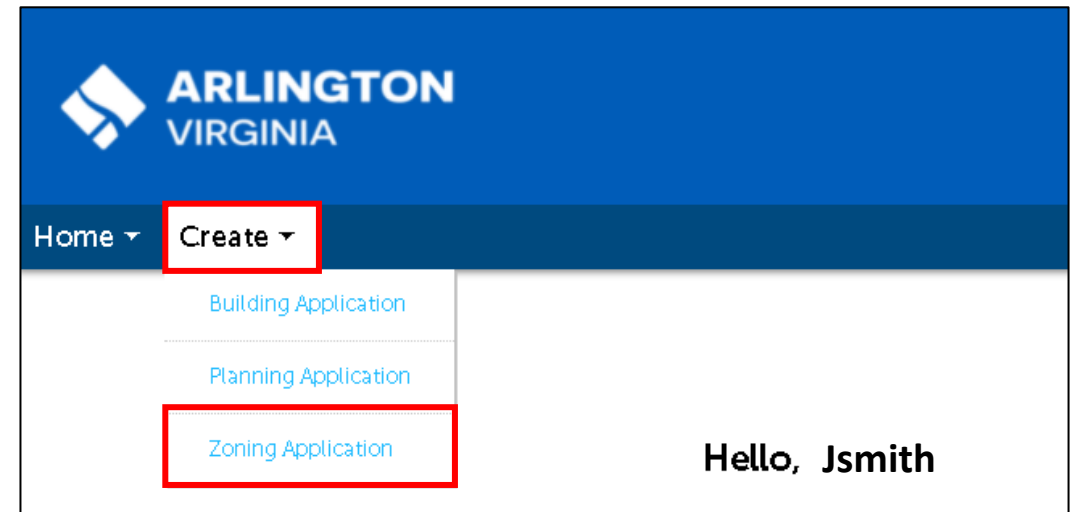
- Permit Arlington can be accessed 24/7 from any computer or mobile device connected to the internet
 - <https://aca-prod.accela.com/ARLINGTONCO/Default.aspx>
- If you are new to Permit Arlington, you will need to create a user account to get started

Click the Permit Arlington screen to view a video on how to create a new account



Applying for permits in Permit Arlington

- To submit an application, you must know in which of three modules your permit is located
 - Zoning module
 - [Certificates of Occupancy](#)
 - Accessory dwelling and family / caregiver suites
 - Board of Zoning Appeals applications
 - Fence and Sign permits
 - Zoning applications, determinations, letters
 - Building module
 - Building and trade permits
 - Land Disturbing Activity permits
 - Civil engineering plan applications
 - Public right-of way applications
 - Building Code related applications
 - Planning module
 - Land entitlement applications
 - Use permits for small business and public facilities



- Choosing a module will display the list of permits and applications available for each module



What's new for the Certificate of Occupancy Process?

What's new for COs? Summary

- **What's changing?**

- There is a new online application in Permit Arlington
- All staff review groups will receive your application for review at the same time
- You no longer have to call multiple staff to determine which inspections you need prior to getting your Certificate of Occupancy issued
- Permit Arlington will identify required inspections and you may schedule online
- Your CO may be downloaded from Permit Arlington once it is issued
- Seating capacity will be reviewed as part of the building permit, not as part of the CO
- Consistent with VUSBC, CO applications will expire after six months of no activity

- **What's NOT changing?**

- You may wish to consult ISD or Zoning prior to signing a lease
- Estimated review processing times remain the same
- The CO process will be delayed if you have not applied for or received issued required permits for your space

What's new for COs?


	Former Process	NEW Current Permit Arlington Process
Before applying	<ul style="list-style-type: none"> • Verify the intended use is permitted by the Zoning Ordinance • You may contact Zoning or Inspections Services (ISD) for a consultation prior to signing a lease 	
When to apply	<ul style="list-style-type: none"> • We recommend applying for a CO when a building permit is issued, but remember that the inspection processes for the building permit and CO are separate 	
How to apply	<ul style="list-style-type: none"> • Email application 	<ul style="list-style-type: none"> • Online with Permit Arlington
CO Fees	<ul style="list-style-type: none"> • Due upon application submittal • There may be additional fees later in the process 	<ul style="list-style-type: none"> • Due upon application acceptance and may be paid online • Additional fees may be due later in the process
Staff review	<ul style="list-style-type: none"> • Review is separate for each department and may occur at separate times • Applicant will receive approvals/rejections at different times 	<ul style="list-style-type: none"> • Application is distributed to all relevant staff simultaneously upon application acceptance • You will receive multiple system notifications as each reviewer completes their research and/or identifies information needs <ul style="list-style-type: none"> • “Inspection” notifications from Health, Child Care, Business License Office, DES and/or Urban Forestry. And/or staff may contact you directly. • Plan Review notifications from Zoning, ISD and/or Historic Preservation

What's new for COs?

	Former Process	NEW Current Permit Arlington Process
CO Inspections	<ul style="list-style-type: none"> Customer had to contact each department by phone to identify and schedule inspections required for your CO Zoning inspections had to be requested by Thursday for inspection the following week 	<ul style="list-style-type: none"> Required inspections for your CO may be viewed on the Permit Arlington customer portal <ul style="list-style-type: none"> Zoning inspections are ALWAYS required Other inspection types are determined based on your application All inspections may be scheduled online in Permit Arlington by anyone who has a Permit Arlington Account (see FAQ section for specific inspection logistics) All inspections may be scheduled up to 5 pm the day prior
Inspection results	<ul style="list-style-type: none"> The inspection detection online tool could be used to look up inspection results 	<ul style="list-style-type: none"> Inspection results may be viewed in Permit Arlington and/or Email contacts who are in the application will receive an email notification for each inspection once it is completed
Final approval	<ul style="list-style-type: none"> Customer had to contact the CO Coordinator in ISD after the Zoning inspection is approved, to find out if there is anything outstanding 	<ul style="list-style-type: none"> All required final approvals are recorded in Permit Arlington through the inspection process
Issuance	<ul style="list-style-type: none"> Once all approvals are confirmed, the CO Coordinator approved the final CO and it was emailed after five days 	<ul style="list-style-type: none"> When all required inspections are approved, staff will issue the CO Contacts on the application will receive email notification when your CO is issued and ready to download from the customer portal

What's new for COs?

	Former Process	NEW Current Permit Arlington Process
Expiration	<ul style="list-style-type: none"> COs (other than temp COs) never expire once they are issued CO Applications did not previously expire 	<ul style="list-style-type: none"> COs (other than temp COs) never expire once they are issued CO applications will expire after 180 days of no activity by the customer, consistent with VUSBC (see 'What you should keep in mind' section for details about CO applications older than 2020) You may renew expired applications in Permit Arlington up to two times during review and an additional two times during inspections
Other considerations	<ul style="list-style-type: none"> The CO process will be delayed if you have either not received approval, or not applied altogether, for required permits 	
Capacity Certificates	<ul style="list-style-type: none"> Reviewed as part of the CO process 	<ul style="list-style-type: none"> Reviewed as part of the building permit process Now called "Maximum Occupant Load Signage"



**Now that COs have moved to
Permit Arlington
What should you keep in mind?**

Maximum occupant load signage

	Actions to take now
If you need a Capacity Certificate (Maximum Occupant Load Signage)	<ul style="list-style-type: none">• Capacity certificate requests will now be reviewed as part of your building permit and will be called “Maximum Occupant Load Signage”• If you have a current building permit and this has not yet been reviewed on your building permit, and/or if your building permit was already issued<ul style="list-style-type: none">• Submit an active revision (amendment to submit revised plan sheets) on your building permit to request your Maximum Occupant Load Signage• If you need Maximum Occupant Load Signage and do not have an active building permit<ul style="list-style-type: none">• Submit a new building permit for the Maximum Occupant Load Signage (this building permit has a small flat fee)

What happened to COs submitted prior to Feb 28?

CO Application Date	Scenario	Actions to take now
<p>If you had an <u>in-process</u> CO application from later than Jan 1, 2020</p> <p>Letters were sent to these applicants in mid February</p>	<ul style="list-style-type: none"> If you had applied but not paid 	<ul style="list-style-type: none"> You will need to apply for a CO in Permit Arlington Your old application was not migrated
	<ul style="list-style-type: none"> If you had applied and paid for a CO and had actively been continuing the process over the last six months prior to Feb 28, 2023 	<ul style="list-style-type: none"> Your CO was migrated into the new system You will need to request to have your CO linked to your Permit Arlington account
	<ul style="list-style-type: none"> If had you applied and paid for a CO and it had NOT been active over the last six months prior to Feb 28, 2023 	<ul style="list-style-type: none"> Your application expired upon transition to Permit Arlington Submit a new application in Permit Arlington and contact Zoning to request to waive your fees
	<ul style="list-style-type: none"> If you had applied but do not have your actual Certificate of Occupancy 	<ul style="list-style-type: none"> Call or email Zoning for help determining status of your CO (703)228-3883 or contactzoning@arlingtonva.us
	<ul style="list-style-type: none"> If you had applied for a CO but are no longer continuing with this project 	<ul style="list-style-type: none"> Notify Zoning staff so we may withdraw the application

What happened to COs submitted prior to Feb 28?

CO Application Date	Scenario	Actions to take now
<p>If you had an in-process CO from prior to Jan 1, 2020</p>	<ul style="list-style-type: none"> If you are not sure when the CO was submitted 	<ul style="list-style-type: none"> Call or email Zoning for help determining status of your CO (703)228-3883 or contactzoning@arlingtonva.us
	<ul style="list-style-type: none"> If there had been no activity by you on your application (e.g. application is awaiting information or actions from you, such as fee payment, information requested by staff, inspection requests) in the last six months prior to Feb 28, 2023 	<ul style="list-style-type: none"> Your application expired upon transition to Permit Arlington You will need to reapply with a new application, which will incur new CO fees and all required inspections, even if some inspections were previously completed



Frequently Asked Questions

Application and technical support for COs

	Discipline	Email	Phone
How to submit a CO application video	Watch a video on How to Submit a Certificate of Occupancy Application		
How to schedule a CO inspection video	Watch a video on How to Schedule CO Inspections		
Contact Technical Support	https://egov.arlingtonva.us/TicketGeneration/Tickets/Create		
Contact for Business Process Support	Zoning Division	contactzoning@arlingtonva.us	703-228-3883
	Inspection Services Division	buildingpermits@arlingtonva.us	703-228-3800
	DES	CEPCoordination@arlingtonva.us	
	Business License Office	business@arlingtonva.us	703-228-3060
	DHS Environmental Health	ehealth@arlingtonva.us	703-228-7400
	DHS Child Care	childcarecentral@arlingtonva.us	703-228-1685
	DPR Urban Forestry	urbanforestry@arlingtonva.us	
	Historic Preservation	sbolliger@arlingtonva.us	

Logistics and Customer Service FAQs

Frequently Asked Questions	Response
Can I still submit a CO application via email?	No. All CO applications must be submitted through the Permit Arlington Customer portal starting on February 28, 2023
Can I pay with a credit card? With a check?	Yes. The Permit Arlington customer portal accepts credit cards and eChecks
What if I have already submitted a Certificate of Occupancy application prior to February 24?	Your application was migrated into the new system (see also 'What happened to COs submitted prior to Feb 28 on slides 13-14). Starting February 28, all actions on your application will occur in Permit Arlington.
If I already have a Permit Arlington account, can I use the same account for Certificates of Occupancy?	Yes. You should use the same account for all your permits and applications
Can my organization have a group account that is accessible by multiple people?	Yes. This is a great way to manage an account that needs to be accessed by multiple people.

Logistics and Customer Service FAQs

Frequently Asked Questions	Response
Will I immediately be able to see my existing Certificate of Occupancy applications in my new or existing Permit Arlington account?	<p>No. If you have an existing application,</p> <p>You may submit a ticket to the Permit Arlington Help desk with the following information and then we can connect your application to your account:</p> <ul style="list-style-type: none">• Your user id and email for your Permit Arlington account; and• Your CO application number <p>Submit a ticket to the help desk here: https://egov.arlingtonva.us/TicketGeneration/Tickets/Create</p>

CO Inspections FAQs

Frequently Asked Questions	Response
How do I schedule inspections for a Certificate of Occupancy?	<p>All inspections are requested online and instructions on next steps will be provided in the email confirmation you receive from the system as well as on the County website.</p> <p>The Schedule Inspections guide has been updated to include CO inspections and there is also a Video on how to schedule CO inspections</p>
Can I schedule inspections for a CO on which I am not the applicant? Can my General Contractor schedule the inspection?	<p>Yes. An inspection may be scheduled on any permit requiring inspection as long as you are logged into the system and have the Permit number</p>
How do I get my inspection results	<p>If you are a contact on the original application, you will get an email notification with the results; if you are not, you may look up the results in Permit Arlington</p>
What information do I need to schedule an inspection?	<p>You will need the Permit Number to schedule an inspection and you must have a user account.</p>
Are all CO inspections scheduled all at once (e.g. Building C of O, Zoning C of O, Health C of O, Child Care C of O, DES C of O, etc.)?	<p>No. Each inspection must be scheduled separately. The system will identify which inspections are needed for your CO application, and you may schedule each individual inspection as you are ready for the inspection.</p>

CO Inspections FAQ

- Different inspection types have different procedures. Depending on your CO type, one or more of the following inspection types will be required

Inspection Type	Inspection logistics
<ul style="list-style-type: none">• Building C of O• Plumbing, Electrical, Mechanical, Fire, Elevator C of O• Zoning C of O	<ul style="list-style-type: none">• You may call your inspector on the day of the scheduled inspection to find out when the inspector is planning to arrive that day
<ul style="list-style-type: none">• Business License C of O• Urban Forestry C of O• Historic Preservation C of O	<ul style="list-style-type: none">• Staff will complete the inspection within three days (for residential COs) or five days (for commercial COs) of the requested date.
<ul style="list-style-type: none">• C. DES C of O• R. DES C of O	<ul style="list-style-type: none">• Your inspection may address multiple requirements related to your CO.• You will receive an email notification with a list of any outstanding requirements, along with whom to contact for each requirement.• You will receive the notification within three days (for R. DES) or five days (for C. DES) of your requested inspection date.
<ul style="list-style-type: none">• Child Care C of O• Health C of O	<ul style="list-style-type: none">• Staff will contact you to coordinate a day and time for the inspection, within five days of the requested date.

