



Rogers Fire Department Standard Operating Procedures

Policy Title:	Issuance of Permits		
Policy Number:	753	Volume:	Risk Reduction
Approved By:	Tom Jenkins	Last Updated:	05/2016
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PURPOSE

The purpose of this policy is to ensure uniformity in the way permits are processed and issued.

Policy

Prior to issuance of permits the following requirements will need to be met according to the permit type:

BUILDING PERMITS

Residential

- Site plan drawn to scale for new homes, additions, accessory structures and pools
- Set of plans for proposed construction
- All required licenses for contractors will be checked and entered into *CityView* RMS – current Arkansas State Contractors License (required for all new construction and any construction over \$2,000, unless done by home owner) General Liability Insurance and current City business license from any city within the State of Arkansas
- Application filled out

Commercial

- Submittal of plans (1 paper set and PDF) for plan review approval, State plumbing approval letter, soil reports, large scale approval or waiver, energy calculations
- All required licenses for contractors will be checked and entered into *CityView* RMS – current Arkansas State Contractors License (for any construction over \$50,000), General Liability Insurance and current City business license from any city within the State of Arkansas
- Application filled out and signed off by the Planning Department

PLUMBING, ELECTRICAL & MECHANICAL PERMITS:

- All required licenses for contractors will be checked and entered into *CityView* RMS – current trade license, current Arkansas State Contractors license (for commercial work over \$50,000), General Liability insurance and current City business license from any city within the State of Arkansas
- Application filled completely filled out (Reject any incomplete applications)

DEMO PERMITS

- All required licenses for contractors will be checked and entered into *CityView* RMS – current State Contractors license, General Liability insurance and current city business license from any city within the State of Arkansas
- Asbestos testing and abatement paperwork (if applicable) prior to issuance of permit
- Application filled out

TENT PERMITS

- Flame retardant certificate must be provided
- Application filled out

ENTERING OF INFORMATION INTO CITYVIEW RMS

APPLICATION TAB

- Select application type (type of permit being issued)
- Enter Work Class (type of work being done)
- Enter appropriate inspector for area if a temporary address is being used. For addresses already in system, this field will be auto-populated once the location is entered
- Enter a description of the work being done
- Select if it is a Commercial or Residential project

- Add location (if already in system) and select add parcel and owner information – if this is a new address, put address in Temporary Address box
- Add a contact (e.g. contractor, applicant, or architect)
 - If they are not in the system, add them under a person or business
 - If it is a new contractor, add them in the Licensing module under Contractor Licensing
 - Check to verify that all license information is current
 - Verify that a correct email and phone number is in *CityView* RMS
 - Application is considered incomplete without email and phone number

PERMIT DETAILS TAB

- Select work item under Description of Work for building, mechanical, demo, pool, and tent permits (work items for plumbing and electrical will automatically show up)
- For new residential homes add the heated sq/ft in quantity, for all other residential building permits add the valuation in total
- For all commercial building permits add the valuation in total
 - On commercial subcontractor permits (e.g. plumbing, electrical, mechanical), add the valuation under Permits on this Application in the Total Valuation area and then fill in the proper fixture amounts in quantity under Description of Work
- Select generate fees and submittal

SUBMITTALS TAB

- Under Submittals click on drop down box under status and select Submittal accepted
- On building permits click verified on each item under Submittal Requirements

FEES TAB

- Select fees to be paid and click make payment

CASHIERING

- Select fees to be paid and click make payment
- **Step 1: Payment Information**
 - A. Click on (=) Auto Set
 - B. Select the type of payment that is being made under payment method
 - C. Enter check number if paying by check

- **Step 2: Paid By/Refunded To**
 - A. Enter name/business name of person making payment
- **Step 3: Optional** (will not use this area)
- **Step 4: Tender Payment and Print Receipt**
 - A. Click on Tender Payment
 - B. Print Receipt (if needed)
 - C. Close out of Cashiering
- Click on View All Activities on this Application (this will take you to the Permitting Activities Tab)

PERMITTING ACTIVITIES TAB

- Under Activity Tracking complete/approve all activities under Outcome up to the Generate/Issue Permit(s) activity
 - Select Complete on Generate/Issue Permit(s) activity and click on the ... under Go column on left side (this will take you to Correspondence)

CORRESPONDENCE TAB

- **Step 1: Add/Select Letter** – letters **should** automatically show up under Letter Type(s) if not then:
 - A. Click on Add New Letter
 - B. Select letter that needs to be printed.
- **Step 2: Add Recipients** – If letter is automatically added, verify that recipients have been selected (should already be selected). If a letter is added in Step follow the steps below:
 - A. Select a contact
 - B. Click add under recipient
- **Step 3: Recipient Details** – No action required on this step.
- **Step 4: Create Letter Text**
 - A. Scroll down and look at letter to make sure everything is correct
 - B. Click Print Now and finish printing letter