BUNCOMBE COUNTY
PLANNING & DEVELOPMENT
(828) 250-4830 - PlanningInfo@BuncombeCounty.org
www.buncombecounty.org/planning

CUSTOMER GUIDE TO
ELECTRONIC PLAN REVIEW

MY PORTAL ACCOUNT INFORMATION
USERNAME: **PASSWORD:**   **EMAIL ON ACCOUNT:**

INTRODUCTION:

Buncombe County's Planning & Development and Building Permits & Inspections Departments has changed the way that they receive and review permits. This has shifted the current process from paper-based submittals to all electronic submittals. <mark>SITE PLAN REVIEWS TAKE A MINUMUN OF 5 BUSINESS DAYS TO REVIEW AND APPROVE</mark>.

SECTION GUIDE:

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B. File Requirements for Electronic Plan Review
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    - How to name your files
C. Plan review process explained
    - Review criteria
D. Submitting and Finding Applications online
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    - Finding or adding documents to an existing application
    - Reviewing revisions required and conditions
    - Resubmittal of revised plans
E. Documents and checklists
F. Next steps after SPR approval

A. Registering for a Development Portal Account

Buncombe County's Development Portal is where customers can register for an account, submit Site Plan Review permits, revisions, and other documents, check on the status of existing permits, and view staff comments and requests for revisions. **Instructions for creating a new account can be found HERE for first time users.**

Customers without internet access or who are having difficulty with online submittal can fill out a paper application and submit their site plans to 46 Valley Street, Asheville, NC 28801.

Development Portal: **https://onlinepermits.buncombecounty.org**

B. File Requirements for Electronic Plan Review

Upload Requirements for files
- PDF file with a maximum file size of 100 MB. Files should be reduced to the smallest size possible to provide quick access to the files if the plan set is larger than a few pages. Instructions on optimizing pdf files can be found here.

- All pages must have sheet numbers or bookmarks
- Minimum Page Size 8.5" by 11"
- Maximum Page Size 36" by 48"
- No password protection is allowed on the file
- All pages must be readable. Adobe reader may report pages as damaged or in need of repair.
- File names cannot contain special characters !, *, \, (,), ;, :, @, &, =, +, $, , (comma), /, ?, %, #, [,], " , <, >, |
- All site plans must be set to landscape orientation with the top of the page at the top of the monitor.
- Other submittals (applications, checklists, etc.) may be set to either landscape or portrait orientation.
- A north arrow is required on all plans.
- Files may not contain hidden content and unexpected metadata like embedded Flash, other PDFs, etc.
- PDF Portfolios are not allowed. A PDF Portfolio contains multiple files assembled into an integrated PDF unit. The files in a PDF Portfolio can be in a wide range of file types from different applications such as scrips, macros, text docs, e-mails, spreadsheets, CAD, and PowerPoints.
- Plans that are required to be signed and sealed by NC General Statute will be validated during review.

C. Plan Review Process Explained

The minimum time for each submitted site plan to be reviewed is five (5) business days.

How Electronic Plan review works:
1. Customers register for an account online for our Accela Citizen Access Portal, if they have not done so already.
2. Customer submits new SPR through the online portal OR get in- person assistance at 46 Valley Street.
3. The permit is routed to all applicable Divisions, including Erosion, Stormwater, Flood, Addressing, Zoning, etc.
4. Staff from each Division reviews the application and marks the site plan with any conditions, or revisions requested. Staff will contact customers if additional documents are required.
5. Customers will receive an email alerting them to any review fees that need to be paid for permits.
6. Once all reviews are complete, and all payments are made, the portal sends an email to the customer with the
7. status of their permit (Revisions required, Approved, etc.)
8. Customers must log into their account, view conditions/revision requests, and re-submit documents.

Review Criteria
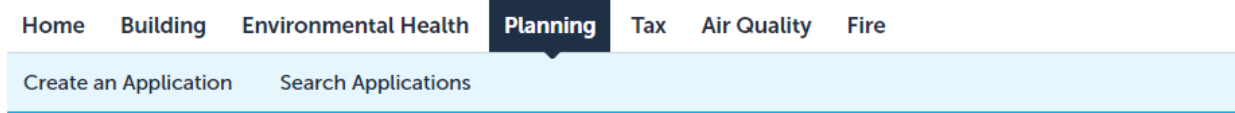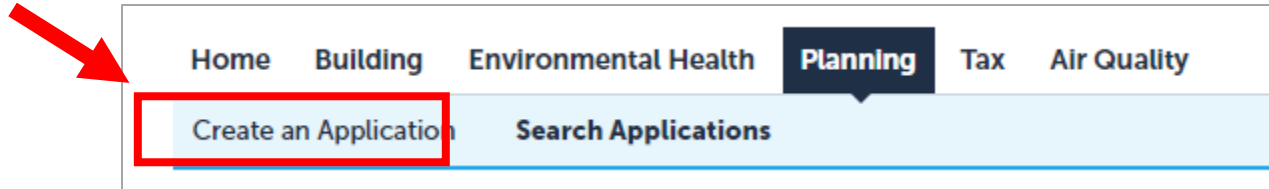During Site Plan Review staff will evaluate the following criteria:
- City Zoning Review (if in incorporated area letter of zoning approval required from jurisdiction). Application will not be further processed until this approval is received.
- Zoning Review- which may develop a zoning case which will have additional fees unrelated to the SPR fee of $25.00.
- Flood Review (if in a flood hazard area)
- Watershed Review (if in a watershed area)
- Erosion Control and Stormwater Review
- Hillside Review
- Retaining Wall Review
- Lighting (Exterior) Review
- Fire Marshal Review
- E-911 Addressing Review

D. Submitting and Finding Applications Online

Creating a new application

Customers can submit new SPR permit applications online using the Development, Permits, and Licensing Portal. ***Please note only registered users can submit a new application online.*** You can also find the portal by visiting www.buncombecounty.org/planning and clicking on the button that says 'Permits Portal'. To begin a new application, you must be logged into your portal account. If you do not have an account, follow the directions for creating an account in Section A.

Once logged into your account click 'Create an Application':

Follow the instructions for filling out the required information. There are 4 steps to completing your application:

- Locate your property using the PIN number, you can find this in the Buncombe County GIS by clicking **here**.

- Enter the PIN number at highlighted box and hit search at the bottom of the screen.

Parcel

The following incorporated areas have their own Planning and Zoning Departments, but Buncombe County requires a Site Plan Permit in these areas:

Town of Woodfin
Town of Weaverville
Town of Biltmore Forest
Town of Black Mountain
Town of Montreat

If you are in one of the incorporated areas above, your project may require approval from your local Planning and Zoning Department before Buncombe County can begin the site plan review process. Please contact your local Planning and Development Department to obtain a Letter of Zoning Approval prior to submitting your application to avoid delays in processing. The Letter of Zoning Approval can be uploaded as part of your Site Plan permit application process. Please review the incorporated areas field below after searching for your parcel or address to determine if you are in one of these areas.

If your property has an address, you can search by address below. For unaddressed parcels, please search by Parcel Identification Number (PIN). You can look up your PIN number using our GIS website.

*Parcel Number (PIN):

Parcel Area:

Incorporated Areas:

Township Name:

ETJ:

Zoning District(s):

Fire District:

Land Use Code:

Condo Building:

Condo Unit:

Mobile Home Park:

Floodplain:
○ Yes ○ No

Watershed:
○ Yes ○ No

MSD:
○ Yes ○ No

Above 3000 ft.:
○ Yes ○ No

High Slopes:
○ Yes ○ No

Hillside:
○ Yes ○ No

Conservation Easement:
○ Yes ○ No

Biltmore Estate Overlay:
○ Yes ○ No

Blue Ridge Parkway Overlay:
○ Yes ○ No

Protected Ridges:
○ Yes ○ No

Government Building:
○ Yes ○ No

Brownfields on Property:
○ Yes ○ No

Search   **Clear**

- Provide contact information for the applicant and anyone else who should be listed.

Step 2: Application Contacts > Application Contacts

* indicates a required field.

Applicant

The Applicant on the record will be the person who receives emails about additional permit requirements and plan review approvals or corrections required. You cannot edit the contact information on this form. If the contact is part of your account, you can update the contact in Account Management. You may click Save and Resume later to save this application and then return once your contact is updated.

Select from Account   **Look Up**

Contact List

Would you like to list any additional contacts on the record that would need to upload documents?

[Select from Account] [Add New] [Look Up]

Showing 0-0 of 0

Contact Type	First Name	Last Name	Business Name	Address Line 1	Home/Bus. Phone	Mobile Phone	E-mail	Action
No records found.								

Contact added successfully.

Select Contact from Account ×

terri rogers

* Type: --Select--

[Continue] Discard Changes

- Provide details about the project or development and upload your site plan or other documents

Detail Information

* Detailed Description:
New Home Construction-Rogers Residence

spell check

Custom Fields

GENERAL
Required fields are indicated by the red * symbol

* Is this a Commercial or Residential project? :	Residential ▾
* What will the total impervious area be when the project is complete? Include all structures, patios, covered decks, driveways, parking areas, sidewalks, and other impervious material areas (e.g. asphalt, concrete, brick, stone, etc.):	2200 Sq Feet
* Please enter the total square footage of land disturbance. This includes the impervious area total plus septic tanks and drain fields area, utility connections, as well as other grading, tree clearing and grubbing, and demolition/staging/stockpiles/temporary construction access or disturbance not already included in impervious area total.:	2200 Sq Feet
* Are any retaining walls being constructed?:	○ Yes ● No
What is the maximum height of the retaining wall(s)?:	_____ Feet
Will you be adding exterior lights to the property?:	○ Yes ● No
* Will any part of this property be used as a vacation rental?:	○ Yes ● No
* Are you adding a new structure or addition?:	● Yes ○ No
What is the type of new structure?: *	Site Built ▾
What is the proposed use of the new structure or addition?: *	Residence
* Are there Existing Structures?:	○ Yes ● No
Please indicate the number and type of existing structures:	

spell check

* Are you removing any structures?:	○ Yes ● No
Please indicate the number and type of structures being removed.:	

1. You must add up all structures, decks, sheds, driveway, parking area, patio covered areas, sidewalks, etc. currently on the property and including what new project or structure you are getting approved.

2. This total includes the above total sq. footage of the previous question and any disturbed area plus septic, demolition, tree clearing, temp access, etc.

Please enter the height of the tallest building/structure planned for this project. : *	20	Feet
Please enter the combined total square footage of new buildings/structures.: *	1725	Sq Feet
What will the total number of buildings/structures be after the project is complete?: *	1	
How many stories are in the tallest building planned as part of this project?: *	1	
How many new ⑦ dwelling units are planned as part of this project?: *	1	
What is the ⑦ number of existing dwelling units.:	0	
* What is the existing or proposed wastewater system type?:	MSD ▼	
* What is the existing or proposed water system type?:	Municipal ▼	
* Is a gate code required to access the property?:	○ Yes ● No	
* What road will the driveway be accessed from?:	Mount Carmel Dr	

Save and resume later   **Continue Application »**

- Upload your Site Plan as an attachment

Step 3: Application Details > Documents

A document type of Site Plan is required for this project. Please make sure your Site Plan document is one single PDF file to avoid delays in processing. Do not upload multiple site plan documents. Please see our checklist for specifications on what your Site Plan document should contain. Also, see our instructions for PDF file requirements.

* indicates a required field.

Attachment

All documents must be uploaded in a PDF Format.

If you are uploading Plans documents, please combine all sheets into one document to avoid delays in processing.

If you are resubmitting revised plans, please use the Resubmit link under the Actions menu on the plans document that requires revisions.

Please see our instructions on Electronic Plan Review for additional file requirements before uploading documents.
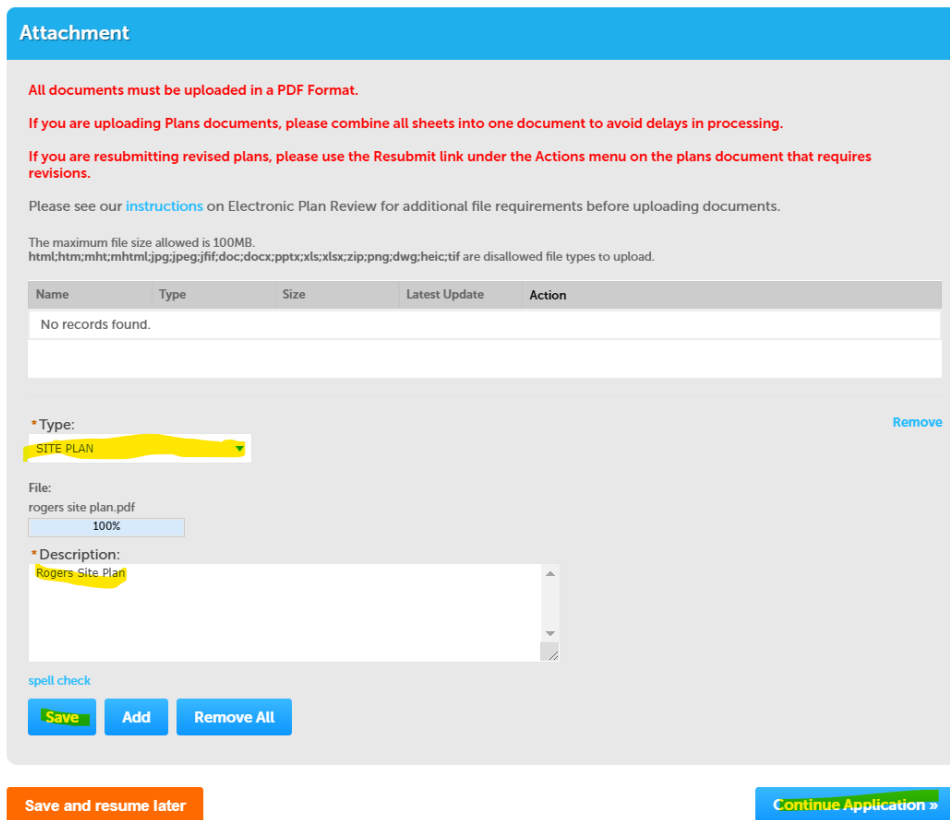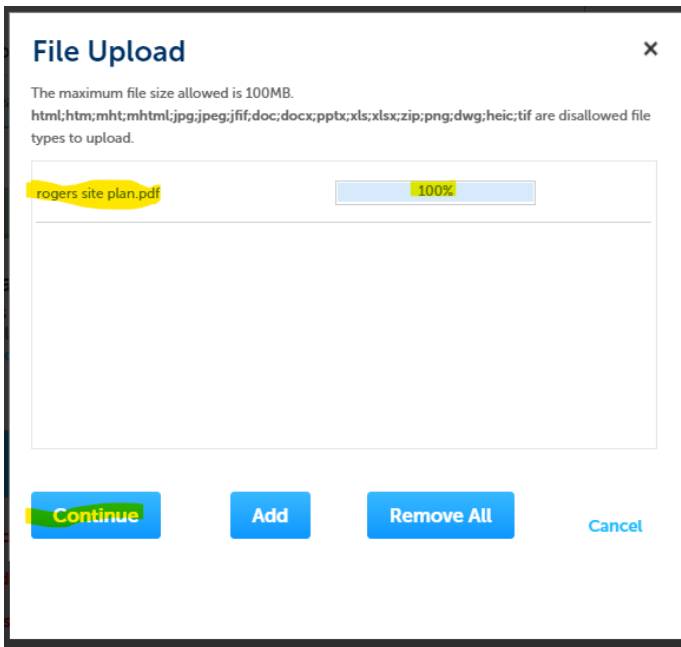
The maximum file size allowed is 100MB.
html;htm;mht;mhtml;jpg;jpeg;jfif;doc;docx;pptx;xls;xlsx;zip;png;dwg;heic;tif are disallowed file types to upload.

Name	Type	Size	Latest Update	Action
No records found.				

Add

Save and resume later   **Continue Application »**

File Upload   ✕

The maximum file size allowed is 100MB.
html;htm;mht;mhtml;jpg;jpeg;jfif;doc;docx;pptx;xls;xlsx;zip;png;dwg;heic;tif are disallowed file types to upload.

rogers site plan.pdf   100%

Continue   **Add**   **Remove All**   Cancel

Attachment

All documents must be uploaded in a PDF Format.

If you are uploading Plans documents, please combine all sheets into one document to avoid delays in processing.

If you are resubmitting revised plans, please use the Resubmit link under the Actions menu on the plans document that requires revisions.

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html;htm;mht;mhtml;jpg;jpeg;jfif;doc;docx;pptx;xls;xlsx;zip;png;dwg;heic;tif are disallowed file types to upload.

Name	Type	Size	Latest Update	Action
No records found.				

*Type: Remove
SITE PLAN ▼

File:
rogers site plan.pdf
100%
*Description:
Rogers Site Plan

spell check

Save   **Add**   **Remove All**

Save and resume later   **Continue Application »**

- Review the information you have provide for accuracy and submit your application

Finding or Adding documents to an existing application
Important Note: You must be logged into your account in order to download existing documents or conditions, or to upload revisions. If you are not logged into your account, you will be unable to view revisions requested, access documents, or make changes to your account.

1. Go to the Development Portal and log into your account.

2. Search for your case or record number.
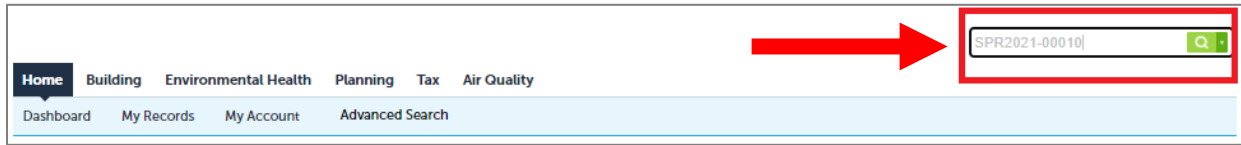
3. In the Record Info Tab, click on Attachments and download the marked up plan set, the Corrections letter, and any Plan Review Attachments to view issues that were identified with plans. Then Click ADD.
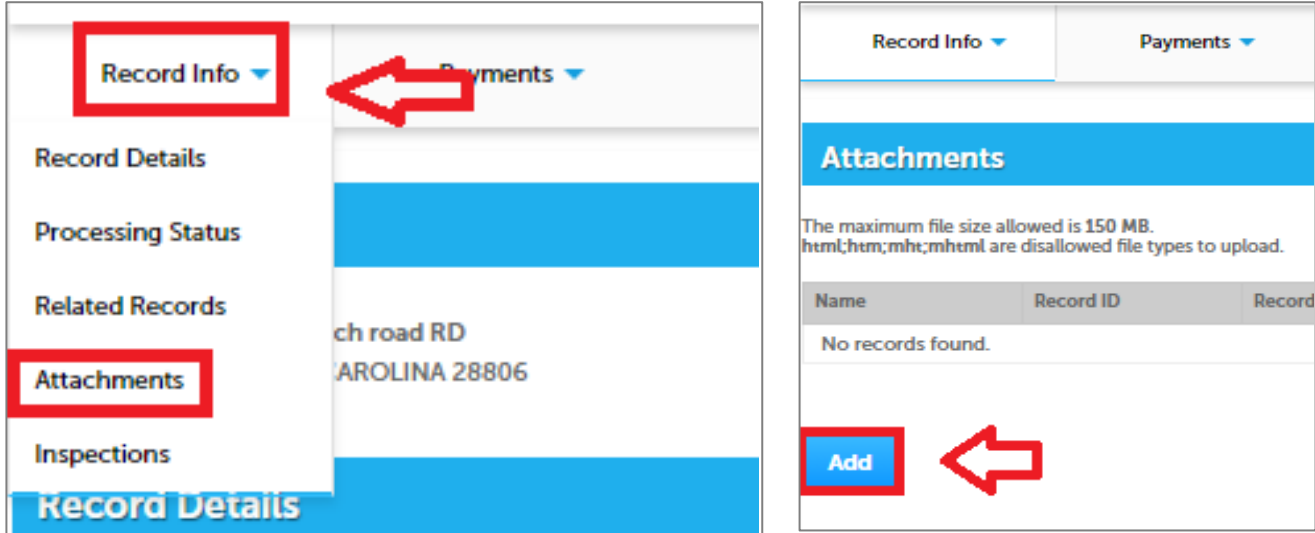

4. Follow the prompts to add a new document and provide a brief description.

Reviewing Revisions Required and Conditions
If you receive an email saying that revisions are required, or that your application has been approved 'with conditions', you can view detailed information about those items in the Development Portal.

2. In the Development Portal, click on Planning in the navigation tab, and then type in the permit number that you are looking for information about. When you are done, click 'Search'.
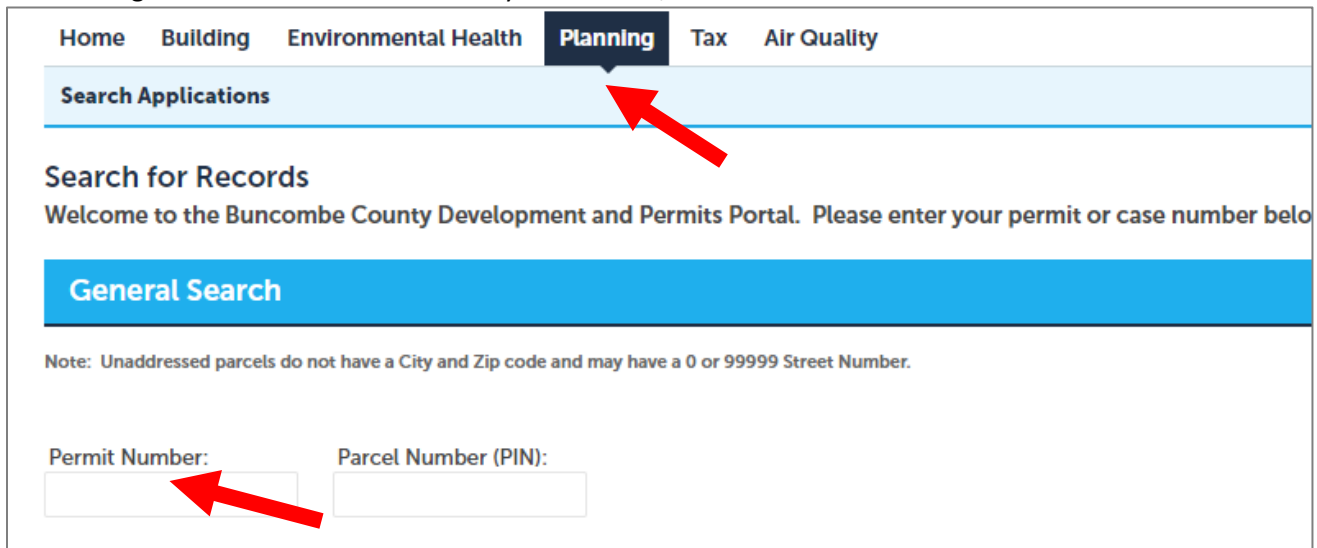
3. In the record, you will see 'Conditions' as a tab in the navigation bar. Click on that tab to see a list of any conditions applied to your permit. You may also see a blue notice box which says 'View Conditions'.
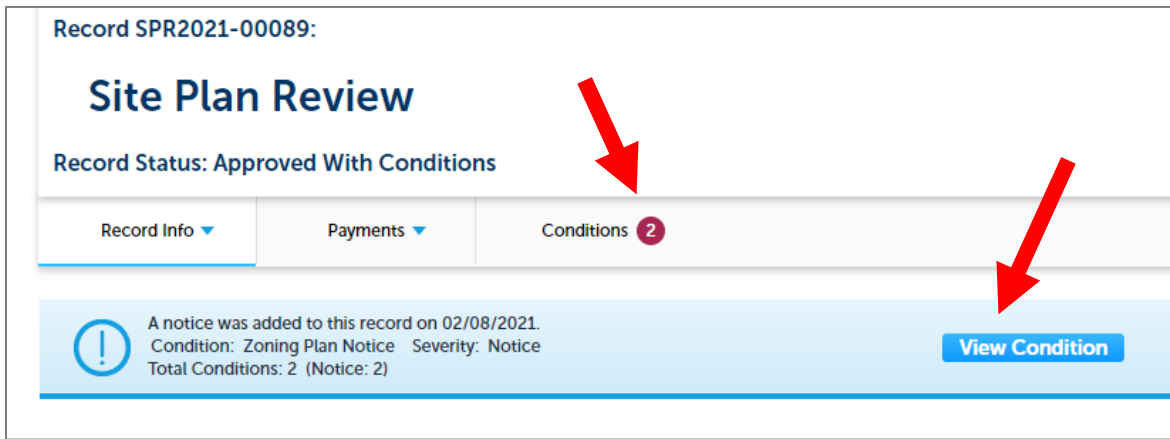
Resubmittal of Revised Plans

If you are asked to submit revised plans or corrections you must resubmit *revised* plans through the Development Portal. Once staff have completed their review a "Resubmit" button becomes available in the Attachments screen for your permit. Plans submitted to correct deficiencies must be resubmitted though the "Resubmit" link associated with the site plan document.

- Resubmittals must be submitted in the same format and scale as the original submission.
- Applicants should *cloud* and *delta* revisions so it is clear what issue was addressed.
- For building plan reviews, an explanation is required from the professional, in a plan review response letter, which addresses all holds identified by the plans examiner. That plan review response letter document can be uploaded as part of the resubmittal process.

1. Log into the Development Portal and search for your case or record number.
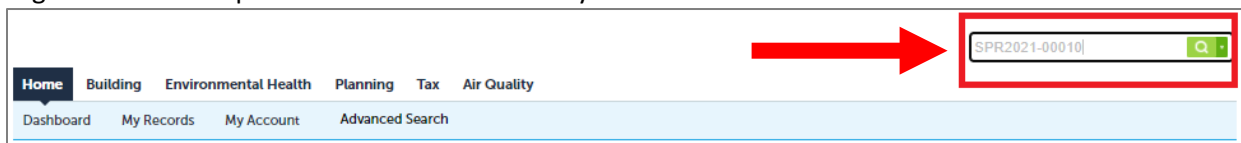
2. In the Record Info Tab, click on Attachments and download the marked up plan set, the Corrections letter, and any Plan Review Attachments to view issues that were identified with plans.
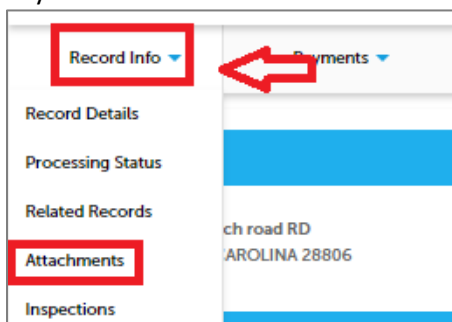
3. Make required corrections to the plans and then upload the corrected set using the **Resubmit** button.

4. If you are resubmitting Building plans, you also need to upload a Plan Review Corrections letter to the case using Add button in Attachments.

E. Documents and checklists

Additional documents may be required for Planning or Building permit reviews. Staff will alert you to any missing documents. Additional documents can be downloaded from the following locations:

FORMS
- Permits & Inspections forms (Building Permits)
- Planning & Development forms (Zoning, Stormwater/Erosion, Addressing, Floodplain, etc.)

CHECKLISTS
- Planning review items
- Building Permits Commercial Checklist

F. Next steps after SPR approval

After the Site Plan Application has been approved, the customer can apply for their Building Permits by submitting an application to the Buncombe County Permits & Inspections Department. For information about their submittal process, contact them at (828) 250-5360.