



CUSTOMER GUIDE TO ELECTRONIC PLAN REVIEW

Important Note: This document will be periodically revised as we implement the new electronic plan review process. Please check this document regularly for updated information.

INTRODUCTION:

Buncombe County’s Planning & Development and Building Permits & Inspections Departments are changing the way that they receive and review permits. This will shift the current process from paper-based submittals to all electronic submittals. This process will occur over multiple phases. The goal of this change is to streamline and improve the submittal process, improve coordination between departments, and reduce waste.

PHASED PLAN ROLLOUT:

Phase 1:	<ul style="list-style-type: none"> • Zoning application forms replaced with Site Plan Review (SPR) case type • SPR permits submitted to the Planning Department via PlanningInfo@buncombecounty.org or in person at 46 Valley Street. • All-electronic review by Planning Staff
Phase 2:	<ul style="list-style-type: none"> • Site Plan reviews (residential and commercial) applications may be submitted online through the Development Portal or in person at 46 Valley Street. Applications submitted to PlanningInfo@buncombecounty.org will not be accepted after April 1, 2021. • Registered users of the website will receive an email when this change occurs.

SECTION GUIDE:

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- 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

MY PORTAL ACCOUNT INFORMATION

USERNAME:

PASSWORD:

EMAIL ON ACCOUNT:

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.

How to name your files

All site plans submitted electronically must be named using the following naming convention:

SUB#-PIN NUMBER-PLANS Example: SUB1-976043098300000-PLANS

	#		PIN		
SUB	Insert which submittal # this is. Submittal 1, 2, etc.	-	Insert PIN number of the property including the zeros	-	PLANS

C. Plan Review Process Explained

The maximum 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 in person at 46 Valley Street.
3. The permit is routed to all applicable Divisions, including Erosion, 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 status of their permit (Revisions required, Approved, etc.)
7. Customers can log into their account, view conditions/revision requests, and re-submit documents.

Review Criteria

During Site Plan review Planning 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
- 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

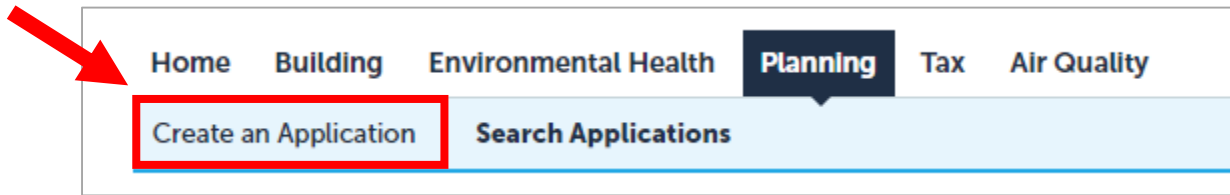
D. Submitting and Finding Applications Online

Important Note: All projects requiring a structure footprint change (new construction, additions, etc.), or site development, are required to submit a Site Plan permit to the Planning Department. A site plan permit can be submitted through our Development, Permits, and Licensing Portal (see instructions below). A site plan application is required only when said application is submitted in person at 46 Valley Street. That application can be found here: [Site Plan Application](#)

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':



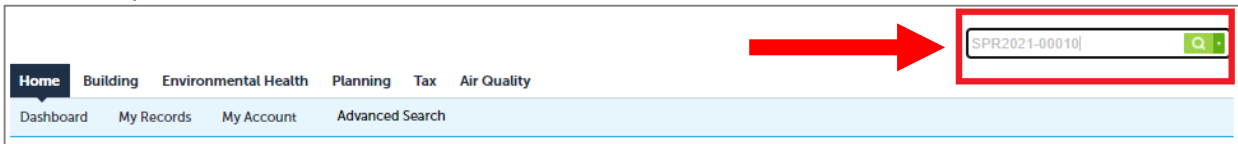
Follow the instructions for filling out the required information. There are 4 steps to completing your application:

1. Locate your property using an address or PIN number
2. Provide contact information for the applicant and anyone else who should be listed.
3. Provide details about the project or development and upload your site plan or other documents
4. Review the information you have provide for accuracy and submit your application

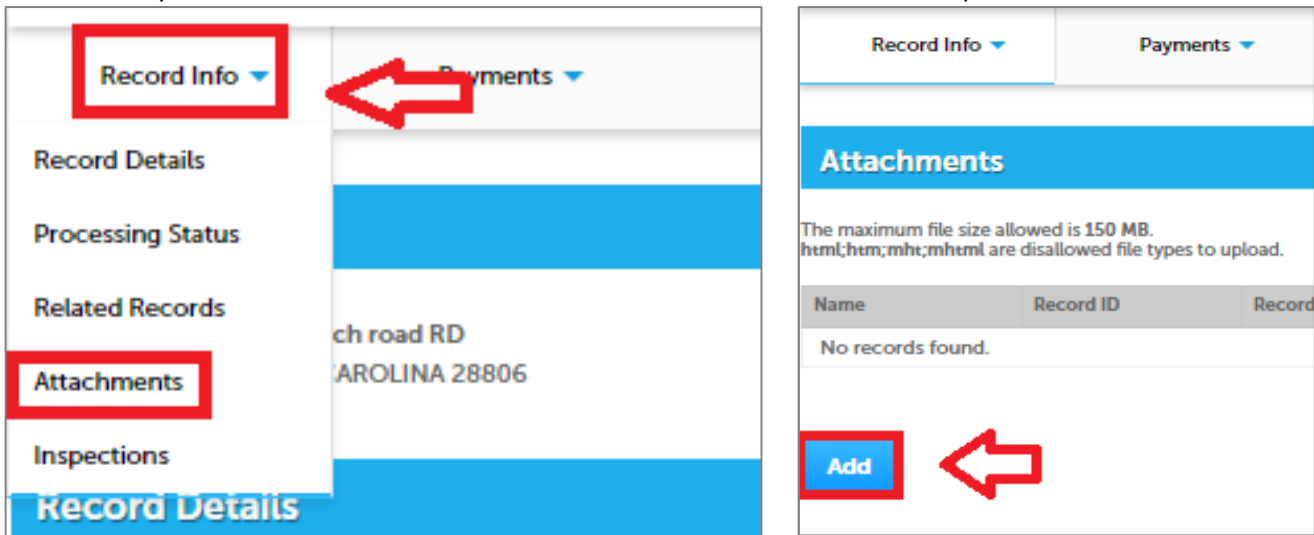
Finding or Adding documents to an existing application

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’.

Home Building Environmental Health **Planning** Tax Air Quality

Search Applications

Search for Records

Welcome to the Buncombe County Development and Permits Portal. Please enter your permit or case number below

General Search

Note: Unaddressed parcels do not have a City and Zip code and may have a 0 or 99999 Street Number.

Permit Number:

Parcel Number (PIN):

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’.

Record SPR2021-00089:

Site Plan Review

Record Status: Approved With Conditions

Record Info Payments **Conditions** 2

A notice was added to this record on 02/08/2021.
Condition: Zoning Plan Notice Severity: Notice
Total Conditions: 2 (Notice: 2)

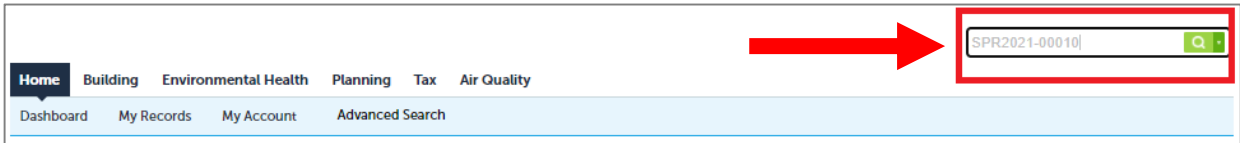
[View Condition](#)

Resubmittal of Revised Plans

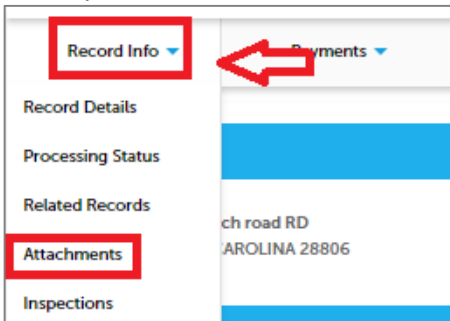
If you are asked to submit revised plans or corrections you must resubmit **revised** plans through the Development Portal. Once staff have completed their review a “Resubmit” button becomes available in the Attachments screen for your permit. Plans submitted to correct deficiencies must be resubmitted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

Attachments									
Name	Record ID	Record Type	Entity Type	Type	Size	Latest Update	Action	Entity	
Buncombe County Plan Review Corrections Letter.pdf	BLD2021-00057	Commercial New Building	Record	PLAN REVIEW ATTACHMENTS	223.95 KB	01/25/2021	Actions	Commercial New Building - BLD2021-00057	
Building Plans.pdf	BLD2021-00057	Commercial New Building	Record	PLANS COMMERCIAL	891.71 KB	01/25/2021	Actions	Commercial New Building - BLD2021-00057	
Building Plans20210125194552(7).pdf	BLD2021-00057	Commercial New Building	Record	PLANS COMMERCIAL	1.11 MB	01/25/2021	Resubmit	Commercial New Building - BLD2021-00057	

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

Attachments

The maximum file size allowed is 150 MB.
html,htm,mht,mhtml are disallowed file types to upload.

Name	Record ID	Record Type	Entity Type	Type	Size	Latest Update	Action	Entity
Buncombe County Plan Review Corrections Letter.pdf	BLD2021-00057	Commercial New Building	Record	PLAN REVIEW ATTACHMENTS	223.95 KB	01/25/2021	Actions ▼	Commercial New Building - BLD2021-00057
Building Plans.pdf	BLD2021-00057	Commercial New Building	Record	PLANS COMMERCIAL	891.71 KB	01/25/2021	Actions ▼	Commercial New Building - BLD2021-00057
Building Plans20210125194552(7).pdf	BLD2021-00057	Commercial New Building	Record	PLANS COMMERCIAL	1.11 MB	01/25/2021	Resubmit Actions ▼	Commercial New Building - BLD2021-00057

Add

←

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.