



# Remote Planning, Development and Permitting Services

# Current Online / Digital Offerings

Commercial Site Plan Review  
Conditional Zoning  
Homestay Permits  
Short-Term Vacation Rental Permits  
Major & Minor Subdivision  
Early Assistance Scheduling  
Pre-Application Scheduling  
Community Meeting Registration  
Sign Permits  
Trade Permits  
Residential Permits  
Commercial Building Permits  
Customer Service CheckIn  
Live Chat Support  
And more...

# Online Permitting Timeline

2015	2017	2018	2019	2020
<b>Major Development Review</b>  Online submission of Level II, Level III, Major Subdivision and Conditional Zoning Applications & Plans	<b>Homestay Permitting</b>  Exclusively online submission, review and communication for homestay permitting.	<b>All Development Site Plan Review</b>  Included Level I (Smaller) Commercial Site Plans. Fully Digital Review Process.	<b>All Residential Permits</b>  All aspects of residential permit application and review.	<b>All Other Application Types</b>  COVID-19 Pandemic Response, Building closed to public, all applications being accepted and reviewed digitally.

# 2015 - Technical Review Committee

**COST**

**\$0**

**TIME**

**<15 Days**

# 2015 - Technical Review Committee



OFFICE OF THE TECHNICAL REVIEW COMMITTEE  
DEVELOPMENT SERVICES DEPARTMENT

---

**This form is no longer active.**

We have updated our online Development Review Plan Submission site.

[Please click this link to our new website and bookmark it for future submissions.](#)

# 2015 - Technical Review Committee

## ● Simple Form

- 192 Plans Submitted (New and Revised) during its life.
- Near Immediate movement to 90+% Digital TRC Submissions

# 2017 - Homestay Permits



## DEVELOPMENT SERVICES

### Homestay Permit Application

City of Asheville

**Please Note:** We are currently reviewing an extremely high volume of homestay permit applications. Please bear with us as you may experience a longer wait for your required inspection once your application has been approved.

To apply for your homestay permit, please have the following ready and complete the form below:

#### Documents & Fees

- \$208 Zoning Application & Technology Fee
- Proof of Residency (2 Forms from [this list](#))
- Signed [Owner's Affidavit](#) (Only Needed when the applicant is not the property owner)

#### Floor Plan ([Sample Floor Plan & FAQ Here](#))

- Must show all portions of home or building that include heated floor area
- Label each room's function
- All doors and windows, with egress windows clearly identified for the homestay area.
- Area to be utilized for homestay guests should be indicated
- Smoke detectors must be located within each of the homestay bedroom(s) and shown on the floor plan.
- Show dimensions and area of all rooms in the homestay area.
- Show any sinks present in or contiguous to the homestay area.



## DEVELOPMENT SERVICES

### Homestay Permit Renewal Application

Homestay Permit  
Number \*

We are currently reviewing an extremely high volume of homestay permit applications. Please bear with us as you may experience a longer wait for your required inspection once your application has been approved. Thanks for your patience!

#### IMPORTANT NOTES

- If your homestay permit has been expired for more than 45 days, you must submit a [new homestay application](#).
- The individual indicated to be the primary "Host" on an online advertisement **MUST** be a full-time resident and must be listed the permit applicant.

Address of  
Homestay \*

Street Address

Street Address Line 2

City

State / Province

Postal / Zip Code

Country



# 2017 - Homestay Permits

**COST**

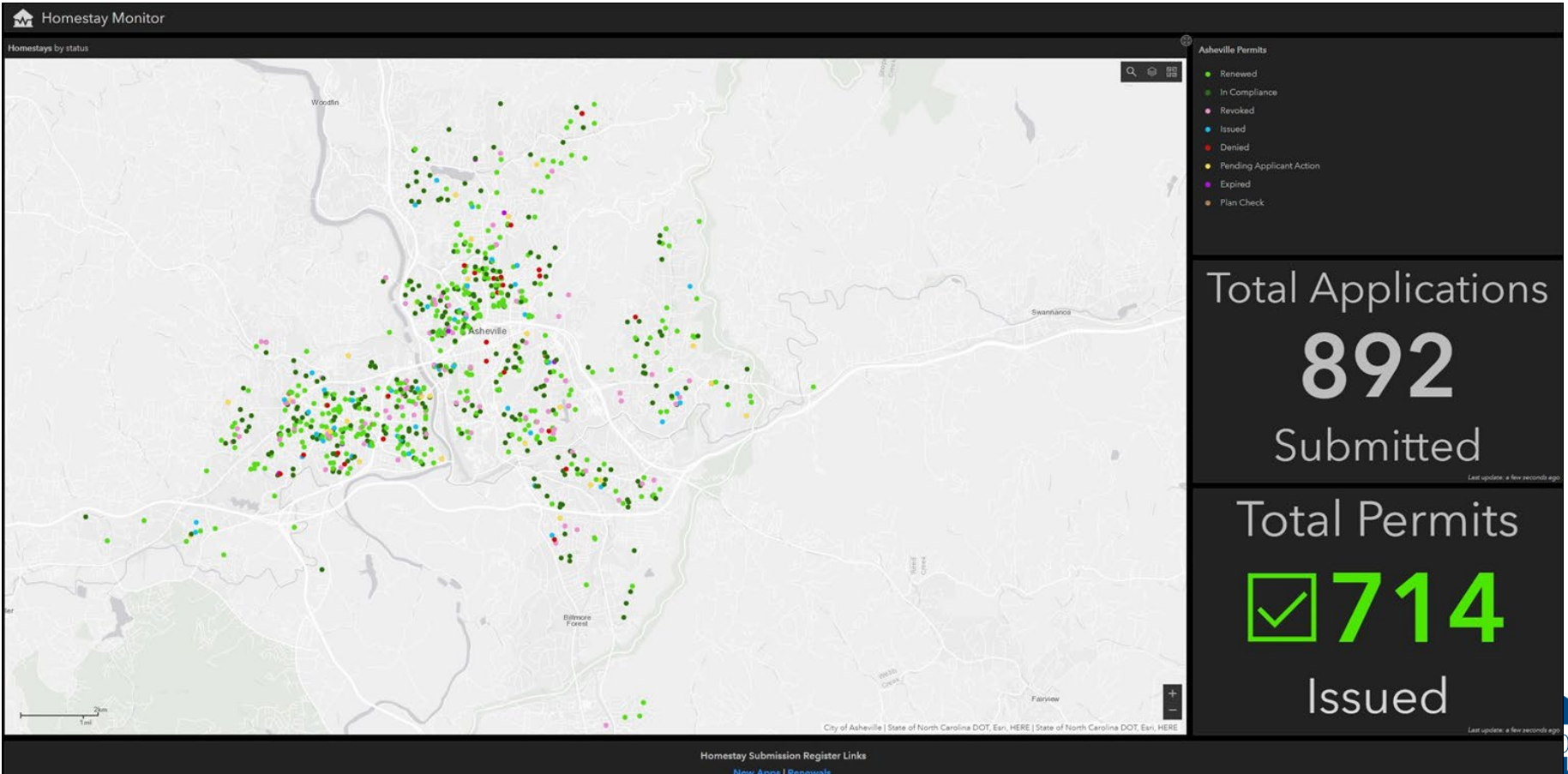
**\$0**

**TIME**

**<15 Days**



# 2017 - Homestay Permits



# 2018 - All Commercial Site Plan Review



[Access Permits and Inspections](#)



[Submit Applications and Plans for Site Development](#)



[Schedule an Early Assistance Meeting](#)



[Schedule a TRC Pre-Application Meeting](#)



[Frequently Asked Questions](#)

# 2018 - All Commercial Site Plan Review

**COST**

**\$924\***

**TIME**

**<90 Days**

\*Anticipated exceedance of free tier with online form software/service and added live chat support. Annual Cost.

# 2018 - All Commercial Development Review

**THE CITY OF ASHEVILLE**  
NORTH CAROLINA

## Development Services Plan Review Submission

Interactive Gateway

Welcome to the City of Asheville's Development Review Portal. If you are seeking to submit your development plans for review, please begin with this interactive gateway.

Should you need assistance during your submission, please click the help button at the bottom right of your screen.

Is this a new application for review or resubmittal of an existing application? \*

Save


Next

# 2018 - All Commercial Development Review

**Nearly 1,200 Plans &  
Applications Submitted**

**Average User Time of  
Under 3 Minutes**

# 2019 - Residential Permitting



## DEVELOPMENT SERVICES

### Online Residential Permit Application

For New Homes, Accessory Structures, Renovations, Additions, Decks, and Grading/Site Work

Welcome to the City of Asheville's Development Services Department (DSD) Online Residential Permit Application.

Use this online form to submit a new or revised application for the following residential project types:

- New Single Family Home (SFD)
- Duplex
- Accessory Dwelling Unit (ADU)
- Accessory Structure
- Renovation/Remodel/Additions
- Repairs
- Decks
- Grading/Site Work
- Setting New Manufactured Home
- Interior Demolition
- Structural Demolition
- Non-structural Demolition
- [Solar PV](#)

Do not use this online form to apply for the permit types below. Follow these links to access other applications:

- [Residential or Commercial Trade permits](#) (apply online; login required)
- [Residential Re-roof permits](#) (apply online; login required)
- [Home Occupation permits](#)
- [Homestay permits](#) (apply online for new or renewal)
- [Commercial permits](#)

# 2019 - All Residential Permitting

**COST**

**\$288\***

**\$449\*\***

**TIME**

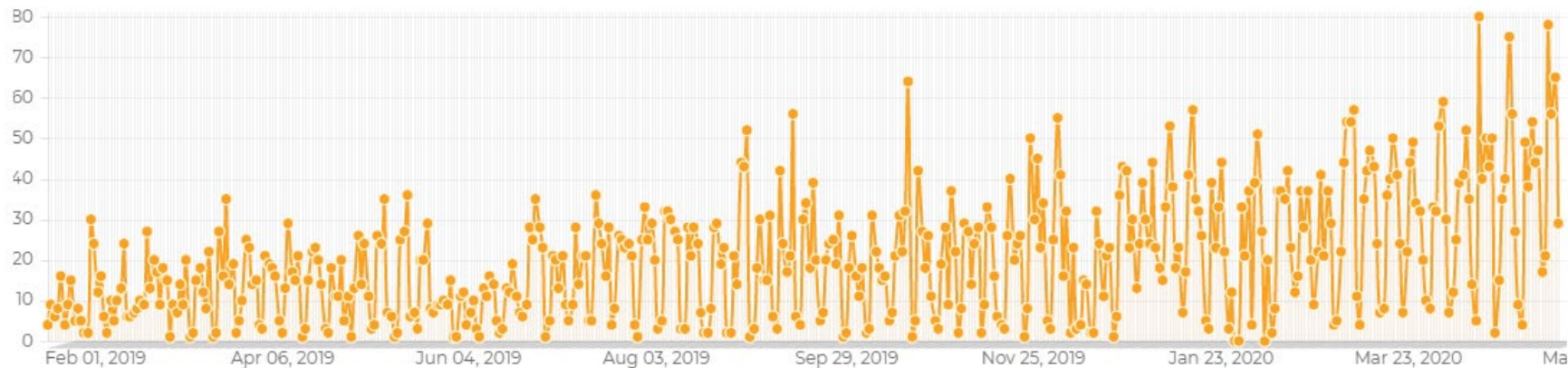
**<120**

**Days**

\*Shared cost with all other online submissions for form service.

\*\*Cost for Plan Review Software, Per User. \$349 Once, \$99 Annually.

# 2019 - All Residential Permitting



**9,191**

Views

**1,785**

Responses

**16%**

Conversion Rate

**36:54**

Avg. Time



# Planning What's Next

Minor Subdivisions

Sign Permits

Commercial Building Permits

Remote Homestay Inspection Pilot  
Program

# 2020 COVID-19 Response



# 2020 COVID-19 Response



[Access Permits and  
Inspections](#)



[Submit Applications and  
Plans for Site Development](#)



[Schedule an Early  
Assistance Meeting](#)



[Schedule a TRC Pre-  
Application Meeting](#)



[Frequently Asked Questions](#)



# 2020 COVID-19

[Click here for a Coronavirus Update](#)

[Click here for an Inspections Update](#)



[New! Report Food Truck Location and Hours](#)



[Submit a New Online Application or Resubmit an Existing Application](#)

- [Trade permits \(residential & commercial, login required\)](#)
- [Residential Site and Building permits](#)
- [Commercial Site Development permits](#)
- [Commercial Building permits](#)
- [Historic Property Certificate of Appropriateness](#)
- [Sign permits: Face Charge and Temporary Banner permits \(login required\)](#)
- [Residential Repair/Replace and Re-roof permits \(login required\)](#)
- [New Homestead permits](#)
- [Existing Homestead permit renewals](#)
- [All other permit types](#)



[Follow-up on a Submitted Application](#)

- Pay Fees
- Check Permit Status
- Pick-up Plan Review Comments/Approvals (for residential projects only; login required)



[Schedule an Inspection](#)

Note: Account login is required to request inspections

- [How to Schedule an Inspection Online](#)
- [Guide to Required Residential Inspections](#)



[Look up Property Information](#)

- Is my property in the City?
- Zoning district
- PIN #
- Civic Address ID



[Estimate Permit Costs](#)

- [Commercial Projects](#)

This tool estimates permit costs for initial scoping purposes; final estimates will be provided by DSD staff following application submittal.



[Schedule an Early Assistance Meeting](#)

Optional paid service to discuss code and development questions with staff



[Schedule a TRC Pre-Application Meeting](#)

Mandatory for Level II, Level III, Conditional Zoning and Major Subdivision Development Review



[Register a Commercial Development Neighborhood Meeting Notice](#)



[Learn about Development Activity](#)

- [Individual Permit Search](#)
- [Major Development Project Information](#)
- [Development Notification Tool](#)
- [Technical Review Committee \(TRC\) Meeting Information](#)



[Development Portal Frequently Asked Questions](#)

# 2020 COVID-19 Response



Submit a New Online Application or Resubmit an Existing Application

- [Trade permits \(residential & commercial; login required\)](#)
- [Residential Site and Building permits](#)
- [Commercial Site Development permits](#)
- [Commercial Building permits](#)
- [Historic Property Certificate of Appropriateness](#)
- [Sign permits: Face Change and Temporary Banner permits \(login required\)](#)
- [Residential Repair-Replace and Re-roof permits \(login required\)](#)
- [New Homestay permits](#)
- [Existing Homestay permit renewals](#)
- [All other permit types](#)

# 2020 COVID-19 Response



## DEVELOPMENT SERVICES

### Application and Document Submission

The Development Services Department (DSD) is [working remotely](#) to provide services during COVID-19. Please use this form to submit application types that are not typically submitted online. After your submission is complete, DSD staff will be in touch with you regarding payment and next steps.

If you don't see what you are submitting on this list, please [click here to go back to the Development Portal](#) where you will find the appropriate link.

If you have questions, please contact the Permit Application Center (PAC) at [pac@ashevillenc.gov](mailto:pac@ashevillenc.gov) or 828-259-5846 on Monday-Friday from 8:30 am - 5:00 pm.

What are you submitting to us today? \*

- ☐ Sign Permit Application
- ☐ Commercial Building Permit
- ☐ Minor Subdivision or Recombination Plat
- ☐

Is this a new submission or revision? \*

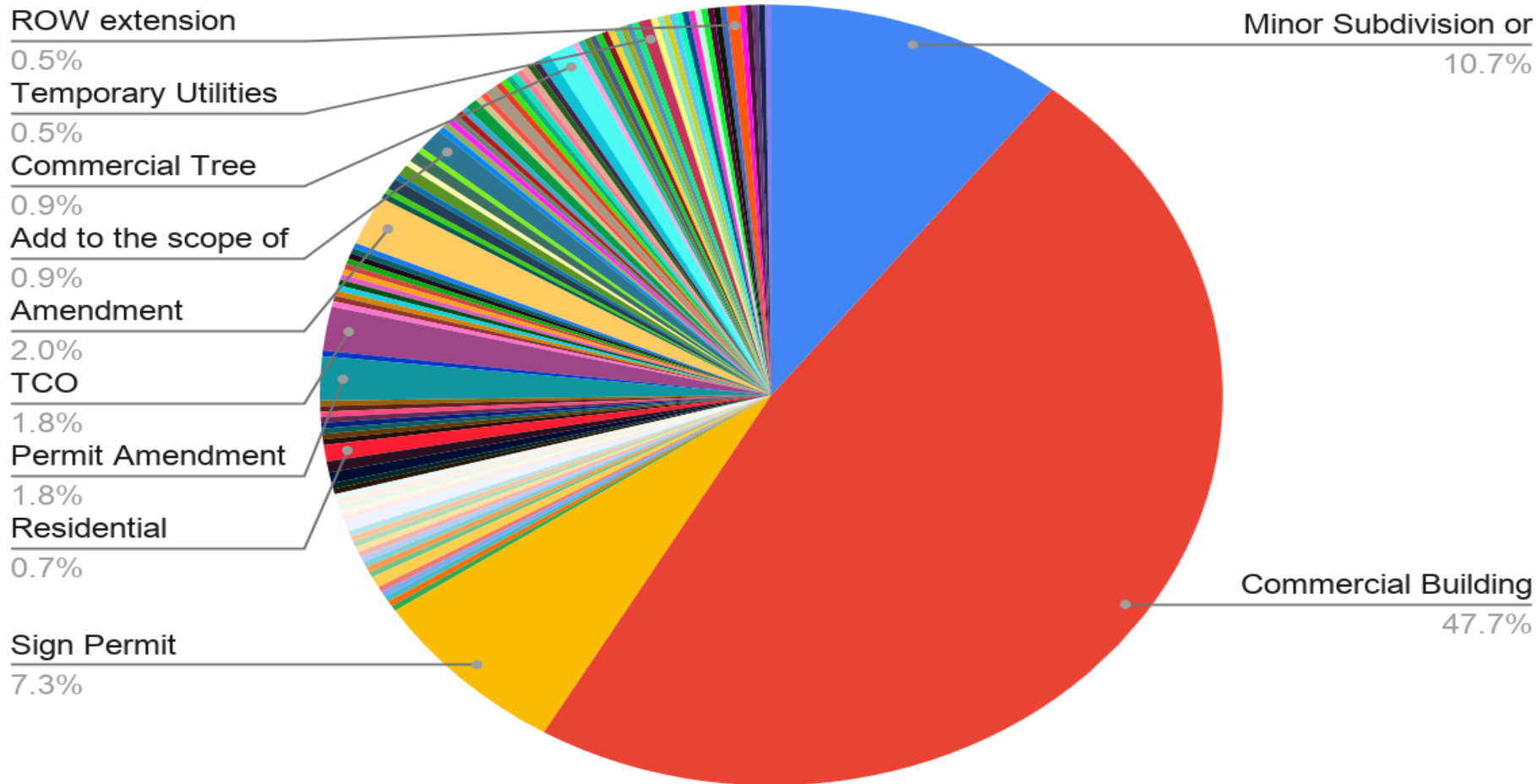
- ☐ New Submission
- ☐ Revision

Applicant Name \*

First Name

Last Name

# 2020 COVID-19 Response



# Online Services Highlights

- Using Low Cost (Free Possible) services to schedule appointments such as Early Assistance Online.
- Providing low cost live chat support on most of our application pages.
- Human interface to permitting platform (Accelea).
- Feedback to customer and interested citizens through our Development Notification and Information Tool.





THECITYOF**ASHEVILLE**  
N O R T H C A R O L I N A

# Remote Planning & Development Inspections

# Current Remote / Digital Inspections

Homestay Inspections

Some Building & Trade Inspections

# Homestay Inspections

Roughly 800 Permits

Inspected Annually

One Field Inspector

# Homestay Inspections

**COST**  
\$0

**TIME**  
<15 Days

# Homestay Inspections



Invitation: REMOTE INSPECTION @ Mon Oct 21, 2019 11am - 12pm (EDT)

hmahoney@ashevillenc.gov

to r.s.michel, Ricky, smorgan, Chris ▾

Oct  
21  
Mon

## REMOTE INSPECTION

[View on Google Calendar](#)

When Mon Oct 21, 2019 11am - 12pm (EDT)

Where Public Works-1-PW-Floor 1-Admin

Who Ricky Hurley, Chris Collins, Public Works-1-PW-Floor 1-Admin, smorgan@ashevi

Yes

Maybe

No

You have been invited to the following event.

## REMOTE INSPECTION

Hold for remote inspection trial. Will be in touch with further directions.

Thank you ~ Haley Mahoney

When Mon Oct 21, 2019 11am - 12pm Eastern Time - New York

Where [Public Works-1-PW-Floor 1-Admin \(map\)](#)

Joining info [meet.google.com/vxy-nbbv-mjh](https://meet.google.com/vxy-nbbv-mjh)

Or dial: +1 304-568-6703 PIN: 306839981#

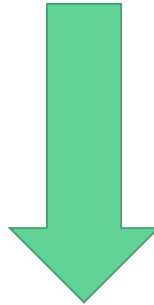
Calendar [r.s.michel@gmail.com](mailto:r.s.michel@gmail.com)

Who

- [hmahoney@ashevillenc.gov](mailto:hmahoney@ashevillenc.gov) - organizer
- Ricky Hurley
- [r.s.michel@gmail.com](mailto:r.s.michel@gmail.com)
- [smorgan@ashevillenc.gov](mailto:smorgan@ashevillenc.gov)
- Chris Collins

# Homestay Inspections

90 Minutes = 2 Homestay Inspections



90 Minutes = 6 Homestay Inspections

# Building Inspections

- Pandemic Response, remote inspection offered optionally.
- Many inspections and inspection types cannot be performed via *Remote Inspection*, including:
  - Frame inspections
  - Complex or multi-faceted inspections
  - Inspections where details cannot be identified due to location, lighting, or inability to capture on video
  - Inspections that are life safety-sensitive and require an “in-person” inspection

# Building Inspections

- Inspector on-site, but outside of building.
- Inspector directs contractor to perform inspection functions.
- So far, low adoption rate.