*DallasNow*

# Applying for a Commercial New Construction Permit

September 11, 2025

City of Dallas

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# Before You Begin

Ensure your browser accepts pop-ups before you continue. Refer to your browser's online help for instructions on allowing pop-ups.

Have electronic copies of all permits required for your proposed project. Refer to "Commercial Building - New Construction and Additions" for a checklist of information and documents required for Commercial New Construction permits. Refer to Forms by Department at DallasCityHall.com for a full list of planning and development forms.

Familiarize yourself with the following most common reasons development plans are not accepted or are delayed:

- Revisions are not returned in a timely manner.
- Dimensional controls are missing.
- Summary table missing or incorrect.
- Topography lines missing.

# Sign In and Start the Application

To sign in to *DallasNow* and start the application,

1. Go to *DallasNow* and sign in.
2. On the Home page, click Create an Application from the list of Building services.
3. Click Create an Application.
4. Read the general disclaimer and select the check box under the disclaimer if you accept the terms.
5. Click Continue Application.
6. If you have a contractor license saved to your account, *DallasNow* displays an option for associating your license with the application (this option will not appear if you do not have a contractor license saved to your account):
    a. If you have a license associated with your *DallasNow* account that you want to use with this application, select the name of the license from the Licenses box.

   b. If you do not want to use a license for this application, select None Applicable from the Licenses box.

7. Click Continue Application.

8. Select Commercial Permits under Select a Record Type and then select Commercial New Construction Permit.

9. Click Continue Application.

# Complete the Application

Applying for a Commercial New Construction permit requires you to complete the following steps:

Step 1: Add Contacts and Contractors to the Application:

Step 2: Enter Application Information:

Step 3: Add Supporting Documents to Your Application.

Step 4: Review and Submit Your Application.

Step 5: Pay Fees.

Refer to the following sections for instructions on completing these steps.

## Step 1: Add Contacts and Contractors to the Application

Contacts designate who will have access to the application (provided they have a *DallasNow* account). Contractors designate the licensed professionals who will do the work.

*DallasNow* allows you to add a contact to your application by using the contact information you've saved to your account or by adding new contact information.

Applications for Commercial New Construction permits require a contact for the applicant and for the property owner. You can also add a contact for an Authorized Agent and a Design Professional if necessary. Refer to the *DallasNow* Terminology Reference Guide for information about these contacts.

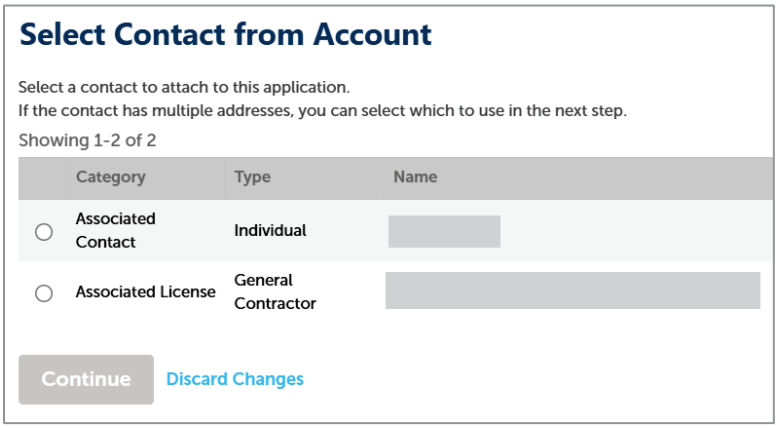
## Using Contact Information From Your Account for a Contact

To use contact information from your account when adding a contact to the application,

1. Click Select from Account under Contact List.

   If Select from Account is unavailable, you do not have contact information saved to your account. In this case, use the steps in "Adding a Contact With New Contact Information" on page 6 to add your contacts.

   *DallasNow* lists the contacts saved to your account if any. For example, if you've registered as an individual and a general contractor, *DallasNow* lists both contacts.



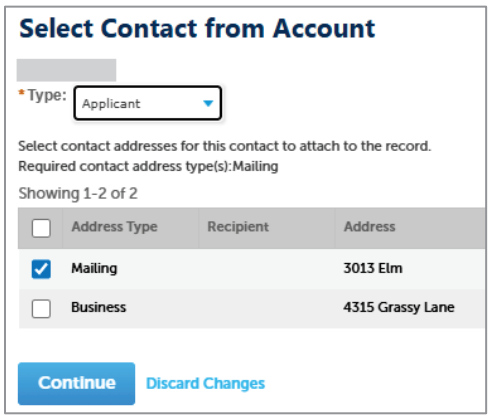

2. Do one of the following actions:

   - If you have more than one contact in your account, select the contact you want to use for this application and then click Continue.

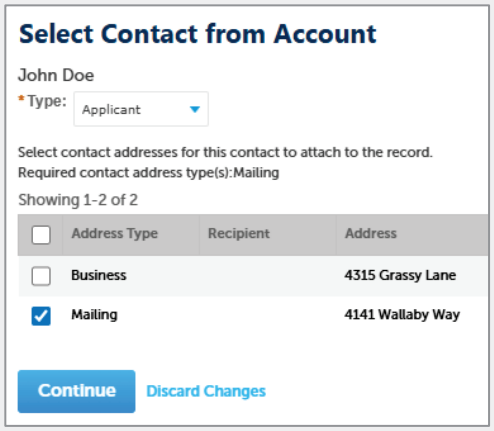
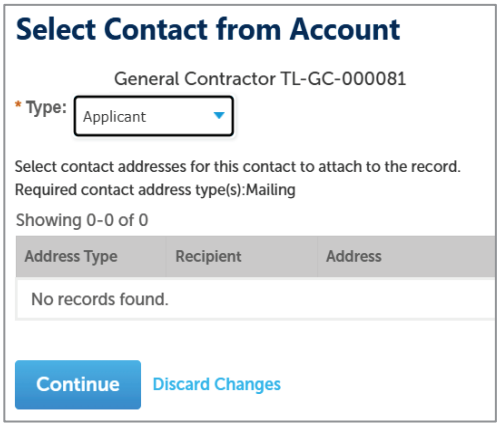
     For example, if you had a general contractor contact saved in your account, you would select that contact if you wanted to use that contact information when specifying the applicant on the application.

   - If you have only one contact in your account, go to the next step.

3. Select the type of contact you want to add to the application.



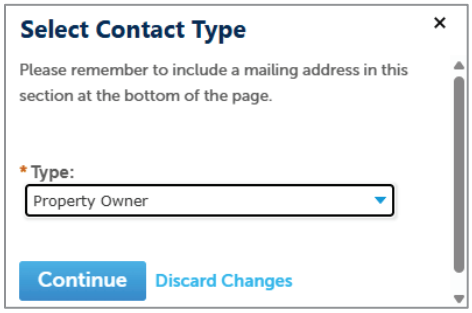
4. Do one of the actions in the following table depending on whether you have an address saved to your account:

| Have one or more addresses saved for the selected contact? | Do this... |
|---|---|
| Yes | 1. Select the addresses you want to use.<br>  <br><br>2. Click Continue.<br>3. Enter contact information if prompted and then click Continue. |
| No | 1. Click Continue.<br>  <br><br>Contact Information saved for your account appears. You can change this information if necessary.<br>2. Click Add Additional Contact Addresses.<br>3. Enter the address of the contact you're adding to the application.<br>4. Select Primary if the contact is to be the primary contact for the application.<br>5. Click Save and Close.<br>6. Click Continue. |

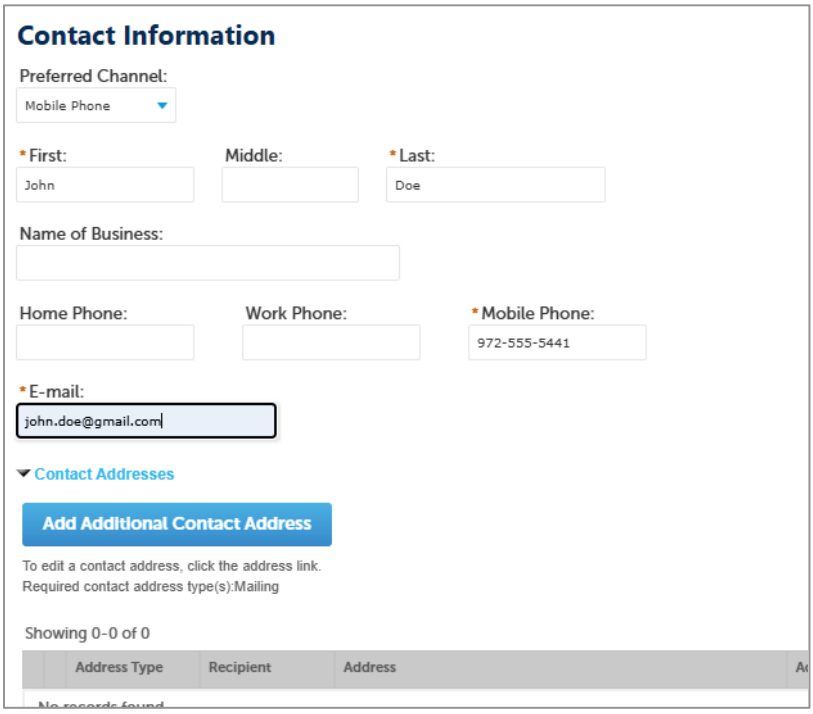
## Adding a Contact With New Contact Information

To add a contact to the application by entering new information for the contact,

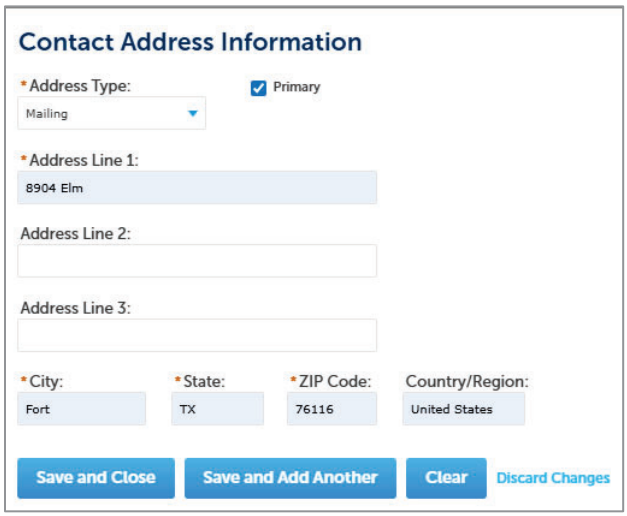
1. Click Add New under Contact List.
2. Select the type of contact you want to add to the application.




3. Click Continue.
4. Use the Contact Information options to enter contact information for the contact:
   a. From the Preferred Channel box, select the method the contact prefers to use when receiving communications about the project.
   b. Enter the contact's name, business, phone numbers, and e-mail address.
   c. Click Add Additional Contact Addresses.



5. Enter the address of the contact.




6. Select Primary if the address is to be the primary address for the contact.
7. Click Save and Close.
8. Click Continue.

*DallasNow* adds the contact to the application. Repeat these steps if you need to add a contact for an authorized agent or design professional.

## Add a Primary Contractor and Sub-Contractor

Applications for Commercial New Construction permits require you to add a general contractor as the primary contractor and any sub-contractors that will work on the project.

**Notes:**

- If you chose to enter your general contractor license in the steps to "Sign In and Start the Application," *DallasNow* automatically uses it as the contact information for the primary contractor.
- If your project requires paving work, you must add the paving contractor as a sub-contractor.
- Applications for Commercial New Construction permits must specify all sub-contractors required for the project, including a green builder contractor and an energy code contractor. If you fail to specify all required contractors

when creating your application, you will have to add them before work can begin on the project and you will be charged an additional $30.00 record-change fee.

*DallasNow* allows you to add a contractor and sub-contractors to the application in the following ways:

- By selecting a contractor license saved in your account.
- By looking up and selecting a contractor.

## Selecting a Contractor License Saved in Your Account

To select a contractor license saved in your account, do one of the actions in the following table depending on whether you're adding the primary contractor or a sub-contractor:

| If you're adding contact information for this type of contractor… | Do this action… |
|---|---|
| Primary Contractor | Click Select from Account under Primary Contractor. |
| Sub-Contractor | 1. Click Select from Account under Sub-Contractor.<br>2. Do one of the following actions:<br>**If you have only one sub-contractor license saved to your account,** *DallasNow* automatically adds the sub-contractor license to the application.<br>**If you have multiple licenses,** select the check box next to the license(s) you want to use and click Continue.<br>3. Repeat this step to add other sub-contractors. |

*DallasNow* adds the contractor to the application. Do one of the following actions depending on what you want to do:

- Refer to the next section, "Looking Up and Selecting a Contractor," to add a sub-contractor license not saved to your account.
- Continue to "Step 2: Enter Application Information" on page 9 if you've added all required contacts.

### Looking Up and Selecting a Contractor

To look up and select a contractor,

1. Click Look Up under Primary Contractor or Sub-Contractor, depending on the type of contractor you want to add to the application.

2. Use the Look Up License options to enter information you want to use to look up the contractor's license, such as the license number or name of the contractor's business.

3. Click Look Up.

   If *DallasNow* finds only one contractor matching your search criteria, it adds the contractor to the application.

   If *DallasNow* finds multiple contractors matching your search criteria, select the contractor you want to add and then click Continue. If you're looking up a sub-contractor, you can select and add multiple contractors.

4. Do one of the following actions depending on what you want to do:

   - Repeat these steps to look up and add other sub-contractors.

   - Continue to "Step 2: Enter Application Information" on page 9 if you've added all required contractors.

## Step 2: Enter Application Information

Applications for Commercial New Construction permits require you to identify the work location and provide details about the project, including required special inspections and trades.

### Identify the Work Location

*DallasNow* allows you to specify the work location in the following ways:

- By selecting the location on a map.

- By entering the address of the location.

- By entering the parcel number of the location.

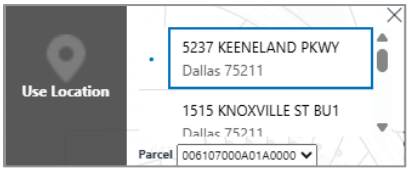
Refer to the following sections to learn how.

## Identifying the Work Location by Map

To identify the physical address where the proposed work will take place by selecting the location on a map,

1. Click Show Map.
2. Find the work location on the map by typing the address in the search box or by selecting the location on the map.

   The map lists addresses at the selected location.
3. Select the address you want to use from the search results.




4. Click Use Location.
5. If the selected location has multiple addresses, parcel numbers, and/or owners associated with it, select the one you want to use and then click Select.

   *DallasNow* adds the selected address, parcel number, and owner (if any) to the application.
6. Click Continue Application.

## Identifying the Work Location by Address

To use a physical address to specify the work location,

1. Use the options under Address to enter only the street number and street name of the work location.

   **Note:** Avoid including the street type, such as Ave, Rd, or Ln, in the Street Name box or *DallasNow* might be unable to find the address.
2. Click Search.
3. If *DallasNow* lists multiple addresses and/or owners in the search results, select the address you want to use and then click Select.

   *DallasNow* automatically adds the selected address, parcel number, and owner (if any) to the application.
4. Click Continue Application.

### Identifying the Work Location By Parcel Number

To use a parcel number to identify the work location,

1. Type the parcel number into the box provided under Parcel.
2. Click Search.

   *DallasNow* lists any address and owners associated with the parcel number entered.
3. Select the address or owner you want to use.
4. Click Select.

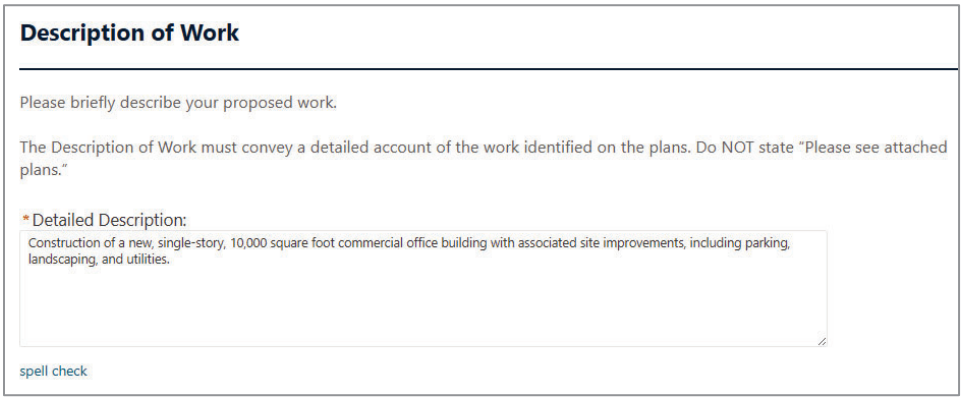
   *DallasNow* adds the parcel number, address, and owner (if any) to the application.
5. Click Continue Application.

## Enter Details About the Project

To enter details about the project,

1. Under Description of Work, type a detailed description of the work identified on your plans into the Detailed Description box.

   Provide as many details as possible, including the type of project, land-use, square footage, number of stories, parking, utilities, landscaping plans.



2. Use the options under Project Details – Part 1 to enter general information about the project.

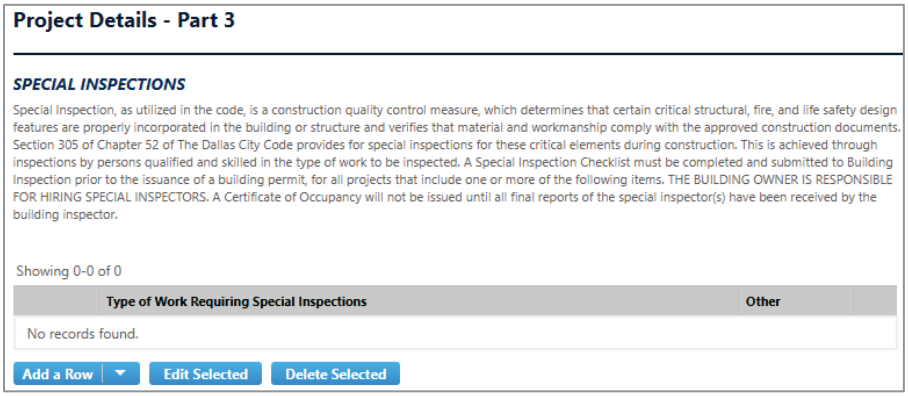
3. Use the options under Project Details – Part 2 to enter information about the district in which you're building the project.

4. Click Continue Application.

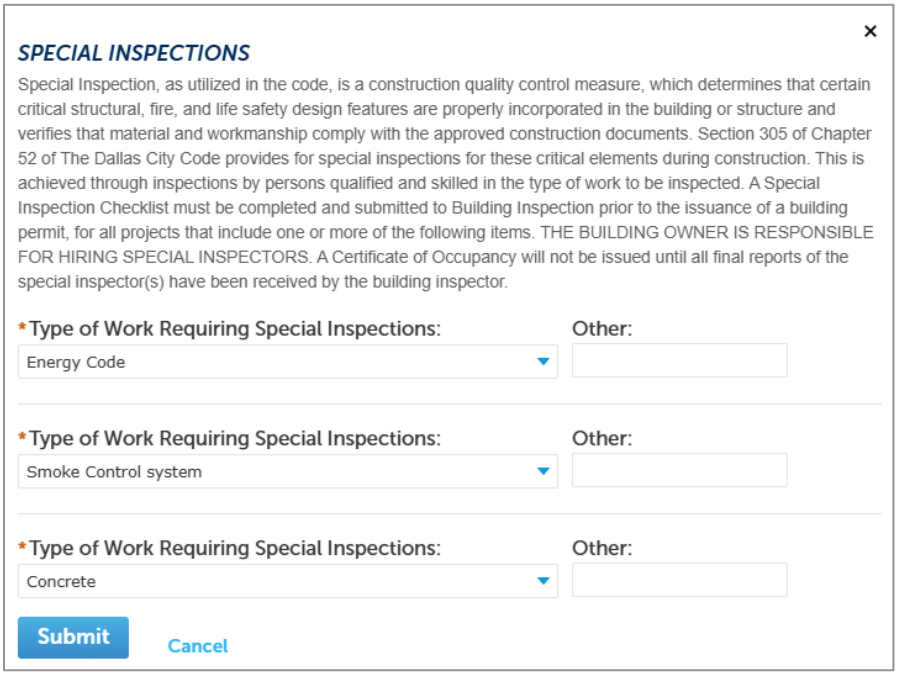
5. Complete this step only if you specified the project requires special instructions.

   a. Click Add a Row.

      **Tip:** If the project requires multiple types of special inspections, you can select the down arrow next to Add a Row and choose the number of special inspections the project requires to specify them in one step.



b. Select the Type of Work Requiring Special Inspections box and choose the work type that will need the special inspection.



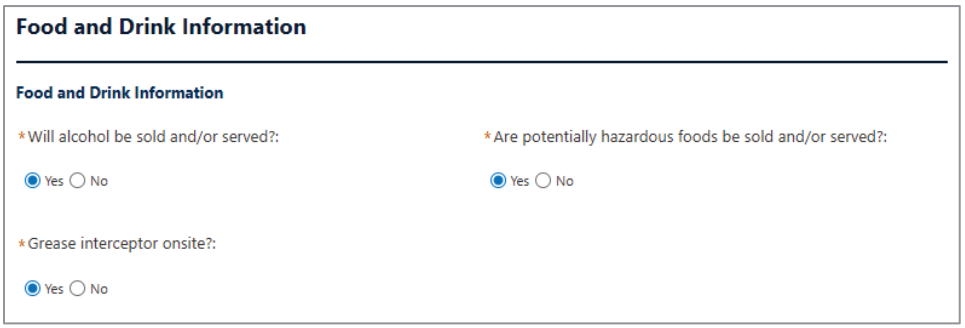

c. Click Submit.

d. Repeat steps 5a through 5c to add other types of work requiring special inspections if necessary.

e. Click Continue Application.

6. Complete this step only if you specified the project will include a food and/or drink establishment,

a. Select Yes or No from the options under Food and Drink Information to specify additional information about the establishment.

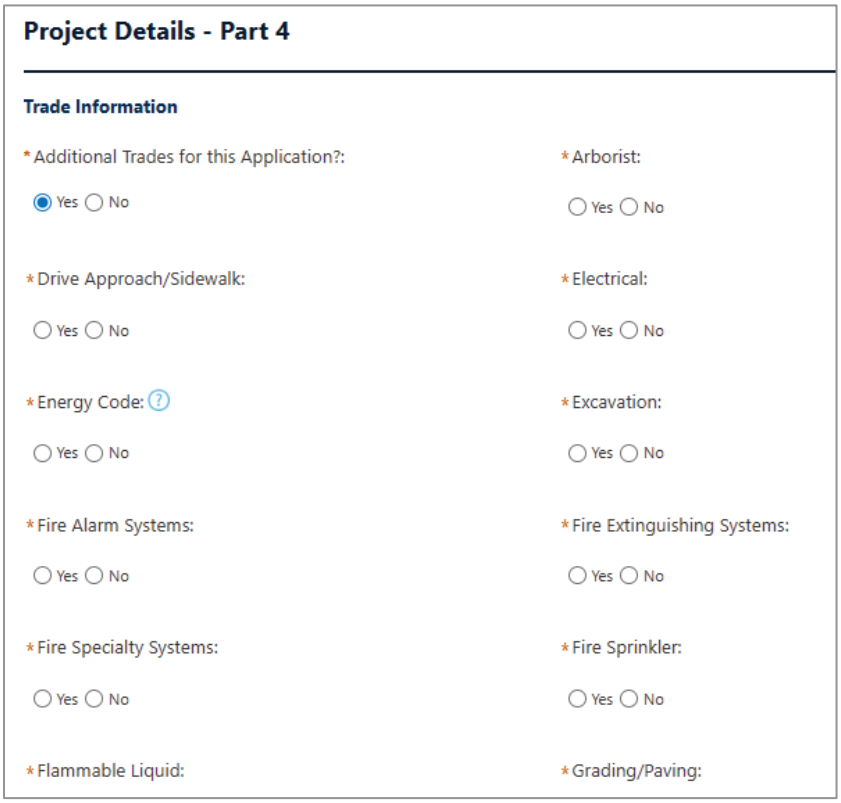



b. Click Continue Application.

7. Identify trades required for the project:

   A Trade is work involving a specific licensed trade—typically electrical, plumbing, mechanical (HVAC), or gas systems. Trade permits are required for both new construction and alterations to ensure work complies with local building codes and safety standards. To add trades to the application,

   a. Select Yes under Trade Information.



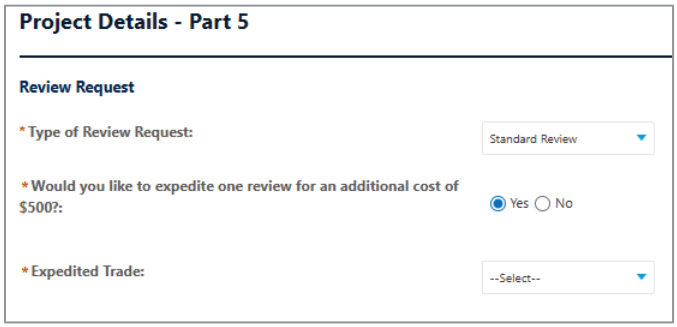

   b. For each trade listed, select Yes or No to specify if the project requires the trade.

   c. Click Continue Application.

8. Request a standard review of your application, documents, and plans, or a Q-Team Review if necessary.

   Q-Team Reviews are personalized and expedited plan reviews the Dallas Q-Team performs by appointment only for a fee. Q-Team Reviews include a meeting with all stakeholders, including the applicant, developer, design team, and other consultants involved in the project, as well as Q-Team subject matter experts.

The Q-Team goal is to review the project, answer all questions, and provide the applicant with a path toward timely and successful permit issuance. For more information about Q-Team Reviews, including fees and available meeting times, search keyword **Q-Team** at www.dallascityhall.com.




**To request a Q-Team review,**

a. Select Q-Team Review in the box under Review Request.

b. Click Continue Application.

c. Read the Q-Team Review statement and select the check box if you agree to the terms.

d. Click Continue Application.

**To schedule a standard review,**

a. Select Standard Review in the box under Review Request.

b. Do one of the actions in the following table:

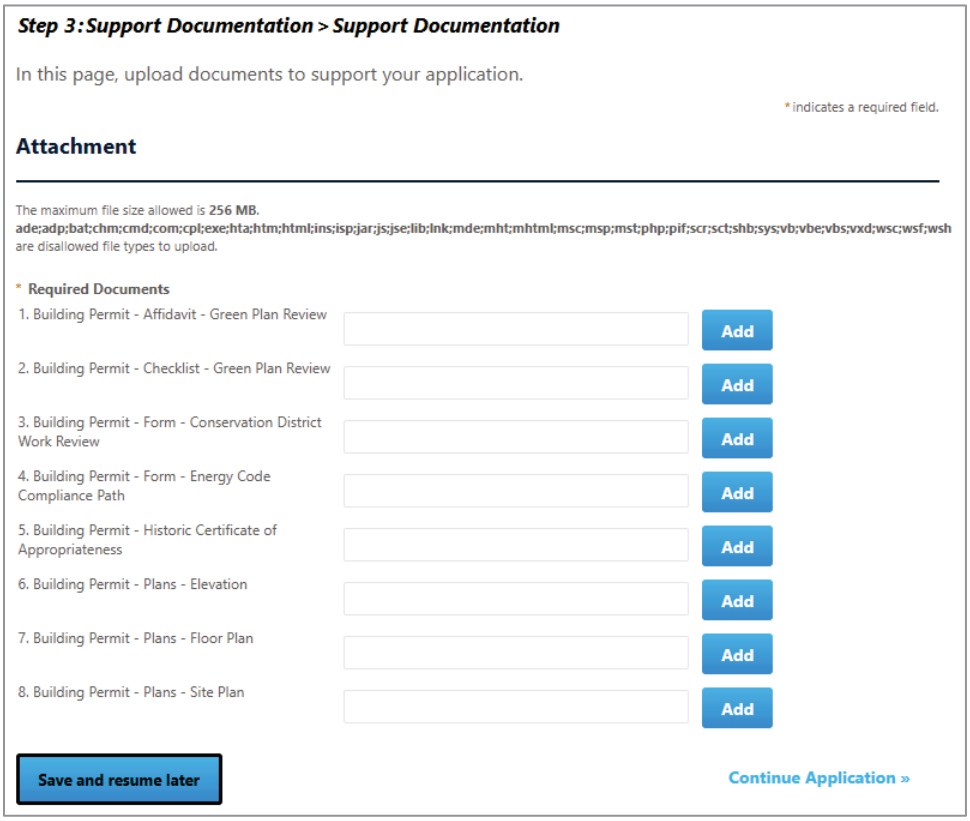
| Expedite one review for an additional cost? | Do This… |
|---|---|
| Yes | 1. Select Yes.<br>2. Select the trade you want expedited from the Expedite Trade box that appears. |
| No | Select No |

c. Click Continue Application.

# Step 3: Add Supporting Documents to Your Application

The Support Documentation page includes options for adding all required documents to your application (see the following screenshot). Refer to "Commercial Building - New Construction and Additions" for a checklist of information and documents required for Commercial New Construction permits.

**Note:** Refer to "Attaching Documents to Submitted Applications" in the Appendix on page 19 if you need to add a document not listed on the Support Documentation page or need to add a document after you submit your application.




For each required document listed, do the following steps:

1. Click Add.
2. Use the Open dialog box to select the required document and then click Open.

   *DallasNow* adds the selected document to the application. If you need to change a document you've added, click Add in the row listing the document and upload the desired document.
3. Click Continue Application.

## Step 4: Review and Submit Your Application

*DallasNow* displays a summary of your application.

1. Review all information on the application carefully.

   **Note:** You will be charged a $30.00 record-change fee each time you have to edit your application after submitting it – fee does not apply when attaching documents to submitted applications.

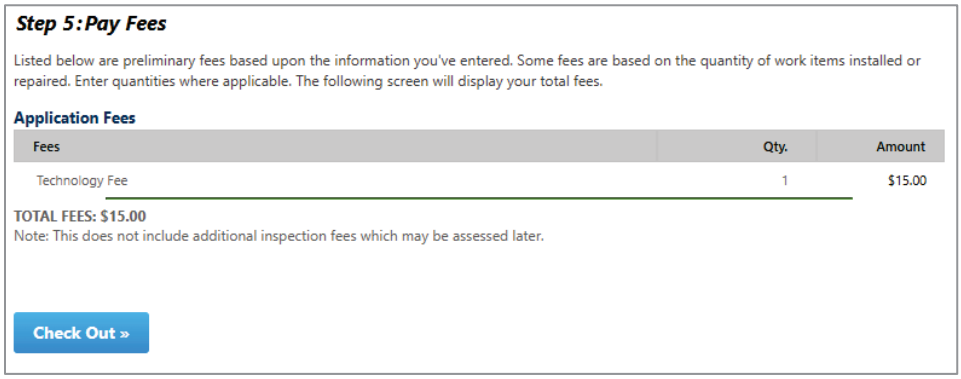
2. Click Edit in any of the sections listed to edit that information.

3. Read the certification message at the bottom of the page and select the check box if you agree.

4. Click Continue Application.

## Step 5: Pay Fees

*DallasNow* charges a Technology Fee for creating the application.



***Step 5: Pay Fees***

Listed below are preliminary fees based upon the information you've entered. Some fees are based on the quantity of work items installed or repaired. Enter quantities where applicable. The following screen will display your total fees.

**Application Fees**

| Fees | Qty. | Amount |
|---|---|---|
| Technology Fee | 1 | $15.00 |

**TOTAL FEES: $15.00**

Note: This does not include additional inspection fees which may be assessed later.

**Check Out »**

To pay this fee,

1. Click Check Out.

2. Click Checkout.

3. Select an option under Payment options to choose how you want to pay for the fees.

4. Click Submit Payment.

5. Enter your payment information and billing address.

6. Click Pay.

7. Print your receipt if necessary.

You can print your receipt later if necessary. See “Printing Receipts and Paying Fees” on page 20 for details.

*DallasNow* will send an e-mail message to the e-mail address saved in your account to confirm you have successfully submitted your application. This e-mail message will be from SVC_Accela_IG1 and will include instructions for checking the status of your application and a PDF file summarizing your application.

*DallasNow* will also send contractors added to the application an e-mail message notifying them they have been added as a contractor for the project.

The City of Dallas Planning and Development department appreciates your business using the *DallasNow* system for your application. For additional questions regarding your application, please contact Planning and Development:

Phone: (214) 948-4480 Monday through Friday from 8:00 A.M. to 4:30 P.M.

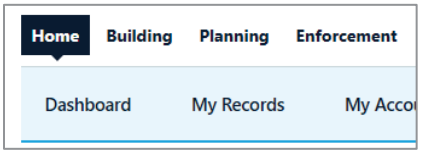
E-mail: pud@dallas.gov

# Appendix

## Attaching Documents to Submitted Applications

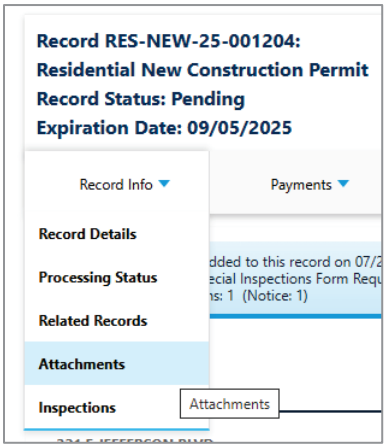
If you need to add a document not listed on the screen for uploading supporting documentation to your application or need to add a document after you submit your application,

1. Click My Records on the Home menu.




2. Under Building, select the record number of the application to which you want to attach the document.

3. Click Record Info > Attachments.




*DallasNow* lists documents attached to your application.

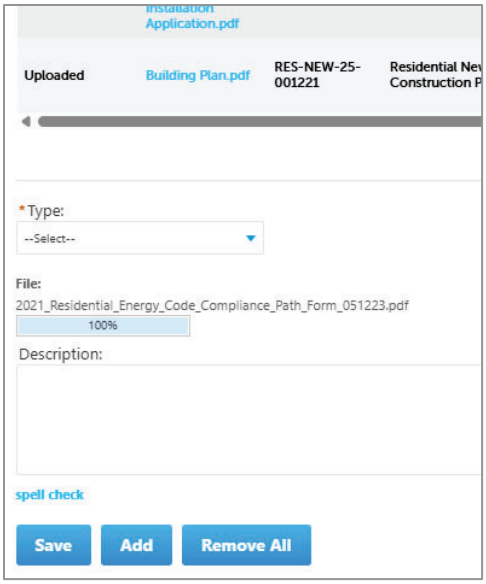
4. Click Add under Attachments.

5. Click Add when the File Upload dialog box opens.

6. Select the file you want to upload and click Open.

7. Click Continue when done or click Add to add other attachments.

   Options to add details about the attachment appear under your list of attachments.



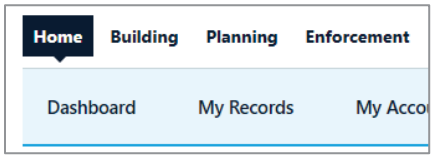

8. Select the type of document you uploaded from the Type box.
9. Type a description of the document in the Description box if necessary.
10. Click Save.

*DallasNow* uploads the attachment to your application.

## Printing Receipts and Paying Fees

To view your fees, print a receipt, or pay for a fee,

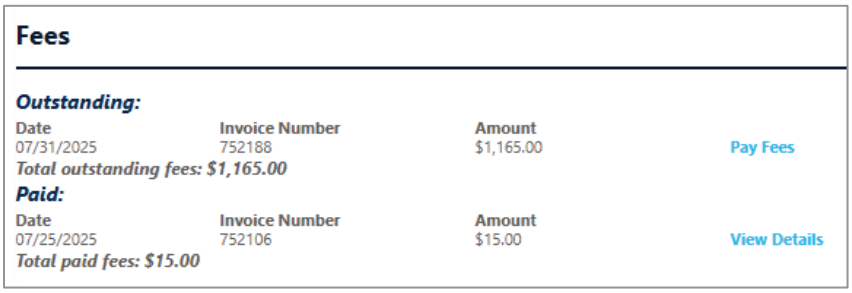
1. Click My Records on the Home menu.




2. Under Building, select the record number of the application for which you want to print a receipt and/or pay fees.

3. Click Payment > Fees.

*DallasNow* lists all fees for the project.




4. Use the steps in the following table to print a receipt and/or pay a fee:

| To do this… | Do this… |
|---|---|
| Print receipt | 1. Select View Details in the row listing the fee for which you want to print a receipt.<br>A pop-up window opens and displays your receipt.<br>2. Use your browser's print option to print the receipt. |
| Pay fees | 1. Select Pay Fees in the row listing the fee you want to pay.<br>2. Complete the checkout process. See "Step 5: Pay Fees" on page 17 for details. |