DallasNow

Applying for a Commercial Fence, Retaining Wall, or Swimming Pool Barrier

August 26, 2025

City of Dallas

Contents

Before You Begin 2

Enabling Pop-Up Windows for Your Browser 2

Knowing When You Need a Permit for a Fence or Retaining Wall 2

Items You Will Need When Completing Your Permit Application 2

Common Reasons Development Plans Are Rejected or Delayed 3

Sign in and Start the Application 3

Complete the Application 4

Step 1: Add Contacts and a Contractor to the Application 4

Using Contact Information From Your Account for a Contact 4

Adding a Contact With New Contact Information 7

Add a Contractor 8

Step 2: Enter Application Information 9

Specify the Work Location 9

Enter Details About the Project 11

Step 3: Add Supporting Documents to Your Application 13

Step 4: Review and Submit Your Application 14

Step 5: Pay Fees 15

Appendix 16

Attaching Documents to Submitted Applications 16

Printing Receipts and Paying Fees 17

Before You Begin

Before you begin applying for your permit, refer to the following sections to determine if you need a permit for your fence or retaining wall, items you will need to provide when applying, and common reasons why development plans are rejected or delayed.

Enabling Pop-Up Windows for Your Browser

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

Knowing When You Need a Permit for a Fence or Retaining Wall

You do not need a permit for fences or retaining walls that meet the following requirements except in areas, such as historic districts, conservation districts, and planned development districts, which have additional requirements:

- Fences 4 ft or less in a front yard, or 6 ft or less elsewhere.
- Retaining walls 4 ft or less in height as measured from the bottom of the footing to the top of the wall, unless the walls are supporting a surcharge or impounding flammable liquids.

Note: A fence permit is required to erect a swimming pool barrier fence.

Items You Will Need When Completing Your Permit Application

You will need electronic copies of all permits required for your proposed project. Refer to the "Fence and Swimming Pool Barrier Permit Checklist" for a checklist of information and documents required for fence and retaining wall permits.

Refer to "Planning and Development Frequently Asked Questions" for answers to frequently asked questions about permits for fences and retaining walls. Refer to Forms by Department on the Dallas Planning and Development site for a full list of planning and development forms.

Common Reasons Development Plans Are Rejected or Delayed

Familiarize yourself with the following reasons development plans are commonly rejected or 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. Read the general disclaimer and select the check box under the disclaimer if you accept the terms.
4. Click Continue Application.
5. 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.
6. Click Continue Application.
7. Select Commercial Permits under Select a Record Type and then select Commercial Accessory Structure Permit (*DallasNow* considers fences, retaining walls, and swimming pool barriers as accessory structures).
8. Click Continue Application.

Complete the Application

Completing an application for a fence, retaining wall, or swimming pool barrier requires you to complete the following steps:

Step 1: Add Contacts and a Contractor to the Application.

Step 2: Enter Application Information to provide details about the work location and project.

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 a Contractor to the Application

Contacts designate who will have access to the application (provided they have a *DallasNow* account). The contractor designates the licensed professional 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 fences, retaining walls, and swimming pool barriers 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.

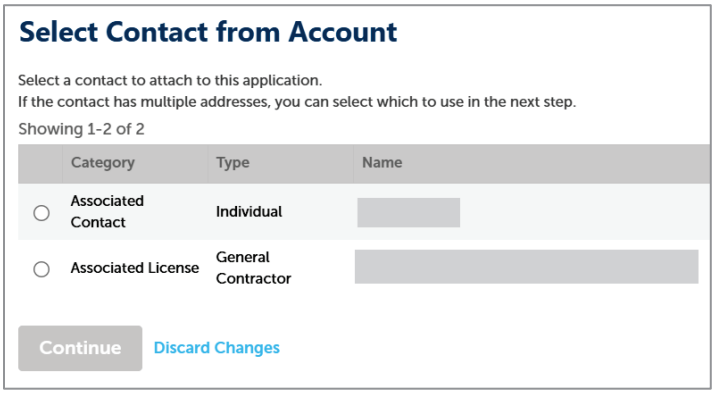
Using Contact Information From Your Account for a Contact

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 7 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 as shown in the following example.



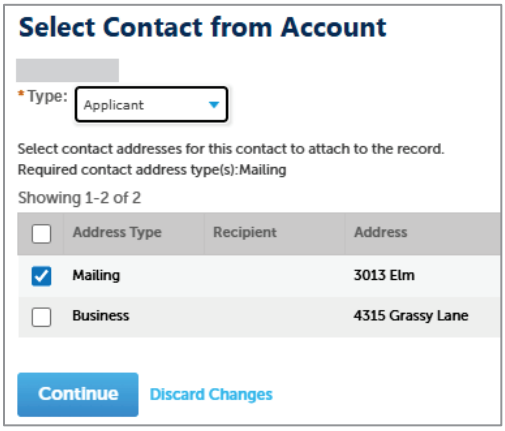
2. Do one of the following actions:

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

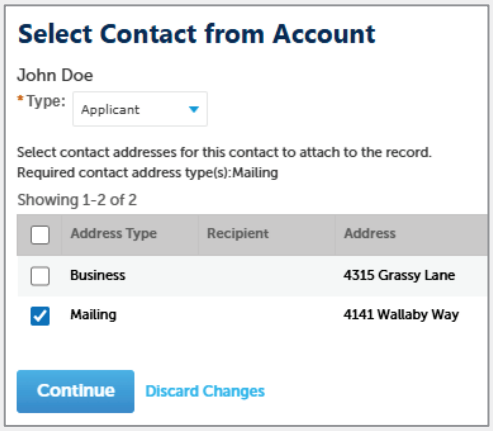
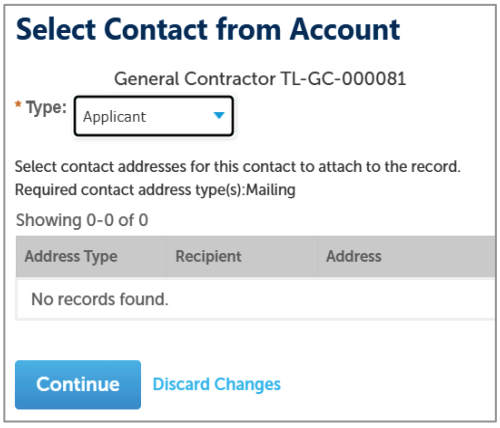
     For example, if you had a general contractor contact saved in your account, you would select that contact if you are going to work on the project and want to use that contact information when specifying the applicant on the application.

   - 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.



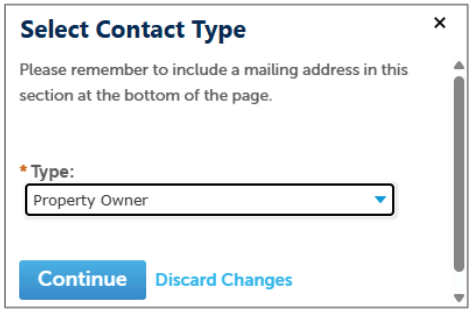
4. Do one of the actions in the following table depending on whether you have an address saved to your account:

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

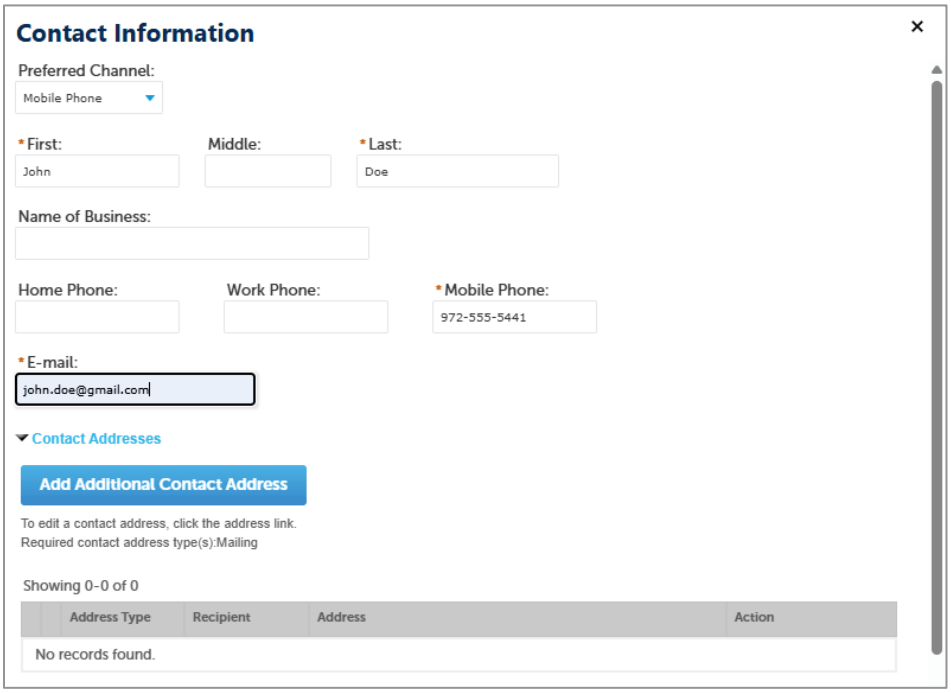
Adding a Contact With New Contact Information

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

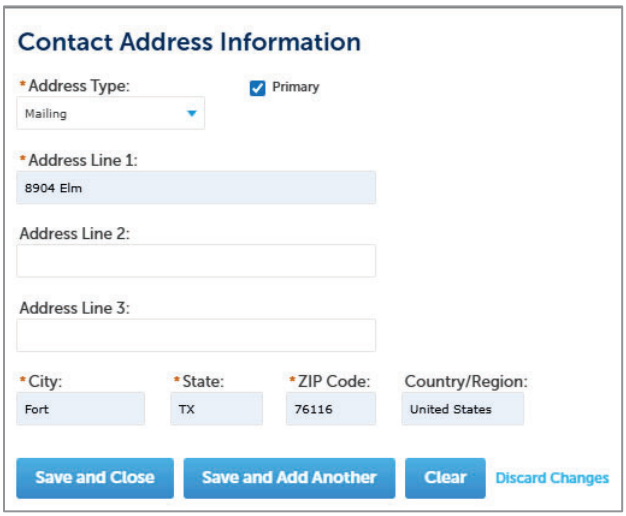
1. Click Add New under Contact List.
2. Select the type of contact you want to add to the application.



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 Contractor

Applications for fences, retaining walls, and swimming pool barriers require you to add a general contractor as the contractor.

DallasNow allows you to add a contractor to the application in the following ways:

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

Note: 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 contractor.

Selecting the General Contractor License Saved in Your Account

To select the general contractor license saved in your account,

▶ Click Select from Account under Contractor.

Looking Up and Selecting a General Contractor

To look up and select a general contractor,

1. Click Look Up under Contractor.
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.

Step 2: Enter Application Information

Applications for fences, retaining walls, and swimming pool barriers require you to specify the work location and provide details about the project.

Specify 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.

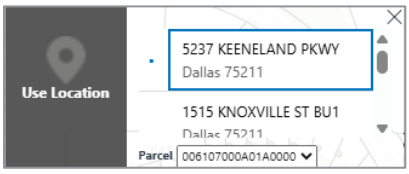
Specifying the Work Location by Map

To specify 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.

Specifying 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 entering 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.

Specifying the Work Location by Parcel Number

To use a parcel number to specify 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.

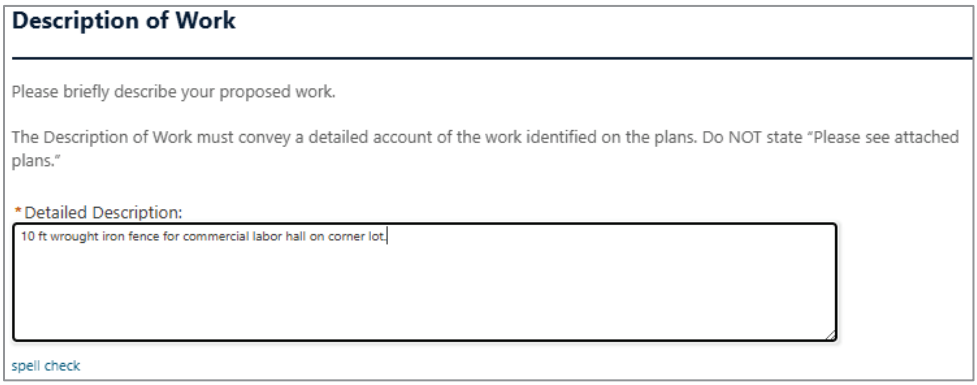
   DallasNow adds the parcel number, address, and owner (if any) to the application.

5. Click Continue Application.

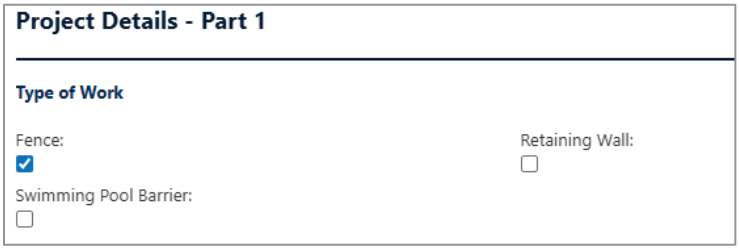
Enter Details About the Project

To enter details about the project,

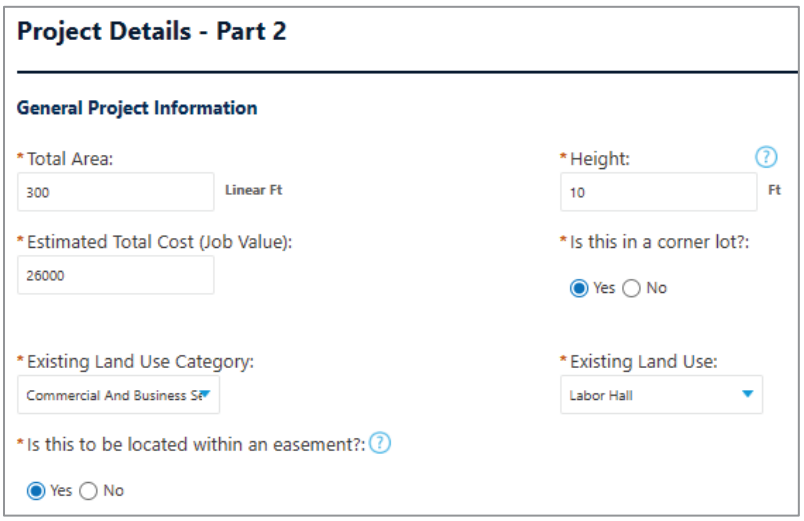
1. Under Description of Work, type a detailed description of the work identified on your plans into the Detailed Description box.



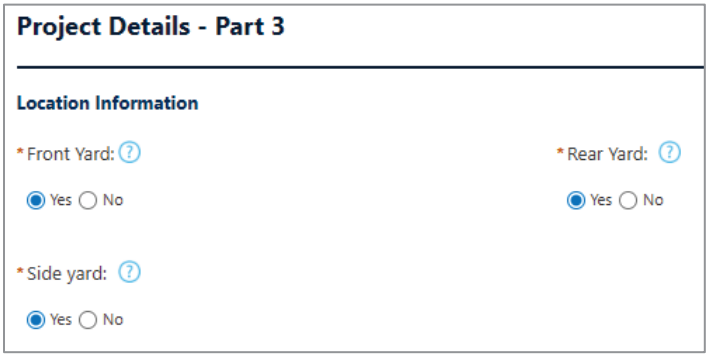
2. Select any of the options under Project Details – Part 1 to specify the type of accessory structure you're planning.



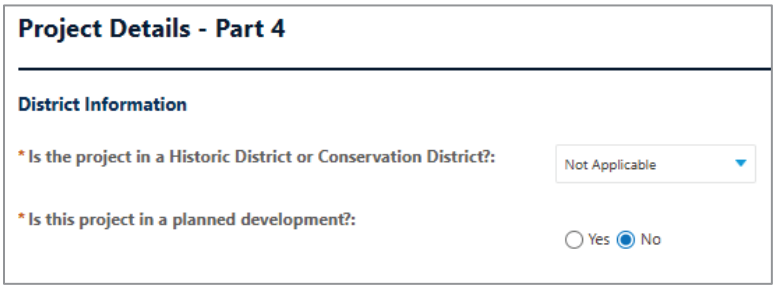
3. Use the options under Project Details – Part 2 to enter general information about the project.



4. Use the options under Project Details – Part 3 to enter information about the location where you're building the accessory structure.



5. Use the options under Project Details – Part 4 to enter information about the district in which you're building the accessory structure.

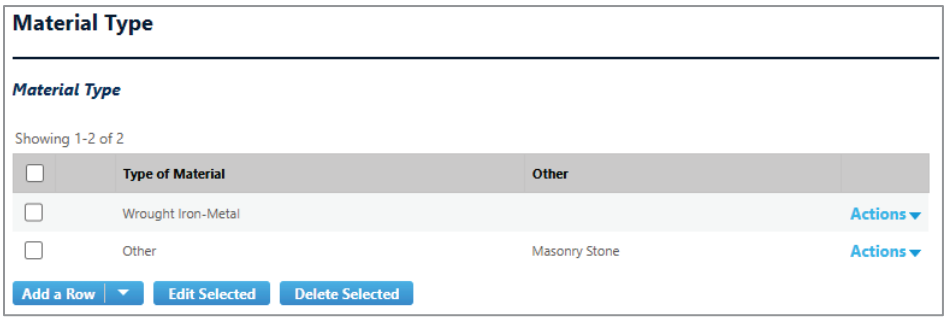


6. Click Continue Application.

7. Specify the type of material you plan to use for the accessory structure:

   a. Click Add a Row.

      Tip: If the project requires multiple types of material, you can click the down arrow next to Add a Row and then choose the number of materials the project requires to specify them in one step.



   b. Select the type of material(s) you plan to use for the accessory structure.

   c. Click Submit.

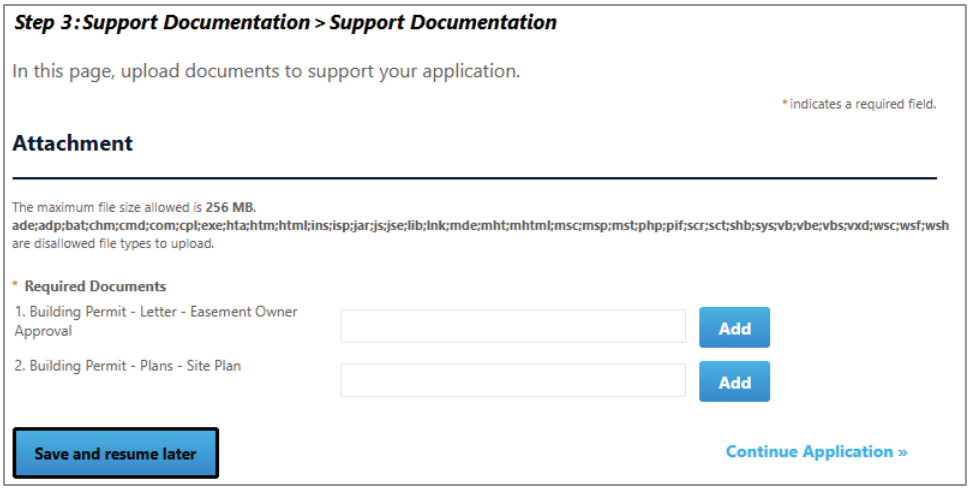
   d. Repeat steps 7a through 7b to add other types of materials if necessary.

   e. 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 the "Fence and Swimming Pool Barrier Permit Checklist" for a checklist of information and documents required for fences and swimming pool barriers.

Note: Refer to "Attaching Documents to Submitted Applications" in the Appendix on page 16 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.

   Click Continue Application.

Step 4: Review and Submit Your Application

DallasNow displays a summary of your application.

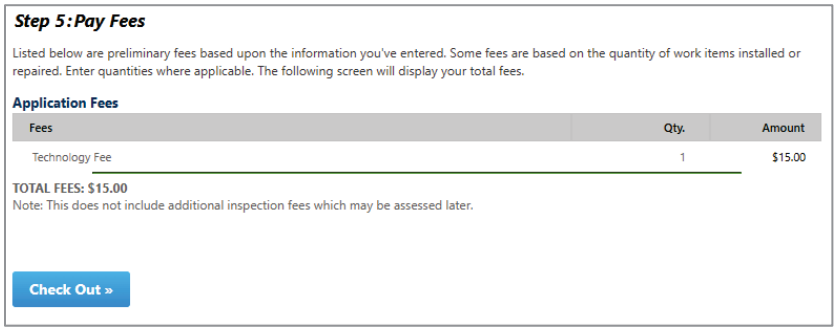
1. Review all information on the application carefully.

   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 17 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 email the contractor to notify the contractor that he or she has 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.

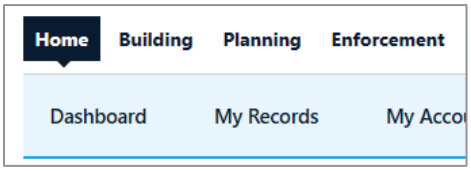
E-mail: pud@dallas.gov

Appendix

Attaching Documents to Submitted Applications

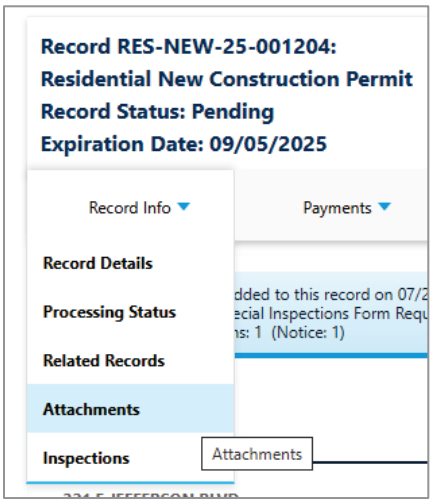
If you need to add a document not listed on the screen for uploading supporting documentation to your application or need to add a document after you submit your application,

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.

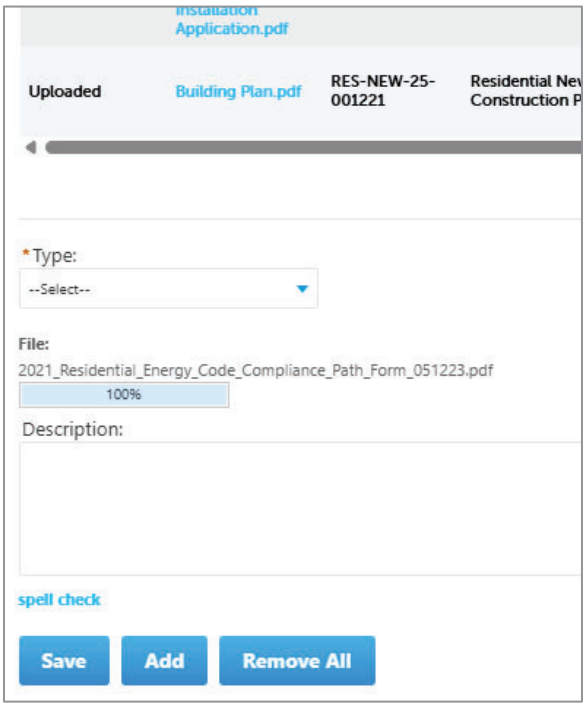
4. Click Add under Attachments.

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.



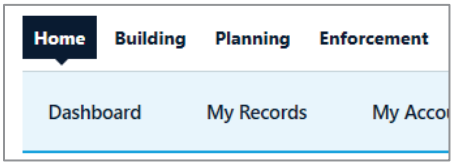
8. Select the type of document you uploaded from the Type box.
9. Type a description of the document in the Description box if necessary.
10. Click Save.

DallasNow uploads the attachment to your application.

Printing Receipts and Paying Fees

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

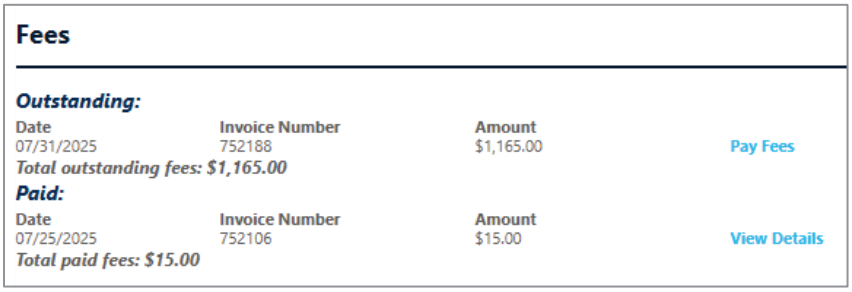
1. Click My Records on the Home menu.



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. A pop-up window opens and displays your receipt. 2. Use your browser's print option to print the receipt.
Pay fees	1. Select Pay Fees for the fee you want to pay. 2. Complete the checkout process. See "Step 5: Pay Fees" on page 15 for details.