

## DO I NEED TO REGISTER TO USE THE WEB?

Yes, even if you are registered with the City of Dallas to pull permits you still need to access our website and sign up to use the online service.

## WHY DOESN'T THE CITY OF DALLAS WEBSITE TELL US WE'RE EXPIRED? (I.E. LICENSE, INSURANCE, ETC.)

Logging in and clicking on Registration Status will display expiration dates.

## WHERE DO I GET A CONTRACTOR NUMBER?

Contractor numbers are generated when you come in to the office and register with the City of Dallas to pull permits.

## HOW DO I KNOW IF I CAN VALIDATE RATHER THAN PURCHASE A PERMIT?

Ask the person who contracted you to begin with, if still uncertain, from the Main Menu, under Searches, click on Address, input the address info, and click Search. This will display whether or not there is an open permit for the address.

**PLEASE NOTE: No refunds will be given for duplicate permits unless due to City error.**



<http://developdallas.dallascityhall.com/>

## HOW CAN I CONTACT BUILDING INSPECTION?

For telephone assistance, call 214-948-4480.

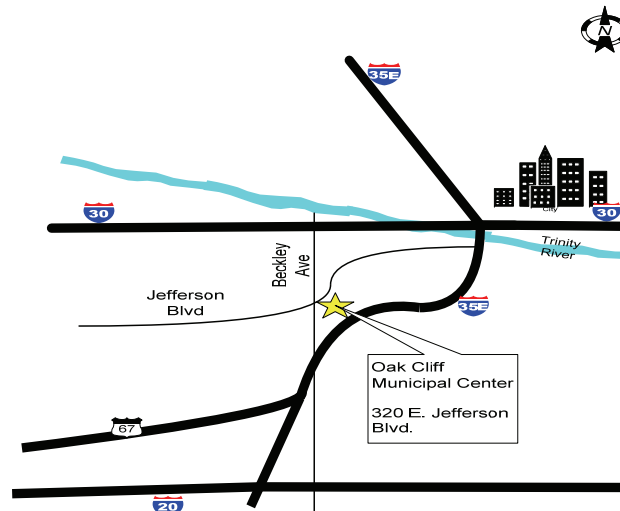
Our helpful staff will answer your general questions or route you to appropriate staff for technical questions. For direct access to the Interactive Voice Response System, call 214-670-5313 or access the system online at [www.dallascityhall.com](http://www.dallascityhall.com) by locating City Departments then click on Building Inspection. You can obtain more information about the processes described in this brochure, access the Dallas Development Code, see zoning maps, and download the forms used for permit applications.

### Sustainable Development and Construction

#### Building Inspection Division

320 E. Jefferson Boulevard  
Dallas, Texas 75203

214-948-4480



# Contractor Website Frequently Asked Questions (FAQ)

<http://developdallas.dallascityhall.com>



Sustainable Development and  
Construction  
Building Inspection Division

## **I FORGOT MY PASSWORD (PIN), WHAT DO I DO?**

A PIN (Personal Identification Number) consists of numeric values, is considered a password and used to access the contractor website account. In the event that the PIN is forgotten or lost, please contact a Building Inspection (BI) staff person at 214-948-4028 to have it reset. A \$30.00 record change fee applies.

## **WHEN DO I USE MY USERNAME AND WHEN DO I USE MY COMPANY NUMBER?**

Your USERNAME is for the website only. Your Company or Contractor Number should be used when completing a permit application in person or when calling in a validation over the automated voice response system (IVR).

## **WHAT TYPE OF PERMITS CAN I APPLY FOR ONLINE?**

Plumbing (PL), Mechanical (ME), Mechanical (ME), Backflow (BF), Electrical (EL), Elevator (EV), and Fire Sprinkler Minor (FS)

## **FOR VALIDATIONS, WHEN I ENTER THE VALIDATION NUMBER I GET AN ERROR. WHY?**

Enter the exact permit number of the Master-Permit associated with your Trade(s). The number is a 10 digit number. If you have a 13 digit number, omit the last 3 digits.

## **HOW DO I ADD ADDITIONAL MEMBERS TO PULL PERMITS UNDER MY CONTRACTOR ACCOUNT?**

When access to your account has been achieved, click on the Registration Status link located under Contractor Info....., click on the Members tab, click Add Contractor Member, enter the employee details, and click the Save Changes button when complete.

## **I GET A MESSAGE ABOUT A CERTIFICATE OF APPROPRIATENESS (CA) OR MORATORIUM AND CANNOT PROCEED ANY FURTHER. WHAT CAN I DO?**

Contact a BI staff person at 214-948-4028. A staff member will enter all the permit details for you and let you know when the permit is ready for payment. At that point you will login to your website account, click on My Projects, locate the address in question, click on the Permit Fee, and enter your credit card information.

## **SOMETIMES MY PERMIT IS ISSUED IMMEDIATELY AND SOMETIMES NOT. WHY?**

If your permit is for a single family residential property then it will issue automatically upon payment. If it is for a commercial property, you will submit payment but your permit will go to "Pending" status. It will remain in "Pending" status until we verify that a Certificate of Occupancy (CO) exists for that address. Upon verification, we will approve the permit to an "Issued" status.

## **I WORK FOR MULTIPLE COMPANIES, CAN I VIEW THE PERMITS FOR WHICH I AM THE APPLICANT?**

An applicant working for several contractors will need a Username and PIN for each company and each company will have to be registered.

## **HOW DO I RENEW MY REGISTRATION?**

All Contractors with the exception of Electrical may re-register in person at the Permit Center or a District office. Electrical Contractors may re-register only at the Permit Center. New Electrical Contractors need to register with the Chief Electrical Inspector, Room #105 of the Oak Cliff Municipal Building.

## **HOW ARE PAYMENTS HANDLED? IS IT SAFE?**

Upon successful submittal of a Trade Application or Contractor Registration Renewal, when fees are owing, click on the link labeled "Click this link to continue with fee payment." Enter all payment information. Click the Send Payment button. Print a record of the transaction by clicking on the Print Confirmation button. This process is safe and is similar to other online banking and payment processes available on the internet.

## **MY PERMITS ARE NOT ALL SHOWING UP, I KNOW WE HAVE MORE THAN THAT. WHY?**

We may have multiple versions of your information in our system so please ask a BI staff person to combine your information.