

Alexander County Planning Department



Online Portal Process

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ISSUES

If you encounter any issues with our online portal, please email us at
planning@alexandercountync.gov

CREATING AN ONLINE PORTAL ACCOUNT

- Go to <https://co-alexander-nc.smartgovcommunity.com/Public/Home>
 - ↳ Click on **SIGN UP** at the top right corner of the page
 - ↳ Input the information requested (**email, password, etc**), then click **NEXT**
 - ↳ Enter the **contact information** requested and click on **NEXT**
 - ↳ **Review** the information you have entered.
 - Click **CREATE ACCOUNT**
 - Go to **your email** and verify your email
 - Once you have verified your email, **log out and log back into the portal.**

IMPORTANT NOTES FOR ALL APPLICATION

- Please make sure the **details section** is **completely filled out and accurate**.
 - Verify you have uploaded **all required submittals** for your application.
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APPLYING FOR A ZONING PERMIT - RESIDENTIAL APPLICATION

→ Click on **MY PORTAL**

↳ Click on **APPLY ONLINE**

↳ Select **PLANNING AND ZONING** in the **drop down menu**

→ Select **ZONING PERMIT RESIDENTIAL APPLICATION**, then click **NEXT**

↳ Enter your **address** **or** **search for a parcel number**

- (search for parcel number by clicking on **ENTER A PARCEL NUMBER** at the top, then enter your **PIN**)

↳ Click **SAVE AND CONTINUE**

→ **Once you have verified your email, log out and log back into the portal.**

→ Fill out all required information, including:

- **Give your project a name**

- This should include **your name**, a **brief description the project**—Single Family Dwelling, Pool, Garage—and the **size of the project**

- **Describe the purpose of the project**

- This should give further details of the project, including how the project will be used, materials it will be constructed of, etc.

- **Details**

- Complete **all details** to the best of your ability.
- Items with a **red asterisk** are required to complete your application.

- The line **Notes and Description for Permit** may include the additional details you input in the “**purpose of the project**” section
- **Submittals**
 - All applications must include a **SKETCH/SITE PLAN**. Site plans should indicate **the size of the structure, the distance to any other structures, the distance to property lines, any other important information.**
 - Single-wide and Double-wide manufactured homes must be uploaded with a **Manufactured Home Appearance Criteria**.
 - All other residential permits may omit this submittal.
 - The owner of the property should complete the **Development Certificate of Understanding**.

→ Click **SUBMIT APPLICATION**.

Review for residential zoning permits **typically requires 48 business hours**. Times may be longer in the event of limited staff availability.

- During review, planning staff may require more information. Staff will contact you via email, or requests through our permitting software.
- We will contact you **by email for payment**. You may call in your payment by dialing **828-632-1000** and select **Option 1** to reach the planning department.
- Your receipt and your **approved permit** will be **sent to you via email** *from our permitting software*. Note: the link sent will expire, so we suggest downloading it when you open it.

APPLYING FOR A ZONING PERMIT - COMMERCIAL APPLICATION

- Click on **MY PORTAL**
 - ↳ Click on **APPLY ONLINE**
 - ↳ Select **PLANNING AND ZONING** in the **drop down menu**
 - Select **ZONING PERMIT COMMERCIAL APPLICATION**, then click **NEXT**
 - ↳ Enter your **address** *or* **search for a parcel number**

- (search for parcel number by clicking on **ENTER A PARCEL NUMBER** at the top, then enter your **PIN**)
- ↳ Click **SAVE AND CONTINUE**
- **Once you have verified your email, log out and log back into the portal.**
- Fill out all required information, including:
 - **Give your project a name**
 - This should include **your name**, a **brief description the project**, and the **size of the project**
 - **Describe the purpose of the project**
 - This should give further details of the project, including how the project will be used, materials it will be constructed of, etc.
 - **Details**
 - Complete **all details** to the best of your ability.
 - Items with a **red asterisk** are required to complete your application.
 - The line **Notes and Description for Permit** may include the additional details you input in the “**purpose of the project**” section
 - **Submittals**
 - All applications must include a **SKETCH/SITE PLAN**. Site plans should indicate **the size of the structure, the distance to any other structures, the distance to property lines, any other important information.**
 - The owner of the property should complete the **Development Certificate of Understanding.**
- Click **SUBMIT APPLICATION.**

Review for commercial zoning permits **typically requires 48 business hours**. Times may be longer in the event of limited staff availability.

- During review, planning staff may require more information. Staff will contact you via email, or requests through our permitting software.
- We will contact you **by email for payment**. You may call in your payment by dialing **828-632-1000** and select **Option 1** to reach the planning department.
- **New Commercial Developments are reviewed and approved by the Alexander Technical Review Committee.** A member of the planning staff will contact you to discuss the process and inform you of the date of the TRC meeting.

- Your receipt and your **approved permit** will be **sent to you via email** *from our permitting software*. Note: the link sent will expire, so we suggest downloading it when you open it.
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APPLYING FOR A ZONING SIGN PERMIT

→ Click on **MY PORTAL**

↳ Click on **APPLY ONLINE**

↳ Select **PLANNING AND ZONING** in the **drop down menu**

→ Select **ZONING SIGN PERMIT**, then click **NEXT**

↳ Enter your **address or search for a parcel number**

- (search for parcel number by clicking on **ENTER A PARCEL NUMBER** at the top, then enter your **PIN**)

↳ Click **SAVE AND CONTINUE**

→ Once you have verified your email, log out and log back into the portal.

→ Fill out all required information, including:

- **Give your project a name**
 - This should include **your name**, a **brief description the project**, and the **size of the project**
- **Describe the purpose of the project**
 - This should give further details of the project including a description of the sign, materials it will be constructed of, etc.
- **Details**
 - Complete **all details** to the best of your ability.
 - Items with a **red asterisk** are required to complete your application.
 - The line **Notes and Description for Permit** may include the additional details you input in the “**purpose of the project**” section
- **Submittals**
 - All applications must include a **SIGN PLAN**. Sign plans should indicate **all details of the sign**, including store frontage, drawings, elevations, and sign dimensions.

- The owner of the property should complete the **Development Certificate of Understanding.**
- Click **SUBMIT APPLICATION.**

Review for zoning sign permits **typically requires 48 business hours.** Times may be longer in the event of limited staff availability.

- During review, planning staff may require more information. Staff will contact you via email, or requests through our permitting software.
- We will contact you **by email for payment.** You may call in your payment by dialing **828-632-1000** and select **Option 1** to reach the planning department.
- Your receipt and your **approved permit** will be **sent to you via email** from our permitting software. Note: the link sent will expire, so we suggest downloading it when you open it.