

Submitting an Application

Audience

- General public
- Owners
- Contractors

Purpose

- General instruction on how to apply for permits, planning applications and more

Required

- Online Permit Center Portal account

Background

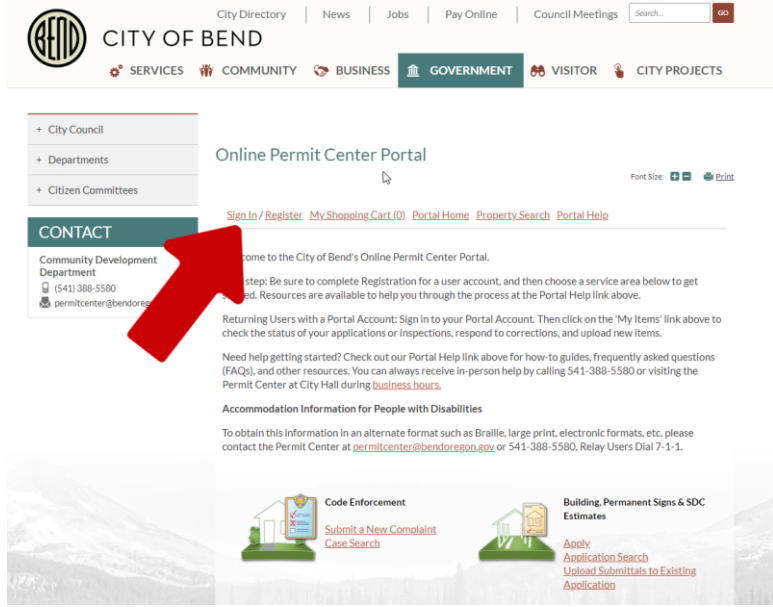

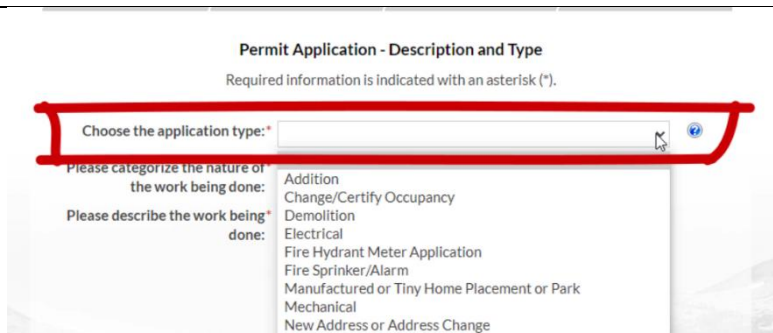
The Online Permit Center Portal allows customers to apply for many types of licenses and permits, including Building or Engineering permits, Planning applications, Special Event or Fire permits, Business Specialty Licenses and more.

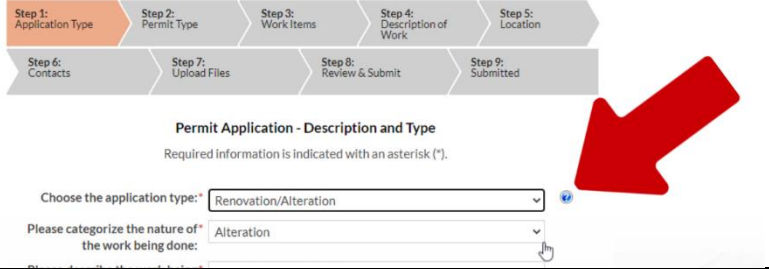
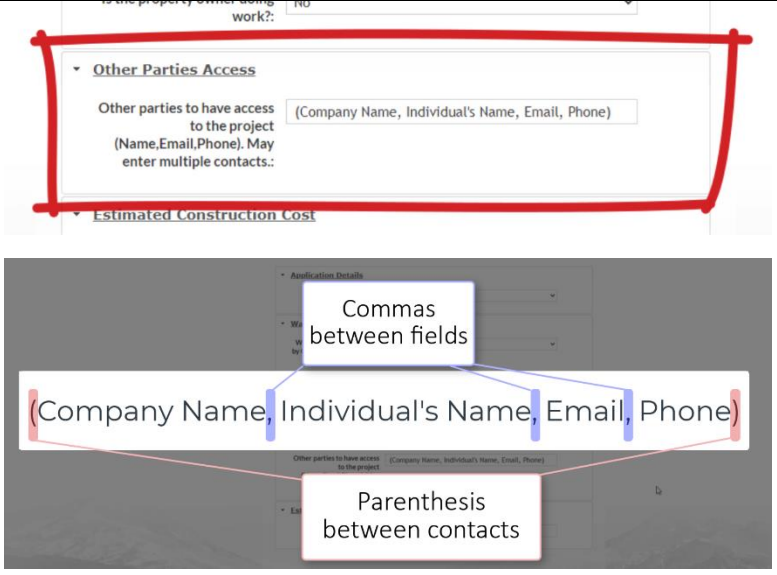
While the specific steps vary slightly by application type, the process is similar for all applications. The Online Permit Center Portal makes submitting applications easy.

As an example, for this walk through, we will apply for a Building Permit and go through step-by-step.

We strongly recommend that applicants submit a complete application at the time of initial submission. An application will not begin the review process until the submission has been deemed complete.

Steps

<p>First, sign in.</p>	 <p>The screenshot shows the City of Bend Online Permit Center Portal. At the top, there is a navigation bar with links for City Directory, News, Jobs, Pay Online, Council Meetings, and a search box. Below this is a main menu with categories: SERVICES, COMMUNITY, BUSINESS, GOVERNMENT, VISITOR, and CITY PROJECTS. A sidebar on the left contains links for City Council, Departments, and Citizen Committees. The main content area is titled 'Online Permit Center Portal' and includes a 'CONTACT' section for the Community Development Department. A red arrow points to the 'Sign In / Register' link in the top navigation bar.</p>
<p>From the Portal Home, navigate to the appropriate service area – in this case, Building, Permanent Signs and SDC Estimates – and click Apply.</p>	 <p>This screenshot shows a grid of service areas. A red arrow points to the 'Apply' link under the 'Building, Permanent Signs & SDC Estimates' category. Other categories include Code Enforcement, Engineering & Agreements, Planning & Historic, and Business Registration, Licensing & Temporary Signs.</p>
<p>Choose your application type.</p>	 <p>The screenshot shows the 'Permit Application - Description and Type' form. A red box highlights the 'Choose the application type:' dropdown menu. The dropdown list includes options such as Addition, Change/Certify Occupancy, Demolition, Electrical, Fire Hydrant Meter Application, Fire Sprinkler/Alarm, Manufactured or Tiny Home Placement or Park, Mechanical, and New Address or Address Change.</p>

<p>The question mark to the right of the dropdown provides information about your selection.</p>	
<p>Continue filling in the requested information.</p>	
<p>If you would like someone else to be able to respond to reviews, request inspections or pay fees on your permit, add them in the Other Parties Access field.</p> <p>You might use this section to add another responsible party or a specific project manager.</p> <p>Separate contact info fields by a comma and separate multiple contacts with parenthesis.</p> <p>Contractors and other businesses will be added in the Contacts step later.</p> <p>Click next step.</p>	
<p>The number of steps and information requested will vary.</p>	

For certain permits, you will be asked to specify what type of work you are going to do, or what type of approval you are seeking. You do this by checking the box or boxes next to the relevant permits and work items.

For example, when applying for a permit to build a Deck, select Building Permit.

▼ Please choose as many Permits as are appropriate.

Search for permit types

- Building Permit
- Electrical
- Fire Detection and Suppression Systems
- Mechanical
- Plumbing
- Water Meter

Click next step and then select the individual work items associated with any permits you selected.

For extra information, click the blue Help bubbles.

Click Next Step.

▼ Building Permit Permit

Please choose as many work items as are appropriate.

Search for work items


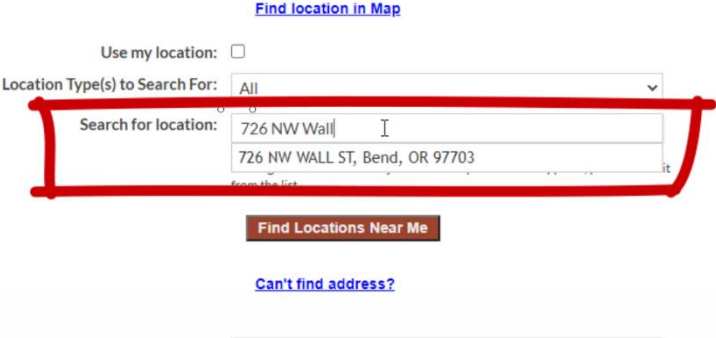
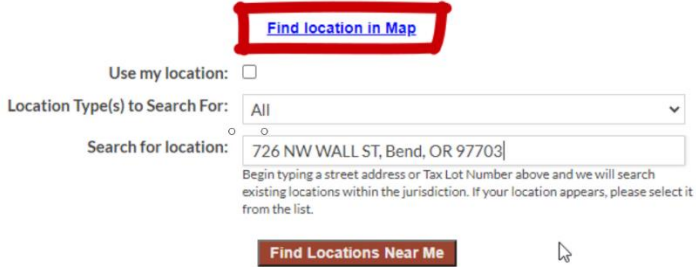
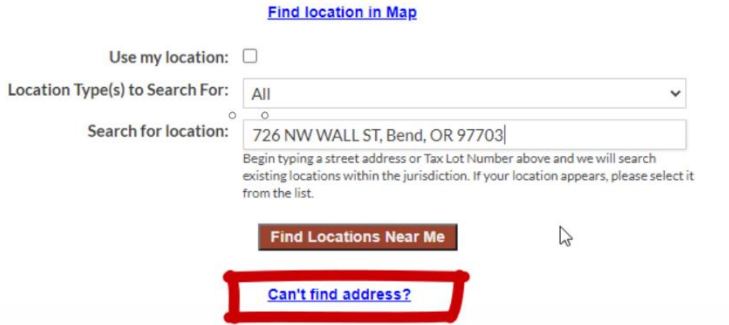
- Bathroom Remodel
- Construction Permit Interior Remodel
- Conversion to Habitable Space
- Deck, Pergola, Porch and Porch Cover
- Disaster Damage Repair
- Fireplace, Masonry
- Kitchen Remodel
- New Address or Address Change

▼ Building Permit Permit

Please choose as many work items as are appropriate.

Search for work items

- Bathroom Remodel
- Construction Permit Interior Remodel
- Conversion to Habitable Space
- Deck, Pergola, Porch and Porch Cover
- Disaster Damage Repair
- Fireplace, Masonry
- Kitchen Remodel
- New Address or Address Change

<p>Fill in work item details in the Description of Work, then click Next Step</p>	
<p>On the Location step, begin typing the location address or type the tax lot number in the search field and select from the list.</p>	
<p>Alternatively, find the location using the map.</p>	
<p>If you cannot locate the address, click Can't Find Address and enter it manually – Staff will review and assign a new address if needed. Click Next Step.</p>	

The Contacts step will auto-populate with any existing contacts for the property.

Contacts can:

- View and pay fees
- View additional status details
- Submit items
- Request inspections

Online Permit Center Portal

Welcome Bend Customer

Sign Out My Account My Items My Shopping Cart (0) Portal Home Property Search Portal Help

Step 1: Application Type Step 2: Permit Type Step 3: Work Items Step 4: Description of Work Step 5: Location
Step 6: Contacts Step 7: Upload Files Step 8: Review & Submit Step 9: Submitted

Permit Application - Contacts

Required information is indicated with an asterisk (*).

Type	Contact
Property Owner	CITY OF BEND, Address:710 NW WALL ST, BEND OR, 97703
Applicant	Bend Customer, Address:710 NW WALL ST, Ste 201, Bend, OR, 97703, Phone:(123) 456-7890

If you would like to add a contractor or business as a contact for your application, click Add Business From Address Book, select a contact type and search for the contact by name or address.

You can add multiple contacts.

Click, add this contact.

Click Next Step.

Required information is indicated with an asterisk (*)

Type	Contact
Property Owner	CITY OF BEND, Address:710 NW WALL ST, BEND OF
Applicant	Bend Customer, Address:710 NW WALL ST, Ste 201, I 456-7890

Add Business From Address Book

Indicate Contractors, Developers, Engineers, Architects, or other contacts on an application will be able to view and pay fees, view at it's best inspections.

Previous Step: Location Next Step: Upload Files

Address Book

Required information is indicated with an asterisk (*)

Contact Type: Contractor

Search for a licensee: Licensed Contractor, Address:710 NW WALL ST

Licensed Contractor, Address:710 NW WALL ST

Add This Contact

Address Book

Required information is indicated with an asterisk (*).

Contact Type:* Contractor

Search for a licensee:* Licensed Contractor, Address:710 NW WALL ST

Begin typing a name and/or address above and select from the address book for a matching contact. If no matching address appears, please select it from the "Add New Contact" button.

Add This Contact

Permit Application - Contacts

Required information is indicated with an asterisk (*).

Type	Contact
Property Owner	CITY OF BEND, Address:710 NW WALL ST, BEND OR, 97703
Applicant	Bend Customer, Address:710 NW WALL ST, Ste 201, Bend, OR, 97703, Phone: (503) 454-7899
<input checked="" type="checkbox"/> Contractor	Licensed Contractor, Address:710 NW WALL ST

[Add Business From Address Book](#)

Depending on your application, the files you will need to upload will vary.

Review the guidelines provided at the top of the page which list instructions for file types and naming conventions.

Permit Application - Upload Documents

Note: This step is optional. Documents may be uploaded at a later time from the Upload Submittals link located on the main page.

Guidelines For Electronically Submitting Documents:

- Submitted documents should be under 40MB in size.
- Accepted file extensions:
 - pdf, dwg, jpg, jpeg, png, tif, xls, xlsx, wav, mp4, mov
- Recommended naming conventions:
 - Keep filename consistent.
 - Avoid the use of non-friendly filenames. (eg. k9dk38fj3.pdf)
 - See drawing file naming instructions for **Building** and **Engineering** applications.
- All plans shall be drawn to scale.
- Plan requirements:
 - Plans should be legible, include a north arrow, and be oriented to read left to right.
 - The footprint orientation should match the floor, foundation and shear wall plans.
 - Square footages indicated on each sheet shall match each other (ie square footage on floor plan matches square footage indicated on site plan for footprint).
 - Plans for other than new construction shall identify items as existing or proposed, so it is clear what exists and what is proposed to be permitted.
 - Drawings shall be uploaded as individual files/sheets and supporting documents including engineering packets shall be uploaded as multi-page files.
- Submitted documents will be stamped at the conclusion of the review.
 - The stamp will be placed in the upper right hand corner of the document. It is recommended that this area, to the extent possible, be left blank so that no information is lost when the stamp is applied.

You are required to upload all relevant submittal items when submitting your application to the City. If you need assistance, please contact the Permit Center at permitcenter@bendoregon.gov or 541-388-5580.





Note: If your session is idle for more than 20 minutes, your session could time out and work will not be saved.

Once you have chosen the files you wish to upload, please click the "Next Step" button located at the bottom of the page, to complete your submission.

Click help bubbles to show expanded info and a link to the form if applicable.




Current Submittal

Submittal #1) Permit Application Submittal (09/20/2020) [Print Requirement Items](#)

Type	Status	Date Verified
Construction Detail 	Pending	
Select a new document for this requirement: Browse...		
Elevation Plan 	Pending	
Select a new document for this requirement: Browse...		
Site Plan - Residential 	Pending	
Select a new document for this requirement: Browse...		
Special Inspection Agreement 	Pending	
Select a new document for this requirement: Browse...		

After you have uploaded all necessary files, click Next Step.

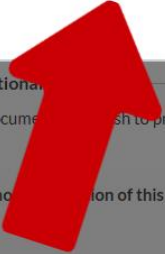
Select a new document for this requirement: [Browse...](#)

Site Plan - Residential 	Pending	
Select a new document for this requirement: Browse...		
Special Inspection Agreement 	Pending	
Select a new document for this requirement: Browse...		
Upload Additional Documents 		
Select any documents you wish to provide: Browse...		
Provide a short description of this set of documents:		

Special Inspection Agreement

Additional Information

[Special Inspection Agreement](#)



Review your application to make sure all information is correct.

It is worth spending a little additional time on this step as submitting an application that has missing or incorrect information can delay the review process.

If you have any questions, save your application and contact us for help.

I acknowledge I have authority to submit this application, and affirm all the information provided is current and accurate. I agree to comply with all applicable City standards, regulations, and requirements, and understand that the granting of any a permit, license, or other approval does not negate or supersede the requirement to comply with applicable standards, regulations, and requirements. Finally, I understand that a permit, license, or other approval may be subject to revocation for non-compliance with any applicable standard, regulation, or requirement, or any inaccuracies or omissions related to this application or other submitted materials.

Do you agree?:*

Type the characters you see in the image below to continue



Previous Step: Upload Files

Submit Application

Save this Application for Later

Saved applications can be accessed from the My Items drop-downs later.

Online Permit Center Portal

Font Size: Print

Welcome Bend Customer

[Sign Out](#) [My Account](#) [My Items](#) [My Shopping Cart \(0\)](#) [Portal Home](#) [Property Search](#) [Portal Help](#)

Permit Application - Saved For Later

Application Number: TMPPR20200001960

Print

This permit application has been saved for later. This application is only partially complete. It must be completed in 30 days or your information you entered will be discarded and you will be required to start a new application.

Permit Information

Permit Type: Renovation/Alteration

This page lists all the applications and other items in which you are a contact.

[Expand All / Collapse All](#)

My Business Registration, Licensing & Temporary Sign Applications

My Code Enforcement Complaints

My Contractor Registration Applications

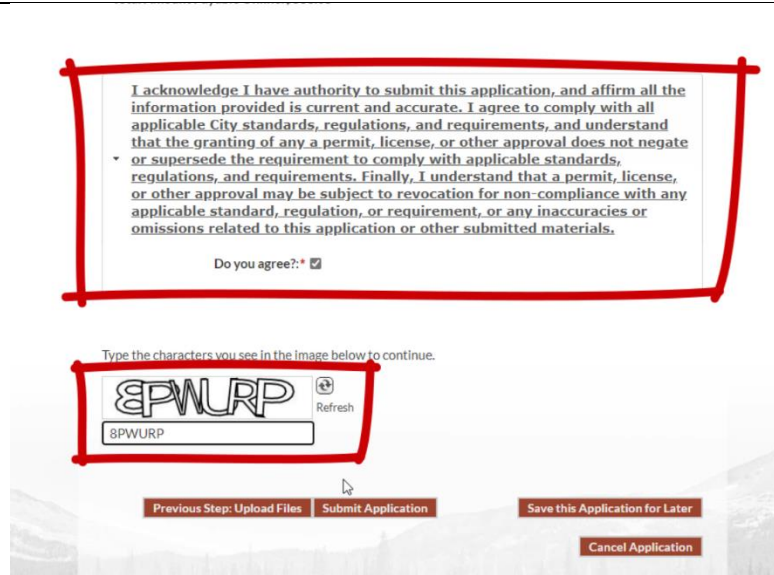
My Building Permit, Permanent Sign & SDC Estimate Applications

Show Active

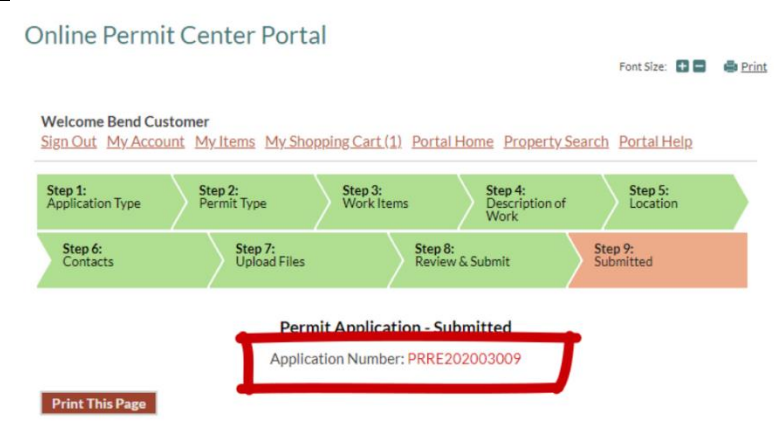
Reference Number	Address	Type	Status	Date Created
TMPPR20200001960	726 NW WALL ST, Bend, OR 97703	Renovation/Alteration	Not Submitted	09/17/2020
Description: Expanding the deck				
Resume this Application		Discard this Application		

Apply

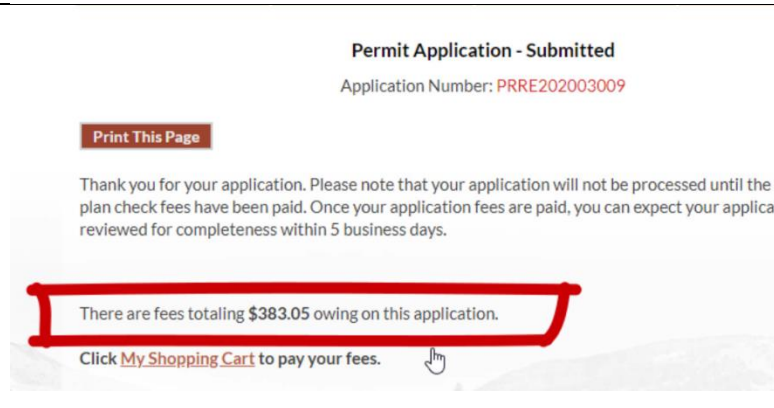
When ready to submit your application, check the acknowledgement and captcha, then click Submit Application.



The confirmation page shows your application number and other details. Make note of your application number so you can reference it later.



Any fees must be paid before the City will act on your application.



You will pay your fees using My Shopping Cart.

Permit Application - Submitted
Application Number: [PRRE202003009](#)

[Print This Page](#)

Thank you for your application. Please note that your application will not be processed until the application or check fees have been paid. Once your application fees are paid, you can expect your application to be processed for completeness within 5 business days.

totaling \$383.05 owing on this application.

[Click My Shopping Cart to pay your fees.](#)

Note with electronic funds transfers, no payment processor fee is incurred. Credit/debit card transactions

Click Make Payment to move to the secure payment portal to complete your application.

Welcome Bend Customer
[Sign Out](#) [My Account](#) [My Items](#) [My Shopping Cart \(1\)](#) [Portal Home](#) [Property Search](#) [Portal Help](#)

My Shopping Cart

▼ [PRRE202003009](#)

Please select the fees you wish to pay now by checking the "Pay" checkbox on [Remove Fees from My Cart](#) the fees below.

[Select All Fees](#) [Deselect All Fees](#)

Fee Type	Amount	Amount Paid	Pay?
Planning Review - Residential Addition or Alteration	\$278.00	\$0.00	<input checked="" type="checkbox"/>
Building plan review	\$93.93	\$0.00	<input checked="" type="checkbox"/>
Long Range Planning	\$11.12	\$0.00	<input checked="" type="checkbox"/>
Totals:	\$383.05	\$0.00	
Total Selected:	\$383.05		

Total Amount Owing: \$383.05
Total Selected Amount:

[Make Payment](#)

[Portal Home](#)

Course: Portal Help – Submitting an Application

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Authors and Publisher

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Date: September 2020

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Ordering / Contact Information

City of Bend, permitcenter@bendoregon.gov

LR: 9/15/2020

Accommodation Information for People with Disabilities



To obtain this information in an alternate format such as Braille, large print, electronic formats, etc. please contact the Permit Center at permitcenter@bendoregon.gov or (541) 388-5580; Relay Users Dial 7-1-1.