

Citizen Portal Instruction Manual



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General Permit Center Information

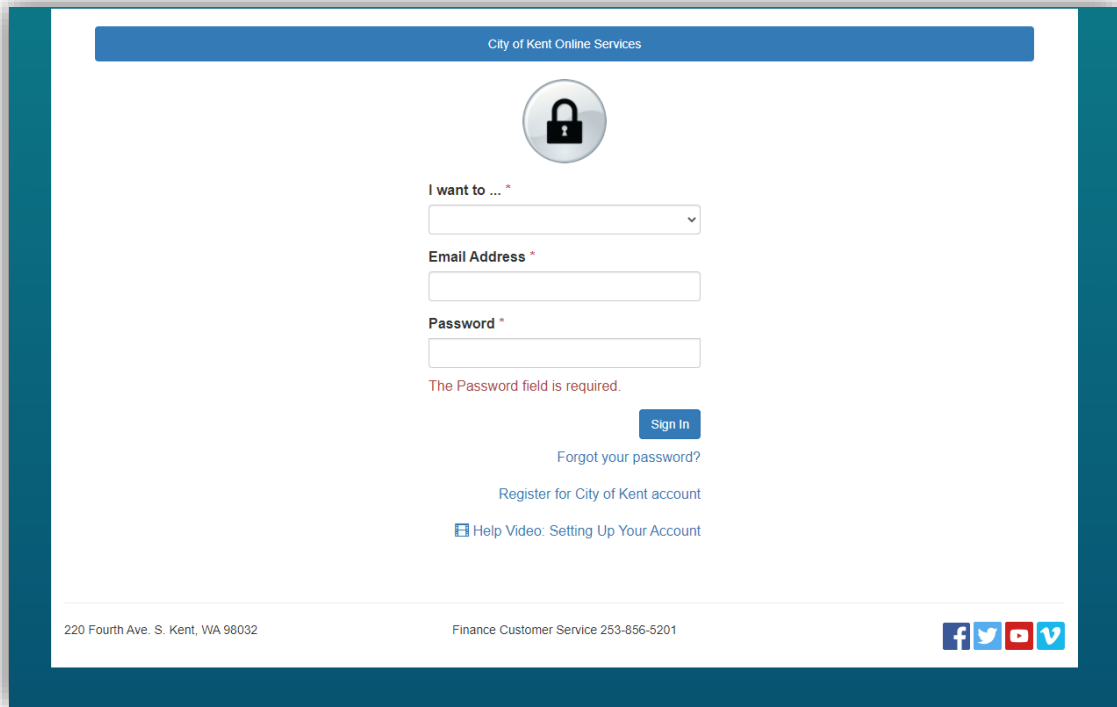
- The Permit Center is open to the public Monday – Friday between 9:00AM – 4:00PM
- All permit processes are electronic. No paper is accepted or issued.
- All payments must be made at Finance Customer Service. The permit center does not accept any payments. Payments may be made through your Citizen Portal, by mail, or in person.
 - Finance Customer Service is located across the hall from the Permit Center.
 - The counter is open to the public Monday – Friday between 9:00AM – 4:00PM
- To contact us, please call the Permit Center Main Line: 253-856-5300 or send us an email at PermitCenter@KentWA.gov
- Please note we receive a large volume of calls and emails. Our staff works diligently to respond to every message.
 - **All Permit Status queries can be answered through your Citizen Portal.** Please see section on *How to Check your Permit Status*.
 - Specific questions regarding correction comments should be sent to the plan reviewer who made the comment. Contact information may be found on the correction letter.

Permit Application Process Overview

1. A **Permit Application** is submitted through the Citizen Portal.
 2. A Permit Technician reviews the application for **completeness**.
 - a. If **Incomplete**, the applicant receives a letter and resubmits their corrected application.
 - b. If **Complete**, Permit Technician prepares and sends any applicable Intake Fees.
 3. **Intake Fees** are paid.
 4. The application is then routed for Plan Review.
 5. **Plan Review** is completed by the applicable divisions.
 - a. Building, Planning, Development Engineering, and/or Fire Prevention.
-
6. If one or more Plan Reviewers requests **Corrections**, a **Consolidated Correction Letter** is emailed to the applicant by a Permit Technician.
 - a. **Red lined plans** are uploaded to the applicant's Citizen Portal.
 7. Plan corrections are made by the Applicant and **resubmitted** via the Citizen Portal.
 8. A Permit Technician reviews the resubmitted application for completeness.
 - a. If **Incomplete**, the applicant receives a letter and resubmits their corrected resubmittal.
 - b. If **Complete**, Permit Technician routes for Plan Review.
 9. The correction process may repeat, or the Plan Reviewers will approve the application.
-
10. Once the **application is approved**, a Permit Technician will send any applicable Issuance Fees and confirm the Contractor information.
 11. **Issuance fees** are paid.
 12. The **Permit is issued** with the approved plans via the Citizen Portal.
 13. **Inspections** are scheduled through the Citizen Portal.
 14. If applicable, a **Revision** application request is submitted through the Citizen Portal and goes through the review process outlined above.

Registering for the Citizen Portal

1. Navigate to <https://permitportal.kentwa.gov> and click "Register for City of Kent account".

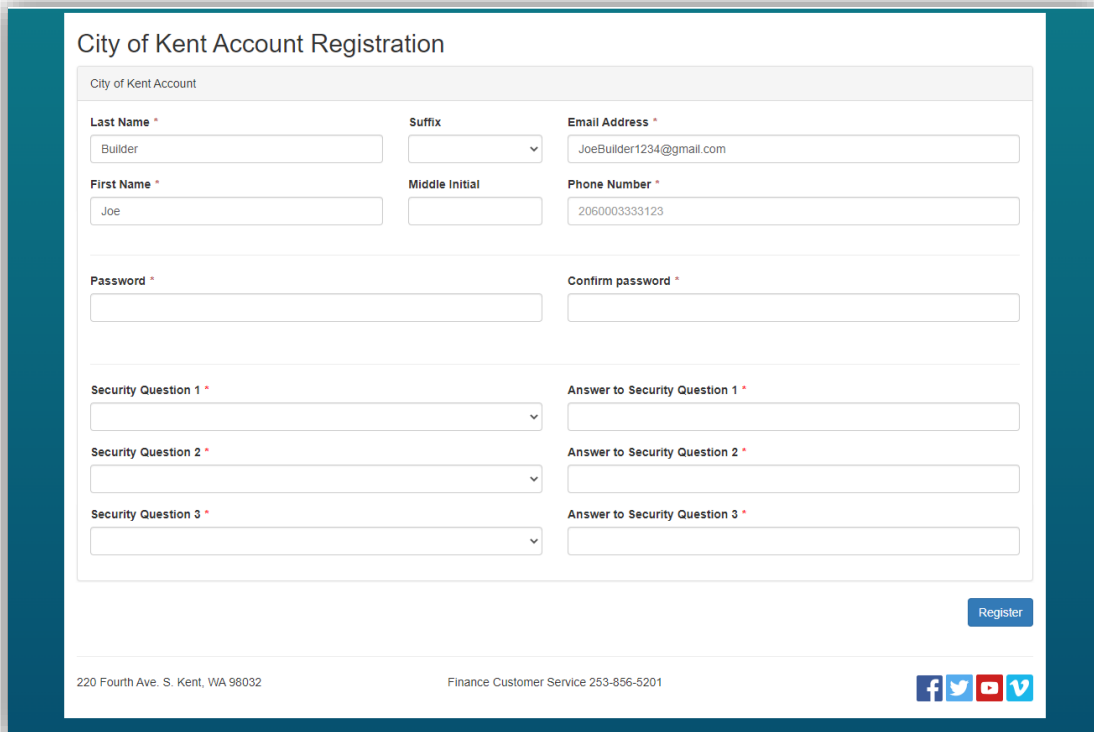


The screenshot shows the "City of Kent Online Services" login page. At the top, there is a blue header with the text "City of Kent Online Services". Below the header is a circular icon of a padlock with a question mark. The main content area contains a form with the following fields and elements:

- "I want to ..." dropdown menu.
- "Email Address *" text input field.
- "Password *" text input field.
- A red error message: "The Password field is required."
- A blue "Sign In" button.
- A link: "Forgot your password?"
- A link: "Register for City of Kent account"
- A link: "Help Video: Setting Up Your Account"

At the bottom of the page, there is footer information: "220 Fourth Ave. S. Kent, WA 98032", "Finance Customer Service 253-856-5201", and social media icons for Facebook, Twitter, YouTube, and Vimeo.

2. Fill in all asterisked fields. When entering a telephone number, please only enter numbers, no spaces, or characters. Click the blue "Register" button in the bottom right corner.

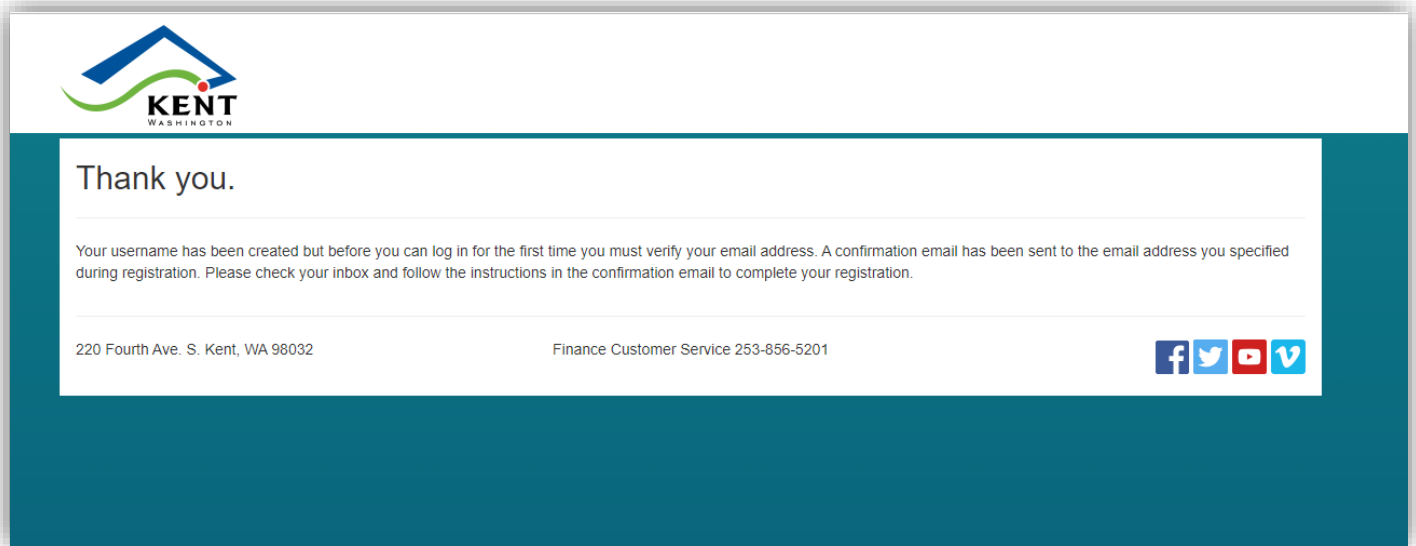


The screenshot shows the "City of Kent Account Registration" page. The title is "City of Kent Account Registration". Below the title is a sub-header "City of Kent Account". The form contains the following fields and elements:

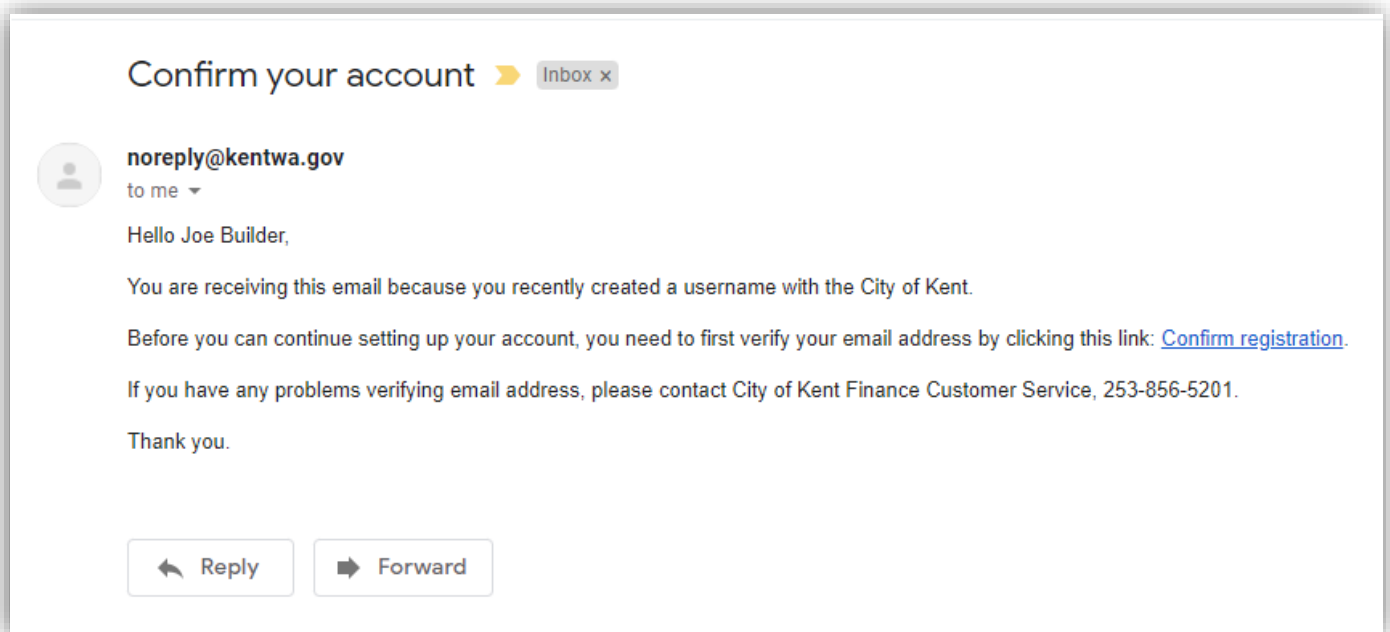
- "Last Name *" text input field with "Builder" entered.
- "Suffix" dropdown menu.
- "Email Address *" text input field with "JoeBuilder1234@gmail.com" entered.
- "First Name *" text input field with "Joe" entered.
- "Middle Initial" text input field.
- "Phone Number *" text input field with "2060003333123" entered.
- "Password *" text input field.
- "Confirm password *" text input field.
- "Security Question 1 *" dropdown menu.
- "Answer to Security Question 1 *" text input field.
- "Security Question 2 *" dropdown menu.
- "Answer to Security Question 2 *" text input field.
- "Security Question 3 *" dropdown menu.
- "Answer to Security Question 3 *" text input field.

A blue "Register" button is located in the bottom right corner of the form. At the bottom of the page, there is footer information: "220 Fourth Ave. S. Kent, WA 98032", "Finance Customer Service 253-856-5201", and social media icons for Facebook, Twitter, YouTube, and Vimeo.

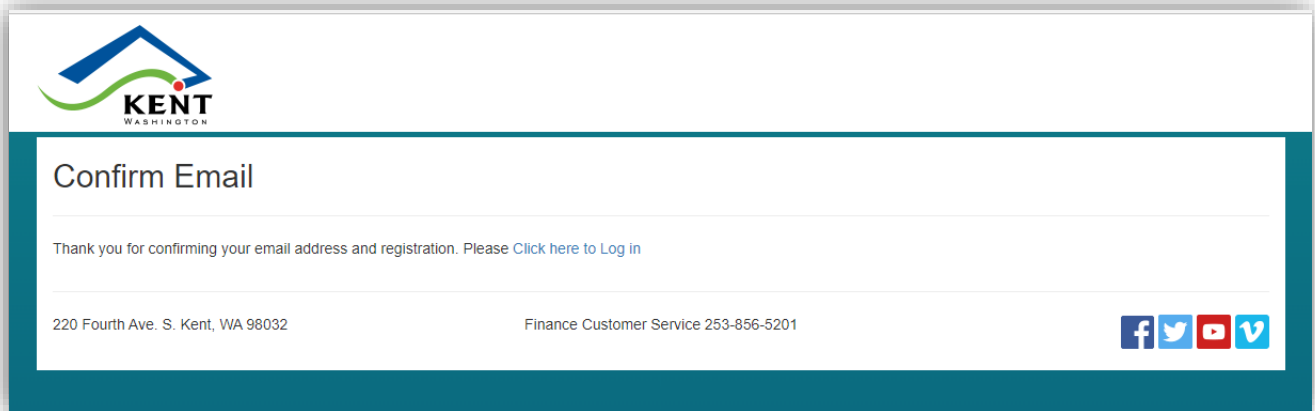
3. A "Thank You" screen with instructions to verify your email address will appear. Navigate to your email inbox.



4. You will receive an email like the one shown here. Click "Confirm Registration."



5. A window will open in a web browser. Click the link that says: "Click here to Log in".



6. Log in and there will be a screen to confirm personal information. Confirm the information and fill in the asterisked fields. When entering a telephone number, please only enter numbers, no spaces, or characters. Click the blue "Submit" button on the bottom right when ready.

Confirm your personal information

Email Address *

joebuilder1234@gmail.com

First Name * Middle Name Last Name *

Joe Middle Name Builder

House Address * Street Name * Street Type *

City * State *

Select

Country * Zip Code *

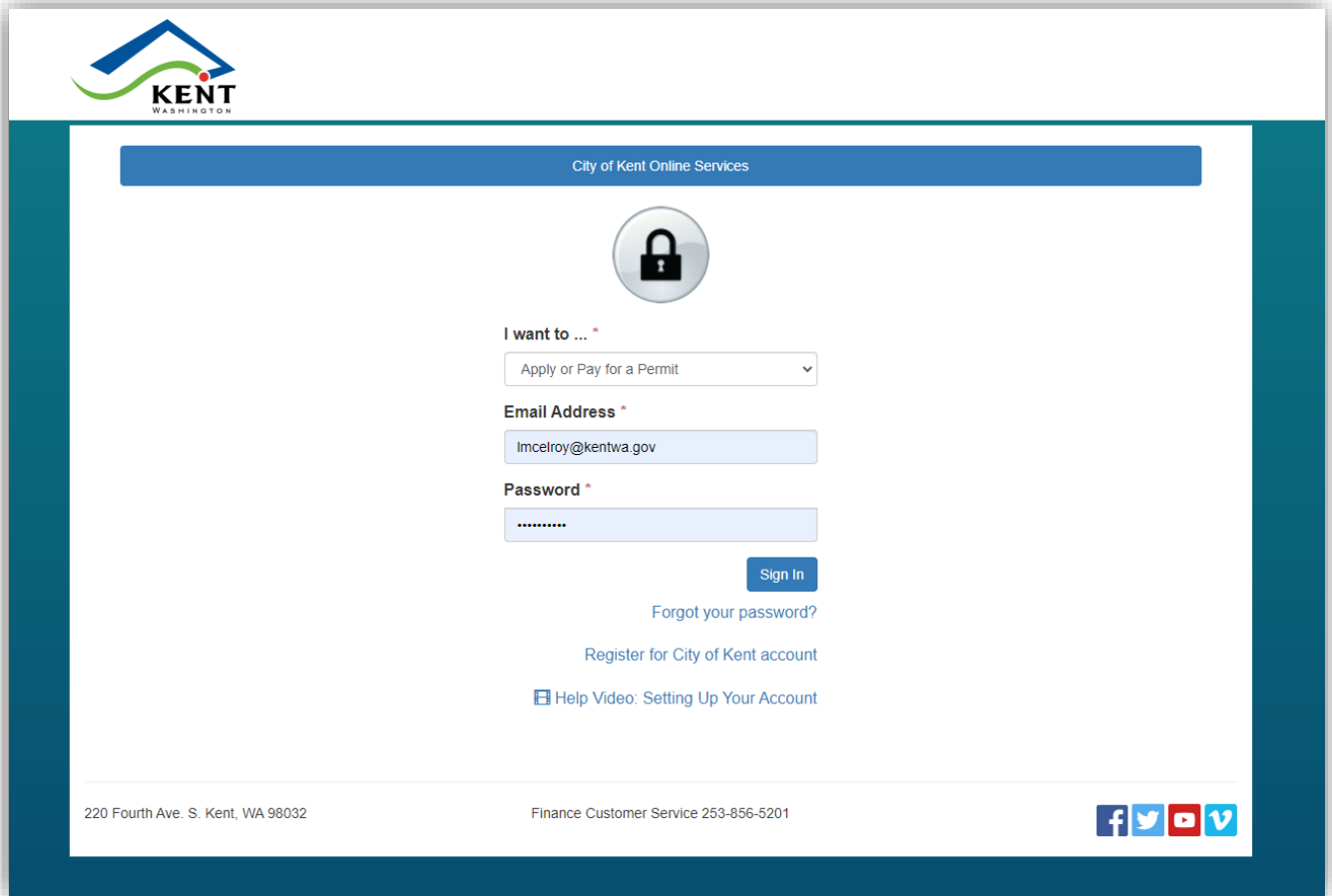
Phone number * Phone number type *

2538565313 Select

Submit

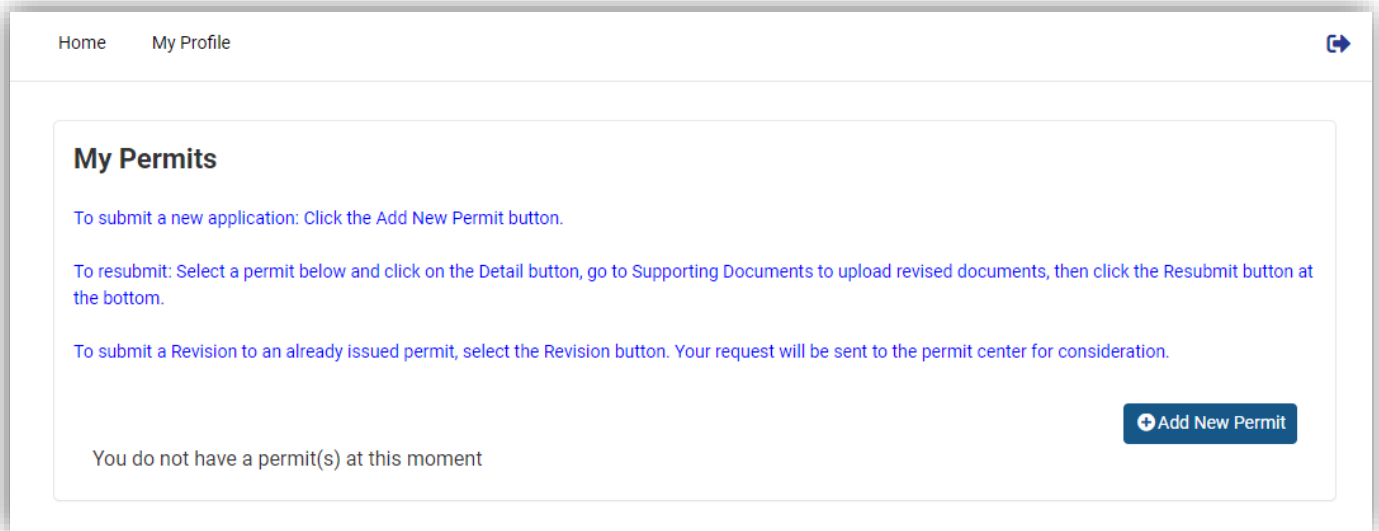
Logging into Citizen Portal

1. Navigate to <https://permitportal.kentwa.gov> and select "Apply or Pay for a Permit" from the drop-down menu. Enter your email address and Password and click the blue "Sign In" button.

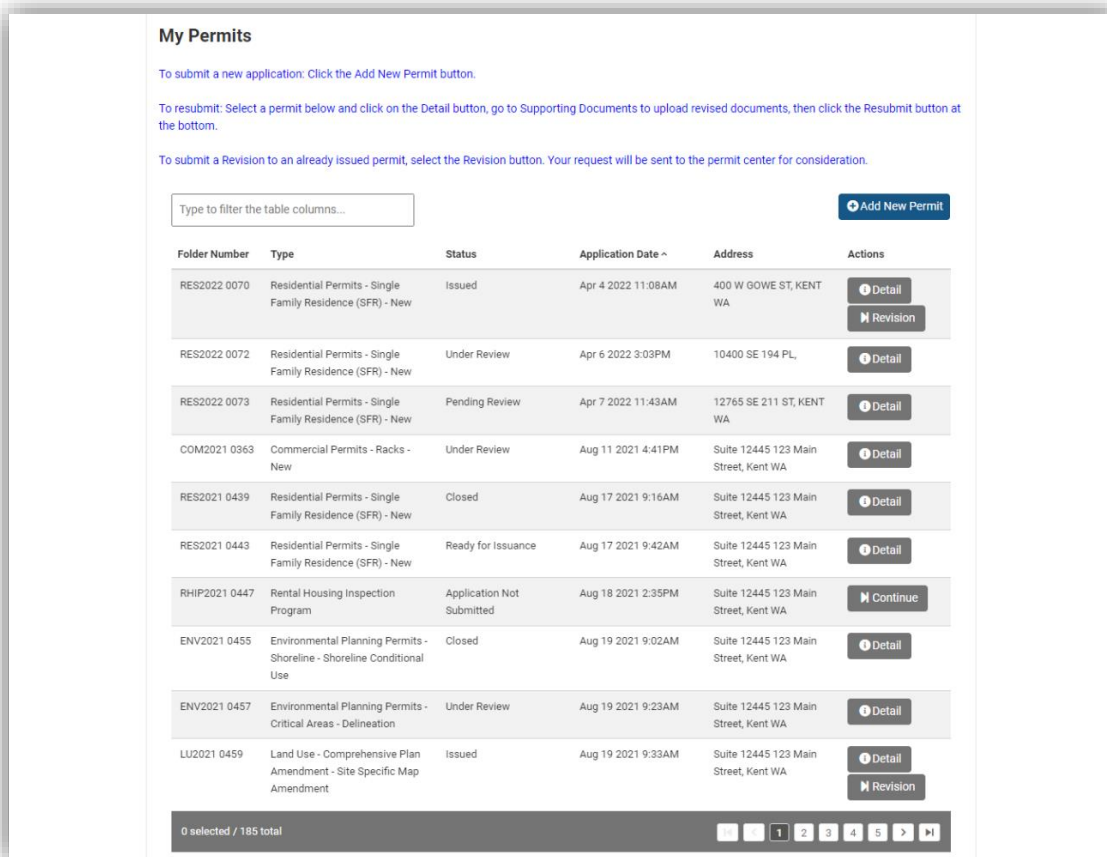


Citizen Portal Home Screen

1. After logging in to the Citizen Portal, the home screen will appear. Prior to applying for any permits, the home screen will look like this:

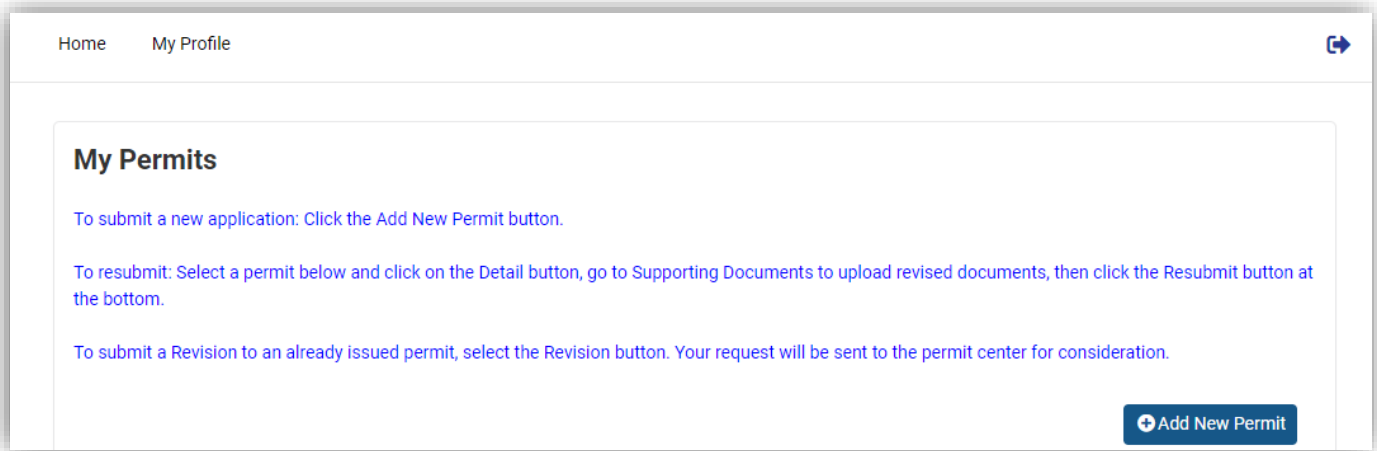


2. Once one or more permit applications have been started, the home screen will reflect the applications in a list like this:

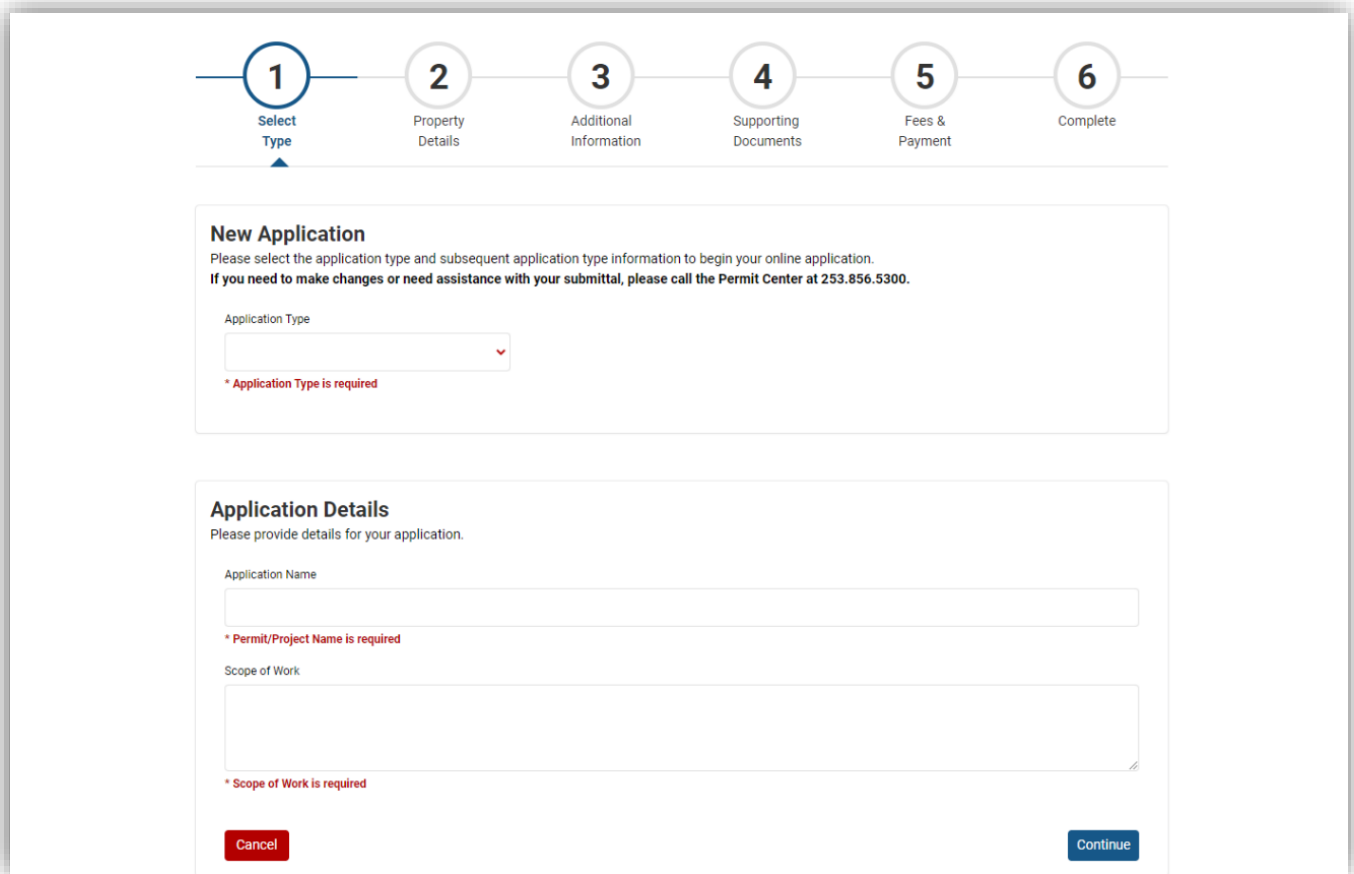


Apply for a New Permit Application

1. To submit a new application, click the blue "Add New Permit" button



2. A new permit application will begin.



***Please note the rest of these instructions show an example of an application for a Residential – Single-Family Residence – New. Please make the applicable selections for your permit type in real time.**

3. Select the appropriate Application Type, Sub Type, and Work Type for your scope of work. Write an "Application Name" and a detailed "Scope of Work". Click "Continue".

Home My Profile

1 Select Type 2 Property Details 3 Additional Information 4 Supporting Documents 5 Fees & Payment 6 Complete

New Application

Please select the application type and subsequent application type information to begin your online application.
If you need to make changes or need assistance with your submittal, please call the Permit Center at 253.856.5300.

Application Type: Residential Permits Sub Type: Single Family Residence (SFR) Work Type: New

Application Details

Please provide details for your application.

Application Name: Percy Residence - BPM

Scope of Work: 2018 Codes
Construct a fabulous new SFR
No related permits

Cancel Continue

4. Next, on the "Property Details" screen, type in the permit address OR Parcel (APN) number and click "Search".

Home My Profile

1 Select Type 2 Property Details 3 Additional Information 4 Supporting Documents 5 Fees & Payment 6 Complete

Property Details

Search for a property address, ie; 220 Fourth Ave. S. Kent, WA 98032 Or APN number. (I.e. 1522099010)
If you need to make changes or need assistance with your submittal, please call the Permit Center at 253.856.5300.

Search for Address or APN Number

Search Address Search

Back Continue

Property Map

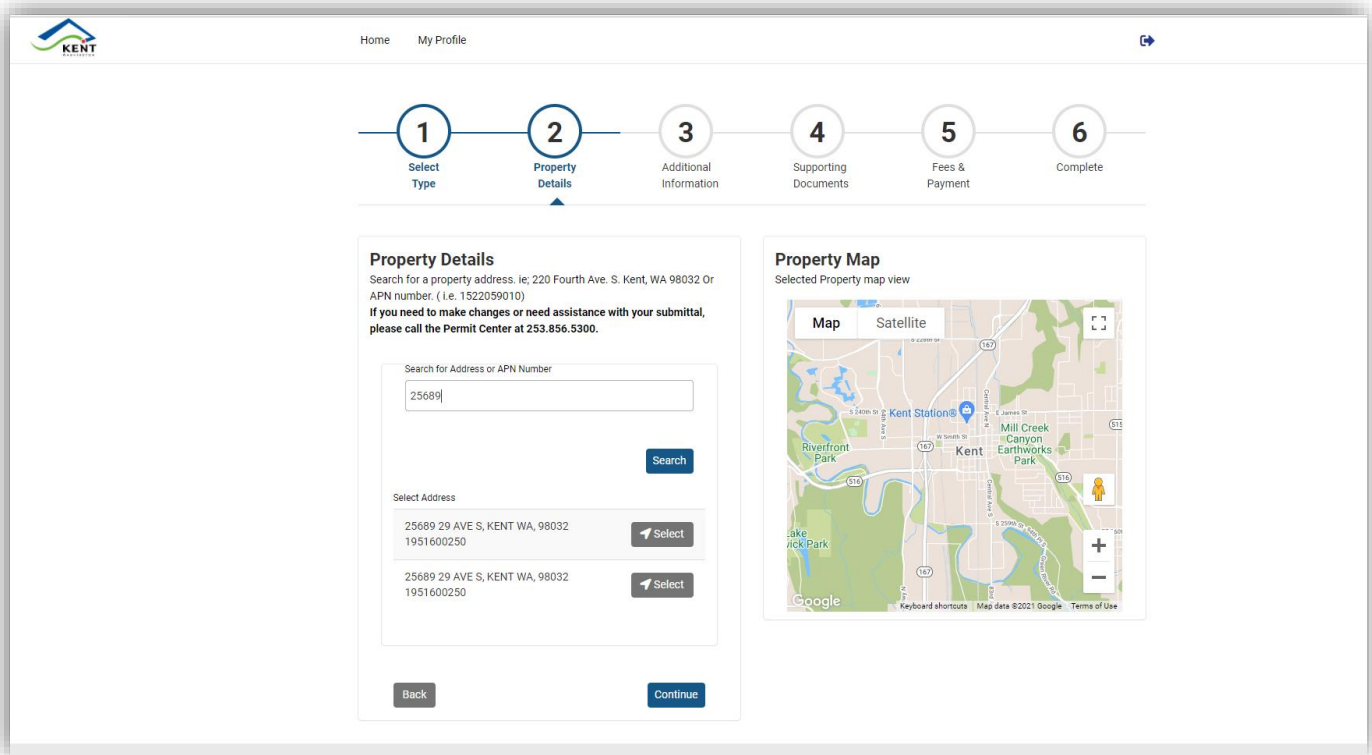
Selected Property map view

Map Satellite

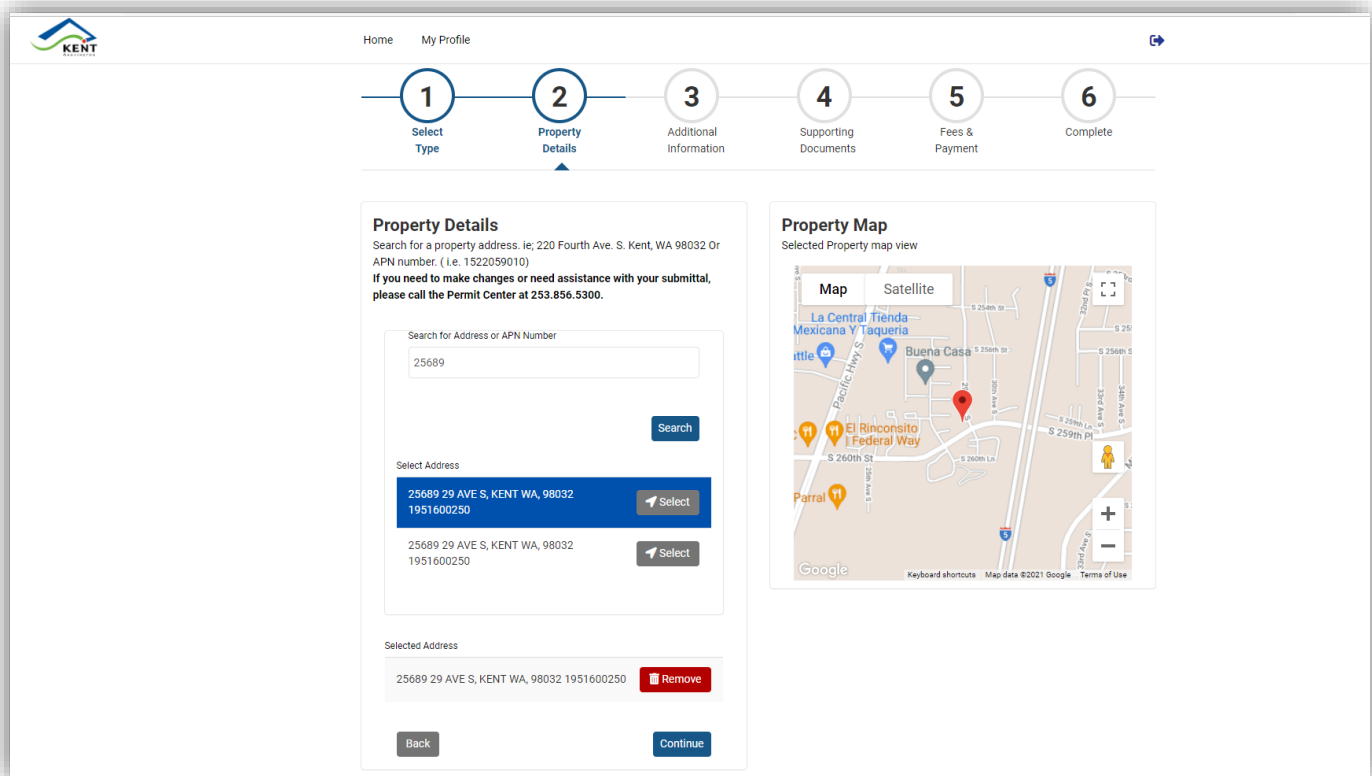
Kent Station, Riverfront Park, Mill Creek Canyon Earthworks Park, Lake Rick Park

Google Keyboard shortcuts Map data ©2021 Google Terms of Use

- A list of addresses will appear. Click the "Select" button next to the correct address or parcel number from the list.



- Click "Continue".



7. Next, complete the applicable fields on the "Additional Information" screen. The red asterisked fields must be filled out.

Building Information Section:

Home My Profile

1 Select Type 2 Property Details 3 Additional Information 4 Supporting Documents 5 Fees & Payment 6 Complete

Application Details
Please provide Additional Details for your application.
If you need to make changes or need assistance with your submittal, please call the Permit Center at 253.856.5300.

Scope of Work

Built using basic plan?
 Yes No
* This input field is required.

Building Information

1st Floor Sq.ft
* This input field is required.

2nd Floor Sq.ft
* This input field is required.

3rd Floor Sq.ft
* This input field is required.

Covered Porch/Deck Square Footage
* This input field is required.

The red asterisk will disappear when the field has been filled in.

Home My Profile

1 Select Type 2 Property Details 3 Additional Information 4 Supporting Documents 5 Fees & Payment 6 Complete

Application Details
Please provide Additional Details for your application.
If you need to make changes or need assistance with your submittal, please call the Permit Center at 253.856.5300.

Scope of Work

Built using basic plan?
 Yes No

Building Information

1st Floor Sq.ft

2nd Floor Sq.ft

3rd Floor Sq.ft

Covered Porch/Deck Square Footage

8. Next, enter the information for any People associated with the application.

****It is imperative the correct email address is provided****

Select the role of the person you are adding. Roles that may be added include the Owner, Contractor, Architect, Engineer, and Other. Adding the Owner of the property, even if that person is you, is required.

Red asterisked fields are required. When entering a telephone number, please only enter numbers, no spaces, or characters.

We strongly encourage entering the license information for all professionals if possible. Construction Contractors are required to have an active license with Labor & Industries, and an active City of Kent business license prior to permit issuance.

If you are a homeowner completing your own construction work, please do not add yourself as a Contractor role. Instead, please complete an [Affidavit in Lieu of Contractor](#) and upload the document under the "Other" attachment type (see step 13) along with the rest of your application documents.

Home My Profile

1 Select Type 2 Property Details 3 Additional Information 4 Supporting Documents 5 Fees & Payment 6 Complete

Add People

Use this form to add new People to your application. They will be listed in the section below.

Role Contractor	Email Address builder@email.com	Phone 253-856-5300	Organization Name Builder Contractor LLC
* This input field is required.	* This input field is required.	* This input field is required.	
First Name Joe	Last Name Builder	Contractor COK Bus. Lic. # 2221234	Contractor COK Bus. Lic. Expiry 31 DEC, 2022
Contractor L&I Lic. # BUIL01234	Contractor L&I Lic. Expiry 31 AUG, 2022		

Add New People Record

Existing People on Application

Use this form to remove existing People from your application.

You have not added any People to your application.

Add People

Use this form to add new People to your application. They will be listed in the section below.

Role Contractor	Email Address builder@email.com	Phone 253-856-5300	Organization Name Builder Contractor LLC
First Name Joe	Last Name Builder	Contractor COK Bus. Lic. # 2221234	Contractor COK Bus. Lic. Expiry 31 DEC, 2022
Contractor L&I Lic. # BUIL01234	Contractor L&I Lic. Expiry 31 AUG, 2022		

Add New People Record

Once you enter information, click the green "Add New People Record" button.

- Once a People record has been added, the screen will show the record below. To remove a record, click the red "Remove" button. Click "Save for Later" to leave and come back. Click "Back" to return to the Building Information section. Click "Continue" to move on.

***Please note:** If one of the associated People would like to access the permit application, they must create their own Citizen Portal account.. **It is imperative the correct email address is provided.** When they log in to their Citizen Portal, the home screen will list all the permit applications their email is associated with.

Example: A building owner registers in the Citizen Portal and applies for a permit. They add the contractor and architect under the People section of their application. Corrections are requested and the owner wants the architect to resubmit to the city directly.

The architect registers for their own Citizen Portal account using the email address associated with the permit application. When the architect logs in, she can see the permit application, access the documents, and upload the corrections for the resubmittal.

Once the permit has been issued, the owner wants the contractor to print the documents and have them in hand on site for inspections. The Contractor also registers for a Citizen Portal account. The permit record is listed on the home screen and the contractor can then download and print the permit documents and schedule inspections.

Add People
Use this form to add new People to your application. They will be listed in the section below.

Role: Email Address: Phone: Organization Name:

* This input field is required. * This input field is required. * This input field is required.

First Name: Last Name: Contractor COK Bus. Lic. #: Contractor COK Bus. Lic. Expiry:

Contractor L&I Lic. #: Contractor L&I Lic. Expiry:

Add New People Record

Existing People on Application
Use this form to remove existing People from your application.

Contractor: **Builder Contractor LLC** **Remove**

Role: Email Address: Phone: Organization Name:

Contractor

builder@email.com 253-856-5300 Builder Contractor LLC

First Name: Last Name: Contractor COK Bus. Lic. #: Contractor COK Bus. Lic. Expiry:

Joe Builder 2221234 31 DEC, 2022

Contractor L&I Lic. #: Contractor L&I Lic. Expiry:

BUILD1234 31 AUG, 2022

Back **Save for Later** **Continue**

10. Next, for applications with possible fixtures, the applicant will enter the quantity and details for all applicable Mechanical and Plumbing fixtures.

Please note (1) Water Service and (1) Dryer Vent will fill in automatically for new SFRs.

The screenshot shows the 'Application Fixture Details' form in the 'Additional Information' step. The form includes a progress bar at the top with six steps: 1. Select Type, 2. Property Details, 3. Additional Information (current step), 4. Supporting Documents, 5. Fees & Payment, and 6. Complete. Below the progress bar, the form title is 'Application Fixture Details' with a sub-header 'Please provide fixture details for your application.' and a note: 'If you need to make changes or need assistance with your submittal, please call the Permit Center at 253.856.5300.' The 'Mechanical' section contains three rows of input fields:

	Quantity	Remark
50-99 CFM Fans	3	(2) 80 CFM ; (1) 50 CFM
100 or > CFM Fans	0	
Furnace/Boiler < than or = 100,000	1	

The screenshot shows the 'Plumbing' section of the 'Application Fixture Details' form. It contains five rows of input fields:

	Quantity	Remark
Bathub	1	
Bathub/Shower	2	
Clotheswasher	1	
Dishwasher	2	
Floor Drain	0	

11. When done, click either the "Save for Later" button or the "Continue" button.

The screenshot shows the 'Other' section of the 'Application Fixture Details' form. It contains three rows of input fields:

	Quantity	Remark
Roof Drain	0	
Urinal	0	
Other	0	

At the bottom of the form, there are three buttons: 'Back', 'Save for Later', and 'Continue'. The footer of the page includes 'Disclaimer', 'Government Home', 'Contact Us', 'User Guide', and 'V - 0.0.10'.

12. Lastly, upload all required .PDF documents and any other applicable items for the application on the "Supporting Documents" screen.

Supporting Documents

Please upload all supporting documents for your application. You must upload at least one file under each required document type. You may also upload multiple files under one document type.

All electronic files must be:

- **Named correctly** – file naming requirements can be found on our website.
- Searchable (not scanned) and in .PDF (Portable Document Format) format.
- Rotated with the pages in the upright position.
- Unlocked or unprotected, so City Staff can make comments.
- Reduced, flattened and full-size, one-to-one format (layers must be merged or flattened).

If you need assistance with your application, please contact the Permit Center at permitcenter@kentwa.gov or 253-856-5300. Additional forms and information (such as file naming requirements) can be found on our website: <https://www.kentwa.gov/permitcenter>.

You do not have any document(s) at this moment

Upload New Document

Type: Description:

* Document Type is required

Detail:

File:

Drag or **Browse** to select file(s) to upload.

* File is required

Upload Document

13. Select the document Type from the drop-down menu. All asterisked items are required. Optional: type a description or details about the document.

Upload New Document

Type: Description:

*Construction Plans
*Energy Code Calculations
*Engineer Stamped Floor System Packet
*Engineer Stamped Roof Truss Packet
*Engineer Stamped Structural Calculations
*Fire Flow
*Fire Impact Fee Information Sheet
*Site Plan
*Tree Plan
Contractor Info OR Affidavit in Lieu of Correction Response Letter
Other
Project Narrative
Signed Certificate of Sewer Availability(if outside City of Kent Water District)
Signed Certificate of Water Availability(if outside City of Kent Water District)

* File is required

Upload Document

14. Click "browse" or drag and drop the file you wish to upload. Click the Green "Upload Document" button.

Repeat this process for all documents.

Please note, applicants do not have the ability to delete uploaded items.

If you upload the wrong item, simply upload the correct one and make a note in either the description or detail section.

You may upload multiple files under each Attachment Type.

15. As documents are uploaded, a list will form showing what has been uploaded.

When you have uploaded all the required documents, please be sure your information is correct. The green Preview button next to each uploaded document will show you what has been uploaded.

When you are completely ready to submit your application, click the blue "Continue" button on the bottom right.

Once the 'continue' button is selected you will not be able to make edits/changes to your application.

16. Please note the application is unable to be submitted if a required item is missing. The red alert at the top of the screen will appear if the blue "Continue" button is clicked before all required items are uploaded. The drop-down menu has asterisks next to the required items.

The following documents are required and must be uploaded to proceed: Construction Plans, Energy Code Calculations, Engineer Stamped Floor System Packet, Engineer Stamped Roof Truss Packet, Engineer Stamped Structural Calculations, Fire Flow, Fire Impact Fee Information Sheet, Site Plan, Tree Plan

Upload New Document

Type: Description:

- *Construction Plans
- *Energy Code Calculations
- *Engineer Stamped Floor System Packet
- *Engineer Stamped Roof Truss Packet
- *Engineer Stamped Structural Calculations
- *Fire Flow
- *Fire Impact Fee Information Sheet
- *Site Plan
- *Tree Plan
- Contractor Info OR Affidavit in Lieu of Correction Response Letter
- Other
- Project Narrative
- Signed Certificate of Sewer Availability(if outside City of Kent Water District)
- Signed Certificate of Water Availability(if outside City of Kent Water District)

* File is required

17. Once all documents have been uploaded and the "Continue" button selected, then the application is submitted to the Permit Center for intake. Please note the permit ID number.

Home My Profile

- Select Type
- Property Details
- Additional Information
- Supporting Documents
- Fees & Payment
- Complete

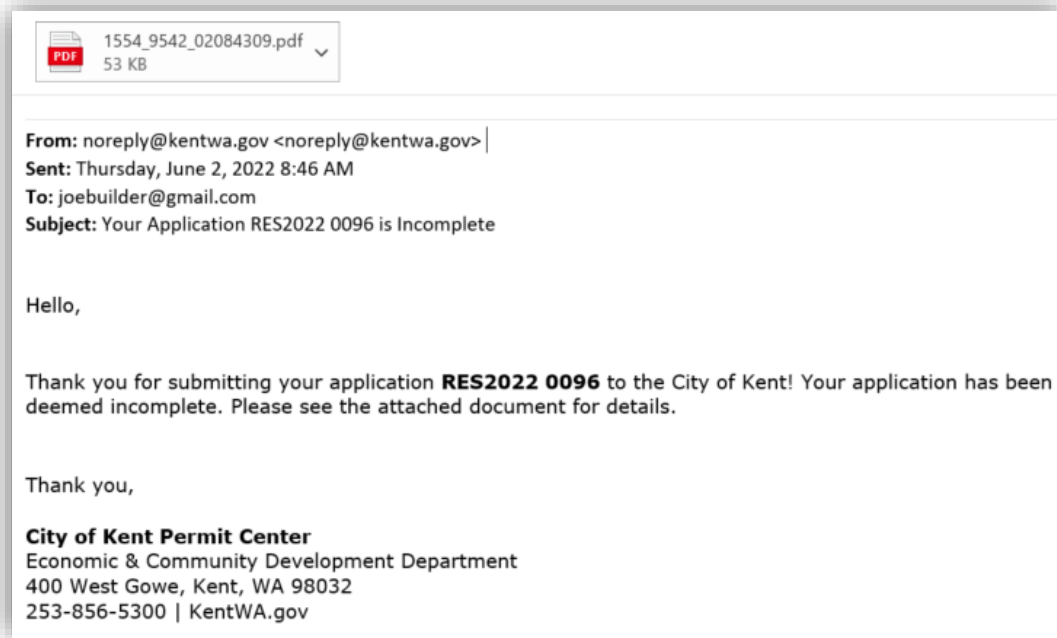
Thank You
Your application has been submitted. Please see a summary of your application below.
If you need to make changes or need assistance with your submittal, please call the Permit Center at 253.856.5300.

Application Details

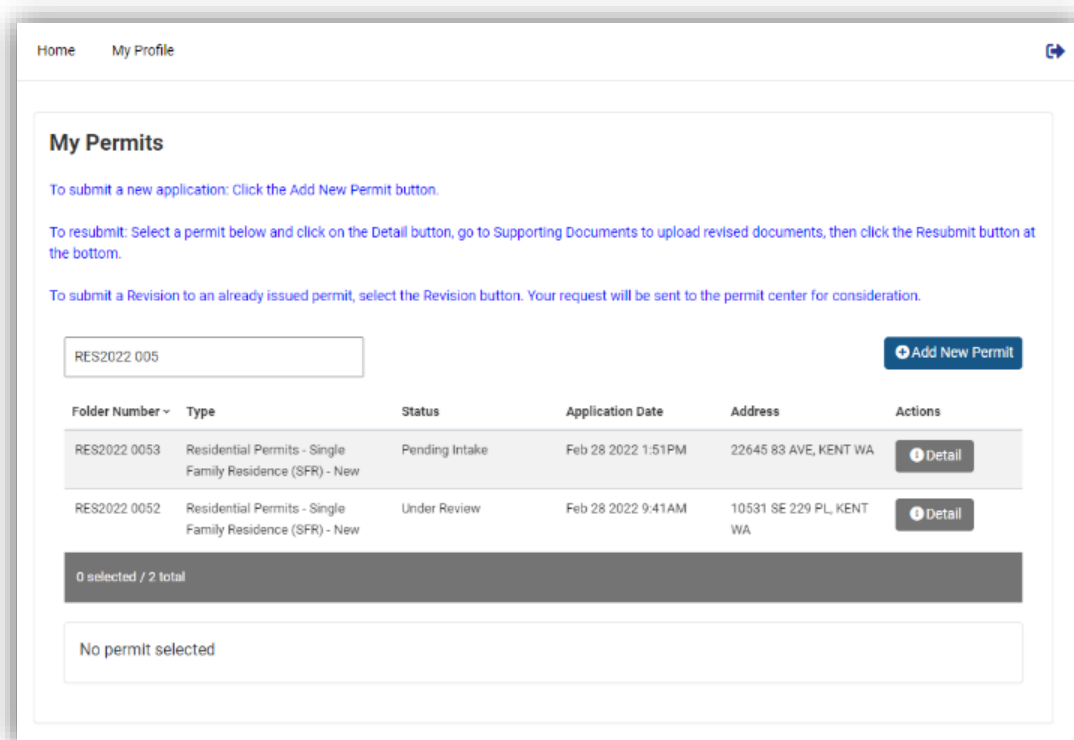
Folder Number	RES2021 1088	Name	Percy Residence - BPM
Type	Residential Permits - Single Family Residence (SFR) - New	Scope of Work	2018 Codes Construct a fabulous new SFR No related permits
Status	Pending Intake	Application Date	Oct 12 2021 3:39PM
Address	22654 85 PL, KENT WA	APN Number	7758800020

Resubmit for an Incomplete Application

1. A newly submitted application is reviewed for completeness by a Permit Technician. Should they deem the application incomplete, you will receive the following email. Open the attachment to read the Letter of Incompleteness for details.



2. The application status on your home screen will be "Pending Intake". Click the "Detail" button next to the application.



3. Update any applicable info fields under Application Information or Fixture Details. Click “Supporting Documents” in the top ribbon and upload any necessary new or corrected documents.

Home My Profile

Application Details Property Details Application Information Fixture Details Supporting Documents Fee Details Process

Supporting Documents

For Resubmittals, please ensure all attachments have been uploaded. Once uploaded please click the Resubmit button at the bottom of the page, to notify the City of Kent.

To upload supporting documents, click the Add button and follow the prompts. To view a document, select the documents download button.

You do not have any document(s) at this moment

Upload New Document

Please upload all supporting documents for your application. You may also upload multiple files under one document type.

All electronic files must be:

- **Named correctly** – file naming requirements can be found on our website.
- Searchable (not scanned) and in .PDF (Portable Document Format) format.
- Rotated with the pages in the upright position.
- Unlocked or unprotected, so City Staff can make comments.
- Reduced, flattened and full-size, one-to-one format (layers must be merged or flattened).

If you need assistance with your application, please contact the Permit Center at permitcenter@kentwa.gov or 253-856-5300. Additional forms and information (such as file naming requirements) can be found on our website: <https://www.kentwa.gov/permitcenter>.

Document Type Description

* This input field is required.

Detail

File

Drag or Browse to select file(s) to upload.

* This input field is required.

Upload Document

Resubmit

Click the green “Upload Document” button after you have uploaded each item. Only when ready to resubmit your entire application, should you click the blue “Resubmit” button.

4. The Processes section will show the status of “Hold” before you resubmit your corrected application.

Processes

The status of your reviews, inspections or to schedule an inspection can be found in this section. Inspections must be cancelled by 5am on the day of inspection in order to avoid potential cancellation fees.

Group	Description	Status	Started Date	Completed Date	Actions
Permit Center	Initial Submission Intake	Hold	2022-02-28		

0 selected / 1 total

Once you have clicked the blue “Resubmit” button, the status will change to “Resubmitted”.

Processes

The status of your reviews, inspections or to schedule an inspection can be found in this section. Inspections must be cancelled by 5am on the day of inspection in order to avoid potential cancellation fees.

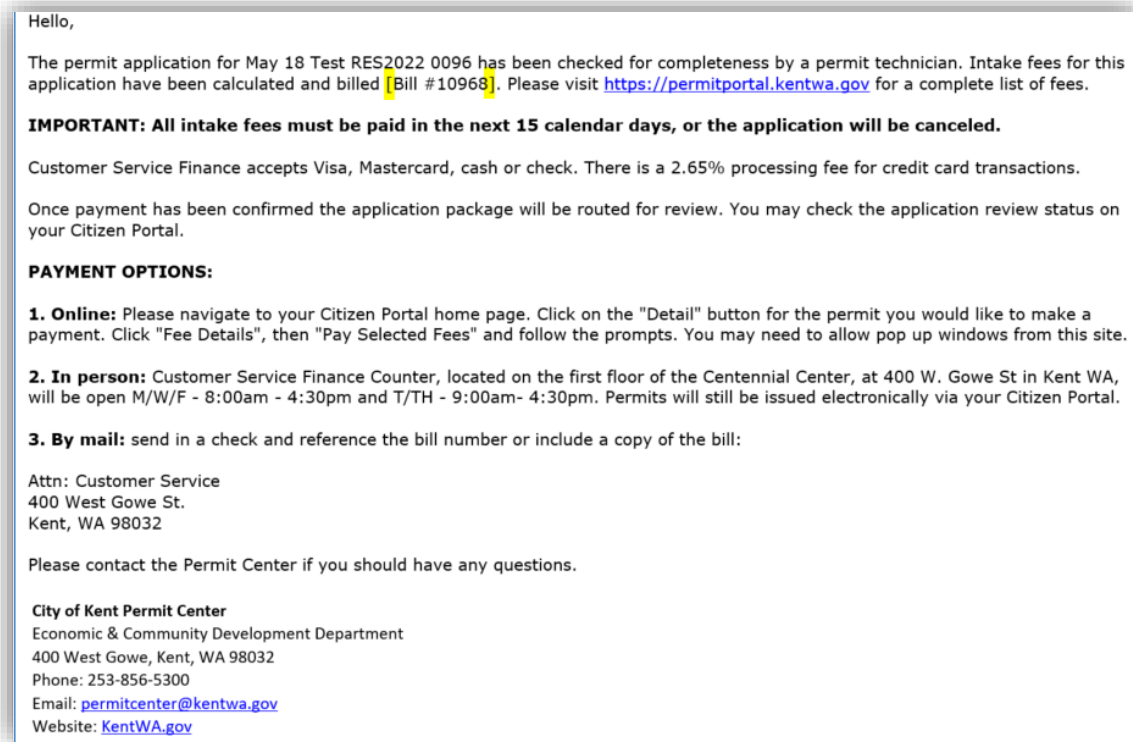
Group	Description	Status	Started Date	Completed Date	Actions
Permit Center	Initial Submission Intake	Resubmitted	2022-02-28		

0 selected / 1 total

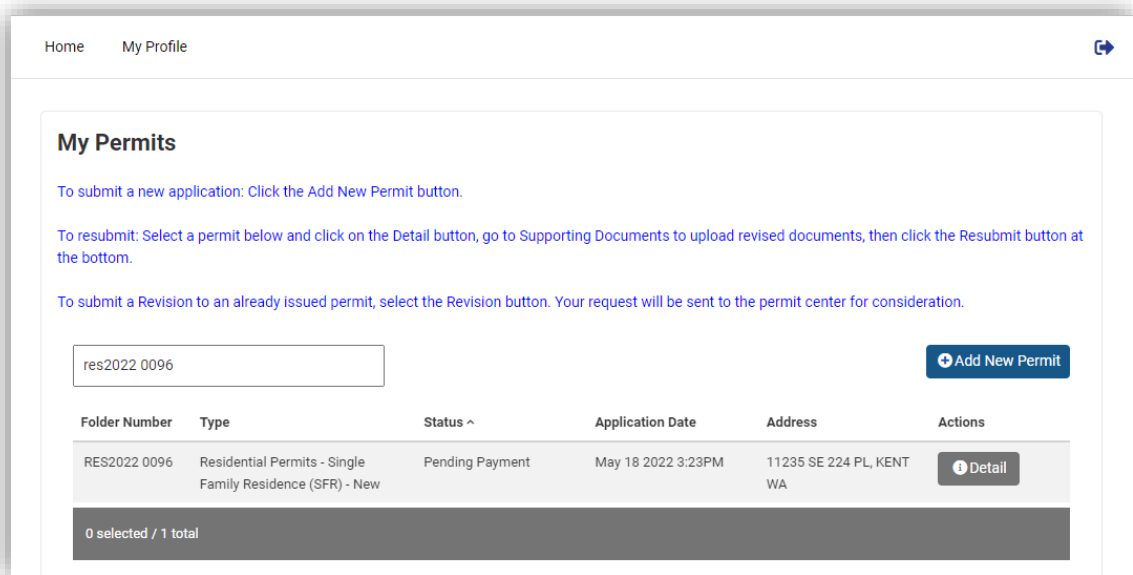
Pay Application/Permit Fees

Paying Intake Fees

1. Once your application has been deemed complete, you will receive an email stating you have Intake Fees due. The email contains payment instructions and the Bill #.



2. In the Citizen Portal, search for the permit number. It will have a status of "Pending Payment". Click the gray Detail button.



- Click "Fee Details" on the top ribbon. The page will jump down to the Fee Summary. To pay Online, click the green "Pay Selected Fees" button and follow the prompts.

Fee Summary

Please review the fees associated with your application.
Click and select any unpaid Bill #'s to select and make a payment. You will be emailed a receipt of payment.

Bill #	Fee Description	Amount	Total	Status
<input checked="" type="checkbox"/> 10968	BUILDING PLAN CHECK	\$3,815.28	\$8,057.46	Unpaid
	FIRE BUILDING REVIEW SINGLE FAMILY	\$2,506.34		
	ZONING PMT/SITE PLAN REV NEW SFD	\$650.14		
	SITE PLAN - REVIEW - SFD - DE	\$650.14		
	GRADING PLAN REVIEW FEE - DE	\$217.68		
	STREET USE PERMITS - DE	\$217.88		

1 selected / 1 total


Selected for Payment:

- Bill Number: 10968
Bill Total: \$8,057.46

Total Amount: \$8,057.46

[Pay Selected Fees](#)

- Once payment has been made, you will receive an email with an attached receipt.

 Receipt.pdf
47 KB

Hello,

Thank you for your payment on permit application: Residential Permits Single Family Residence (SFR) New - RES2022 0101.

Please see the attached PDF for your receipt.

City of Kent Permit Center
 Economic & Community Development Department
 400 West Gowe, Kent, WA 98032
 Phone: 253-856-5300
 Email: permitcenter@kentwa.gov
 Website: KentWA.gov

In the Citizen Portal, the Fee Summary will state that all fees have been paid in full.

The screenshot shows the 'Fee Summary' page in the Citizen Portal. At the top, there are navigation links: Home, My Profile, Application Details, Property Details, Application Information, Fixture Details, Supporting Documents, Fee Details, and Process. The main content area is titled 'Fee Summary' and includes a message: 'Thank You, all fees are paid in full.' Below this is a table with the following data:

Invoice Number	Fee Description	Amount	Total	Status
10885	BUILDING PLAN CHECK	\$3,785.19	\$0.00	Paid
	FIRE BUILDING REVIEW SINGLE FAMILY	\$2,486.57		
	ZONING PMT/SITE PLAN REV NEW SFD	\$650.14		
	SITE PLAN - REVIEW - SFD - DE	\$650.14		
	GRADING PLAN REVIEW FEE - DE	\$217.68		
	STREET USE PERMITS - DE	\$217.88		

At the bottom of the table, it says '0 selected / 1 total'.

When Intake Fees have been paid in full, the permit application will be routed for plan review.

Paying Issuance Fees

1. Once your permit application has been approved by all plan reviewers, you will receive an email stating you have Issuance Fees due. The email contains payment instructions and the Bill #. The email may also alert you if you need to submit Contractor information.

The screenshot shows an email notification from the City of Kent Permit Center. The text is as follows:

Hello,

The permit application for May 18 Test RES2022 0096 has been reviewed and approved.

Issuance fees for this application have been calculated and billed, [Bill # 10969]. Please visit <https://permitportal.kentwa.gov> for a complete list of your fees.

Customer Service Finance accepts Visa, Mastercard, cash or check. There is a 2.65% processing fee for credit card transactions.

Once payment has been confirmed your permit and related documents will be issued electronically via your Citizen Portal.

PAYMENT OPTIONS:

- 1. Online:** Please navigate to your Citizen Portal home page. Click on the "Detail" button for the permit you would like to make a payment. Click "Fee Details", then "Pay Selected Fees" and follow the prompts. You may need to allow pop up windows from this site.
- 2. In person:** Customer Service Finance Counter, located on the first floor of the Centennial Center, at 400 W. Gowe St in Kent WA, will be open M/W/F - 8:00am - 4:30pm and T/TH - 9:00am- 4:30pm. Permits will still be issued electronically via your Citizen Portal.
- 3. By mail:** send in a check and reference the bill number or include a copy of the bill:

Attn: Customer Service
400 West Gowe St.
Kent, WA 98032

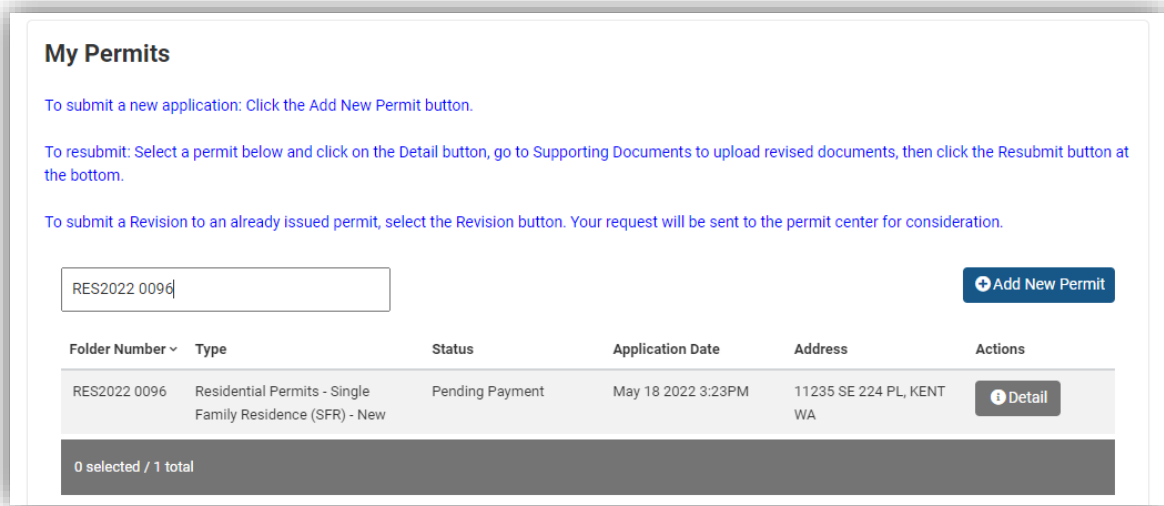
Per KCC 12.01.110 / IBC 105.3.2, this application will expire within 365 days of this notice. All fees must be paid and the permit to be issued before then.

Please contact the Permit Center if you should have any questions.

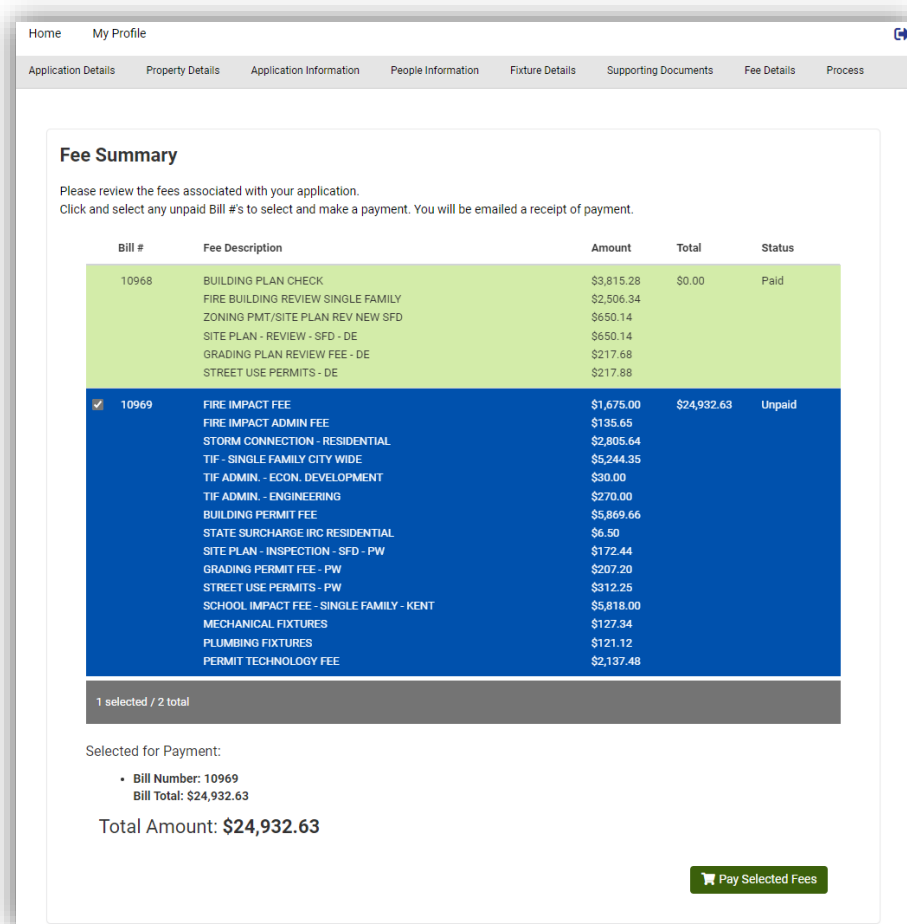
Thank you,

City of Kent Permit Center

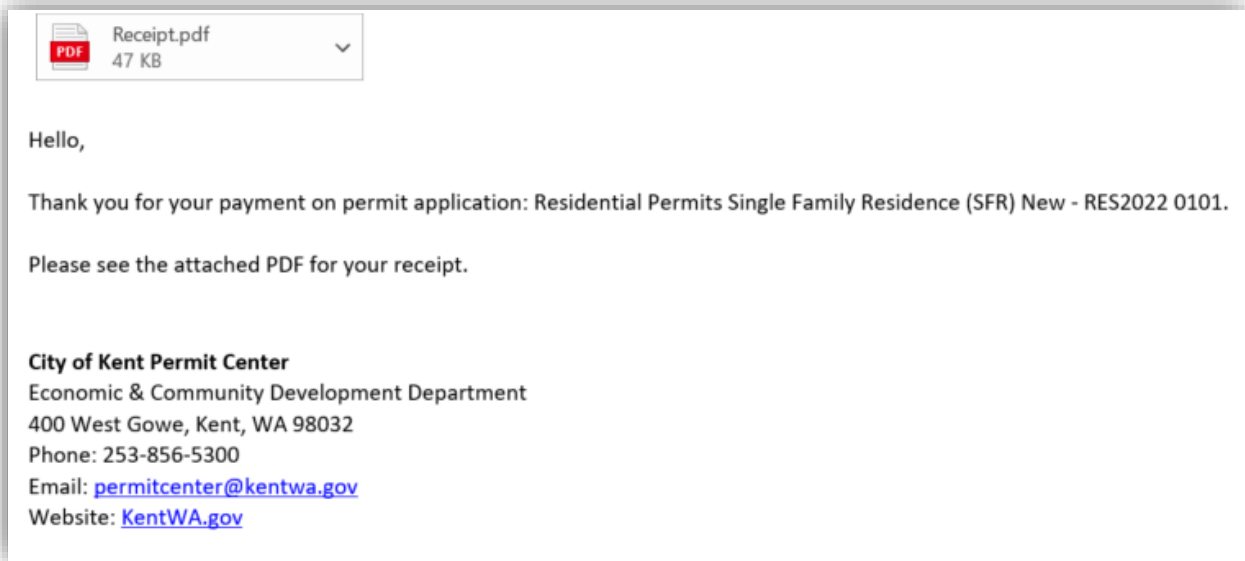
- In the Citizen Portal, search for the permit number. It will have a status of "Pending Payment". Click the gray Detail button.



- Click on "Fee Details" from the top ribbon and the page will jump down to the Fee Summary. You will see any intake fees that were previously paid in green, and the issuance fees that are due in blue. To pay online, click the green "Pay Selected Fees" button and follow the prompts.



4. Once payment has been made, you will receive an email with an attached receipt.



In the Citizen Portal, the Fee Summary will state that all fees have been paid in full.

Fee Summary

Thank You, all fees are paid in full.

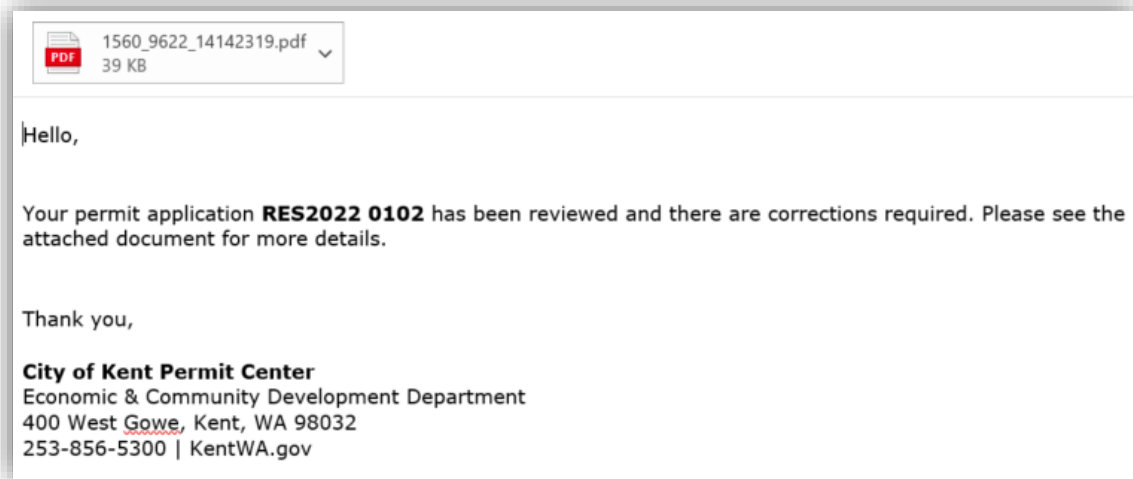
Bill #	Fee Description	Amount	Total	Status
10968	BUILDING PLAN CHECK	\$3,815.28	\$0.00	Paid
	FIRE BUILDING REVIEW SINGLE FAMILY	\$2,506.34		
	ZONING PMT/SITE PLAN REV NEW SFD	\$650.14		
	SITE PLAN - REVIEW - SFD - DE	\$650.14		
	GRADING PLAN REVIEW FEE - DE	\$217.68		
	STREET USE PERMITS - DE	\$217.88		
10969	FIRE IMPACT FEE	\$1,675.00	\$0.00	Paid
	FIRE IMPACT ADMIN FEE	\$135.65		
	STORM CONNECTION - RESIDENTIAL	\$2,805.64		
	TIF - SINGLE FAMILY CITY WIDE	\$5,244.35		
	TIF ADMIN. - ECON. DEVELOPMENT	\$30.00		
	TIF ADMIN. - ENGINEERING	\$270.00		
	BUILDING PERMIT FEE	\$5,869.66		
	STATE SURCHARGE IRC RESIDENTIAL	\$6.50		
	SITE PLAN - INSPECTION - SFD - PW	\$172.44		
	GRADING PERMIT FEE - PW	\$207.20		
	STREET USE PERMITS - PW	\$312.25		
	SCHOOL IMPACT FEE - SINGLE FAMILY - KENT	\$5,818.00		
	MECHANICAL FIXTURES	\$127.34		
	PLUMBING FIXTURES	\$121.12		
	PERMIT TECHNOLOGY FEE	\$2,137.48		

0 selected / 2 total

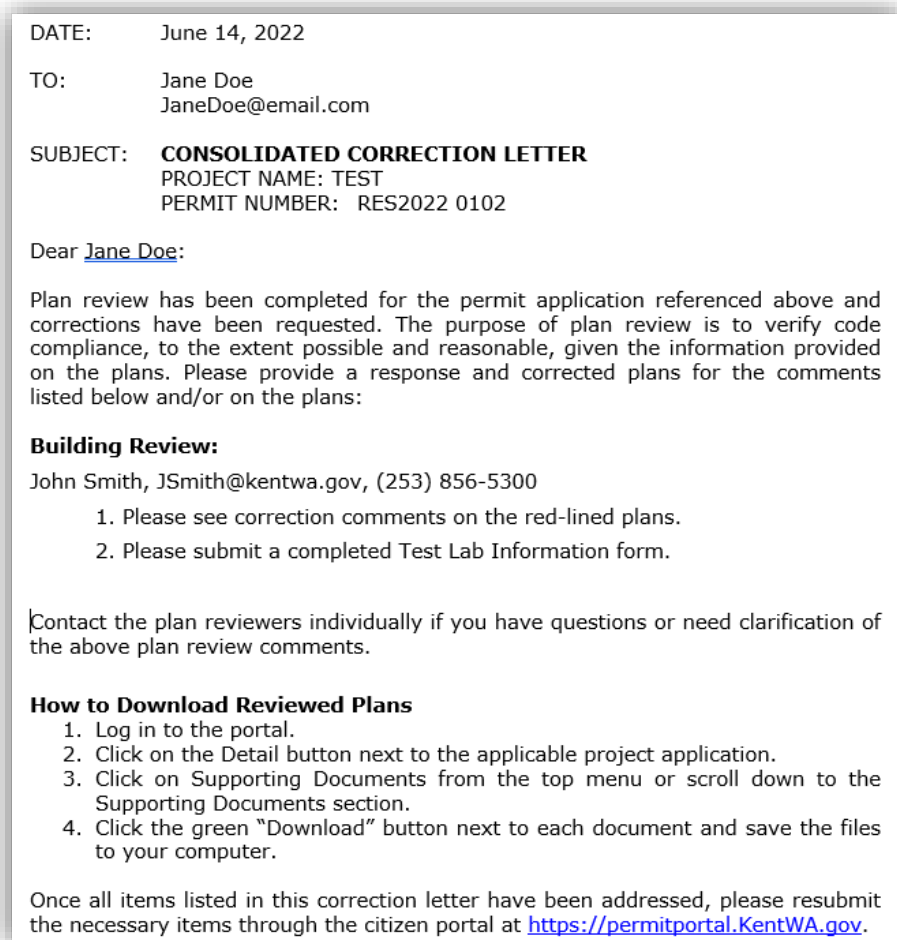
Once Issuance Fees have been paid in full, and a valid Contractor has been confirmed, the permit will be issued and the stamped approved plans will be uploaded to the Citizen Portal.

Resubmit Corrections to a Reviewed Application

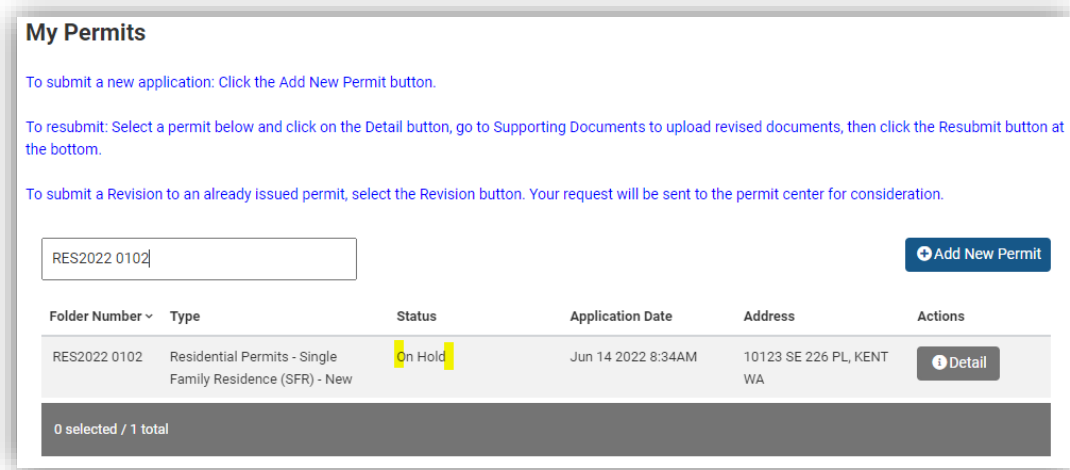
1. Once your permit application has been reviewed, one or more Plan Reviewers may request corrections or additional information. The permit application will be placed on hold, and you will receive a Consolidated Correction Letter via email.



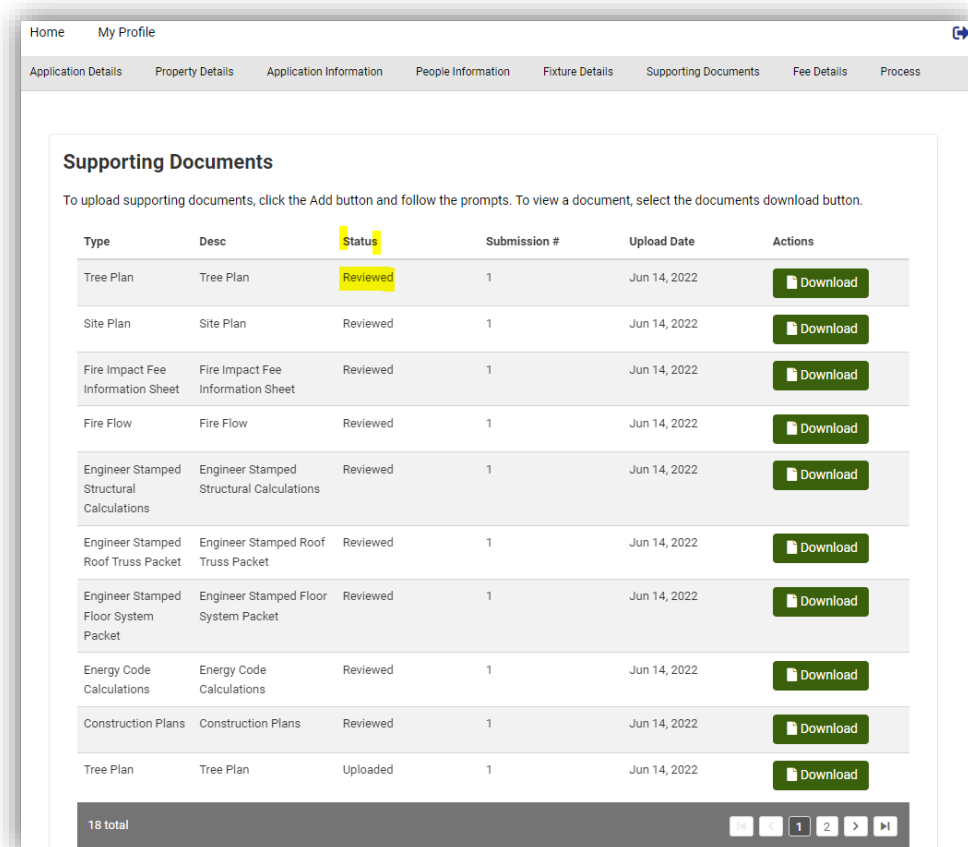
Open the attachment to read the Consolidated Correction Letter for details.



- The application status on your home screen will be "On Hold". Click the "Detail" button next to the application.



- Click "Supporting Documents" and then click the green "Download" button next to each item. The documents that may have red lined comments on them have a status of "Reviewed".
It is crucial to download all reviewed documents before uploading new documents. The current submission will be removed when a new submission is started.



4. Once you have downloaded all the Reviewed documents and saved them to your computer, you may begin uploading the documents for the resubmittal.

Under “Supporting Documents” upload a complete submittal package with corrected items. Click the green “Upload Document” button after you have uploaded the document.

Only when you are ready to resubmit the entire package, click the blue “Resubmit” button.

A red warning will appear on the top of the screen if you try to resubmit before the required items have been uploaded.

Home My Profile

The following attachments are required and must be re-submitted to proceed: Correction Response Letter, Energy Code Calculations, Engineer Stamped Floor System Packet, Engineer Stamped Roof Truss Packet, Engineer Stamped Structural Calculations, Fire Flow, Fire Impact Fee Information Sheet, Site Plan, Testing Laboratory Designation Form , Tree Plan

Supporting Documents

To upload supporting documents, click the Add button and follow the prompts. To view a document, select the documents download button.

Type	Desc	Status	Submission #	Upload Date	Actions
Construction Plans	Construction Plans	Unverified	2	Jun 14, 2022	Download

1 total

Upload New Document

Please upload all supporting documents for your application. You may also upload multiple files under one document type.

All electronic files must be:

- **Named correctly** – file naming requirements can be found on our website.
- Searchable (not scanned) and in .PDF (Portable Document Format) format.
- Rotated with the pages in the upright position.
- Unlocked or unprotected, so City Staff can make comments.
- Reduced, flattened and full-size, one-to-one format (layers must be merged or flattened).

If you need assistance with your application, please contact the Permit Center at permitcenter@kentwa.gov or 253-856-5300. Additional forms and information (such as file naming requirements) can be found on our website: <https://www.kentwa.gov/permitcenter>.

NOTE: ONCE ALL DOCUMENTS HAVE BEEN UPLOADED, YOU MUST CLICK THE RESUBMIT BUTTON (BOTTOM RIGHT CORNER OF THIS SECTION) TO OFFICIALLY SUBMIT YOUR RESUBMITTAL.

Document Type Description

* This input field is required.

Detail

File

Drag or Browse to select file(s) to upload.

* This input field is required.

[Upload Document](#)

[Resubmit](#)

- The Processes section will show the current permit process status has a review on "Hold" and is waiting for the resubmittal to be submitted. The Resubmittal status is "Open".

Processes

The status of your reviews, inspections or to schedule an inspection can be found in this section. Inspections must be cancelled by 5am on the day of inspection in order to avoid potential cancellation fees.

Group	Description	Status	Started Date	Completed Date	Actions
Reviews	Building Review	Hold	2022-06-14	2022-06-14	
Permit Center	Resubmittal Completeness Check	Open			
Permit Center	Send Correction Letter	Done	2022-06-14	2022-06-14	
Permit Center	Insert Reviews	Done	2022-06-14	2022-06-14	
Permit Center	Initial Submission Intake	Done	2022-06-14	2022-06-14	

Once you have clicked the blue "Resubmit" button and successfully resubmitted, the permit status will change to "Resubmitted". The Permit Center will then review the resubmittal for completeness, and either route for plan review, or send you a Letter of Incompleteness.

Processes

The status of your reviews, inspections or to schedule an inspection can be found in this section. Inspections must be cancelled by 5am on the day of inspection in order to avoid potential cancellation fees.

Group	Description	Status	Started Date	Completed Date	Actions
Reviews	Building Review	Hold	2022-06-14	2022-06-14	
Permit Center	Resubmittal Completeness Check	Resubmitted			
Permit Center	Send Correction Letter	Done	2022-06-14	2022-06-14	
Permit Center	Insert Reviews	Done	2022-06-14	2022-06-14	
Permit Center	Initial Submission Intake	Done	2022-06-14	2022-06-14	

0 selected / 5 total

Check Your Permit Status

Anytime you would like to check the status of your permit, you are able to do so in the Citizen Portal.

Log in to the portal, and search for the permit application number in the search bar.

The permit status will show in the middle column. To see further details, click the "Detail" button.

Home My Profile

My Permits

To submit a new application: Click the Add New Permit button.

To resubmit: Select a permit below and click on the Detail button, go to Supporting Documents to upload revised documents, then click the Resubmit button at the bottom.

To submit a Revision to an already issued permit, select the Revision button. Your request will be sent to the permit center for consideration.

+ Add New Permit

Folder Number	Type	Status	Application Date	Address	Actions
RES2022 0097	Residential Permits - Single Family Residence (SFR) - New	Under Review	May 19 2022 9:04AM	1123 4 AVE, KENT WA	<button>Detail</button>

0 selected / 1 total

Click on "Processes" and the page will jump down to the bottom. Here you can see each process for the permit application and the status of that process. *Example:* This permit below is currently Under Review. Planning has placed a Hold, and the other open reviews are in progress.

Home My Profile

Application Details Property Details Application Information People Information Fixture Details Supporting Documents Fee Details Process

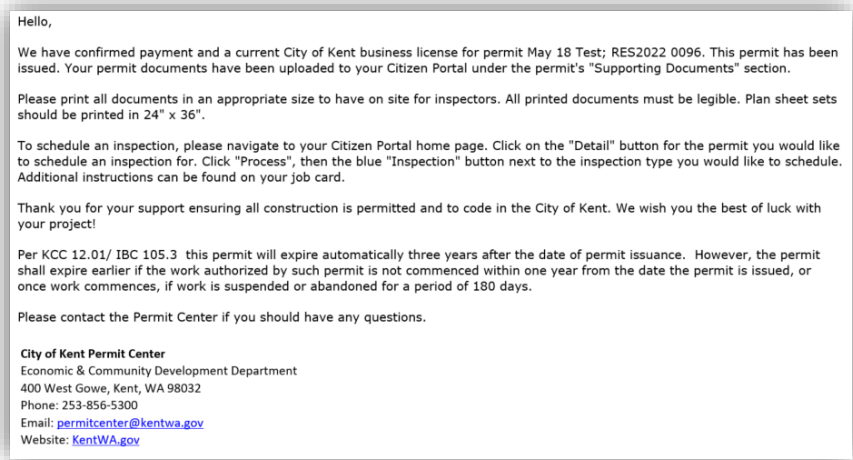
Processes

The status of your reviews, inspections or to schedule an inspection can be found in this section. Inspections must be cancelled by 5am on the day of inspection in order to avoid potential cancellation fees.

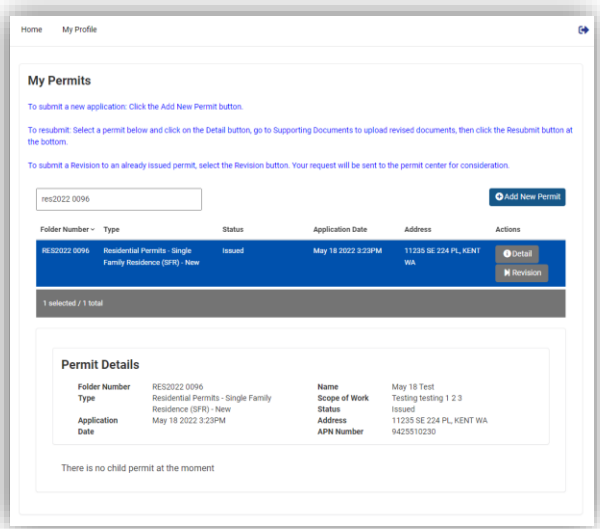
Group	Description	Status	Started Date	Completed Date	Actions
Reviews	Engineering Review	Open			
Reviews	Fire Review	Open			
Reviews	Planning Review	Hold	2022-06-14	2022-06-14	
Reviews	Building Review	Open			
Permit Center	Insert Reviews	Done	2022-06-14	2022-06-14	
Permit Center	Initial Submission Intake	Done	2022-06-14	2022-06-14	

Permit Issuance

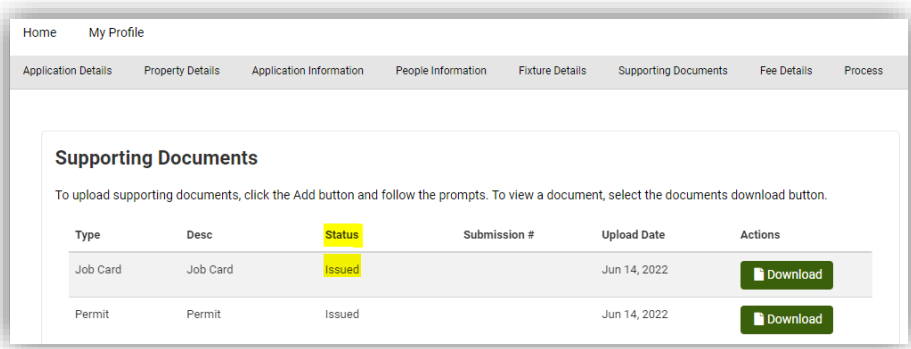
Once your permit has been issued you will receive an email.



The permit status in the Citizen Portal will be "Issued".



Navigate to that permit's Supporting Documents section and download all the documents with an "Issued" status, the permit, and the job card to print and have onsite.

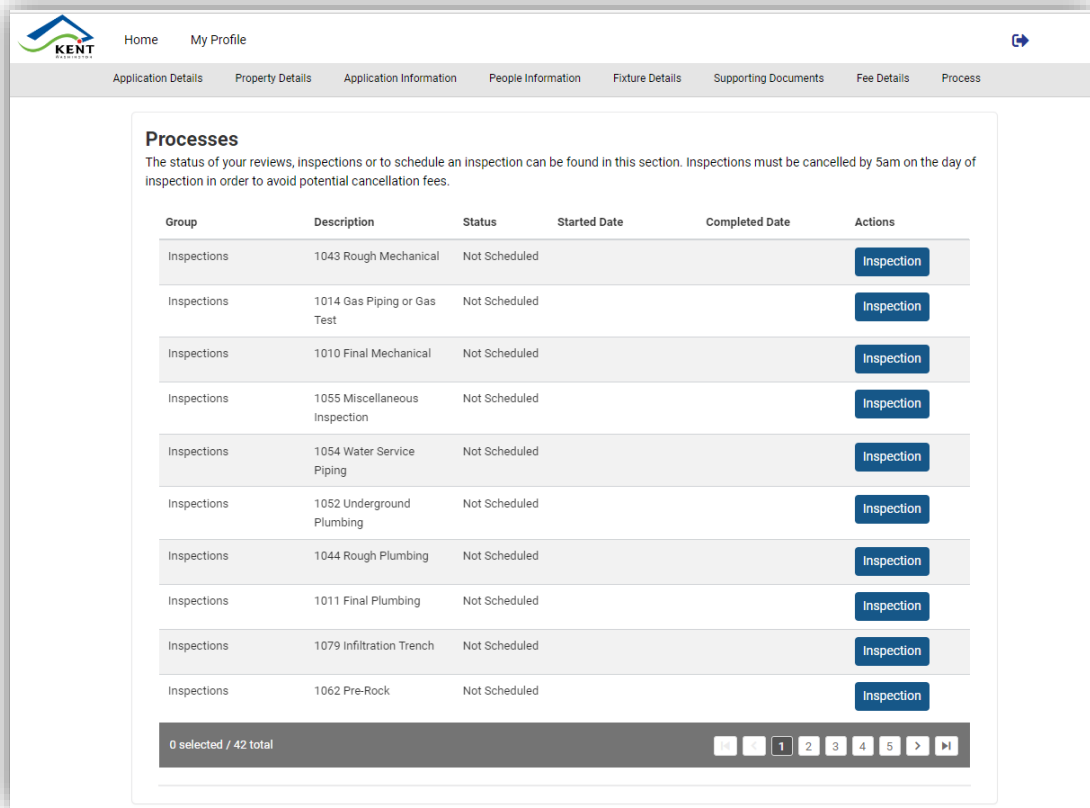


Schedule, Cancel, or Re-schedule an Inspection

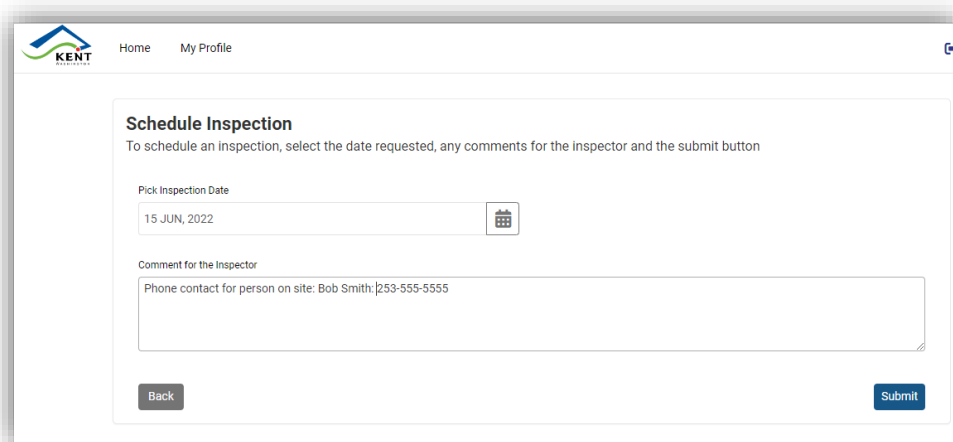
Once your permit has been issued, you will be able to schedule an inspection.

Log in to the Citizen Portal. Click the Detail button next to the permit you want to schedule an inspection for. Click Processes at the top or scroll to the bottom. You will see a list of available inspections to schedule.

Click the blue "Inspection" button next to the one you want to schedule.



Click the calendar button to select the date you want the inspection. Type in a comment of the name and phone number of the person who will be on site to meet the inspector. Click Submit.



To cancel an inspection, click the red Cancel button and then click “yes” on the pop-up box.

Home My Profile

Application Details Property Details Application Information People Information Fixture Details Supporting Documents Fee Details Process

Processes

The status of your reviews, inspections or to schedule an inspection can be found in this section. Inspections must be cancelled by 5am on the day of inspection in order to avoid potential cancellation fees.

Group	Description	Status	Started Date	Completed Date	Actions
Inspections	1043 Rough Mechanical	Scheduled			Cancel
Inspections	1014 Gas Piping or Gas Test	Not Scheduled			Inspection
Inspections	1010 Final Mechanical	Not Scheduled			Inspection
Inspections	1055 Miscellaneous Inspection	Not Scheduled			Inspection
Inspections	1054 Water Service Piping	Not Scheduled			Inspection
Inspections	1052 Underground Plumbing	Not Scheduled			Inspection
Inspections	1044 Rough Plumbing	Not Scheduled			Inspection
Inspections	1011 Final Plumbing	Not Scheduled			Inspection
Inspections	1079 Infiltration Trench	Not Scheduled			Inspection
Inspections	1062 Pre-Rock	Not Scheduled			Inspection

0 selected / 42 total

1 2 3 4 5 >

Home My Profile

Application Details Property Details Application Information People Information Fixture Details Supporting Documents Fee Details Process

Processes

The status of your reviews, inspections or to schedule an inspection can be found in this section. Inspections must be cancelled by 5am on the day of inspection in order to avoid potential cancellation fees.

Group	Description	Status	Started Date	Completed Date	Actions
Inspections	1043 Rough Mechanical	Scheduled			Cancel
Inspections					Inspection
Inspections					Inspection
Inspections					Inspection
Inspections					Inspection
Inspections	1052 Underground Plumbing	Not Scheduled			Inspection
Inspections	1044 Rough Plumbing	Not Scheduled			Inspection
Inspections	1011 Final Plumbing	Not Scheduled			Inspection
Inspections	1079 Infiltration Trench	Not Scheduled			Inspection
Inspections	1062 Pre-Rock	Not Scheduled			Inspection

Inspection Cancellation

Are you sure you want to cancel the scheduled inspection?

No Yes

0 selected / 42 total

1 2 3 4 5 >

Once you cancel an inspection, it will look like this:

Processes

The status of your reviews, inspections or to schedule an inspection can be found in this section. Inspections must be cancelled by 5am on the day of inspection in order to avoid potential cancellation fees.

Group	Description	Status	Started Date	Completed Date	Actions
Inspections	1043 Rough Mechanical	Not Scheduled			Inspection
Inspections	1043 Rough Mechanical	Cancelled	2022-09-02	2022-09-02	

To reschedule that same inspection, please click the “Inspection” button on the new Inspection that has a status of “Not Scheduled”.

Apply for a Revision

*To request a change to submitted plans that are currently under review, please email your request to permitcenter@kentwa.gov

A Revision is a change to an approved, issued permit, that has not passed a Final Building Inspection, and is within the original scope of work. Examples of Revisions include additional engineering for foundation, changing type of materials used, or changing door or window locations. A Revision's scope **must** be in the same area of the building as the original permit.

If the Revision is beyond the scope of work of the original permit, you must apply for a new permit, and not a Revision to the existing permit. Please note, additional square footage, additional fixtures, or work in a different part of a building requires a new permit.

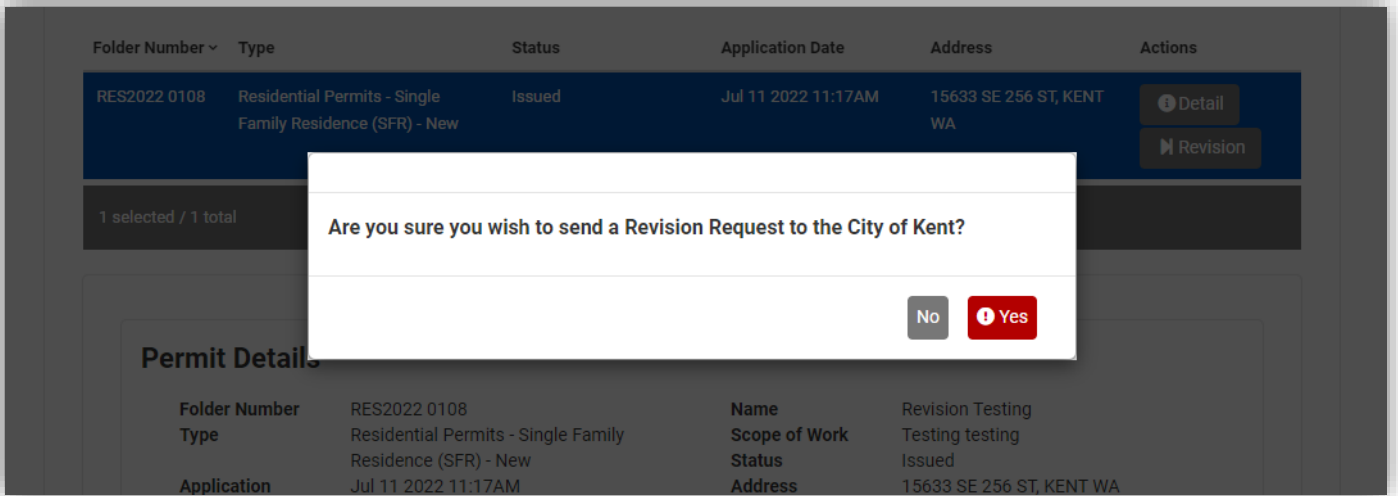
1. Log in to the Citizen Portal and click the Revision button next to the permit you wish to apply for a revision to. The Revision button will only appear next to Issued permits.

The screenshot shows the 'My Permits' section of a web portal. At the top, there are navigation links for 'Home' and 'My Profile'. Below this, there are instructions on how to submit a new application, resubmit, or request a revision. A search bar contains the text 'RES2022 0108'. To the right of the search bar is an 'Add New Permit' button. Below the search bar is a table with the following columns: Folder Number, Type, Status, Application Date, Address, and Actions. The table contains one row for the permit with folder number 'RES2022 0108', type 'Residential Permits - Single Family Residence (SFR) - New', status 'Issued', application date 'Jul 11 2022 11:17AM', and address '15633 SE 256 ST, KENT WA'. The 'Actions' column for this row contains two buttons: 'Detail' and 'Revision'. Below the table, it says '1 selected / 1 total'. Below the table is a 'Permit Details' section with the following information:

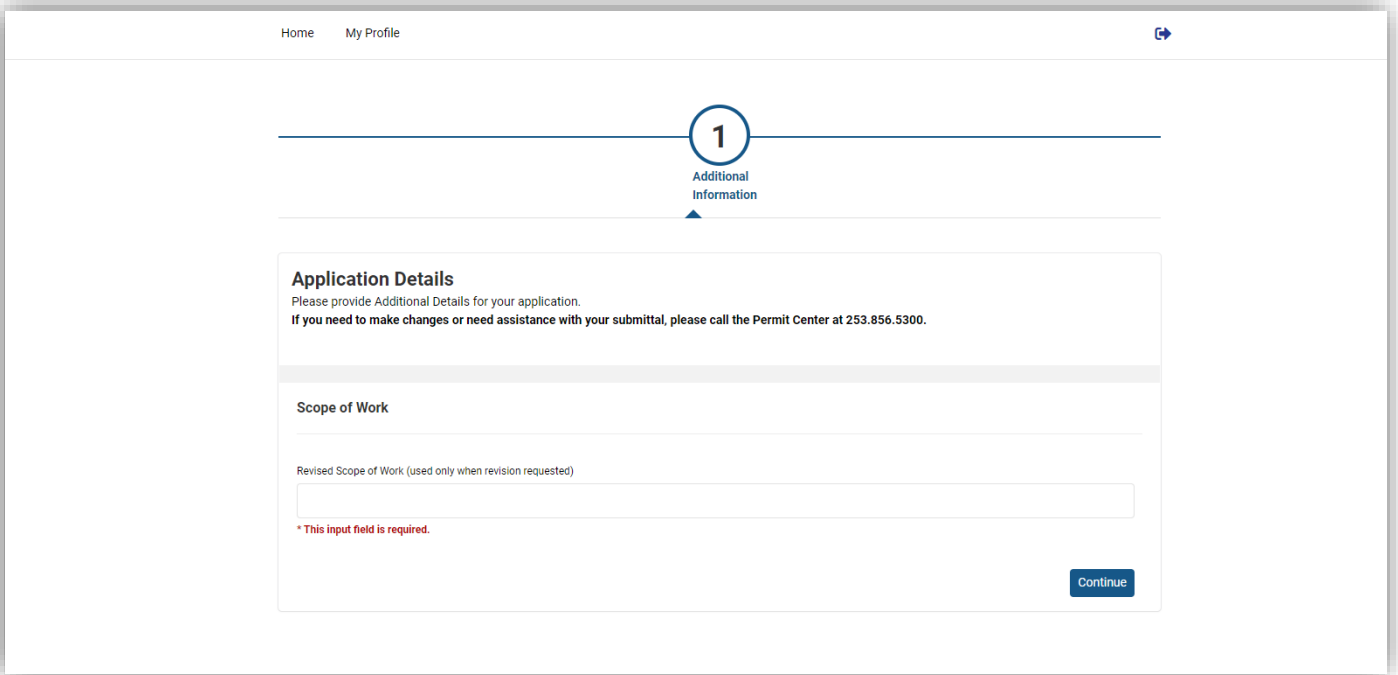
Folder Number	RES2022 0108	Name	Revision Testing
Type	Residential Permits - Single Family Residence (SFR) - New	Scope of Work	Testing testing
Application Date	Jul 11 2022 11:17AM	Status	Issued
Date		Address	15633 SE 256 ST, KENT WA
		APN Number	2622059025

There is no child permit at the moment

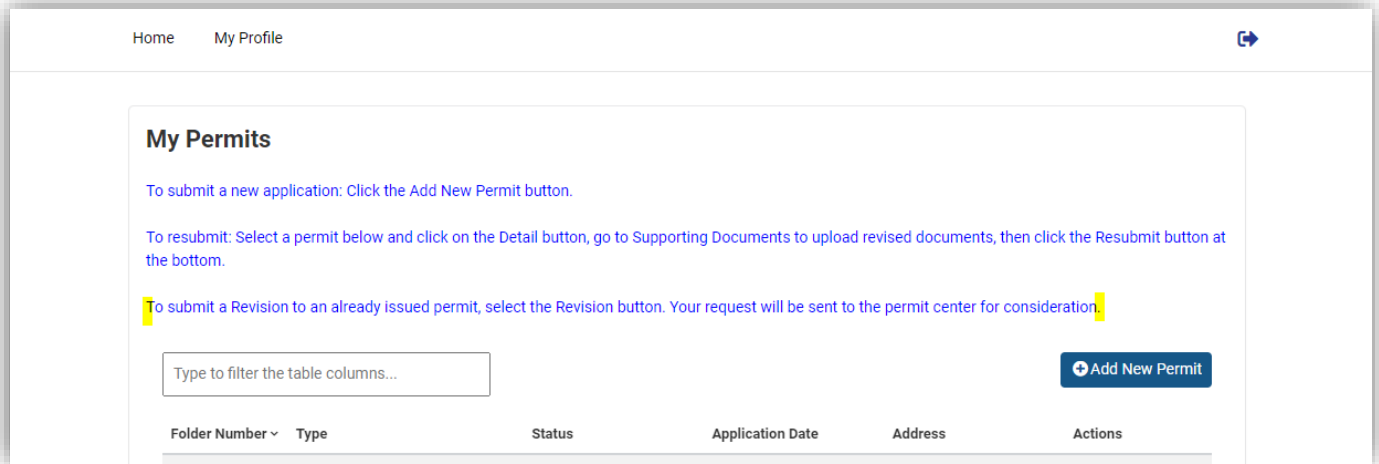
2. Click "Yes" to the pop-up.



3. Type in a **detailed** scope of work describing the revision. Click "Continue" when ready.



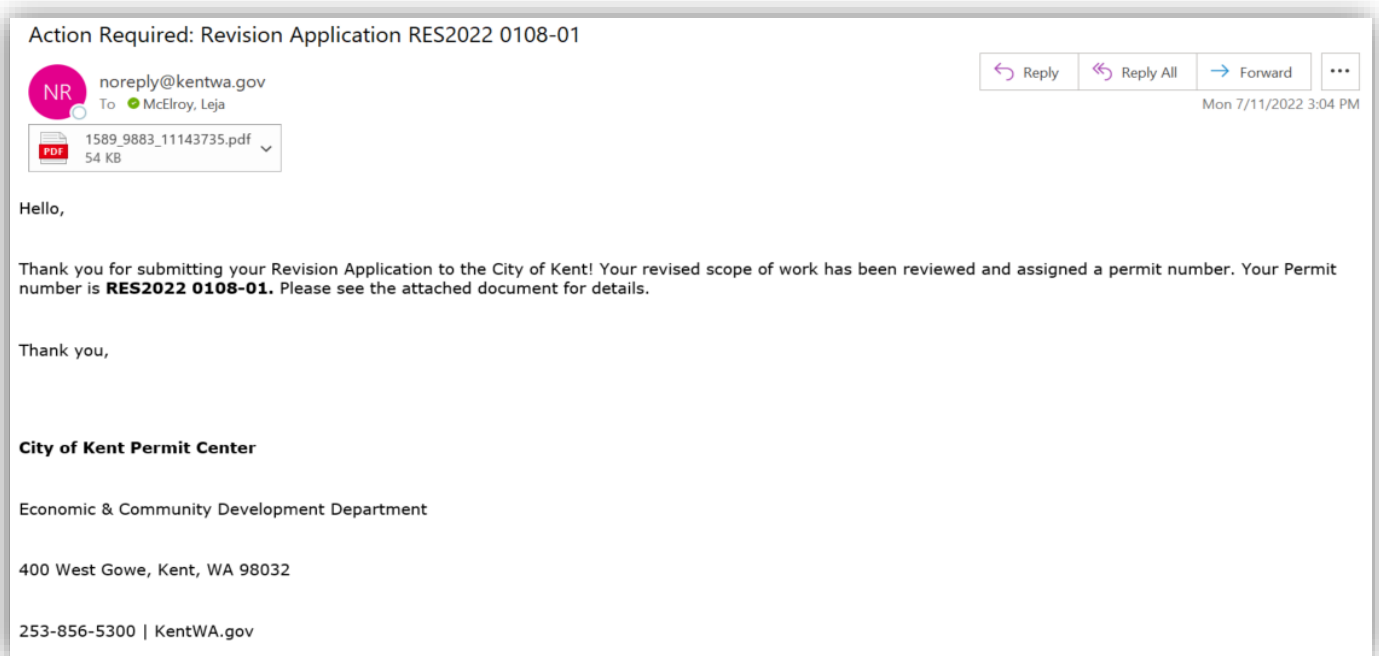
4. You will be brought back to the Home Page. Your Revision scope has been sent to the Permit Center for consideration.



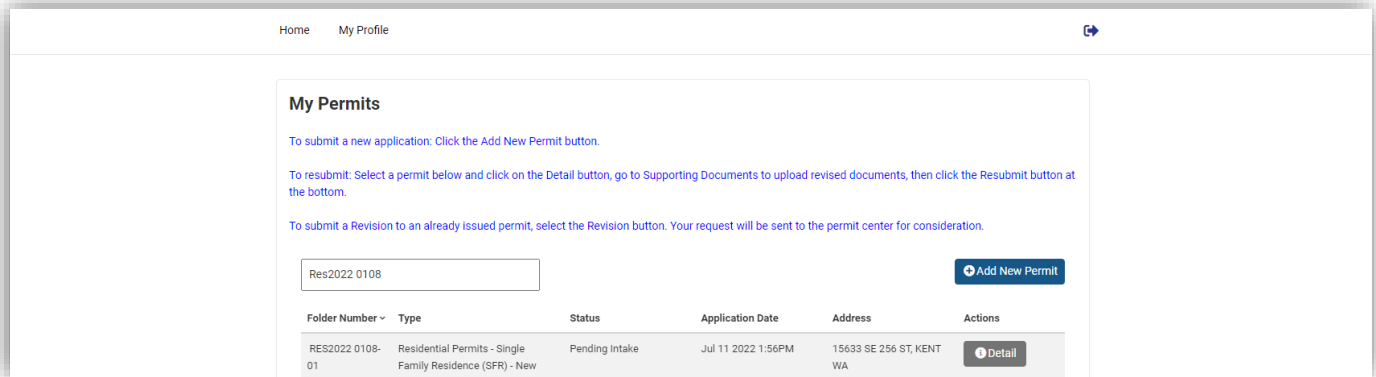
5. Once your Revision Request has been reviewed, you will receive an email letting you know if your request was approved or denied.

If denied, please submit a new application for the scope of work.

If approved, your email will contain a letter that states the Revision permit number and a list of the required documents for submission, review and approval.

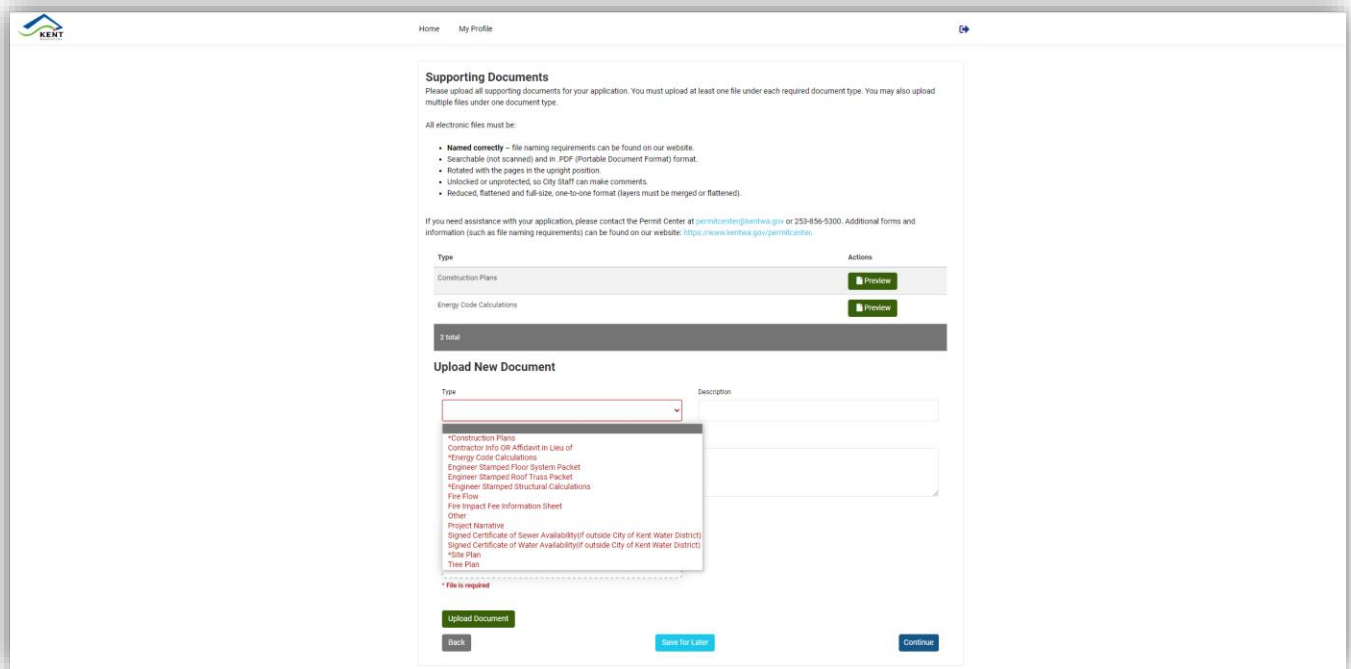


6. Once you have received notification your request is approved, login to the citizen portal and search the revision permit number. Click the "Detail" button next to the Revision application that has a status of Pending Intake.



7. Next, upload the required documents outlined in the letter you were emailed. The drop-down menu items show an asterisk next to the required items.

Select the item you want to upload from the drop-down menu. Click browse and upload the correct document from your computer. Click the green "Upload" button. Once all items have been uploaded, click the blue "Resubmit" button.



Your application will be reviewed, and you will receive an email with next steps. In the meantime, you can view the status of the revision permit application on your Citizen Portal.