

Express Permits FAQ

What is an Express Permit?

Simply put, a permit application that does not require review by the Building staff. Right now it is limited to Air Conditioning Change-Outs, Re-Roofs, Minor Roof Repairs, Electric Panel Change Outs, and Window/Door Change-Out (same size). We will be adding others in the near future.

What is involved in getting an online permit?

- (1) You must be a licensed Florida contractor registered with Citrus County Building Division.
- (2) Your license must enable you to obtain the type of permit you are requesting.
- (3) Your licenses, and all applicable insurance policies must be current
- (4) You must have an established escrow account with the Building Division

These rules apply for just about any permit you would apply for, online or otherwise.

Can a citizen apply for an online permit?

No. You must be a licensed Florida contractor. See *“What’s involved in getting an online permit?”*

I’m legal and licensed so what do I need for an Express Roof Permit?

- (1) A valid address with a structure in unincorporated Citrus County (outside the city limits of Inverness or Crystal River)
- (2) The current owner’s name (*must match the name displayed on our application screen*)
- (3) The contract price
- (4) A list of approved product codes, roof pitch and the quantities for each material to be used
- (5) A minimum of \$75 in your Escrow account

I’m legal and licensed so what do I need for an Express A/C permit?

- (1) A valid address with a structure in unincorporated Citrus County (that is outside the city limits of Inverness or Crystal River) and not in a flood-hazard area
- (2) The current owner’s name (*must match the name displayed on our application screen*)
- (3) The contract price
- (4) A minimum of \$75 in your Escrow account

How do I know if I my customer’s address is in or out of the City limits?

We will tell you that when you enter the address – look at the Municipality box. If it says Inverness or Crystal River you will not be allowed to proceed.

How do I know if I my customer’s address is in a flood hazard area?

We will tell you that when you enter the address – check the Flood Plain box. If any part of your property lies in a flood hazard area, you cannot use an Express A/C permit. You will have to submit it as a standard online permit.

Can I Get an Express Permit if my customer doesn’t match the current owner in the system? No, you would have to apply for the permit via the standard online method, even if you have proof of ownership. Proof of Ownership requires review by staff, therefore by definition not an Express permit.

Can I get an Express Permit without submitting the Notice of Commencement (NOC)? Yes, but you cannot order an inspection until the NOC is on file.

How Do I Know Which Questions Are Required? Required questions will have a pair of asterisks (**) in the header. We have arranged them so the required ones are at the top.

Can I get an Express Permit on weekends?

Sure. It's on 24/7 and perfect for emergency repairs or replacements.

Can I use this on my tablet or smart phone?

If you have access to the Internet, absolutely. It's designed to run on a laptop, tablet, or even a smart phone. If you have a way to estimate a price, you can even apply for the permit from the customer's house.

Will the Contractor portal and the Express permits run on any Internet browser?

We have tested this on Internet Explorer versions 10 and 11, Chrome, Firefox, Android and Apple's Safari. There are a couple of issues using Microsoft's Edge browser, and we recommend installing Internet Explorer 11 in place of Edge. Browsers are constantly updated, so what worked fine yesterday might not work at all today. If you are using an older browser you should upgrade anyway for security reasons. We'll make every effort to make this run on the established browsers as they are updated, but we cannot promise it will.

How do I get the actual permit once it is issued?

Go to the Contractor Portal, click on the Issued Permits tab, find the permit on the list, click the row (not the underscored permit number on the left). Locate the Actions on Selected Items dropdown on the top right and select View Packet. This will give you a pdf with all the documents you will require.

What's this long red number on my documents? That's an internal tracking number for our system.

Is there a fee for using Express Permits? No additional fees. You only pay for the cost of the permit.

Can I make a deposit to my Escrow account online? Not yet, but that is something we plan to release sometime in the future, in addition to accepting credit cards online.

Will I still be charged the refundable \$50 application fee on an Express permit? No because the permit is already paid for and the permit is issued immediately. No sense charging you \$50 just to give it right back 2 seconds later. That fee is there to cover the lost staff review_time on abandoned permits.

Can I schedule or cancel an inspection from the field? Yes.

Can I still fax documents into you? No, all incoming fax permitting lines will be shut down when we turn this system on. All required documents for online permitting must be submitted electronically.

Any suggestions on the best way to set myself up for access from the field? We have had staff working remotely from the field since 2001 and we have learned a few things. Here's a few suggestions: You probably don't need to buy a ruggedized tablet or laptop. They are typically 3-4 times more expensive and won't perform any better. You can buy 2-3 for the price of 1 ruggedized unit. They only

pay off if you are rough or clumsy. On that note, if you buy a tablet or large smart phone, buy a good protector. Good doesn't necessarily translate to sleek or appealing.

Keep electronics dry and out of the sun and consider buying a dashboard mount so you can pipe cold air to the unit while driving. No matter what device you select, know that glare will be a problem. Anti-glare screens typically are not too effective in Florida's sun.

Don't buy a tablet with a data plan built in. Instead, buy a portable hot spot. All cell carriers sell them under different names (Verizon's is called a MiFi). Regardless of brand, they are all about the size of a pack of cigarettes and they transmit Wi-Fi that your tablet, laptop or most any WiFi enabled device can use. It also keeps the heat away from the tablet, and heat is Enemy #1 for field tablets. You can try using your smart phone as a hot spot. The newest phones do a better job, but battery consumption and internal heat are serious considerations on any unit. We would not suggest doing this if you have an older phone.

There are some small portable printers around if you want to print permit cards or contracts on the jobsite. Most are Bluetooth units but a few still use cables. Keep these away from sun and sand. Have a zip lock bag or something to keep humidity away from the paper.