City of Asheville Development Services Department (DSD)
Digital Submission Requirements for Residential Project Applications

Develop.AshevilleNC.gov

Introduction

Thank you for using the City of Asheville's Development Portal!

Please use the guidelines outlined below to **format** residential permit applications submitted digitally through this website.

Click here to view a Residential Application Requirements Checklist that outlines **content** requirements for residential permit application submittals.

Adhering to both **format** *and* **content** guidelines will result in expedient application processing. Incomplete and/or improperly formatted applications will not be accepted for review.

Upon submittal, DSD Permit Facilitators will review all residential applications for completion. Applicants will receive email confirmation along with an invoice and weblink to pay permit fees once a residential permit application has passed this initial content check and been accepted for review.

Permit Facilitators will email applicants a request for additional information if an application fails the initial content check. Incomplete applications will not move forward in the review process.

Once accepted, Plan Review staff from the following divisions will digitally review residential application materials:

- Planning and Zoning Division
- Building Safety Division
- Site Engineering Division for grading, driveway, stormwater, and flood elements

Plan Reviewers from each division will complete the first plan review cycle in six business days once the application satisfies the initial content check. Applicants will receive email notification when either plan review comments or issued permit documents are available for pickup through the online Citizen Access website.

Applicants can log on to the Citizen Access website anytime to view the status of their application.

For additional questions, contact the Permit Application Center (PAC) at 828-259-5846 or pac@ashevillenc.gov; or visit PAC in person at 161 S. Charlotte St., Asheville, NC 28803 during business hours (M - F; 8:30 am - 5:00 pm ET).

Paper versions of all residential application and supporting material forms are available in .PDF format on DSD's Residential Permits webpage.

Naming Residential Application Materials

To begin, please separate residential application materials into separate .PDF files and save each file using the following file names:

1. Residential Application Supporting Materials
      Lien Agent Designation
      Metropolitan Sewerage District (MSD) application
      Water Availability application
      Owner's Affidavit (if applicable)
      Residential Plan Review Waiver (if applicable)

2. Building Plans

3. Zoning and Grading Site Plans

*Important Note: In addition to the items outlined above, residential projects requiring new water service **must pay related tap/meter fees and pick up a blue utility flag in-person** with a City of Asheville Water Department representative at 161 S. Charlotte St. during business hours (M-F; 8:30 am - 5:00 pm).

Click here to view the Residential Application Requirements Checklist that outlines content requirements for these residential application materials.

Next, save these files according according to these naming conventions:

Required Plan Element/Document	File Name
Lien Agent Designation	LienAgent.pdf
Metropolitan Sewerage District (MSD) application	MSD.pdf
Water Availability Application*	WaterAvailability.pdf
Owner's Affidavit (if applicable)	OwnerAffidavit.pdf
Residential Plan Review Waiver (if applicable)	ResidentialWaiver.pdf
Building Plan	BuildingPlans.pdf
Zoning and Grading Site Plan	SitePlans.pdf

File Size, Resolution, and Scale

Follow these guidelines for when configuring .PDF files:

- The maximum size for individual .PDF files is 100 MB
- Set plan resolution to 300 dpi
- Generate plans to scale (e.g. 1/4" = 1', 1/8" = 1' or 1:10)

Digital File Format and Fonts

Follow these guidelines when saving and formatting .PDF files:

- Use TrueType fonts on plans, including Arial, Times New Roman, Courier, and Helvetica
- Do not use red as an ink color in drawings or documents
- [Merge or flatten all file layers](#)
- [Flatten all embedded comments](#)
- Do not submit zipped or otherwise compressed files
- Do not package .PDF files as Adobe Acrobat "Portfolios"

Size and Orientation

Follow these guidelines when plotting and orienting plans:

- Plot all plans to a 24" x 36" size
- Ensure all pages are in order
- Orient all pages to landscape format and rotate for on-screen viewing
- Provide a north arrow on all plans

Digital Signatures and Stamps

Plans and documents prepared by Design Professionals may be signed either digitally or electronically in accordance with North Carolina architectural and engineering board standards.

- Licensed professionals may sign and stamp plans and documents digitally using annotations or drawing tools.
  OR
- Licensed professionals may sign and stamps plans and documents manually then scan back into PDF format.

Tips for Balancing File Quality and Size

Follow these tips to balance file quality and file size when saving files into .PDF format:

- Generate plan files as vector-based .PDFs that are directly converted from the CAD applications (e.g. AutoCAD, ArchiCAD, MicroStation, TurboCAD, etc.).
- Avoid exporting drawings directly from AutoCAD to PDF with the CAD "objects" or "layers" in the file. This will create a much larger PDF file size and a slower, cumbersome file for plan review.

Resubmittal Requirements

After each plan review cycle, Plan Reviewers from separate DSD divisions (Planning and Zoning Division, Building Safety Division, Site Engineering Division) will either approve submitted plans in their current form or issue plan review comments detailing plan elements that require revision and resubmission.

Applicants will receive email notification when either plan review comments from the individual divisions or approved/issued permit documents are available for pickup through the online Citizen

Access website. Applicants will need to [register for an account](#) to pick up their comments.

In response to plan review comments, applicants should resubmit revised plans along with a response letter that clearly identifies how and where the comments have been addressed. Applicants can resubmit these materials through the [Development Portal](#).

Follow these guidelines when resubmitting revised application materials:
- Submit a full set of corrected plans and documents that include sheets and documents that were not changed.
- All changes must be clouded, identified by number with a triangle ("delta'd"), and in the same format and scale as the original submission.

Permit Approval and Digital Issuance

Applicants will receive email notification when residential plans have been approved and permits have been issued and are are ready for pick up through the online [Citizen Access website](#).

Applicants can log on to the [Citizen Access website](#) and download digital .PDF copies of both approved plans and issued permits.

It is the applicant's responsibility to print out and maintain full-size, hard copy versions of approved Building and Zoning and Grading Site plans, comments, and issued permits on the project site.