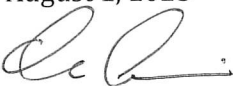


Voiding Incomplete Online Permit Applications

Department: Community Development

Effective Date: August 1, 2025

Approved By: 

Purpose

To establish a standard procedure for voiding incomplete permit applications submitted through the online permitting portal in order to maintain data accuracy and operational efficiency.

Scope

This policy applies to all permit applications submitted online through the County's electronic permitting portal that are incomplete.

Policy Statement

Permit applications that are submitted through the online portal but are incomplete will be subject to automatic voiding after fourteen (14) calendar days. This ensures that the system reflects only active and complete applications and helps streamline the review process.

Definitions

- Incomplete Permit: A permit application that lacks required documents, payment, or other necessary information for intake and review.

Procedure

1. Initial Review and Flagging:

- All online submissions will be reviewed for completeness on the same business day that they are submitted unless received after 4:30pm and then they will be reviewed the next business day.

- Applications missing essential information will be placed on a **14 calendar - day hold** by the Permit Technician, and the applicant will be immediately notified.

Applicant Notification

- The permit technician will send an email notification to the applicant explaining the reason for the hold and will include a complete list of missing information along with a deadline to get the information submitted.

Voiding Criteria

- Prior to voiding, staff must:
 - Confirm that the application is incomplete by doing a complete intake review using the correct permit checklist.
 - Note the reason for voiding in the permit record.
 - Change the permit status to "Void "

Post-Void Notification

- The applicant must submit a new application if they wish to proceed with the project.

Responsibilities

- Permit Technicians: Monitor and update incomplete applications, issue notifications, and void ineligible permits.
- Supervisors: Approve exceptions and ensure consistency in applying this policy.

Retention

Voided applications will remain in the system for record-keeping purposes but will be excluded from active review queues.