



Department of Municipal Licenses and Inspections

Building Division

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Joseph C. Sullivan
Mayor

ONLINE PERMITTING SYSTEM GUIDELINES

For your convenience, effective July 1, 2015, the Town of Braintree has adopted online permitting for the submittal of applications for residential and commercial building permits, sheet metal permits, plumbing and gas permits, electrical permits and sign permits.

Paper permit applications will no longer be accepted as of October 1, 2015. If you do not own a computer or if you need assistance using a computer, both are available. Computer station terminals are located in the reception lobby of the Building/Health Division office on the lower level of Town Hall. Assistance can be obtained in the office or by contacting the Building Division at (781) 794-8070 during normal business hours. Office hours are Monday –Friday 8:00am-6:00pm.

- Applicants will no longer have to obtain signatures from other departments when submitting a permit application, however, should plans require review by the Town of Braintree Fire Department, Health Department, Planning Department, Conservation Commission or Water & Sewer Department and cannot be uploaded with the online application, they must physically be brought to the Building Division, who will distribute said plans to those applicable departments.
- Applicants will have the option of either paying for their permit online with Master Card and Discover Card or debit from a checking account. Although online payments are encouraged, the Town will accept checks payable to the Town of Braintree or cash.

Note: Any paper permit applications received after October 1, 2015, will be assessed an electronic conversion charge of \$ 10.00, in additional to the regular permit fee.

APPLICANTS WHO REGISTER, (this takes less than 5 minutes) will benefit by the following:

- Much of the information will *auto-fill* on the permit application after your original registration.
- Have an ability to view the status of their application and comments from other departments including whether additional information is required.
- Edit an application before the permit is issued.
- Add attachments (plans, pictures, specs, license(s), certificates of insurance, etc.) to the application.
- The capability of “chatting” online directly with the Building Division staff.
- Pay for the permit online.
- View inspection results.

- Track all permitting history including which permits remain open requiring final inspections or completed.

STEPS TO FOLLOW

Step 1) Pop up blockers: Pop up blockers in windows **must** be shutdown. To shut off, follow instructions here: <http://www.wikihow.com/Turn-Off-the-Pop%E2%80%90Up-Blocker-in-Internet-Explorer>

Step 2) Microsoft Internet Explorer or Mozilla Firefox are the preferable internet browser's to use with this permit software.

Step 3) Create an Account: To gain access to the on-line permitting program, you must first create your account. Click on the **NEW USER** option and you will be connected to the online permitting website. Fill in the required information on the registration application form to create your account.

Step 4) Complete the registration application form.

Step 5) Submit: After completing the application registration, click the register button at the bottom of the form.

Failure to click the register button will cause you to lose all of the information on your application.

THIS IS A ONE TIME SUBMITTAL. Gaining access to the on-line permitting program after you have an account will only require your username and password.

NOTE: PLEASE REMEMBER YOUR USERNAME AND PASSWORD, as you will need this information to gain access to the program after initial registration.

TO GAIN ACCESS TO THE ON-LINE PERMITTING WEBSITE,

select one of the following options:

NEW USER. This option is for the first time user to gain access to the online permitting website to register.

Registered User Log-In. After you have registered and have your username and password, use this button to login to the online permitting website.

Non-Registered User Log-In. (someone who does not have an email address).

Town Official Log-In. (For Building, Electrical and Plumbing & Gas Inspectors only).

PAYMENT: You have an option to pay for permits on-line with your checking information or by using Mastercard or Discover Card. If you choose not to pay on-line, make checks payable to the Town of Braintree-Building Division. **Pop up blockers MUST** be shut off for on-line payments. **Please submit one check for each application.**

FILLING OUT A BUILDING PERMIT APPLICATION, (after you have logged onto the online permitting website).

- Click on *New Application* located at the upper left hand side of the home page form.
- Choose your street from the drop down menu.
- Choose your street number from the pulldown menu.
- Select the appropriate *permit application* from the dropdown menu. Residential permit applications are for one and two family dwellings, town houses and accessory uses (swimming pool, utility shed, gazebo, fence etc.). Commercial permit applications are for all other residential work, (multi-family dwelling, lodging facilities, hotels, motels etc.) and for all commercial work.
- The Use Group for 1 & 2 Family Dwellings is currently; R 3 and almost always, the Construction Type is: V B.
- For certain types of permit applications you will be prompted to submit an attachment. If for some reason you cannot complete the attachment, submit the attachment even if incomplete.
- Online payments cannot be made during the application process but can shortly thereafter, unless it is submitted on a non-business day. Shortly after the application is submitted, the fee will be calculated. Once that is done, online payments can be made.
- If you do not pay for the permit online, please mail or hand deliver a check payable to; Town of Braintree-Building Division: 1 JFK Memorial Drive, Braintree, MA 02184.

ADDING ATTACHMENTS TO A PERMIT APPLICATION:

After you submit your application, a page appears notifying you that your New Preliminary Application has been received. Click on the exit button at the bottom of the page, and it will return to the home page. Select your permit by clicking in circle in the column heading “A” ... on the far left side of the home page. On the far right of the page under the heading, “*My Options*”, click on the *dropdown* menu. Click on “*add attachments*” and follow the prompts to add site plans, drawings and documents etc.