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Instructions for Online Permitting

Introduction

The Town of Braintree adopted online permitting for submitting applications for residential and commercial building permits, sheet metal permits, plumbing and gas permits, electrical permits and sign permits. We no longer accept paper applications. Online permitting is strongly encouraged. For applicants who don't have a computer or require assistance using one, help is available.

Computer station terminals are located in the reception area of the Building & Health Department at Town Hall. Assistance is available from staff in person or by phone during normal business hours Monday through Friday, 8:30 am-4:30 pm, 781-794-8070.

Applicants no longer need 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.

Permit fees can be paid online with Master Card and Discover Card or debit from a checking account. Online payments are strongly encouraged, however checks payable to the Town of Braintree or cash is also accepted.

GETTING STARTED

BENEFITS OF ONLINE PERMITTING

- Much of the information will auto-fill on the permit application after your original registration.
- Ability to view the status of an application and comments from other departments including whether additional information is required.
- Ability to edit an application before the permit is issued.
- Ability to 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.
- Permit fees can be paid online.
- Ability to view inspection results.
- Track all permitting history including which permits remain open requiring final inspections or completed.

FOLLOW THESE QUICK STEPS TO CREATE AN ACCOUNT

Note: Pop up blockers in windows must be shutdown. Microsoft Internet Explorer or Mozilla Firefox are the preferable internet browsers to use with this permit software.

1. **Create an Account:** To 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 to create your account. Please remember your username and password as you will need it each time you want to access the program after your initial registration.
2. **Complete** the registration form.
3. **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. Accessing the on-line permitting program after you have an account will only require your username and password.

TO ACCESS ONLINE PERMITTING SELECT ONE

- ✓ **New User:** This is for first time users to gain access to the online permitting website to register.
- ✓ **Registered User log-in:** This option is for after you created an account and want to login to the online permitting website.
- ✓ **Non-Registered User log-in:** For applicants who do not have an email address.
- ✓ **Town Official log-in:** Not for public use.

PAYMENT INFORMATION

Permit fees can be paid online with Master Card and Discover Card or debit from a checking account. Pop up blockers must be shut off for on-line payments. Each application requires a separate payment. Online payments are strongly encouraged, however when paying in person checks payable to the Town of Braintree or cash is also accepted.

FILLING OUT A BUILDING PERMIT APPLICATION

1. Log onto the online permitting website.
2. Click on **New Application** located at the upper left hand side of the home page form.
3. Choose your street from the **drop down menu**.
4. Choose your street number from the **pull down menu**.
5. Select the appropriate **permit application** from the dropdown menu.
 - a. Residential permit applications are for one and two family dwellings, town houses and accessory uses (swimming pool, utility shed, gazebo, fence etc.).
 - b. Commercial permit applications are for all other residential work, (multi-family dwelling, lodging facilities, hotels, motels etc.) and for all commercial work.
6. The Use Group for 1 & 2 Family Dwellings is currently; R3 and almost always, the Construction Type is: VB.

Note:

- Some permit applications will require submitting one or more attachments. Submit your attachments even if the application is incomplete.
- The permit fee will be calculated after you submit the application (unless your application is done on a non-business day).

ADDING ATTACHMENTS TO A PERMIT APPLICATION

1. 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.
2. **Select your permit** by clicking in the 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**.
3. Click on “**add attachments**” and follow the prompts to upload site plans, drawings and other documents in pdf format.