



## **Building Division – Online Services**

The following online services are currently available to help streamline the development review process or provide services related to energy savings in the City of Concord:

### **[Online Citizen Access Portal](#)**

The online Citizen Access Portal allows citizens to search permit and other activities 24/7. Owners and contractors may also check the status of their permit applications and the results of inspections.

Licensed contractors may obtain minor permits utilizing this portal. Please see the following for more information:

### **[Building Web Permit Information](#)**

### **[Concord.WasteTracking.com](#)**

This web site is the portal into the City's C&D Waste Management system to track and report waste management compliance on permitted construction. It utilizes Green Halo System's waste tracking software.

### **[Online Permit Fee Estimator](#)**

This is an Excel Spreadsheet providing Building Division permit fee estimators for the various project types. It requires Microsoft Excel and you must enable scripting once it is loaded.

### **[Fax-Back Permitting Process](#)**

The City offers a fax-back permitting process to applicants for simple over-the-counter permits that typically require very little plan review effort. The steps to follow to take advantage of this process are outlined in the linked document.

### **[Solar PV Permit Application](#)**

This is a process that allows small residential and commercial roof-top solar systems to be submitted electronically (email) for plan review and payment of permit fees.

### **[Property Assessment Clean Energy \(PACE\) Programs](#)**

Concord property owners can get financing for energy upgrades through the following two Property Assessment Clean Energy (PACE) programs:

Figtree: <http://www.figtreefinancing.com>

HERO: <https://www.heroprogram.com/>

Note that the Figtree program provides financing for only commercial and multifamily residential properties and the HERO program provides financing for both residential and commercial properties, including single family residences and multifamily. Concord property owners may choose either program.

These programs are administered by the respective program administrators, not by the City. Please contact the program administrators at the above links if you have any questions about the program.

### [Concord Connect](#)

The City of Concord is now offering residents a new tool called Concord Connect that makes it easy to submit non-emergency requests for service. With this new tool, residents can submit, track and view nearby service requests through their smartphones as well as online.

The Concord Connect mobile app, which is available in the Apple iTunes app store and the Android Google Play store, is full of features allowing citizens to report such things as potholes, illegal dumping, abandoned vehicles, graffiti, malfunctioning streetlights or signals, and other neighborhood issues. The reports are sent directly to the appropriate City department. Residents can see a map of all requests and the status of each one.

The new mobile app is an improvement over the City's former Civic Hero app. It includes information about City facilities, access to the City website and a link called "City News" to access the latest news releases sent out by the City.

Requests can also be submitted online at <http://www.cityofconcord.org/projects/concordconnect>. For more information, call the City's information line at (925) 671-CITY or email [Cityinfo@cityofconcord.org](mailto:Cityinfo@cityofconcord.org).

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