

Complaints

Log in to www.vbgov.com/buildingpermits.

The screenshot shows the top navigation area of the website. At the top right, there are links for "Logged in as: Isaac Asimov", "Collections (0)", "Cart (0)", "Account Management", and "Logout". Below these is a search bar with the text "Search...". The main navigation menu includes "Home", "Permits", "Planning", and "Housing". A secondary menu below it contains "Dashboard", "My Records", "My Account", and "Advanced Search". A red arrow points from the "Permits" link in the main menu to the "Create an Application" link in the secondary menu.

Hello, Isaac Asimov

Select Permits. That will take you to “Create an Application”.

The screenshot shows the content of the "Permits" page. The navigation menu is "Home", "Permits", "Planning", "Housing". Below it is a secondary menu with "Create an Application", "Search Applications", and "Schedule an Inspection". The main heading is "Online Application". The text below reads: "Welcome to the Agency's Online Permitting System. Using this system you can submit and update information, pay fees, schedule inspections, track the status of your application, and print your final record all from the convenience of your home or office, 24 hours a day." Below this is a disclaimer: "Please 'Allow Pop-ups from This Site' before proceeding. You must accept the General Disclaimer below before beginning your application." There is also a note: "If you have an emergency power reconnect/red tagged gas line that needs a permit, PLEASE DO NOT APPLY ONLINE. Please contact the office immediately at 757-385-4211 x 3." A "General Disclaimer" box contains the text: "While the Agency attempts to keep its Web information accurate and timely, the Agency neither warrants nor makes representations as to the functionality or condition of this Web site, its suitability for use, freedom from interruptions or from computer virus, or non-infringement of proprietary rights. Web materials have been compiled from a variety of sources and are subject to change without notice from the Agency as a result of updates and corrections." Below the disclaimer is a checkbox: "I have read and accepted the above terms." At the bottom is a blue button: "Continue Application >".

Once you have read the “General Disclaimer”, check the “I have read and accepted...” box and then click the “Continue Application” button. If this box is not checked an error message will display at the top of the page saying that the box must be checked in order to continue the application.

Select a Record Type

Choose one of the following available permit types. For assistance or to apply for a permit type not listed below please contact us.

Please note that Roofing and Siding is the ONLY building permit that can be obtained online. All other building permits must be reviewed and obtained in our office.

For Portable Storage and Sign permits click the Planning tab.

- Building Roof and or Siding
- Complaint
- Electrical Commercial
- Electrical Residential
- Elevator Commercial
- Elevator Residential
- Gas Commercial
- Gas Residential
- Mechanical Commercial
- Mechanical Residential
- Moving and Hauling
- Plumbing Commercial
- Plumbing Demolition
- Plumbing Residential
- Utilities/Right-of-Way

Select the option for “Complaint” and then click the “Continue Application” button.

Complaint

1 General Information	2 Application Information	3 Attachments	4 Review	5 Record Issuance
-----------------------	---------------------------	---------------	----------	-------------------

Step 1: General Information > General Information

* indicates a required field.

Detail Information

Detailed Description:

Address

For accuracy in submission, please enter the street number and a partial street name of the work location and select the Search button. If no matches are found, complete the address and owner sections below.

*Street No.: Direction: *Street Name: Street Type:

Unit #(Start): Unit #(End):

City: State: *Zip:

Parcel

Step 1 is the “General Information”. It consists of the “Detail Information”, “Address”, and “Parcel” sections.

Detail Information

Detailed Description:

Detail Information

Pertinent information should be entered here. For instance, if there is not an address, a description of the property should be entered here, i.e. SW corner of Virginia Beach Blvd and Birdneck Rd. Since this is a Complaint you would enter your complaint here, i.e. building a garage with no permit.

Address

For accuracy in submission, please enter the street number and a partial street name of the work location and select the Search button. If no matches are found, complete the address and owner sections below.

Auto-fill with 2405 COURTHOUSE DR, 100, VIRGINIA BEACH VA 234569039

*Street No.: Direction: *Street Name: Street Type:

Unit #(Start): Unit #(End):

City: State: *Zip:

Address

Street No: *Red asterisk designates this is Required - enter only the address number i.e. 925 – Click the “Search Button” located at the bottom of the Address section and a screen will return with all addresses that have 925 as the number – select the applicable address and this will auto-populate all of the Address Information, Parcel Information, and Owner Information

Direction: if applicable select from dropdown

Street Name: *Red asterisk designates this is Required - enter either a partial street name i.e. RU – Click the “Search Button” located at the bottom of the Address section and a screen will return with all addresses that have RU as the street name – select the applicable street name and this will auto-populate all of the Address Information, Parcel Information, Owner Information or enter the full street name i.e. RUDEE – Select the “Search Button” located at the bottom of the Address section and a screen will return with all addresses located on RUDEE – select the applicable street name and this will auto-populate all of the Address Information, Parcel Information, Owner Information

Street Type: select from dropdown but not required – this will auto-populate when selecting either Street No. or Street Name

Unit # (Start): if applicable enter the unit # – this will auto-populate when selecting either Street No. or Street Name

Unit # (End): if applicable enter unit # – if only one unit, enter the same Unit # (Start)

City: Will auto-populate

State: Will auto-populate

Zip: Will auto-populate

The “Search” button is used for searching and the “Clear” button is used to clear all fields populated in the “Address” section.

Parcel

* GPIN: ?

Lot: Block:

Plat Instrument Nbr:

Council District Name: ? Legal Description:

Improved Value:

Year Built:

Parcel

GPIN: *Red asterisk designates this is Required – enter either a partial GPIN i.e. 2417 – Select the “Search Button” located at the bottom of the Parcel section and a screen will return with all GPINs that have 2417 – select the applicable GPIN and this will auto-populate all of the Address Information, Parcel Information, Owner Information or enter the full GPIN i.e. 24179069490000– Select the “Search Button” located at the bottom of the GPIN section and this will auto-populate all of the Address Information, Parcel Information, Owner Information

Lot: If available, auto-populated

Block: If available, auto-populated

Plat Instrument Nbr: If available, auto-populated

Council District Name: If available, auto-populated

Legal Description: If available, auto-populated

Improved Value: If available, auto-populated

The “Search” button is used for searching and the “Clear” button is used to clear all fields populated in the “Address” section.

Once these sections have been completed, click the “Continue Application” button.

Complaint

1 General Information	2 Application Information	3 Attachments	4 Review	5 Record Issuance
-----------------------	---------------------------	---------------	----------	-------------------

Step 1: General Information > Contact Information * indicates a required field.

Complainant

To add new contacts, click the Select from Account or Add New button. To edit a contact, click the Edit link.

[Select from Account](#) [Add New](#)

[Continue Application »](#)

You will be taken to the “General Information > Contact Information” screen. Here you will enter the “Complainant”.

In this example I will click on “Select from Account”.

Complaint

1 General Information	2 Application Information	3 Attachments	4 Review	5 Record Issuance
-----------------------	---------------------------	---------------	----------	-------------------

Step 1: General Information > Contact Information * indicates a required field.

Complainant

To add new contacts, click the Select from Account or Add New button. To edit a contact, click the Edit link.

✔ **Contact added successfully.**

rbills@vbgov.com
Home phone:757-385-7771
Mobile Phone:
Work Phone:
Fax:
Edit Remove

[Continue Application »](#)

Then click the “Continue Application” button.

Step 2: Application Information > Application Information

* indicates a required field.

ASI

GENERAL

Permit #:

Business Name:

Comments/Results:

Complaint Forwarded:

Action Taken:

Now we come to Step 2 which is “Application Information”. It consists of the “ASI” and “ASI Table” sections.

ASI

Permit #: if the permit number is known enter if applicable

Business Name: if the complaint is in regards to a business enter if applicable

Comments/Results: if applicable, enter any comments and/or the inspector may enter results

Complaint Forwarded: Do not populate – if complaint needs to be referred to another City Department/Division office staff will populate

Action Taken: -- -- Do not populate – office staff will populate

ASI Table

ASI Table

COMPLAINT

Showing 0-0 of 0

Complaint	Comments
No records found.	

Click “Add a Row”.

COMPLAINT

* Complaint:

--Select--

Comments:

Submit

Cancel

Click the drop-down and you will see a list of complaints.

COMPLAINT

* Complaint:

- Select--
- Building detached garage without a permit
- Building Permit Needed
- Business operating without C/O - Fire Marshall
- Carport
- Chinese Drywall
- Civil Permit Needed
- Deck without a permit
- Defective work/materials - within 2 year period of discovery
- Dirt in street
- Drainage issues
- Driveway
- Electrical Permit Needed
- Elevator Permit Needed
- Exceeds scope of work on permit
- Fence around a pool
- Fire Marshall Office
- Fire Permit Needed
- Gas Permit Needed
- Height not in compliance
- Interior Alteration
- Manhole too high/milling/paving damage
- Mechanical Permit Needed
- No E & S
- Other
- Plumbing Permit Needed
- Pool without a permit
- Re-roof
- Removing trees in CBPA
- Roof over Deck

Comments:

Calendar | Terms of Use | Ac

Select your complaint. In this example I selected the first one.

COMPLAINT

* Complaint: Building detached garage without a permit

Comments: no permit visible

Submit Cancel

Then enter any comments and then click the “Submit” button.

ASI Table

COMPLAINT

Showing 1-1 of 1

<input type="checkbox"/>	Complaint	Comments	
<input type="checkbox"/>	Building detached garage without a permit	no permit visible	Actions ▾

Add a Row ▾ Edit Selected Delete Selected

Continue Application »

Then click the “Continue Application” button.

Step 3: Attachments > Attachments

* indicates a required field.

Attachment

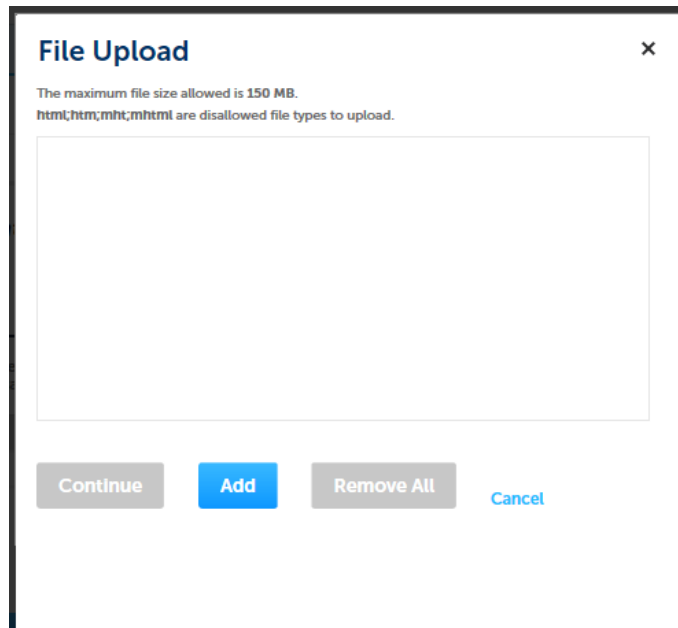
The maximum file size allowed is 150 MB.
htm;htm; mht; mhtml are disallowed file types to upload.

Name	Type	Size	Latest Update	Action
No records found.				

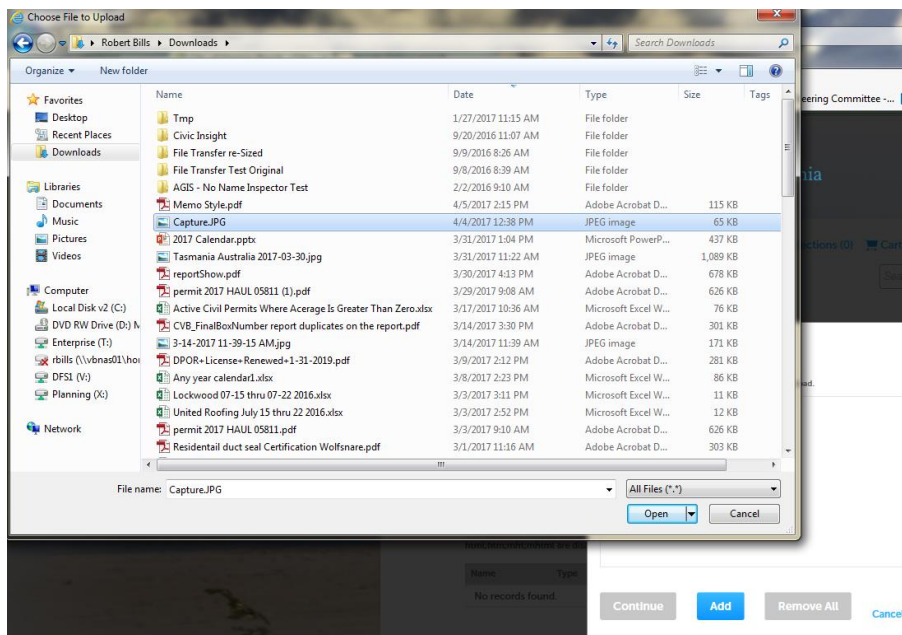
Add

Continue Application »

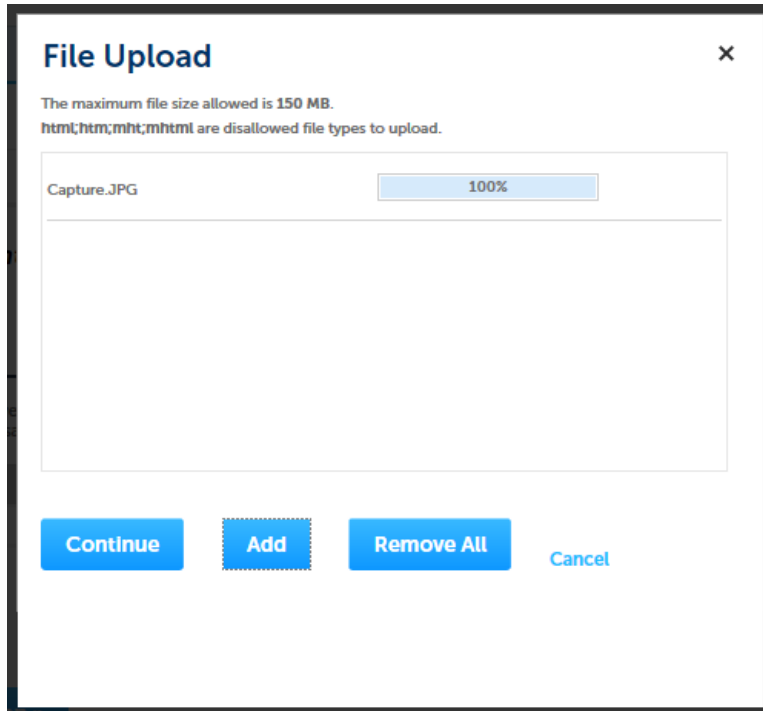
The screen will now display “Step 3: Attachments > Attachments”. If you have documents you want to attach to the permit, click the “Add” button.



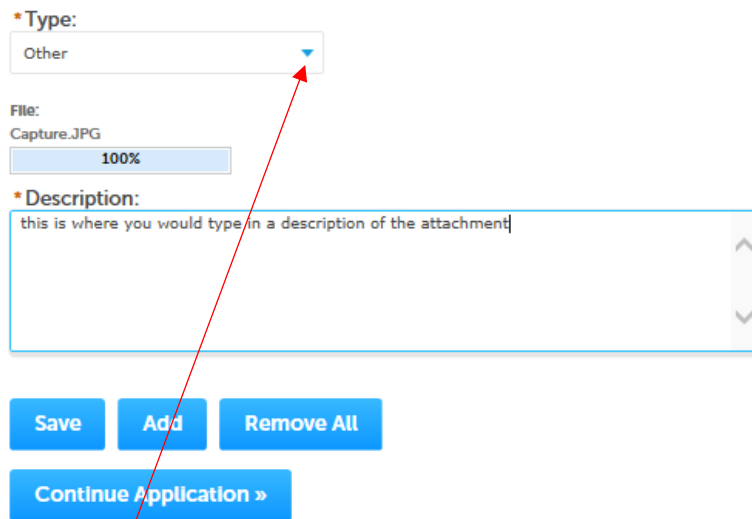
You will see the above. Click “Add” to add an attachment.




A Windows Explorer window will open so you can go and find the document you wish to attach. Highlight the document and then click “Open”.



At this point you can add another if you'd like, remove attachments, or continue. In this example we will click "Continue".



You need to use the drop-down for the "Type" to select the type of document you are saving. Once you have selected the type of document you can enter some text in the "Description" box to explain about the document if necessary; i.e. EIFS Checklist. Once done, click the "Save" button. You also have the option to add another document or remove them.

 **The attachment(s) has/have been successfully uploaded.**
It may take a few minutes before changes are reflected.

Complaint

1 General Information	2 Application Information	3 Attachments	4 Review	5 Record Issuance
-----------------------	---------------------------	----------------------	----------	-------------------

Step 3: Attachments > Attachments * indicates a required field.

Attachment

The maximum file size allowed is 150 MB.
html;htm;mht;mhtml are disallowed file types to upload.

Name	Type	Size	Latest Update	Action
Capture.JPG	Other	64.02 KB	04/06/2017	Actions ▼

[Add](#)

[Continue Application »](#)

You will see a green box letting you know the attachment/upload was successful. Now click the “Continue Application” button.

Complaint

1 General Information	2 Application Information	3 Attachments	4 Review	5 Record Issuance
-----------------------	---------------------------	---------------	-----------------	-------------------

Step 4: Review

[Continue Application »](#)

Please review all information below. Click the “Edit” buttons to make changes to sections or “Continue Application” to move on.

Record Type

Complaint

Detail Information [Edit](#)

Address [Edit](#)

The screen will now display “Step 4: Review”. From this point you can edit any section. If you are satisfied with everything, click the “Continue Application” button.

Step 3: Receipt/Record issuance

Receipt

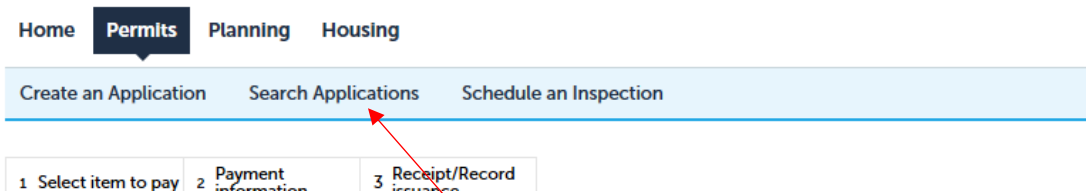


Your application(s) has been successfully submitted.
Please wait until the permit has been issued before printing/viewing the permit.

2405 COURTHOUSE DR, 115, VIRGINIA BEACH VA 234569040

2017-CMPL-
01967

You will see a screen with a green box letting you know that your application has successfully been submitted. You will be assigned a permit number. Even though there is a “Print/View” button, you cannot print the application at this time.



At this point you can select the “Search Applications” option.

Records

Showing 1-1 of 1 | [Download results](#) | [Add to collection](#) | [Add to cart](#)

<input type="checkbox"/>	Date	Record Number	Record Type	Status	Address	Action	Short Notes
<input type="checkbox"/>	04/06/2017	2017-CMPL-01967	Complaint	Pending	2405 COURTHOUSE DR, 115, VIRGINIA BEACH VA 234569040		

Search for Records

You will see your new permit.