



DEVELOPMENT SERVICES' ONLINE PROJECT/ ACTIVITY/ PERMITTING

- Go to the City of Lowell's Munis Self Service portal at <https://css.lowellma.gov>.
- Click on Citizen Self Service.
- You must be a registered user with a Login Username and Password to use this system.
- You must have a Contractor/Customer ID (CID) to link your registered user account to your application.
- Questions? Contact the Development Services' Team directly via buildingpermits@lowellma.gov.

FIRST TIME USER - HOW TO REGISTER

- Already registered? Skip this section and go to HOW TO APPLY FOR A PROJECT/ ACTIVITY/ PERMIT.
- Not registered yet? Create a new Login Username by clicking on "Register".
- Enter your registration information, **using your full email address (e.g., user@domain.com) as your User ID.**
- Click on "Save".

FIRST TIME USER - LINK YOUR REGISTERED ACCOUNT TO A CONTRACTOR/CUSTOMER ID (CID)

- Click on "Permits and Inspections".
- Click on "Accounts".
- Click on "Link to Account".
- Enter the MUNIS System CID you would like to link your account to.
- Click on "Submit".

HOW TO APPLY FOR A PROJECT/ ACTIVITY/ PERMIT

- Click on "Permits and Inspections".
- Click on "Click here to Apply Online".
- Click "Select" on the project/activity you are applying for.
- All projects/ activities/ permits must be associated with a location. Enter either the [Address] Location House Number and Street Name, **or** the Owner Name, **or** the Parcel ID, and click on "Search". **Please search by only ONE field, to avoid a failed search.** Note that the **Parcel ID is the preferred field to use.**
- *If you cannot locate the correct address, please contact our team for assistance.*

DESCRIBE THE LOCATION

- Please use this area to describe any additional information about the location as appropriate (e.g., telephone pole # and location).

DESCRIBE THE PROJECT/ ACTIVITY

- When describing your project/ activity, you are limited to 120 characters. *Please use the Additional information field further below for additional space/information as necessary.*
- **Trades:** DESCRIBE WHAT YOU'RE DOING + QUANTITY + WORK AREA
Example: Plumbing: Install/replace 3 fixtures in bathroom, 1 boiler in basement.
- **Repairs:** DESCRIBE WHAT YOU'RE DOING + QUANTITY + MATERIALS + WORK AREA
Example: Roofing: Strip and re-roof with (18sqs) architectural asphalt shingles, main house.
- **Alteration/ Renovation:** DESCRIBE WHAT YOU'RE DOING + WORK AREA
Example: Alteration/ Renovations of kitchen and 1st floor half bathroom.
- **Additions:** DESCRIBE SIZE, STORIES, ROOMS, or SPACE ADDED BY FLOOR

Example: 24'x24', 1-story addition with 2-car garage under, 1st floor family room and unfinished attic storage.

- **New Construction:** DESCRIBE USE, SIZE, STORIES, ROOMS, BEDS, BATHS, GARAGE

Example: Single family, 2800sf, 2 ½ story, 7 room, 4 bedroom, 2 ½ bath, unfinished basement with attached 2-car garage.

INDICATE YOUR ROLE IN THE PROJECT, REASON FOR APPLYING, AND ESTIMATED COST

- Choose your role in the project from the drop down list (e.g., OWNER, GENERAL CONTRACTOR, etc.).
- Indicate the reason you are applying, as applicable (e.g., Because I'm also applying for a Siding job, Because I'm applying for a Business Certificate with the City Clerk, etc.)
- Enter the estimated cost (e.g., 12,000). Since many permit fees are based on the estimated cost, this is subject to review, and may require a final cost affidavit resulting in additional fees as appropriate.

INDICATE YOUR PROPOSED START/END DATES

- While not necessarily required, it would be helpful to know when you anticipate starting/ending your work.

CONTRACTOR/ APPLICANT INFORMATION

- **Please note that a homeowner can only apply for a residential building permit for work to be conducted on a single/ two family dwelling in which the homeowner resides.** For all other projects/ activities/ permits, a contractor is required. Please contact the Development Services team if you need additional clarification or have questions as to how this may affect your application.
- Indicate whether (1) there is a contractor involved or if the owner is acting as the contractor, or (2) if no contractor is involved, in which case you will need to enter the applicant information.
- Indicate whether:
 - (1) the Owner is acting as the Contractor,
 - (2) you want to select from a list of linked contractors (PREFERRED),
 - (3) you want to select from a list of all contractors, or
 - (4) you may enter the contractor values manually **which may cause a delay in processing your application.**

ENTER ADDITIONAL INFORMATION

- Some projects/ activities/ permits require additional information (e.g., # of Buildings, # of Units, Dig Safe Ticket #, etc.)
- Use the Additional information area to enter any additional information related to this project/ activity/ permit, (e.g., additional description of the project/ activity, homeowner's contact email/ phone number, etc.).

COMPLETE YOUR APPLICATION

- Click "Continue" to submit your online application.
- Review/update your application prior to final submission.
- Enter the validation numbers at the bottom of the screen.
- Click on the box to agree to the Development Services Terms and Conditions.
- Click on "Submit" to submit your application for processing – WAIT FOR THE CONFIRMATION PAGE to attach your documents!
- A confirmation email will be sent with the basic application details, including the application reference number.
- You may now attach documents to the application.

UPLOAD/ SUBMIT DOCUMENTS

- Once an application has been submitted, you can then attach documents to it; please follow the instructions in the “Attach one or more documents” section presented following the submission of your application.
- All plans, specifications, state/ local forms, and supporting documents must be uploaded to the application.
- Please refer to the “BLDG (4) Forms and Documents” document for details regarding the documents/information you will need to apply for each project/ activity/ permit.
- Only PDF documents are allowed to be uploaded and attached to the application.
- While it is helpful to have your documents ready to upload at this time, they can be uploaded at a later time, but please be aware that this may delay the processing of your application.
- Interdepartmental reviews will not be assigned until all documents are uploaded.
- Building permit applicants are required to submit one hard copy plan set to Development Services which must match the originally uploaded digital version. Plan revisions/ updates must be submitted as hard copy and also be uploaded. The final set will be stamped and returned as the “Approved” job set copy.

APPLICATION REVIEW

- In accordance with City of Lowell policy, all taxes, fees, fines, and other financial obligations must be current before an application will be processed and any permit issued.
- Applications are reviewed for completeness and to ensure that all required documents have been uploaded. The City of Lowell reserves the right to request additional documents/ information as it deems necessary.
- If you are applying for work on multiple buildings/ units, your application may be broken out into multiple applications, as appropriate.
- Once your application has been successfully reviewed, you will receive an email notification that your application(s) are available for payment. Please note that all Building-related projects/ activities/ permits are subject to an additional \$75 fee for a Certificate of Completion and/or Certificate of Occupancy.
- Depending on the project/ activity/ permit you are applying for, additional interdepartmental review (e.g., Land Boards, Fire Department, Engineering Office, etc.) may be required.

PAYMENTS

- Payments may be made online with either a credit card or a check; all online payments are subject to a 3rd party merchant convenience fee. **CONVENIENCE FEES ARE NOT REFUNDABLE FOR ANY REASON.**
- Payments may be made in person with a Check, Money Order, or Cash in the City Treasurer’s Office. Please make sure to bring your Application Reference Number with you to ensure that it is applied to the correct Project/ Activity/ Permit application.
- Payments may be submitted through the mail with a Check or a Money Order (NEVER SEND CASH) made payable to the City of Lowell and sent to: Development Services, 375 Merrimack St Room 55, Lowell MA 01852. Checks/ Money Orders sent through the mail must indicate the Application Reference Number in the memo field to ensure that they are applied to the correct Project/ Activity/ Permit application.

PROJECT/ ACTIVITY/ PERMIT APPROVAL

- Once the permit is approved and issued, you will receive an email notification that your permit(s) have been printed and are available to be picked up.
- Trade-related permits are not printed out, but you will receive an email notification that your permit(s) have been issued, at which point you may login to either print it out or download a PDF version of it.

INSPECTIONS

- Online scheduling of inspections is not currently available, though inspection results are.
- It is the applicant's responsibility to schedule all required inspections through their assigned inspector.
- Work completed/ covered without an inspection may require dismantling/ removal for inspection.
- **IT IS REQUIRED OF ALL PERMIT HOLDERS** to schedule a final inspection to close out the permit upon the completion and end of a project in order to obtain their Certificate of Completion or Certificate of Occupancy.

SPECIAL NOTES

- All applications submitted are subject to the Development Services Terms & Conditions.
- **BUILDING PERMITS ARE NOT VALID UNTIL PAID, APPROVED, PICKED UP AND POSTED ON THE JOB SITE.**
- Email notifications are sent from donotreply@lowellma.gov; please make sure to adjust your email filters accordingly, and to check your Junk/ SPAM folders, to prevent missed emails.
- Questions? Contact the Development Services' Team directly via 978-674-4144