

Individual Residential Lot Review – Accela User Guide for the City of Charlotte

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Purpose

The purpose of this guide is to help customers file **Charlotte Land Development Individual Residential Lot** (LDIRL) permit applications using **Accela Citizen Access (ACCELA)**, the portal used by the City of Charlotte to accept and review applications for residential project types from pools, docks and accessory structures to manufactured homes, single family detached homes, duplex, triplex and quadraplexes, as well as scheduling inspections.

This guide may also help customers become familiar with the application format and information required prior to submittal.

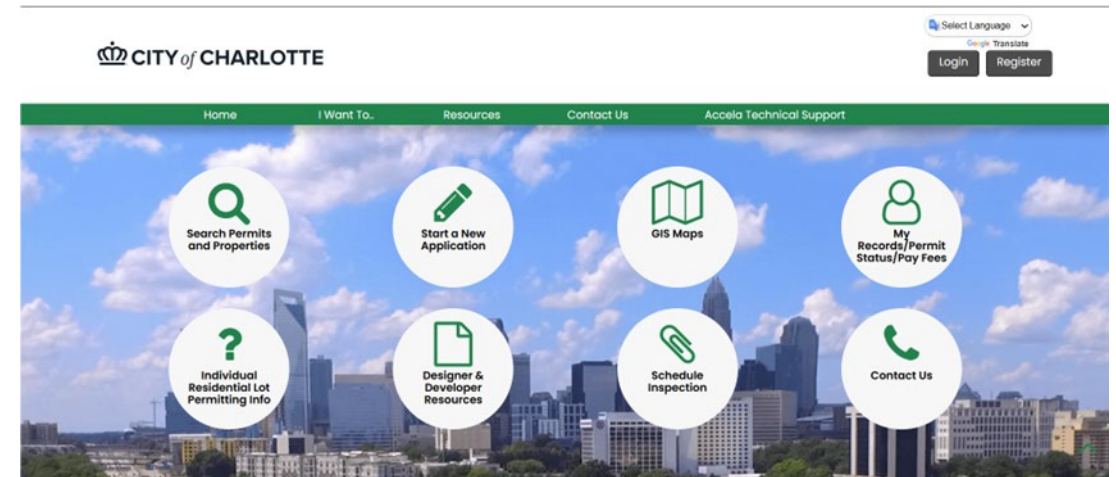


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Using ACCELA

Customers can use ACCELA to perform several tasks, such as:

- ✓ **Submit applications**
- ✓ **Check status of applications**
- ✓ **Submit revisions to the application**
- ✓ **Access application materials**
- ✓ **Pay fees**
- ✓ **Request technical support**
- ✓ **Reach out to staff assigned to a project application with questions**



Above is a screenshot of the landing page for accessing ACCELA and support tools.

Use the link provided below to access the above webpage:

<https://aca-prod.accela.com/CHARLOTTE/customization/common/home.aspx>

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Using ACCELA – Digital Plan Room

The **Digital Plan Room** is the electronic document review space that supports the ACCELA Portal. The Digital Plan Room allows for plan review, communication of comments, uploading documents and revised plans, and coordination between customers and staff.

The Digital Plan Room web page is a resource page and discusses the following topics:

- ✓ **Get Prepared**
- ✓ **General Document Standards**
- ✓ **Submitting Plans and Documents**
- ✓ **Review Comments: Issues and Conditions**
- ✓ **Submitting Revisions**
- ✓ **Downloading Final Print Sets**
- ✓ **Plan Review Issues Report**

[Home](#) / [Growth and Development](#) / [CLT Development Center](#) / [Digital Plan Room](#)

Digital Plan Room



The City of Charlotte's CLT Development Center has partnered with ePermitHub to launch the Digital Plan Room, a new electronic document review solution seamlessly integrated into the Accela Citizen Access Portal. This update simplifies file uploads and introduces automated versioning at the sheet level, provides a

[Contact Us](#)

Above is a screenshot of the landing page for the Digital Plan Room resource page and support tools.

Use the link provided below to access the above webpage:

<https://www.charlottenc.gov/Growth-and-Development/Getting-Started-on-Your-Project/Digital-Plan-Room>

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CLT Development Center

The **CLT Development Center** is located on the first floor of the Charlotte-Mecklenburg Government Center and provides a space that allows customers access to city staff for assistance with permitting, projects, and compliance with ordinances.

The following service teams are in the CLT Development Center:

- ☐ **Charlotte Department of Transportation (CDOT)**
- ☐ **Engineering**
- ☐ **Urban Forestry**
- ☐ **Construction Inspection**
- ☐ **Charlotte Water**
- ☐ **Erosion Control**
- ☐ **Subdivision Services**
- ☐ **Residential and Commercial Zoning**
- ☐ **Fire**
- ☐ **Plan Review Coordination**

Use the link below to visit the CLT Development Center web page shown to the right.

<https://www.charlottenc.gov/Growth-and-Development/Getting-Started-on-Your-Project>



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Order of Approvals for Single Family through Quadraplex Projects

Single Family Detached Project Type

1. Subdivision Plat Approval
 - a. Addresses and tax parcel numbers must align with county's tax information
2. LDIRL Approval
 - a. Staff reviews 'Plot Plan' (a scaled plan; it can be hand drawn but must be to scale based on approved plat) using the approved plat & required documents for that document type submitted into Accela
3. Mecklenburg County Building Permit Approval

Duplex through Quadraplex Project Type

1. LDIRL Approval
 - a. Staff reviews based on the 'Site Plan' (a scaled professionally prepared plan or survey; cannot be hand drawn; if they intend to sublot, the exterior lot lines are based off parent parcel & required documents for that project type submitted into Accela)
2. Subdivision Plat Approval (optional/sublot)
3. Mecklenburg County Building Permit Approval

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Individual Residential Lot Review (or LDIRL)

The **LDIRL (Land Development Individual Residential Lot)** is a review that the City of Charlotte requires to make certain residential projects comply with the **Charlotte Unified Development Ordinance (UDO)**. The following projects will require an LDIRL:

- Single family detached dwelling
- Duplex/duet
- Triplex/quadrplex
- Manufactured homes
- **ADU (accessory dwelling unit)**
- **Garage with ADU**
- **Garage**



- **Detached accessory structure (greater than 12 feet in any dimension)**
- **Addition**
- **Pool**
- **Retaining Wall**
- **Deck**
- **Detached Solar Panel**
- **Dock/Pier**

Use link below to visit the Residential Permitting page for more information about the LDIRL process.

<https://www.charlottenc.gov/Growth-and-Development/Planning-and-Development/Zoning/Permitting>



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LDIRL Review and the Charlotte Unified Development Ordinance

All LDIRL projects must comply with applicable requirements in the **Charlotte Unified Development Ordinance (UDO)**.

The Charlotte UDO combines regulations and standards from eight (8) different development ordinances into a single comprehensive document and is designed to guide the city's future development. Text amendments update the UDO to address state legislation and align regulatory requirements with current trends.

The LDIRL applications are reviewed by the CLT Development Center's **residential zoning, stormwater, urban forestry, and CDOT** teams for compliance with the Charlotte UDO.

The Charlotte UDO combines the following regulations and standards into one document:

- ✓ **Driveway/Access**
- ✓ **Floodplain**
- ✓ **Post-Construction Stormwater**
- ✓ **Soil Erosion and Sedimentation Control**
- ✓ **Streets and Sidewalks**
- ✓ **Subdivision**
- ✓ **Tree**
- ✓ **Zoning**

Use the link provided below to find out more about the Charlotte UDO and to read the document.

<https://charlotteudo.org/>



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City LDIRL Review - Process

- A City LDIRL review **and** a Mecklenburg County permit will be required.
- The City and County applications are independent of one another, but you can submit both at the same time if you are not sublotting.
- While you can apply for both City and County approvals at the same time, you must receive City approval before County approval.



The City LDIRL review takes approximately 15 days and will include:

- ☐ **3 Day Gateway:** Staff will check the application to make sure the use is permitted and all forms have been uploaded into ACCELA. The 3-Day gateway period does not include staff review of the application for full compliance with the Charlotte UDO.
 - ☐ If the required forms have not been uploaded the gateway will be denied and a new 3-day cycle will begin after forms are uploaded.
 - ☐ If the required forms have been uploaded, the customer will receive an email to pay the application fee.
- ☐ **7 Day Detailed Review:** Once the application fee is paid, the project is scheduled for the Detailed Review for compliance with UDO requirements.
 - ☐ Staff will **APPROVE** submittal once it is compliant with applicable UDO requirements.
 - ☐ Staff will note **REVISIONS** and identify issues on the plan sheets in the ACCELA PLAN ROOM if the submittal is not compliant with the UDO, and a new 7-day review cycle will begin after the customer uploads revisions.

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City LDIRL Review – Process

While the **LDIRL review process** takes about 15 days, **approval times** may depend upon several factors, including but not limited to:

- **Completeness of application and materials.**
- **Project's compliance with UDO requirements.**
- **Length of time to upload revised documents.**
- **Characteristics of lot or project site, including but not limited to topography, easements, deed restrictions or water features.**
- **Level of complexity of the project.**

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Mecklenburg County Building Permit

City staff reviews the Mecklenburg County Building Permit **in addition** to the City LDIRL submittal. A project receives Mecklenburg County Building Permit approval **after** City LDIRL approval.

- City Staff will **disapprove** their portion of the Mecklenburg County Building Permit review if an LDIRL has not been submitted and/or a Mecklenburg County building plan has not been approved.
- City Staff will approve their portion of the Mecklenburg County Building Permit review after the LDIRL is approved and when the approved County building plan matches the approved LDIRL.
- If the approved Mecklenburg County building plans do not match the LDIRL then a new LDIRL must be submitted to the City.



Use link provided below to visit Mecklenburg County LUESA (Land Use Environmental Services Agency) – Code Enforcement Division’s web page, to find out about County permitting, plan review, and inspections.

<https://code.mecknc.gov/>

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LDIRL Application Forms

The image to the left identifies **forms required by project type** for a complete Charlotte LDIRL application.

Required forms include the following:

- ✓ **Plot Plan**
- ✓ **Site Plan**
- ✓ **Plan with Building Elevation**
- ✓ **Master Plan Summary Sheet, if applicable**
- ✓ **Building Height Form**
- ✓ **Pool Plot Plan**
- ✓ **Accessory Structure or ADU Declaration**
- ✓ **GIS Addressing (Addressing is only for ADU and not garage)**

Project Type	Zoning Gateway Required Accela Forms (staff checks for forms & pass the Gateway if forms provided, staff <u>will not</u> check for zoning compliance at the Gateway)
Single Family Residence	<input type="checkbox"/> Plot Plan <input type="checkbox"/> Plans with Building Elevations <input type="checkbox"/> Master Plan Summary Sheet if applicable
Duplex	<input type="checkbox"/> Site Plan <input type="checkbox"/> Plans with Building Elevations
Additions	<input type="checkbox"/> Plot Plan <input type="checkbox"/> Plans with Building Elevations
Deck (attached)	<input type="checkbox"/> Plot Plan
ADU; ADU & Garage	<input type="checkbox"/> Site Plan <input type="checkbox"/> Plans with Building Elevations <input type="checkbox"/> Accessory Structure or ADU declaration <input type="checkbox"/> GIS Addressing (Addressing is only for ADU and not garage)
2 Story Garage	<input type="checkbox"/> Site Plan <input type="checkbox"/> Plans with Building Elevations <input type="checkbox"/> Accessory Structure or ADU declaration
1 Story Garage; Detached Structure; Shed	<input type="checkbox"/> Plot Plan <input type="checkbox"/> Building Height Form <input type="checkbox"/> Accessory Structure or ADU declaration
Deck (detached)	<input type="checkbox"/> Plot Plan
Pool	<input type="checkbox"/> Pool Plot Plan
Retaining Wall	<input type="checkbox"/> Plot Plan
Manufactured Home	<input type="checkbox"/> Plot Plan
Docks/Piers	<input type="checkbox"/> Plot Plan
Solar Panels (detached)	<input type="checkbox"/> Plot Plan

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Minimum Requirements for Plot Plans & Site Plans

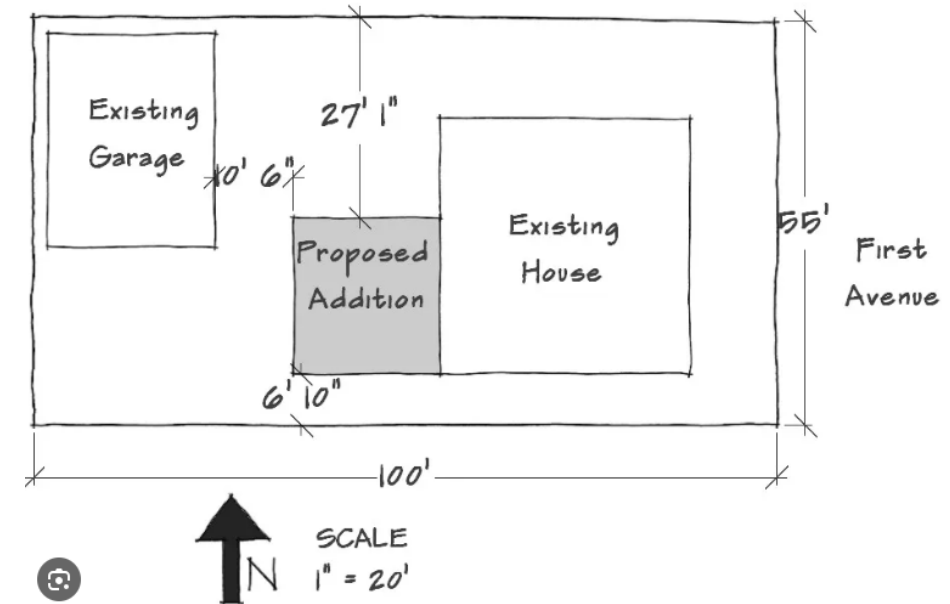
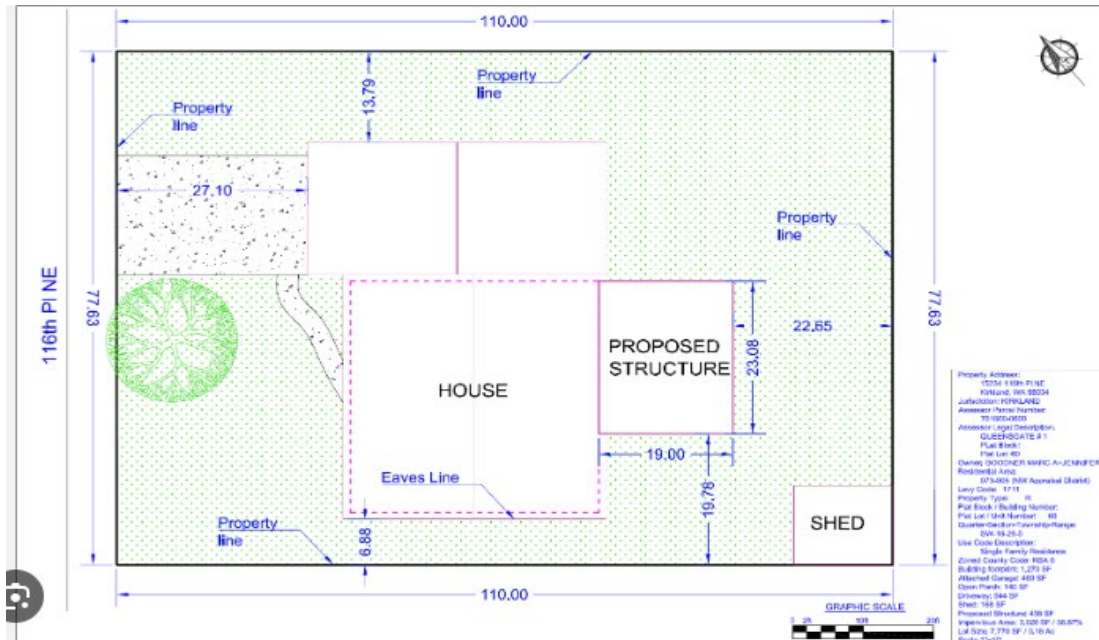
Additional information may be requested to determine UDO compliance:

- ☐ Lot Acreage/Square Footage
- ☐ Lot width
- ☐ All minimum required setbacks
- ☐ Building coverage
- ☐ All Property lines shown
- ☐ Engineering scale bar on each plan sheet (plan information must be legible and to scale)
- ☐ Vicinity Map
- ☐ Label all existing streets: location and name
- ☐ Label Proposed and existing buildings
- ☐ Distance of proposed building(s) to all property lines
- ☐ Driveway and sidewalk locations & dimensions
- ☐ Street trees – existing and proposed
- ☐ Any heritage trees on the property
- ☐ Existing drainage features (catch basins, pipes, ditches, swales, etc.)
- ☐ Installation, modification, creation or connection to the storm drainage system
- ☐ Railroads, water courses, etc.
- ☐ Existing Storm Drains, Culverts, Sanitary Sewer Easements
- ☐ Land Use Buffer(s), Landscape Yards, Tree Save Areas, and/or setbacks required by Zoning

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LDIRL Application Forms – Plot Plan Examples

The images below and to the right are examples of **plot plans** for proposed additions to existing single-family homes. A **plot plan** is a scaled plan that can be hand drawn but must be to scale.



A **plot plan** will be required for the following projects: single family home, addition, 1-story garage, deck (detached), retaining wall, manufactured home, docks/piers, solar panels (detached).


Illustrations are to show what is meant by a plot plan and not intended to show all UDO requirements.


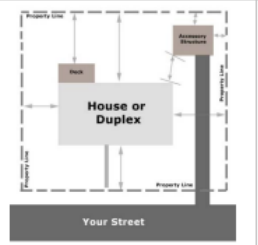
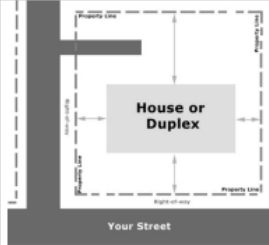
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LDIRL Application Forms – Plot Plan for Permit Application

The image to the right is the **Plot Plan for Permit Application**. You may also use this form by drawing the plot plan on this sheet. The plan should be scaled and drawn as neat as possible. The following information will need to be shown on the plot plan:

- ✓ **Streets and rights-of-way**
- ✓ **Property lines with dimensions**
- ✓ **Proposed and existing buildings, showing any attached porch(es), deck(s), chimney(s), carport(s) or garages.**
- ✓ **Distances of buildings from property lines or other structures.**
- ✓ **All major utility towers (when applicable).**

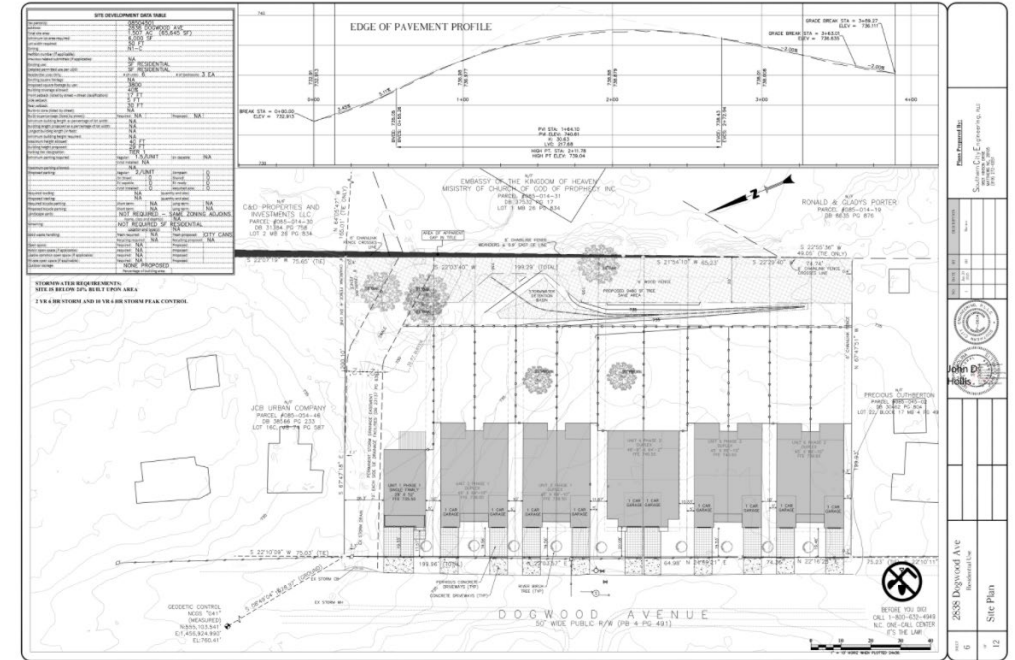


PLOT PLAN FOR PERMIT APPLICATION <small>ONE/TWO FAMILY, MODULAR, MOBILE HOME OR ZONING USE</small>		Permit #:
Street #:	(N,S,E,W) Street Name	(AV, RD, etc.) Suite #/Units
Tax Parcel #:	Job #:	
<p>INSTRUCTIONS:</p> <p>In the space provided, draw plot plan as neatly and accurately as possible, from survey if available. Separate application and plot plan required for each building.</p> <ol style="list-style-type: none">1. Draw street(s) and right-of-way(s)2. Draw property lines with dimensions.3. Draw proposed and existing buildings showing any attached porch(es), deck(s), chimney(s), carport(s) or garage(s), etc...4. Show distances of buildings from property lines or other structures.5. Show all major utility towers, when applicable.		
Plot Plan Examples		
<div style="display: flex; justify-content: space-around;"></div>		
<small>ALL EXISTING AND PROPOSED BUILDINGS ON LOT ARE SHOWN WITH MEASUREMENTS INDICATED.</small>		
<div style="display: flex; justify-content: space-between;">Applicant's signature _____Date _____PRINT APPLICANT'S NAME _____</div>		

Zoning Approved By: _____Date: _____

Remarks: _____15

LDIRL Application Forms – Site Plan Examples

[illegible]

Illustrations are to show what is meant by a plot plan and not intended to show all UDO requirements.

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Minimum Requirements for Plans with Building Elevations

Show these items for all project types:

- ☐ Floor plans with dimensions for each story of the home
- ☐ Label and dimension building height measured from the average grade to the tallest point of the building

Show these additional items for Duplex & Triplex project types:

- ☐ Building height plan plane – show the ‘tent’ created by measuring up 20 feet from the finished floor elevation at the minimum side and/or corner side setback (on the sides of the property subject to the side and/or corner side setback), then up toward the center of the property at a 45-degree angle
 - ☐ Show gable end encroachments into building height plane
 - ☐ Show that dormer encroachments do not exceed 25% of sidewall width
 - ☐ Dormer encroachments into the building height plane are not permitted on the front of the building

UDO Definitions:

Building Height. Building height is the vertical distance between the average grade at the base of the structure and the highest point of the structure.

Average Grade. The average grade is determined by measuring the grade at the outermost corners of each elevation of the structure and calculating the average. Alternatively, average grade may be determined by measuring the grade at intervals of five feet or less around the perimeter of the structure and calculating the average.

Illustrations are to show what is meant by a plot plan and not intended to show all UDO requirements.

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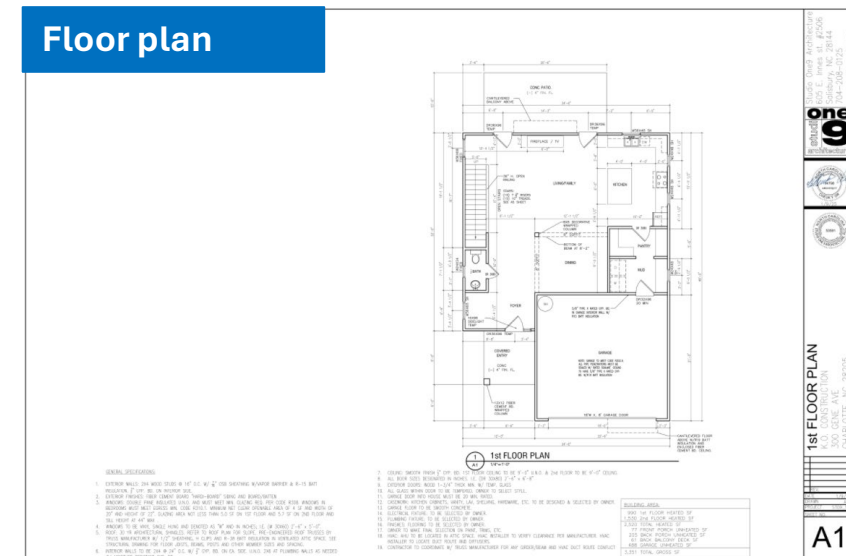
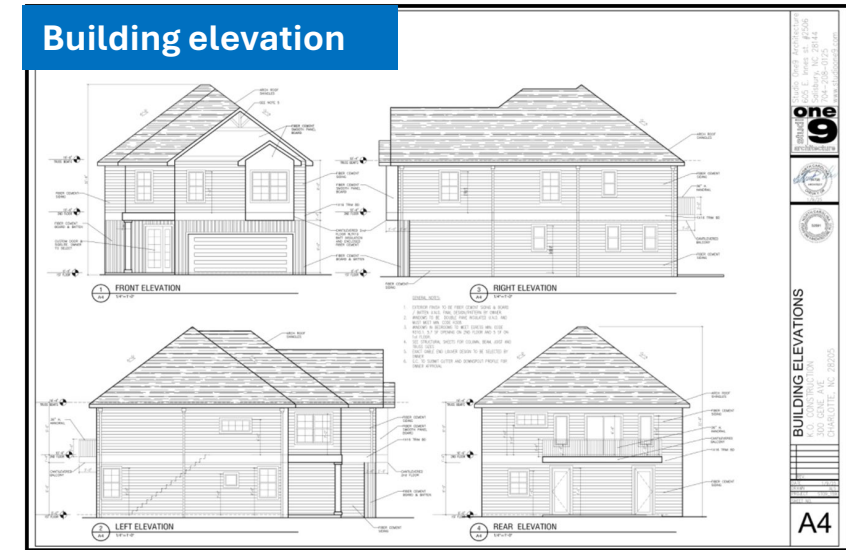
LDIRL Application Forms – Plans with Building Elevations

Top right is an example of a building elevation prepared for a single-family home. The **building elevation** depicts the vertical view of the structure's exterior from a specific angle. The building elevation shows height and exterior features, such as windows, doors, and rooflines.

Bottom right is a **plan** of the single-family home that shows the layout of the first floor, including room dimensions and locations of windows.

Plans with building elevations will be required for the following project types: single-family home, duplex, triplex, quadraplex, addition, ADU, ADU with garage, 2-story garage.

Illustrations are to show what is meant by a plot plan and not intended to show all UDO requirements.

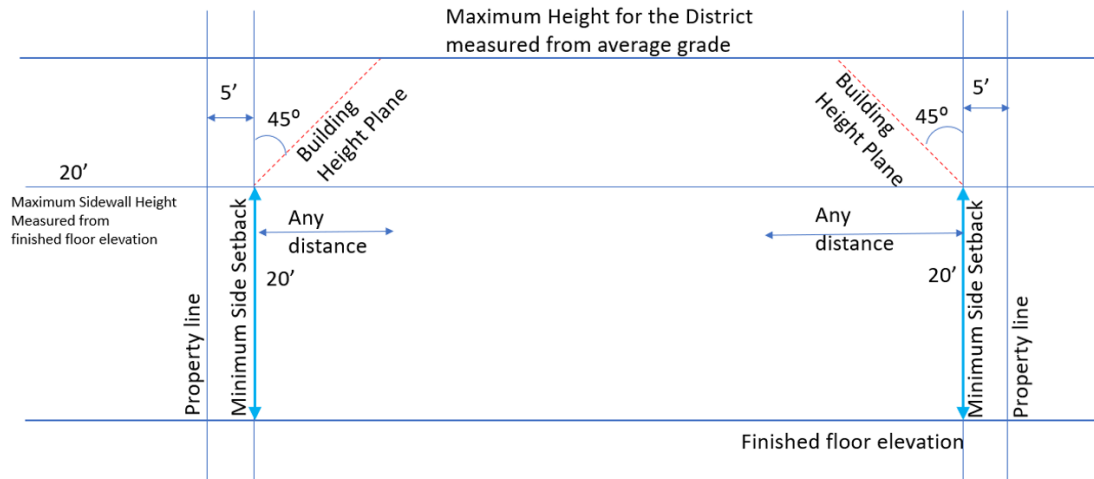


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LDIRL– How to Show Sidewall Height and Building Height Plane on Building Elevations (Duplex and Triplex Only)

Below is a detail that illustrates how to locate and measure a **sidewall** and **building height plane**. This information will need to be provided if the proposed project is a duplex or triplex.

Sidewall. A wall that forms the side of a structure. Sidewalls are measured from the finished **floor** elevation of the main floor to the **eave** or, if no eave is present on the structure, to the bottom of the finished roof plane. Maximum allowable sidewall height is 20 feet.



For duplexes and triplexes, sidewall height always measured at side and/or corner side; sidewall height can apply to either frontage for triplexes on corner lots; sidewall cannot exceed the 20 feet maximum (or average of two adjacent sidewalls with survey) no matter how far from the side setback the home is located.

Below are the building height plane requirements:

- ✓ One additional foot of height, above the maximum permitted sidewall height at the required minimum side setback, is allowed for each additional one foot in distance the portion of the building is located from the required minimum side setback.
- ✓ This establishes a building height plane of 45 degrees. The building height plane does not allow an increase in the maximum sidewall height. Buildings may not exceed the maximum building heights of the zoning district.
- ✓ Dormers and gable ends may extend into and through the 45-degree building height plane but shall comply with the maximum building height.
- ✓ The cumulative width of dormers extending into and through the building height plane shall be limited to 25% of the depth of the sidewall.

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LDIRL Application Forms – Building Height Form

Below is the **Building Height Form** you will fill out if it is required based on project type. You will need to provide **building height** and **average grade** measurements to process your application. You will also need to indicate the proposed roof type.



BUILDING HEIGHT FORM

To determine your building heights, submit your measurements in the in the appropriate boxes below. Areas in yellow are required information needed to process your permit application.

Single Family And Duplex	Duplex	Duplex
<p>Average Grade</p> <p>Maximum height of building</p>	<p>Grade</p> <p>FFE</p> <p>Right Sidewall Height:</p>	<p>Grade</p> <p>FFE</p> <p>Left Sidewall Height:</p> <p>Right Sidewall Height:</p>

CALCULATING THE AVERAGE GRADE

As an option to the above requirement, average height from grade calculations can be determined by the two following methods. If utilizing this option, indicate your calculations in the spaces provided.

Average of Grade measured at outermost corners

Adding the lowest and the highest point and dividing by 2

Average of Grade measured at intervals of 5 or less around the perimeter of the structure

Adding all points, at five-foot intervals, starting at the corner along the base of the building and dividing the total by the number of points.

Building Height. Building height is the vertical distance between the average grade at the base of the structure and the highest point of the structure.

Building height does not include proposed roofs, porches, heights, or other unpermitted features.

Building height measured from average grade to the highest point of the structure:

ROOF TYPE

Check a box to indicate the roof type.

☐

☐

☐

Below are definitions of **“average grade”** and **“building height”**.

Average Grade. The average grade is determined by measuring the grade at the outermost corners of each elevation of the structure and calculating the average. Alternatively, average grade may be determined by measuring the grade at intervals of five feet or less around the perimeter of the structure and calculating the average.

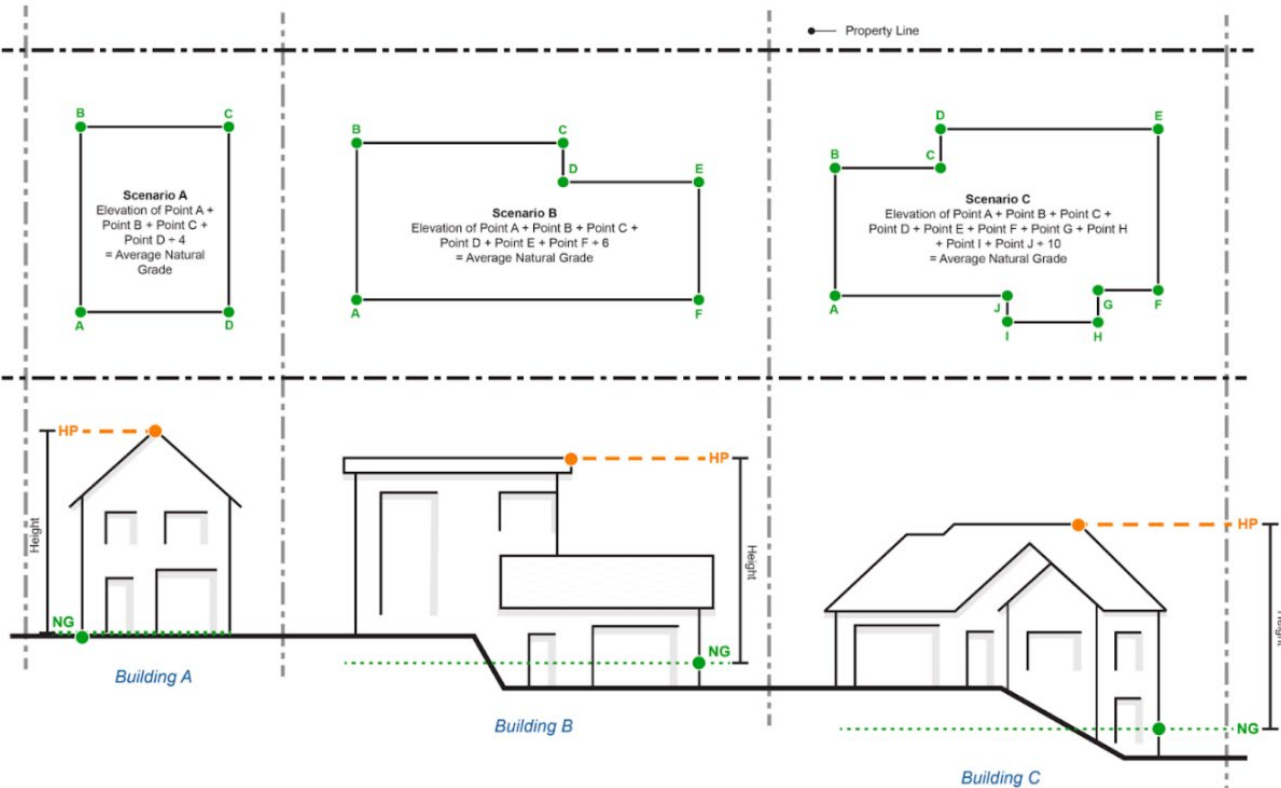
Building Height. Building height is the vertical distance between the **average grade** at the base of the structure and the highest point of the **structure**.

A **building height form** will be required for the following project types: 1-story garage, detached structure, shed.

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LDIRL Application Forms – Building Height Form Average Grade Examples

Below are scenarios (Scenarios A, B, and C). The top three scenarios show how to measure average grade, and the bottom three scenarios show how to measure building height from the average grade.




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LDIRL Application Forms – Residential Accessory Structure and Accessory Dwelling Unit (ADU) Declaration

You will need to complete and submit the form to the right (Residential Accessory Structure and Accessory Dwelling Unit (ADU) Declaration) as part of your application if your project is an accessory structure or an accessory structure that contains an ADU.

At the top of the form are definitions of **accessory structure**, **dwelling – accessory unit (ADU)**, and **dwelling unit**.


RESIDENTIAL ACCESSORY STRUCTURE AND ACCESSORY DWELLING UNIT (ADU) DECLARATION
(Only required if proposed project is an accessory structure or an accessory structure that contains an ADU – Please Print)
Revised March 2025

DEFINITIONS

1. Accessory Structure. A structure located on the same lot as the principal building that is incidental and subordinate to the function of the principal building.
2. Dwelling - Accessory Unit (ADU). An additional dwelling unit associated with and incidental to a principal dwelling. An accessory dwelling unit (ADU) shall include separate cooking and sanitary facilities and is a complete, separate dwelling unit. ADUs are not permitted in manufactured homes, recreational vehicles, travel trailers, campers, or any other type of motor vehicle.
3. Dwelling Unit. A single unit providing complete, independent living facilities for no more than one family, including permanent provisions for living, sleeping, eating, cooking, and sanitation.

STANDARDS

Accessory structures that ARE NOT accessory dwelling units (ADU) must comply with the requirements of **Article 17** of the City of Charlotte Unified Development Ordinance. <https://read.charlotteudo.org/articles/article-17-accessory-structures/>

Accessory structures that contain an accessory dwelling unit (ADU) must also comply with the requirements of **Section 15.6** of the City of Charlotte Unified Development Ordinance – Please see below. An ADU may be within an accessory structure. The accessory structure stays an accessory structure and must meet both the accessory structure standards and the ADU standards. <https://read.charlotteudo.org/articles/article-15-use-regulations/>

Dwellings, Accessory Units (ADU) shall be permitted in accordance with the following requirements:

1. The ADU shall be clearly subordinate to the principal residential use.
2. An ADU is permitted as follows:
 - a. In conjunction with a single-family dwelling in any zoning district in which a single-family dwelling is allowed.
 - b. In conjunction with a duplex dwelling in any zoning district in which a duplex dwelling is allowed when each unit of the duplex is not located on a subplot.
3. Only one ADU shall be permitted on the lot.
4. The ADU and its associated principal dwelling shall be under the same ownership.
5. The ADU shall not be served by a driveway separate from that serving the principal dwelling. However, if the ADU is located on a corner lot, a through lot abutting two parallel local public streets, or a lot that abuts an alley, a separate driveway may be provided from the side street, the local public street with reverse frontage, or the alley, whichever applies.
6. An ADU located within an accessory structure shall comply with the following additional requirements:
 - a. The ADU shall have a total floor area no greater than 50% of the total floor area of the principal residential use. However, in no case shall the ADU exceed 1,000 heated square feet.
 - b. The structure shall be subject to the requirements of **Section 17.1**.

This document should not be used as a substitute for codes and regulations. The applicant is responsible for compliance with all applicable Unified Development Ordinance requirements, whether or not described in this document.

DECLARATION – PLEASE CHECK A BOX

The proposed project is an accessory structure that **does not contain** ☐ / **does contain** ☐ an accessory dwelling unit (ADU), as defined above. By declaring that the accessory structure “does not contain” an ADU, you are confirming that the structure will not be used as a dwelling/residence whether for short-term or long-term durations throughout the year. I understand that failure to properly permit this project may result in a Notice of Violation and/or other enforcement actions as necessary to achieve compliance with all applicable codes and ordinances.

Print Applicant's Name: _____

Applicant's signature: _____ Date: _____

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LDIRL Application Forms – Master Plan Summary Sheet

A master plan summary sheet must be provided with the LDIRL and building permit for single-family homes when applicable. A master plan form should be included on the required documents list in Accela.

LDIRL Application Forms – GIS Addressing


A separate address must be obtained from Mecklenburg County GIS Addressing for an ADU (accessory dwelling unit). Below is the link to Mecklenburg County's Address Management.

<https://gis.mecknc.gov/Address-Management>

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LDIRL Application Forms – Pool Plot Plan

Below is an image of the Plot Plan for Swimming Pool Installation form, and right are examples of a Plot Plan and Pool Apron/Coping.


PLOT PLAN FOR SWIMMING POOL INSTALLATION **Permit #:** _____

Street #: _____ (N,S,E,W) Street Name _____ (AV, RD, etc.) Suite #/Units _____
Tax Parcel #: _____ Job #: _____

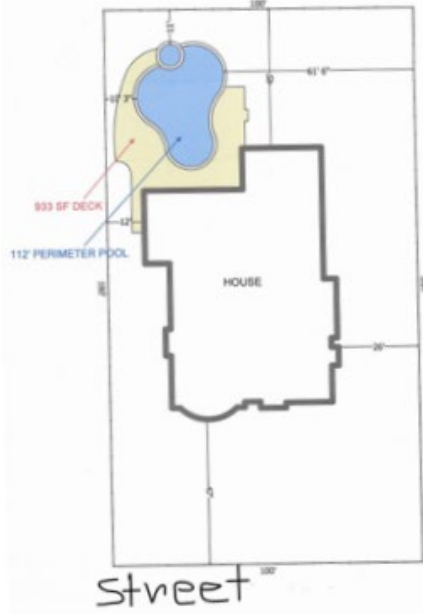

Draw the location of the proposed swimming pool along with the pool apron (i.e. concrete area, decking) around the pool. Provide the dimensions and calculations for each area. Specify pool apron materials. *It is very important that the plot plan reflects the distance of the proposed pool/structure from exterior property lines.*

Pool Area _____
Pool Apron Area _____
Max Width _____
Dimensions _____
Max Length _____
Materials _____

INSTRUCTIONS:
In the space provided, draw plot plan as neatly and accurately as possible, from survey if available. Separate application and plot plan required for each building.

1. Draw street(s) and right-of-way(s)
2. Draw property lines with dimensions.
3. Draw proposed and existing buildings showing any attached porch(es), deck(s), chimney(s), carport(s) or garage(s), etc.
4. Show distances of buildings from property lines or other structures.
5. Show all major utility towers, when applicable.

Plot Plan & Pool Apron / Coping Examples

ALL EXISTING AND PROPOSED BUILDINGS ON LOT ARE SHOWN WITH MEASUREMENTS INDICATED.

Applicant's signature _____ Date _____ PRINT APPLICANT'S NAME _____

Zoning Approved By: _____ Date: _____
Remarks: _____

Individual Residential Lot Review – Accela User Guide

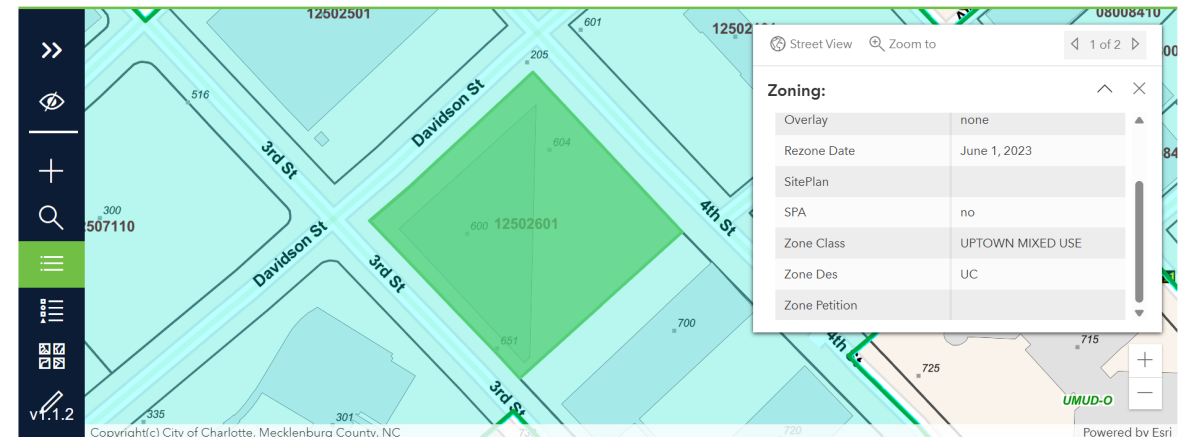
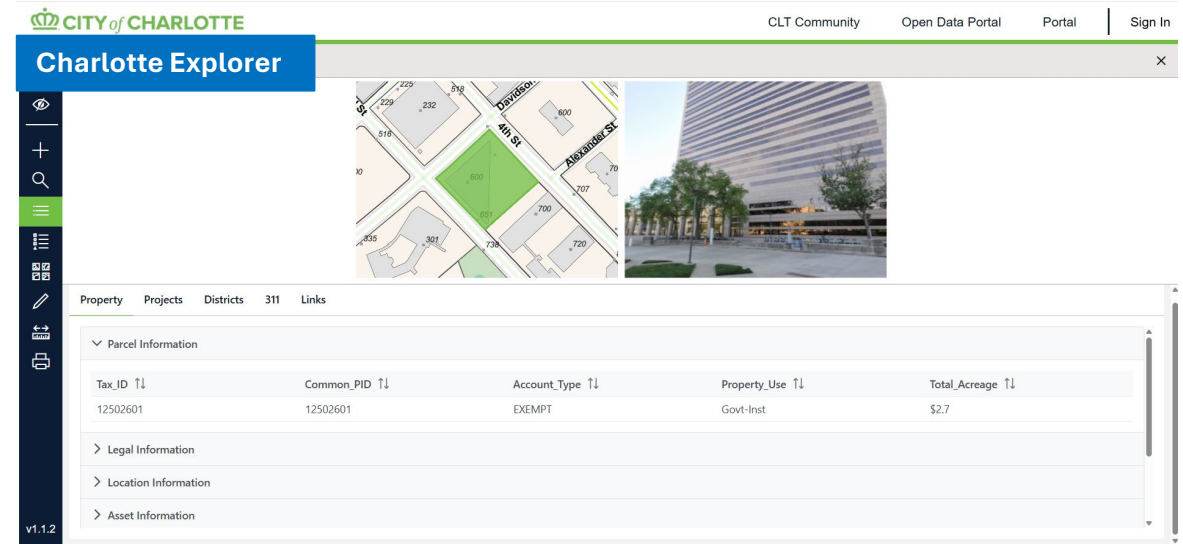
Property information search - Resources

The LDIRL application process requires that the property information on the application is accurate.

Below are some websites to help you find information about a piece of property including but not limited to legal description, ownership, year of construction, building square footage, and zoning.

These tools are also helpful in accessing recorded subdivision plats and maps that identify specific restrictions and standards applied to a specific parcel.

- **Charlotte Explorer** (used to generate image to the right to locate parcel information and zoning)
<https://explore.charlottenc.gov/>
- **Mecklenburg County Polaris**
<https://polaris3g.mecklenburgcountync.gov/>
- **Mecklenburg County-Property Record Card Property Search**
<https://property.spatalest.com/nc/mecklenburg#/>
- **Wizard** <https://aca-prod.accela.com/CHARLOTTE/customization/common/chooser.aspx>



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Wizard

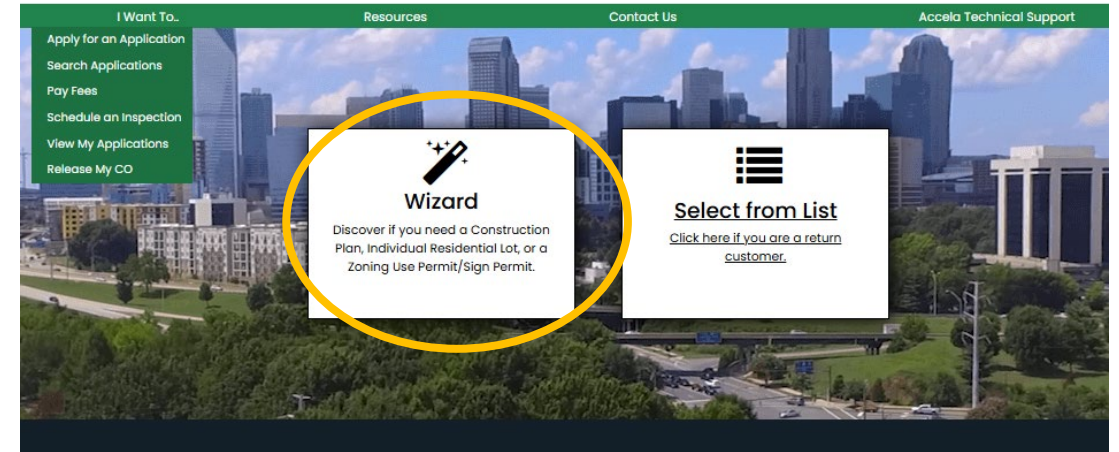
Wizard is a tool that can help determine what type of permit is needed for a project based upon the information provided by the customer.

You will need the following information to use Wizard:

- ✓ **Project Address**
- ✓ **Residential or Non-Residential project**
- ✓ **If project involve the removal of a tree that is 30 inches or larger and native to North Carolina**
- ✓ **Square footage of new construction**
- ✓ **If project requires grading**
- ✓ **If project area is greater than one acre**
- ✓ **Type of project**

Based upon the information provided, Wizard will recommend the permit type the customer should apply for in ACCELA.

If the customer is unable to answer some of Wizard's questions, a staff person will contact the customer for additional information.



The above image shows where the customer can find the Wizard tool, located on the same page where you find ACCELA. Customers can access Wizard by using the following link.

Wizard <https://aca-prod.accela.com/CHARLOTTE/customization/common/chooser.aspx>

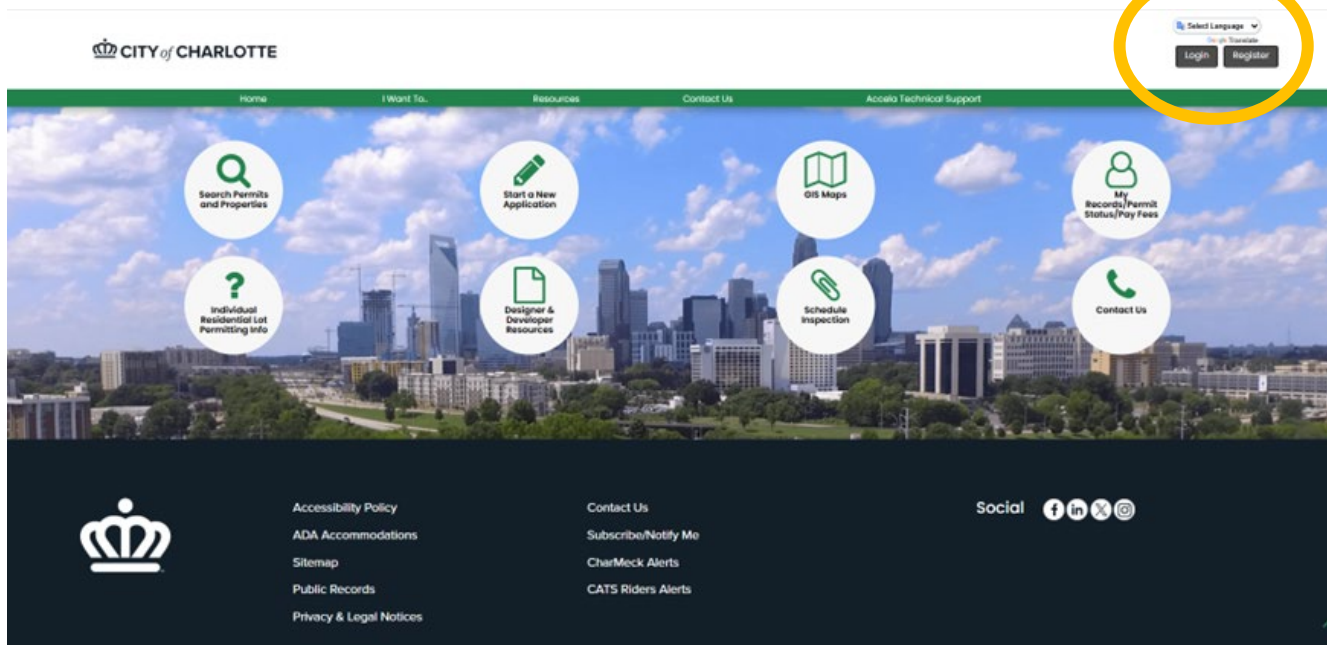
Individual Residential Lot Review – Accela User Guide

Filing an LDIRL Application in ACCELA

Once you have the appropriate forms, plans, and supplemental information and are ready to file the application, you may use the link below to access ACCELA.

<https://aca-prod.accela.com/CHARLOTTE/customization/common/home.aspx>

Once you click on the link you will be taken to the landing page for customers to file ACCELA applications (see image below).

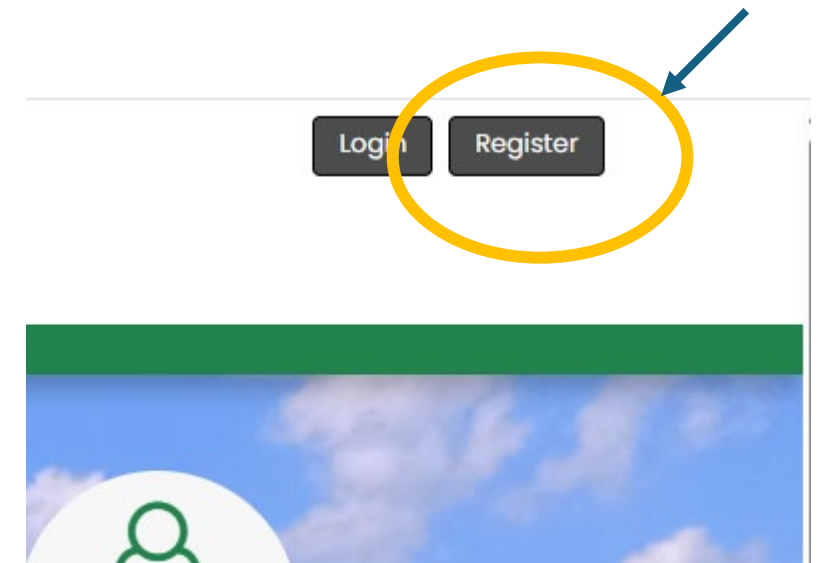


Creating an ACCELA Account

You will need to create an ACCELA account to file an LDIRL application.

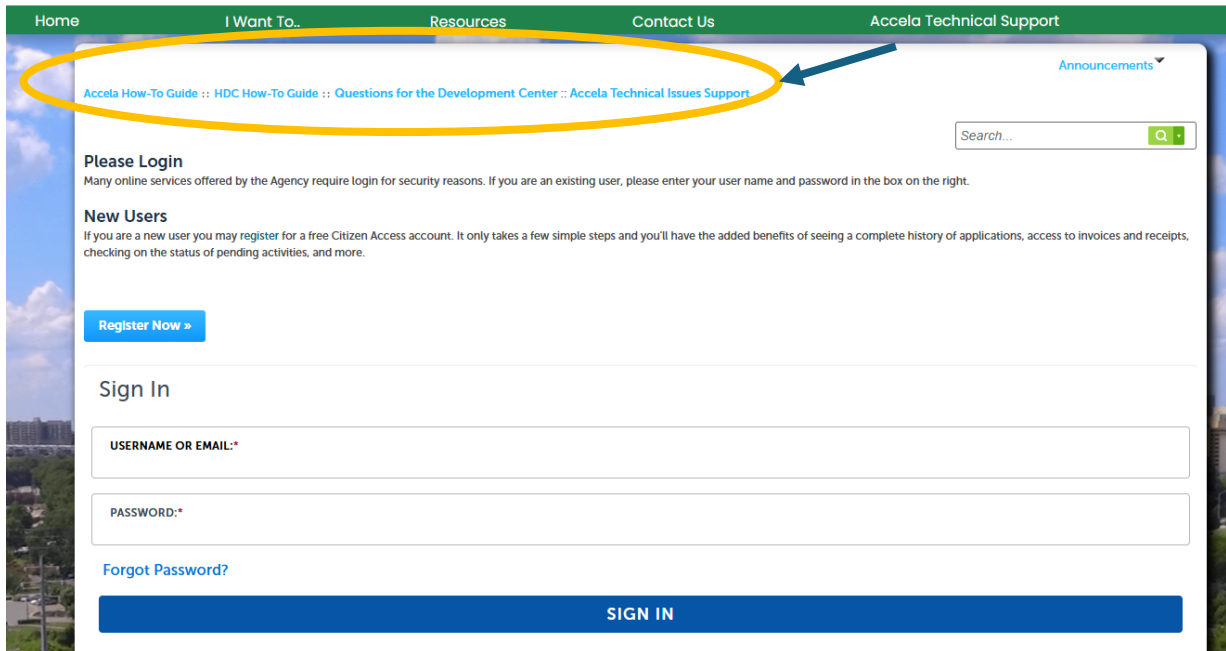
In the upper right-hand corner of this screen you will find the functions **Login** and **Register**.

You will click on **Register** to create your ACCELA account.



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After selecting **Register**, you will be taken to the screen shown below. You will either **Login** if you have an existing account or **Register Now** to create a new account.



You will notice the **wording** at the top of each screen as **encircled** in the image bottom left.

- **Accela How To Guide:** A guide that assists using ACCELA.
- **HDC How To Guide:** A guide that assists customer with using ACCELA to apply for Certificate of Appropriateness (COA) **if the parcel is in a local historic district.**
- **Questions for the Development Center:** Use this function to send an email to the CLT Development Center requesting assistance for clarification about ordinance requirements and application process.
- **ACCELA Technical Issues Support:** Use this function to send an email to request assistance using ACCELA.

Individual Residential Lot Review – Accela User Guide

Accela How-To Guide :: HDC How-To Guide :: Questions for the Development Center :: Accela Technical Issues Support

Search...

Login Information

STEP 1 OF 2: ACCOUNT DETAILS

* Required Fields

USERNAME:*

E-MAIL ADDRESS:*


PASSWORD:*

TYPE PASSWORD AGAIN: *

ENTER SECURITY QUESTION:*

Select ▼

ANSWER:*

☐ I have read, understand, and agree to the [Terms of Service](#) 

CONTINUE

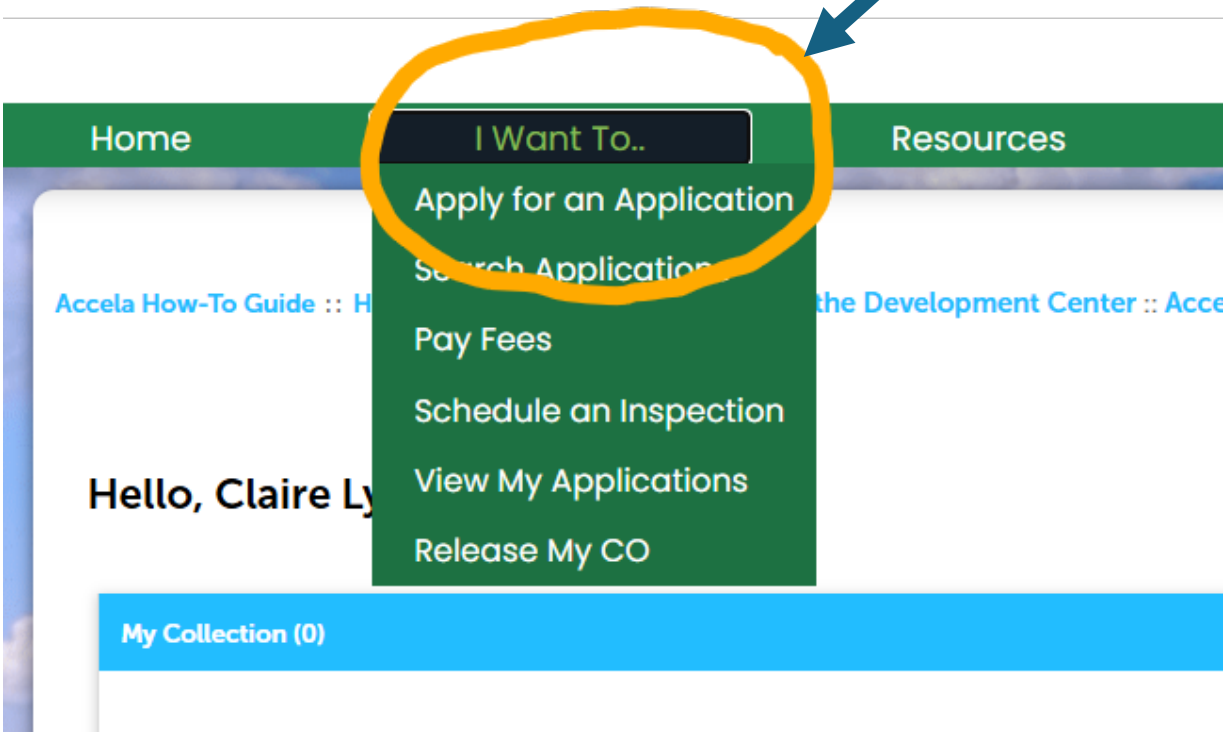
BACK

Once you click on **Register Now**, you will be taken to the screen on the left where you will fill in the ***Required fields**:

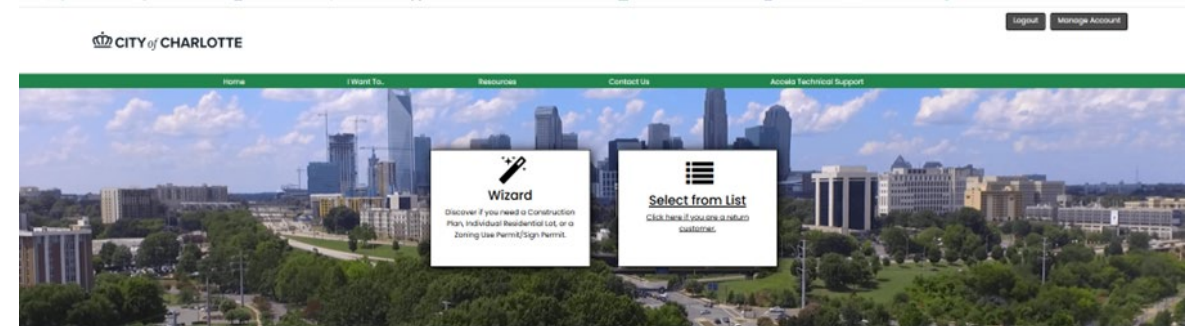
- **Input username**
- **Input email address**
- **Create a password**
- **Select a security question**
- **Provide answer to the security question**
- **Check the Terms of Service Box**
- **Click Continue.**

Individual Residential Lot Review – Accela User Guide

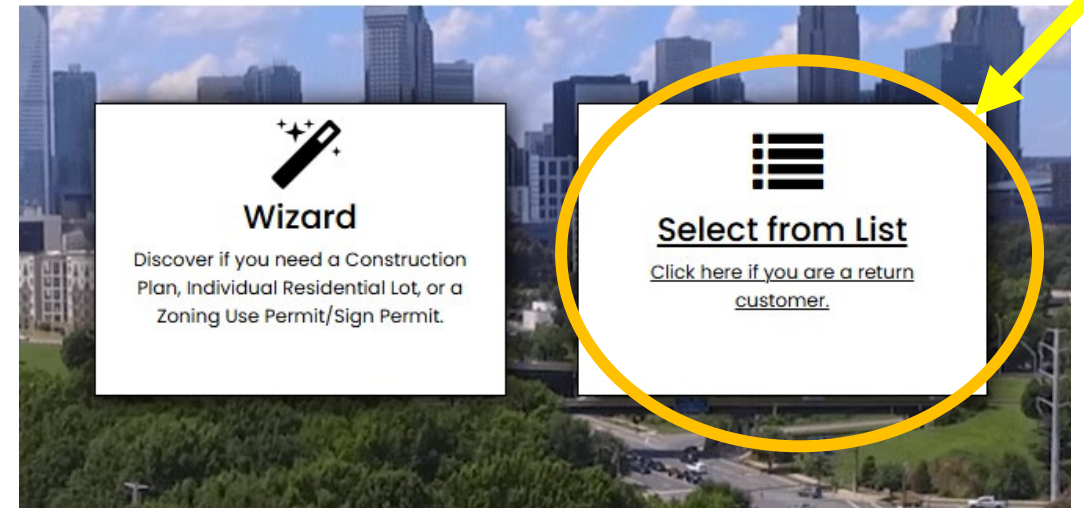
Once you have created your ACCELA account, you can hover over **I Want To** and click on **Apply for an Application** as shown in the image below.



After you click on **Apply for an Application**, you will be taken to this page shown below.



You will click on **Select from List** as shown below.



Individual Residential Lot Review – Accela User Guide

After you click **Select from List**, you will be taken to the screen shown below, **Online Application**. Check the box acknowledging **you have read and accepted the terms**, then click **Continue Application**.

I Want To... Resources Contact Us Accela Technical Support

Announcements Logged in as: Claire Lyte-Graham Collections (0) Account Management

Accela How-To Guide :: HDC How-To Guide :: Questions for the Development Center :: Accela Technical Issues Support

Search...

Online Application

Welcome to 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.

Please "Allow Pop-ups from This Site" before proceeding. You must accept the General Disclaimer below before beginning your application.

General Disclaimer
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.

☒ I have read and accepted the above terms.

[Continue Application »](#)

☒ I have read and accepted the above terms.

[Continue Application »](#)

You will be then be taken to the screen shown below.

CITY of CHARLOTTE

Home I Want To... Resources Contact Us Accela Technical Support

Announcements Logged in as: Claire Lyte-Graham Collections (0) Account Management

Accela How-To Guide :: HDC How-To Guide :: Questions for the Development Center :: Accela Technical Issues Support

Search...

Select a Record Type

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

+ Land Development

+ CMCSI

+ Planning

+ Charlotte Water Care

[Continue Application »](#)

Click on **Land Development** and chose **Individual Residential Lot** from the drop-down menu.

Select a Record Type

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

Search

+ Land Development

☐ As-Built

☒ Charlotte Zoning Review

☒ Individual Residential Lot

☐ Land Development Construction Plan

☐ Parking Reductions

☐ Plat

☐ Pre-Submittal Meeting

☐ Required Submittal Verification

☐ Sketch Plan Review

☐ Street Exemption

☐ Traffic Impact Study

+ CMCSI

+ Planning

+ Charlotte Water Care

Individual Residential Lot Review – Accela User Guide

Individual Residential Lot Review

Detail Information

For this application enter the Address in the Project Name field below.

*Project Name:

*Scope of Work:

Parcel

If you have multiple parcel numbers, please use one unique parcel number as a public, unique, identifying parcel number in the "Additional Parcel Numbers" box on next page. You may click on Search to populate the address and owner information or use the search button. If there is more than one parcel listed in the search results, please select the correct one. You may also click on the search button to populate the address and owner information. Once you have entered the parcel, use the arrow icon on the left to select the property from the "Include" list you can search. Use the "Include" button to add the parcel, address, and the owner to the project.

*Parcel Number:

Regulations: Do not add hyphens. Avoid adding letters at the end of the Parcel ID. (e.g. 0123456789, not 0123456789A)

Address

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

City: State: Zip:

Owner

Owner Name:

Address Line 1:

Address Line 2:

City: State: Zip:

*Phone:

*E-mail:

Save and Review Data

[Continue Application](#)

Step 1: Work Location

You will be taken to the screen shown to the left, with the statement **Step 1: Work Location** located at the top of the page.

On this screen will provide the following information:

- **Detail Information**
- **Parcel (number)**
- **Address**
- **Owner**

Detail information: you will want to fill in the following:

- *Project Name
- *Scope of Work and give your project a name and give a description of the work you want to do.

Detail Information

For this application enter the Address in the Project Name field below.

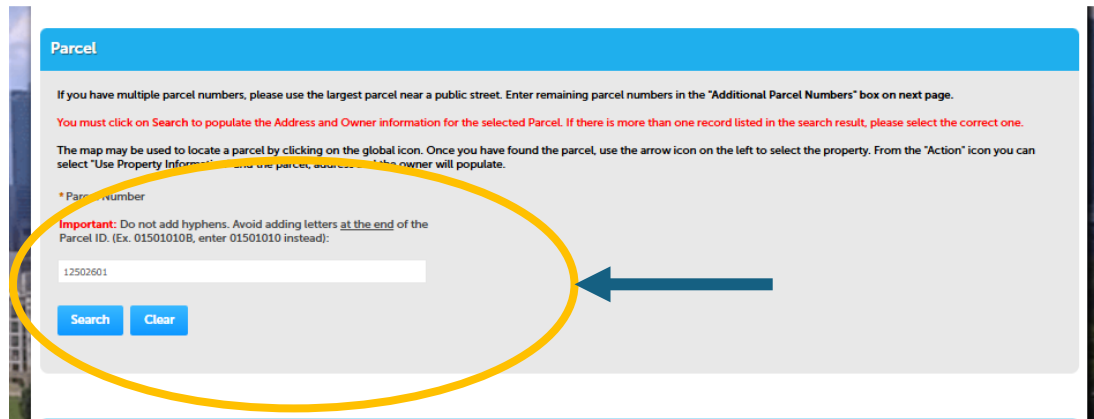
*Project Name:
Charlotte House Addition

*Scope of Work:
Add 300 square feet to the rear of an existing single family residential home.

[Spell check](#)

Individual Residential Lot Review – Accela User Guide

After completing **Detail Information**, you will move to the next section **Parcel**, where you will input the *Parcel number in the white box.



Parcel

If you have multiple parcel numbers, please use the largest parcel near a public street. Enter remaining parcel numbers in the "Additional Parcel Numbers" box on next page.

You must click on Search to populate the Address and Owner information for the selected Parcel. If there is more than one record listed in the search result, please select the correct one.

The map may be used to locate a parcel by clicking on the global icon. Once you have found the parcel, use the arrow icon on the left to select the property. From the "Action" icon you can select "Use Property Information" and the parcel, address and owner will populate.

* Parcel Number

Important: Do not add hyphens. Avoid adding letters at the end of the Parcel ID. (Ex. 01501010B, enter 01501010 instead):

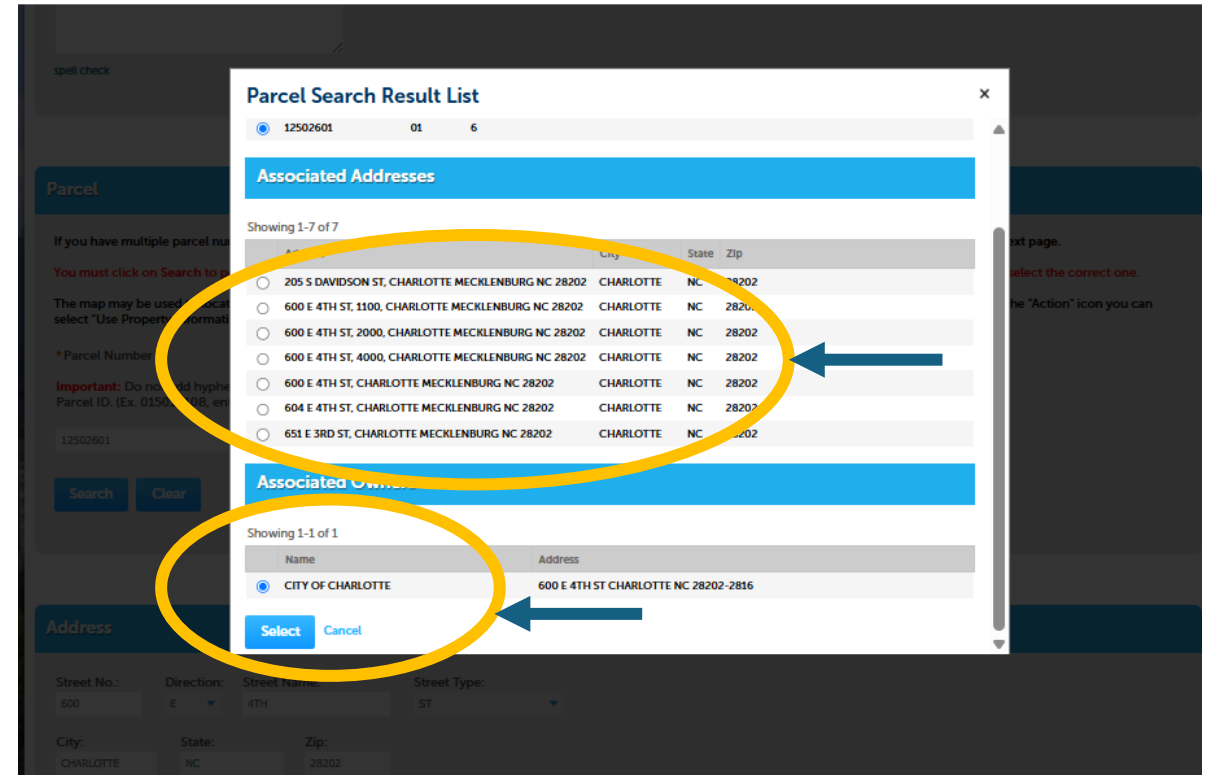
12502601

Search Clear

If the project involves more than one parcel, choose the largest parcel near a public street.

Once you input the parcel number, you will need to click on **Search** icon.

Once you click **Search**, you will be taken to the view below that says **Parcel Search Result List**. The screen will list Associated Address(es). Choose the correct address matching the parcel number and under Associated Owner click **Select**.



Parcel Search Result List

12502601 01 6

Associated Addresses

Showing 1-7 of 7

	Address	City	State	Zip
<input type="radio"/>	205 S DAVIDSON ST, CHARLOTTE MECKLENBURG NC 28202	CHARLOTTE	NC	28202
<input type="radio"/>	600 E 4TH ST, 1100, CHARLOTTE MECKLENBURG NC 28202	CHARLOTTE	NC	28202
<input type="radio"/>	600 E 4TH ST, 2000, CHARLOTTE MECKLENBURG NC 28202	CHARLOTTE	NC	28202
<input type="radio"/>	600 E 4TH ST, 4000, CHARLOTTE MECKLENBURG NC 28202	CHARLOTTE	NC	28202
<input type="radio"/>	600 E 4TH ST, CHARLOTTE MECKLENBURG NC 28202	CHARLOTTE	NC	28202
<input type="radio"/>	604 E 4TH ST, CHARLOTTE MECKLENBURG NC 28202	CHARLOTTE	NC	28202
<input type="radio"/>	651 E 3RD ST, CHARLOTTE MECKLENBURG NC 28202	CHARLOTTE	NC	28202

Associated Owner

Showing 1-1 of 1

Name	Address
<input checked="" type="radio"/> CITY OF CHARLOTTE	600 E 4TH ST CHARLOTTE NC 28202-2816

Select Cancel

Individual Residential Lot Review – Accela User Guide

The **Parcel identification number** will also populate the **Address** and **Owner** sections (shown in image to the right).

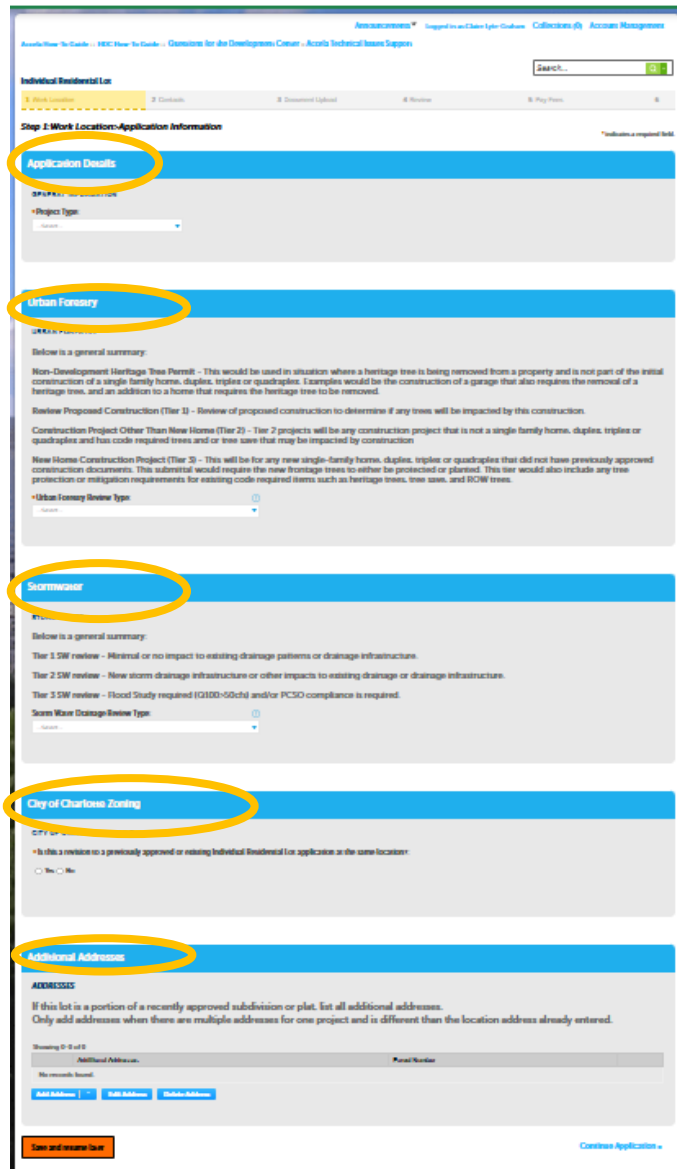
Under Owner, provide a phone number and an email address.

After you have checked the information, click on **Continue Application.**

At the bottom of **each** application page in the lower left-hand corner, there will be an orange **Save and Resume Later** button you can click if you would like to work on it at another time.

The screenshot displays a web form with two main sections: **Address** and **Owner**. The **Address** section includes fields for Street No. (600), Direction (E), Street Name (4TH), Street Type (ST), City (CHARLOTTE), State (NC), and Zip (28202). The **Owner** section includes fields for Owner Name (CITY OF CHARLOTTE), Address Line 1 (600 E 4TH ST), Address Line 2, City (CHARLOTTE), State (NC), Zip (28202 281), Phone, and E-mail. A green box labeled "Phone number and email" points to the Phone and E-mail fields. At the bottom, there is an orange "Save and resume later" button and a blue "Continue Application" link.

Individual Residential Lot Review – Accela User Guide



Individual Residential Lot

Step 1: Work Location>Application Information

Application Details

Project Type

Urban Forestry

Urban Forestry Review Type

Stormwater

Storm Water Drainage Review Type

City of Charlotte Zoning

City of Charlotte Zoning

Additional Addresses

Additional Addresses

Parcel Number

Save and resume later

Continue Application

Step 1: Work Location>Application Information

The next screen will look like the image to the left and will say **Step 1: Work Location>Application Information** at the top. The customer will be asked to fill out following sections on this screen:

- ✓ Application Details
- ✓ Urban Forestry
- ✓ Stormwater
- ✓ City of Charlotte Zoning
- ✓ Additional Addresses

Individual Residential Lot Review – Accela User Guide

Step 1: Work Location > Application Information

* indicates a required field.

Application Details

GENERAL INFORMATION

* Project Type:
Additions

* Does this project add or modify a driveway?:
☐ Yes ☒ No

Mecklenburg County Project Number: ?

Help
If you have an existing Mecklenburg County Permit number enter it here.

Under **Application Details**, select the *Project Type from the drop list and if it adds or modifies a driveway.

If you have an existing Mecklenburg County permit number, input the *Mecklenburg County Project Number.

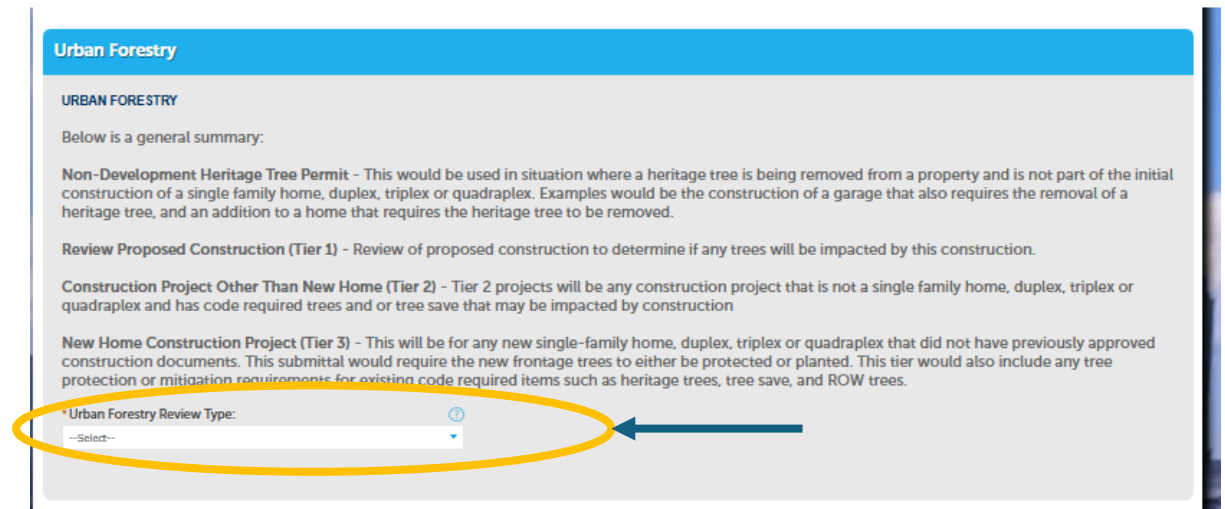
Individual Residential Lot Review – Accela User Guide

The **Urban Forestry** Team reviews LDIRL applications as part of its role in administering and implementing the City's tree preservation. The Urban Forestry Team reviews LDIRL applications.

Under the Urban Forestry section (image shown to the right), you will need to read each review type description listed to determine which one matches your project.

- **Non-Development Heritage Tree Permit**
- **Review Proposed Construction (Tier 1)**
- **Construction Project Other Than New Home (Tier 2)**
- **New Home Construction Project (Tier 3)**

After reading each type of Urban Forestry review, choose the one that applies to your project by clicking on the *Urban Forestry Review Type drop down as shown below.



Urban Forestry

URBAN FORESTRY

Below is a general summary:

Non-Development Heritage Tree Permit - This would be used in situation where a heritage tree is being removed from a property and is not part of the initial construction of a single family home, duplex, triplex or quadraplex. Examples would be the construction of a garage that also requires the removal of a heritage tree, and an addition to a home that requires the heritage tree to be removed.

Review Proposed Construction (Tier 1) - Review of proposed construction to determine if any trees will be impacted by this construction.

Construction Project Other Than New Home (Tier 2) - Tier 2 projects will be any construction project that is not a single family home, duplex, triplex or quadraplex and has code required trees and or tree save that may be impacted by construction

New Home Construction Project (Tier 3) - This will be for any new single-family home, duplex, triplex or quadraplex that did not have previously approved construction documents. This submittal would require the new frontage trees to either be protected or planted. This tier would also include any tree protection or mitigation requirements for existing code required items such as heritage trees, tree save, and ROW trees.

* Urban Forestry Review Type: --Select--

For more information about the Urban Forestry Team, click on this link:

<https://www.charlottenc.gov/Growth-and-Development/Getting-Started-on-Your-Project/Urban-Forestry>

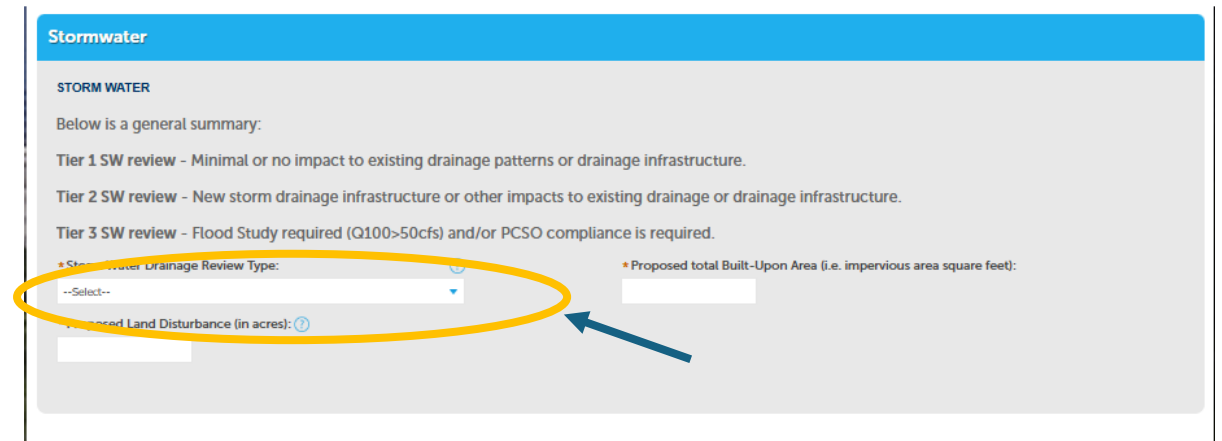
Individual Residential Lot Review – Accela User Guide

The **Storm Water** Team reviews LDIRL applications as part of its role in protecting and improving the quality of streams and other surface waters, along with continual assessment and improvements to storm drainage to protect public safety and ensure long-term sustainability. The Storm Water Team implements the UDO's stormwater regulations.

Under the **Storm Water** section (image shown to the right), you will need to review each review type description listed to determine which one matches your project.

- **Tier 1 SW review** – Minimal or no impact to existing drainage patterns or drainage infrastructure.
- **Tier 2 SW review** – New storm drainage infrastructure or other impacts to existing drainage or drainage infrastructure.
- **Tier 3 SW review** – Flood Study required (Q100C>50cfs) and/or PCSO compliance is required.

After reading each type of Storm Water review, choose type that applies to your project by clicking on *Storm Water Review Type drop down as shown below.



For more information about Storm Water regulations, click on this link:

[Stormwater Regulations - City of Charlotte](#)

Individual Residential Lot Review – Accela User Guide

Under **City of Charlotte Zoning**, the following information will be needed to assist staff with reviewing the project for compliance with the Charlotte UDO. This section will request you input the following information (as noted on the image to the right):

- *Project/Building dimension – Width in Feet:
- *Project/Building dimension – Height in Feet:
- *Project/Building Height from Grade – Right Elevation:
- *Area – converted unheated to heated square footage:
- *Number of Stories:
- *Project/Building dimension – Depth in Feet:
- *Project/Building Height from Grade – Front Elevation:
- *Project/Building Height from Grade – Left Elevation:
- *Area – Renovate existing space square footage:
- *Is this a revision to a previously approved or existing Individual Residential Lot application at the same location?

The screenshot shows a web form titled "City of Charlotte Zoning". The sub-header "CITY OF CHARLOTTE ZONING" is circled in yellow, with a blue arrow pointing to it from the right. The form is divided into two columns of input fields, each preceded by an asterisk. The left column includes: "Project/Building dimension - Width in Feet:", "Project/Building dimension - Height in Feet:", "Project/Building Height from Grade - Right Elevation:", "Area - converted unheated to heated square footage:", and "Number of Stories:". The right column includes: "Project/Building dimension - Depth in Feet:", "Project/Building Height from Grade - Front Elevation:", "Project/Building Height from Grade - Left Elevation:", "Area - Renovate existing space square footage:", and a question "Is this a revision to a previously approved or existing Individual Residential Lot application at the same location?:" with "Yes" and "No" radio button options.

For more information about Charlotte Zoning, click on this link <https://www.charlottenc.gov/Growth-and-Development/Planning-and-Development/Zoning/Zoning-Admin>

Individual Residential Lot Review – Accela User Guide

Additional Addresses is the last section under **Step 1: Work Location**. This section will apply if the lot is portion of a recently approved subdivision or plat.

Additional Addresses

ADDRESSES

If you have a portion of a recently approved subdivision or plat, list all additional addresses. Only add addresses when there are multiple addresses for one project and is different than the location address already entered.

Showing 0-0 of 0

Additional Addresses	Parcel Number
No records found.	

[Add Address](#) [Edit Address](#) [Delete Address](#)

[Save and resume later](#) [Continue Application »](#)

Once you click on **Continue Application**, you will be taken to the screen that is shown to the right, **Step 2: Contacts**.

Step 2: Contacts

Announcements Logged in as: Claire Lyte-Graham Collections (0) Account Management

Accela How-To Guide :: HDC How-To Guide :: Questions for the Development Center :: Accela Technical Issues Support

Search...

Individual Residential Lot

1 Work Location 2 **Contacts** 3 Document Upload 4 Review 5 Pay Fees 6

Step 2: Contacts > Contacts

* Indicates a required field.

Applicant - Key Contact

You may use **Select from Account** to auto-fill contact information. Please update information as needed.

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

Financially Responsible Party

You may use **Select from Account** to auto-fill contact information. Please update information as needed.

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

Licensed Professional

THIS CONTACT TYPE IS NOT REQUIRED
Please click on **Look Up** button to find the Licensed Professional in the database. If the Licensed professional is not in the database, you may click on the **Add New** button to add a new Licensed Professional to the database.

[Add New](#) [Look Up](#)

[Save and resume later](#) [Continue Application »](#)

Individual Residential Lot Review – Accela User Guide

Under Step 2: Contacts, you will be asked to provide the following information:

- **Applicant – Key Contact**
- **Financially Responsible Party**
- **Licensed Professional**

Under **Applicant – Key Contact**, you will select the contact you would like to attach to the application, as shown on the screen below. You will then click **Continue**.

The screenshot shows a dialog box titled "Select Contact from Account" with a close button (X) in the top right corner. Below the title, it says "Select a contact to attach to this application." and "Showing 1-2 of 2". There is a table with three columns: "Category", "Type", and "Name". The first row has a radio button next to "Associated Contact", and the "Type" column contains "Property Owner of Record". The second row has a radio button next to "Associated Owner". At the bottom, there are two buttons: "Continue" and "Discard Changes".

Category	Type	Name
<input type="radio"/> Associated Contact	Property Owner of Record	
<input type="radio"/> Associated Owner		

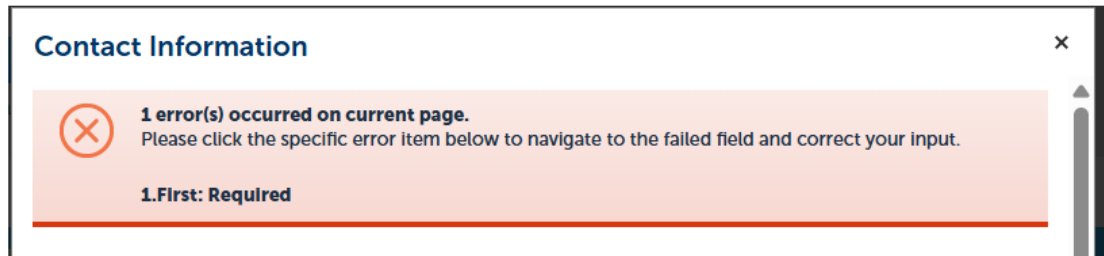
After you click **Continue**, you will be taken to the screen below. On this screen you will enter the **Key Contact** information.

The screenshot shows a form titled "Contact Information" with a close button (X) in the top right corner. The form contains several input fields and sections:

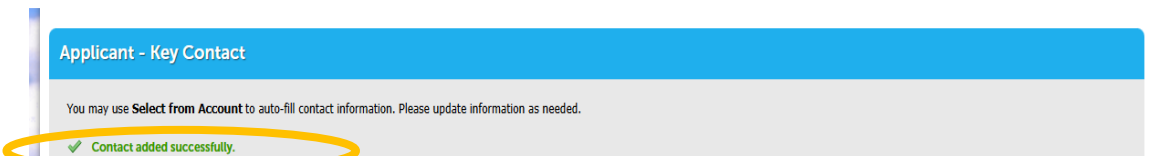
- First, Middle, Last:** Three input fields. The first field contains "Jane", the second is empty, and the third contains "One".
- Name of Business:** A text input field containing "Home Is Where The Heart Is".
- Address Line 1:** A text input field containing "000 W. Morehead St".
- Address Line 2:** An empty text input field.
- City, State, Zip:** Three input fields. The first contains "Charlotte", the second contains "NC", and the third contains "28202".
- Work Phone, Mobile Phone, Fax:** Three input fields. The first contains "9805555555", the second contains "9805555555", and the third is empty.
- E-mail:** A text input field containing "HomeIs000@gmail.com".
- Contact Addresses:** A section with a blue button labeled "Add Additional Contact Address". Below the button, it says "To edit a contact address, click the address link."
- Showing 0-0 of 0:** A summary line above a table with four columns: "Address Type", "Recipient", "Address", and "Action".

Individual Residential Lot Review – Accela User Guide

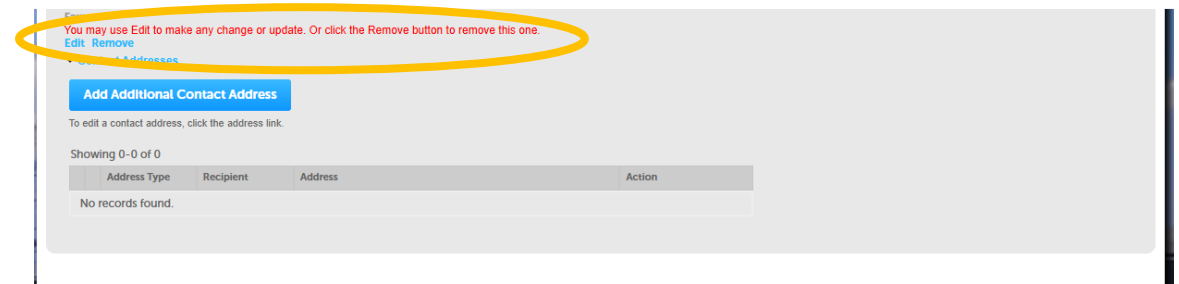
If any information is incomplete or missing, your screen will identify it as an error as shown below and you will need to correct to continue the application.



If the contact has been added successfully, the screen will indicate that the **Key Contact** was added successfully, as shown below.



You will be able to use the Edit function (shown below in red below) to make any changes or to update information as necessary.



Individual Residential Lot Review – Accela User Guide

Under **Financially Responsible Party** you may add this contact information by using the following options as shown in the image below:

- ☐ Select from Account
- ☐ Add New
- ☐ Look Up

Financially Responsible Party

You may use **Select from Account** to auto-fill contact information. Please update information as needed.

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

If you **Select from Account**, it will take you to the screen shown below where you will select the correct contact.

Select Contact from Account

Select a contact to attach to this application.

Showing 1-2 of 2

Category	Type	Name
<input type="radio"/> Associated Contact	Property Owner of Record	
<input type="radio"/> Associated Owner		

[Continue](#) [Discard Changes](#)

Once you enter Continue you will be taken to the screen below where you will complete the contact information of the **Financially Responsible Party**.

Contact Information

*First: Middle: *Last:

Name of Business:

*Address Line 1:

Address Line 2:

*City:

*State:

*Zip:

*Work Phone:

Mobile Phone:

Fax:

*E-mail:

▼ [Contact Addresses](#)

[Add Additional Contact Address](#)

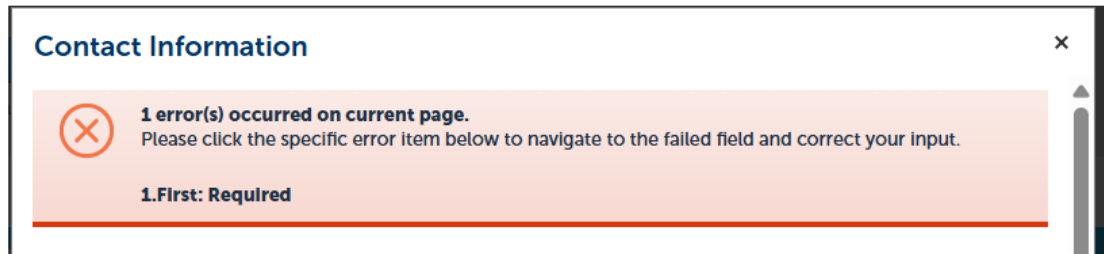
To edit a contact address, click the address link.

Showing 0-0 of 0

Address Type	Recipient	Address	Action
--------------	-----------	---------	--------

Individual Residential Lot Review – Accela User Guide

If information is incomplete or missing, your screen will identify it as an error as shown below and you will need to correct to continue the application.

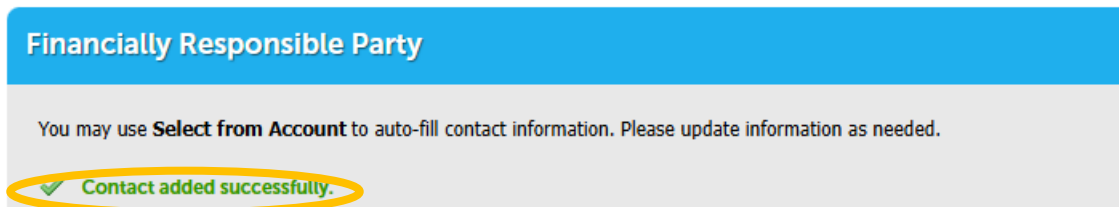


Contact Information

1 error(s) occurred on current page.
Please click the specific error item below to navigate to the failed field and correct your input.

1.First: Required

If the contact has been added successfully, the screen will indicate that the **Financially Responsible Party** was added successfully, as shown below.

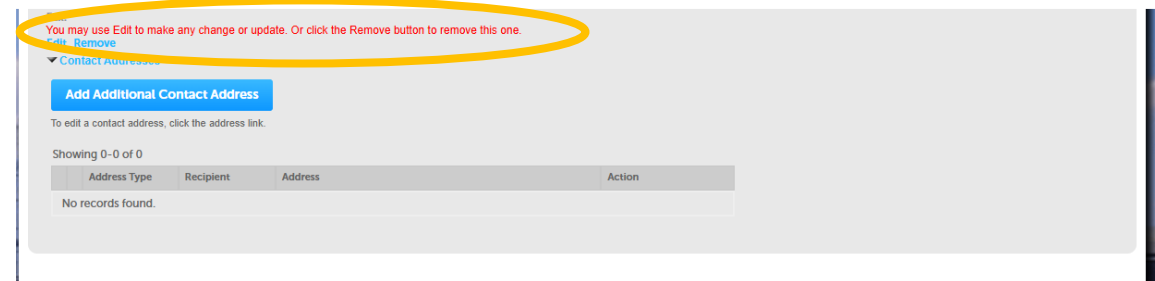


Financially Responsible Party

You may use **Select from Account** to auto-fill contact information. Please update information as needed.

✓ Contact added successfully.

You will be able to use the Edit function (shown below in red below) to make any changes or to update information.



You may use Edit to make any change or update. Or click the Remove button to remove this one.

▼ Contact Address

Add Additional Contact Address

To edit a contact address, click the address link.

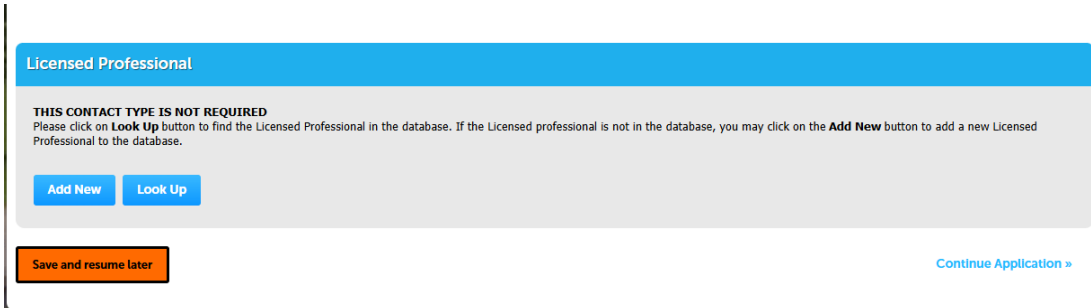
Showing 0-0 of 0

Address Type	Recipient	Address	Action
No records found.			

Individual Residential Lot Review – Accela User Guide

Under **Licensed Professional** you may add this contact information by using the following options as shown in the image below:

- ☐ **Add New**
- ☐ **Look Up**



Licensed Professional

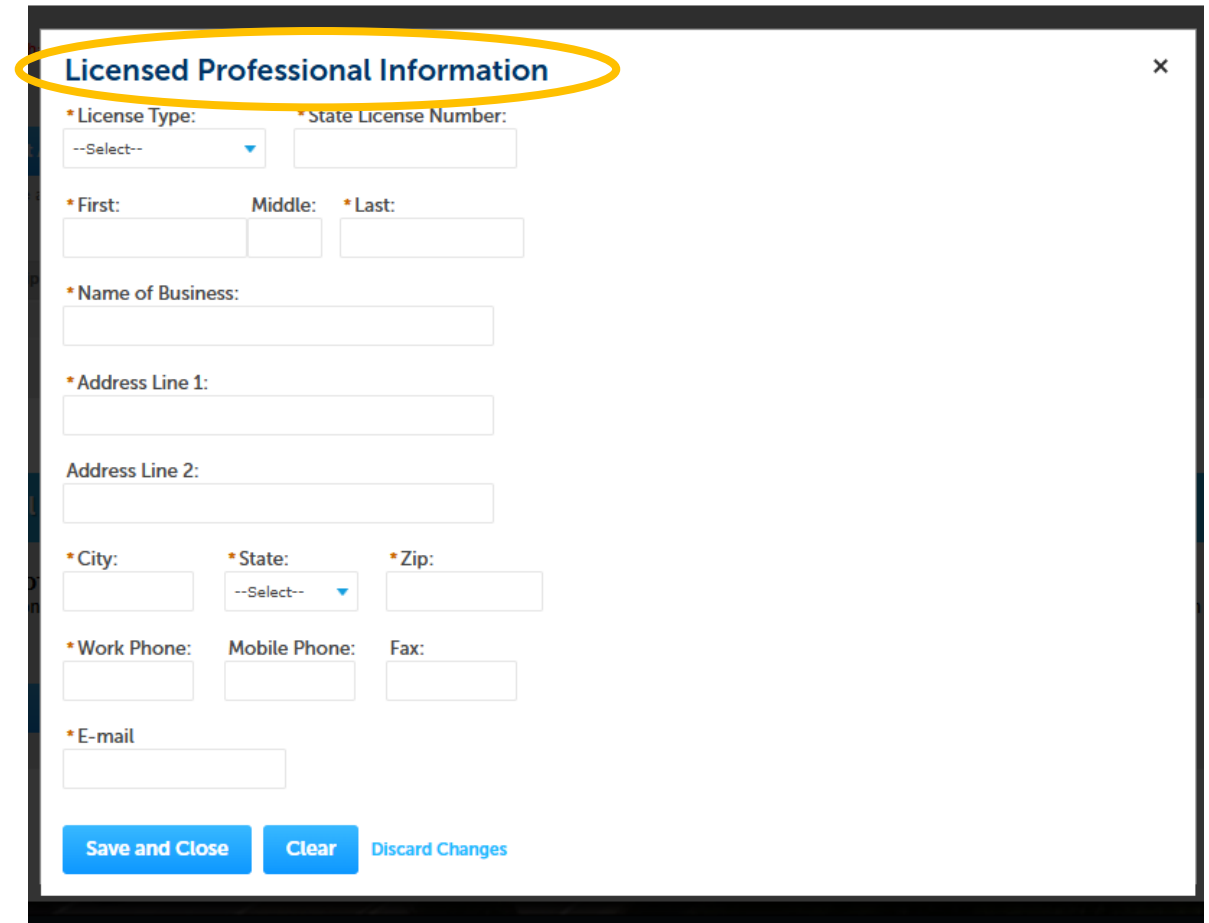
THIS CONTACT TYPE IS NOT REQUIRED
Please click on **Look Up** button to find the Licensed Professional in the database. If the Licensed professional is not in the database, you may click on the **Add New** button to add a new Licensed Professional to the database.

[Add New](#) [Look Up](#)

[Save and resume later](#) [Continue Application >](#)

This information will only be needed if you are engaging a Licensed professional to design your project

You will complete the **Licensed Professional Information**, as shown below.



Licensed Professional Information

* License Type: --Select-- * State License Number:

* First: Middle: * Last:

* Name of Business:

* Address Line 1:

Address Line 2:

* City: * State: --Select-- * Zip:

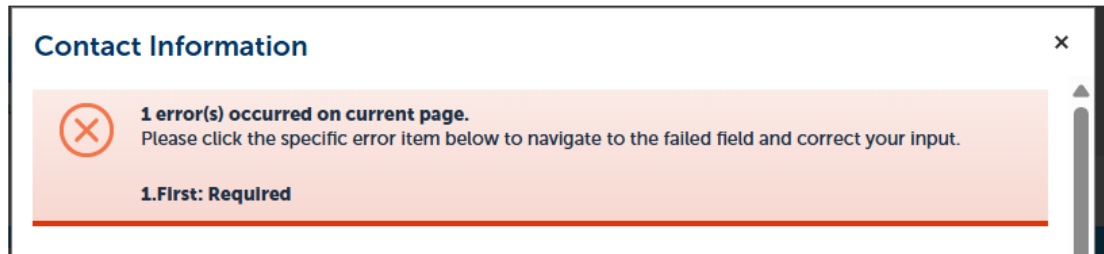
* Work Phone: Mobile Phone: Fax:

* E-mail:

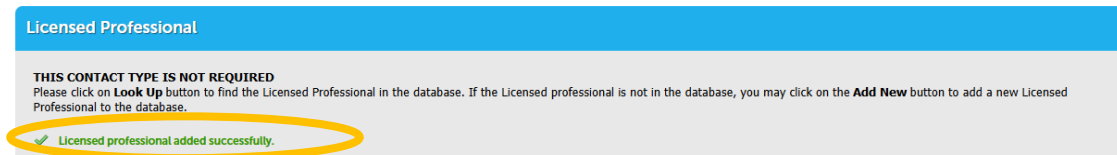
[Save and Close](#) [Clear](#) [Discard Changes](#)

Individual Residential Lot Review – Accela User Guide

If information is incomplete or missing, your screen will identify it as an error as shown below and you will need to correct to continue the application.



If the contact has been added successfully, the screen will indicate that the **Licensed Professional** was added successfully, as shown below in green.



You will be able to use the Edit function (shown below in red below) to make any changes or to update information.



Individual Residential Lot Review – Accela User Guide

Announcements Logged in as: Claire Lyte-Graham Collections (0) Account Management

Accela How-To Guide :: HDC How-To Guide :: Questions for the Development Center :: Accela Technical Issues Support

Search...

Individual Residential Lot

1 Work Location 2 Contacts 3 Document Upload 4 Review 5 Pay Fees 6

Step 3: Document Upload>Plans Submission

DIGITAL PLAN ROOM REQUIREMENTS:

- Plans and supporting documentation shall be in PDF file format.
- Plans must be "to scale" original plans scanned and saved as PDF file.
- All submitted plans and design calculations must be sealed and signed by a design professional licensed in the state of North Carolina.
- Where applicable, include a PDF of sealed engineering calculations, drainage area maps, exhibits, and/or supporting documentation.
- And can be scanned at a resolution of 150 dpi.
- Plan files:
 - Plans shall be set to landscape view, with the title block located in the lower right hand corner. (Ensure that all pages are in order, and rotated properly for viewing on-screen.)
 - It is important to include a table of contents when exporting/publishing to the PDF (ex. Include "Create bookmarks" setting in AutoCAD or Revit).
 - Include sheet titles within table of contents when possible.
 - Multiple files including plans may be uploaded at the same time.
 - Ensure sheet numbers are unique across all plans submitted.
 - Any annotations in the PDF will be removed during the submission process.
- Supporting documents:
 - Do not combine any supporting documentation in the same PDF file with any plans; Submit supporting documentation as separate PDF files.
 - Supporting documents shall be submitted as individual documents or as a single combined multipage file.
 - Document files shall be oriented either landscape or portrait view so that the top of the page is always at the top of the monitor.

Visit [Digital Plan Room Information](#) for information and guidance.

Please DO NOT include an apostrophe (') or any special characters in your document file name.

Plans and supporting documentation must be submitted as a PDF and the maximum individual file size allowed is 100MB.

* indicates a required field.

Plans Submission Acknowledgement

PLAN ROOM ACKNOWLEDGEMENT

* I acknowledge that I will upload plans, supporting documentation, and attachments following the submission of my application. ☐

Save and resume later Continue Application »

Step 3: Document Upload>Plans Submission

After clicking **Continue Application**, you will be taken to the image to the left - **Step 3: Document Upload>Plans Submission**

On this page you will be provided with instructions on how to upload your plans and supporting documents into Accela's digital plan room. This screen contains a **Digital Plan Room Information** function you can click on if you need additional information and assistance with uploading your documents in the digital plan room.

Once you have read the instructions on this page, you will scroll down to the bottom of the page and under **Plans Submission Acknowledgement** and click on the box and **Continue Application**.

Plans Submission Acknowledgement

PLAN ROOM ACKNOWLEDGEMENT

* I acknowledge that I will upload plans, supporting documentation, and attachments following the submission of my application. ☐

Save and resume later Continue Application »

Individual Residential Lot Review – Accela User Guide

Step 4: Review

The image below is a screenshot of the top of the next page, **Step 4: Review**. This is the last step to submit your application. You will review all the information you submitted in previous steps and click “Edit” buttons to make any changes. The information you will review is listed right:

The screenshot displays the Accela web application interface for the 'Individual Residential Lot' application. The top navigation bar includes links for Home, I Want To..., Resources, Contact Us, and Accela Technical Support. Below the navigation bar, there is a search bar and a progress bar showing the steps of the application process: 1, 2 Contacts, 3 Document Upload, 4 Review (highlighted), 5 Pay Fees, and 6 Application Confirmation. The 'Step 4: Review' section includes a 'Save and resume later' button and a 'Continue Application »' link. A red message states: 'This is your LAST STEP to submit the application. Please review all information below. Click the "Edit" buttons to make changes to sections as needed. If you are ready, click on "Continue Application" to SUBMIT. If you are not ready, click on "Save and resume later" to SAVE your information.' Below this, there is a 'Record Type' section and a 'Detail Information' section. A blue box with an arrow points to an 'Edit' button, with text indicating to click edit to make changes to information.

Information for you to review and modify as needed:

- ✓ Parcel
- ✓ Address
- ✓ Owner
- ✓ Application Details
- ✓ Urban Forestry
- ✓ Stormwater
- ✓ City of Charlotte Zoning
- ✓ Additional Addresses
- ✓ Master Plan Options
- ✓ Applicant – Key Contact
- ✓ Financially Responsible Party
- ✓ Licensed Professional
- ✓ Plans Submission Acknowledgement

Individual Residential Lot Review – Accela User Guide

Step 4: Review

Right is a screenshot of the bottom of the page **Step 4: Review**. After you review the entered information and use the edit button if you need to make modifications, you will reach **Plans Submission Acknowledgement**.

This section requires that you read the statement and acknowledge you will upload all required plans and documentation, and that you certify the information is complete, correct, and true.

Once you check the box, the Date information to the right will be immediately be populated with the current date. You will press Continue Application.

Plans Submission Acknowledgement

PLAN ROOM ACKNOWLEDGEMENT Edit

I acknowledge that I will upload plans, supporting documentation, and attachments following the submission of my application. Yes

I certify that I have read and understand the instructions that accompany this application and that the statements made as part of this application are true, complete, and correct and that no material information has been omitted. By checking the box below, I understand and agree that I am electronically signing and filing this application.

Fees can be found at [User Fee Schedules - City of Charlotte \(charlottenc.gov\)](http://User Fee Schedules - City of Charlotte (charlottenc.gov))

The fees for this application are determined after a review of the information provided in the application. I understand and agree to pay the fees assessed before plan review by the City of Charlotte Land Development Team.

☐ By checking this box, I agree to the above certification. Date:

Save and resume later Continue Application »

Individual Residential Lot Review – Accela User Guide

Upon submitting your application successfully, you will see the screen to the right.

This screen inform you that if fees are paid prior to the submittal of the application, City staff, per state statute, can only keep the check for 24 hours. If plans are not submitted within that time, the check will be returned to you.

You will receive an application number you will need to check the status of your application.

You will upload your digital plans or other supporting documents for staff review by clicking on **Upload Plans and Documents**.

The screenshot shows the 'Individual Residential Lot' application submission confirmation page. At the top, there is a navigation bar with links: 'I Want To..', 'Resources', 'Contact Us', and 'Accela Technical Support'. Below this, a breadcrumb trail reads: 'Accela How-To Guide :: HDC How-To Guide :: Questions for the Development Center :: Accela Technical Issues Support'. A search bar is located on the right. The main heading is 'Individual Residential Lot'. Below it is a progress bar with five steps: 1. Work Location, 2. Contacts, 3. Document Upload, 4. Review, and 5. Application Confirmation. The current step is 5, which is highlighted. A green checkmark icon indicates successful submission. The text states: 'Your application has been successfully submitted. Please print your application and retain a copy for your records. Staff will contact you if additional information is needed. If fees are paid prior to the submittal of this application, City staff, per state statute, can only keep the check for 24 hours. If plans are not submitted within that time, the check will be returned to you.' Below this, a yellow oval highlights the text: 'Thank you for using our online services. Your Application Number is LDIRL-2025-01612.' A blue box with an arrow points to this text, containing the text 'Your application number'. Below the highlighted text is a 'Print/View Summary' button. Further down, another yellow oval highlights the 'Upload Plans and Documents' button. A blue box with an arrow points to this button, containing the text 'Upload Plans and Documents (PDF)'. At the bottom, there is a 'View Record Details »' button with a note: '(You will be directed to the Record Details page.)'.

ne I Want To.. Resources Contact Us Accela Technical Support

Announcements Logged in as: Claire Lyte-Graham Collections (0) Account Management

Accela How-To Guide :: HDC How-To Guide :: Questions for the Development Center :: Accela Technical Issues Support

Search...

Individual Residential Lot

1 Work Location 2 Contacts 3 Document Upload 4 Review 5 Application Confirmation

✓ Your application has been successfully submitted.

Please print your application and retain a copy for your records. Staff will contact you if additional information is needed.

If fees are paid prior to the submittal of this application, City staff, per state statute, can only keep the check for 24 hours. If plans are not submitted within that time, the check will be returned to you.

Thank you for using our online services.
Your Application Number is LDIRL-2025-01612.

You will need this number to check the status of your application.

Print/View Summary

To upload your digital plans, specifications, or other supporting documents for review, please click below:

Upload Plans and Documents

To view the application details, click on the button below:

View Record Details » (You will be directed to the Record Details page.)

Your application number

Upload Plans and Documents (PDF)

Individual Residential Lot Review – Accela User Guide

Upload Plans and Documents

Right is an image of the screen that instructs the customer to browse or drag and drop the required files to upload.

On the right side of the screen, there will be a list of **Requirements** or documents to be submitted based upon the information you provided as part of the application. This application will require:

Architectural Elevation or Building Height Form
Building Plans
Residential Plot Plans/Site Plans

When you upload each of these documents, remember they need to be separate and in PDF form. For each document, you will need to specify the document type.

Announcements Logged in as: Claire Lyte-Graham Collections (0) Account Management

Accela How-To Guide :: HDC How-To Guide :: Questions for the Development Center :: Accela Technical Issues Support

Search...

Record: LDJRL-2025-01612
Address: 600 E 4TH ST, CHARLOTTE NC 28202
Status: INTAKE

Record Details Summary Uploads Issues Conditions Notes Approved

Review Version #1

1 Upload 2 Sheets 3 Review

Browse or drag and drop the desired files to upload. Once all files are added, the Upload and Validate button is displayed. Click on it to review package. When all of the desired files are uploaded and validated, click the Continue button to prepare your files for review.

Note: Please do not combine plans and documents of various types into a single PDF document.

Drag files

Drag and drop files here or Browse

Requirements

- Architectural Elevation or Building Height Form
This document is required.
- Building Plans
This document is required.
- Residential Plot Plans/Site Plans
This document is required.

Files

Name	Description	Type	Status	Uploaded By	Date	Signature
------	-------------	------	--------	-------------	------	-----------

Continue

Individual Residential Lot Review – Accela User Guide

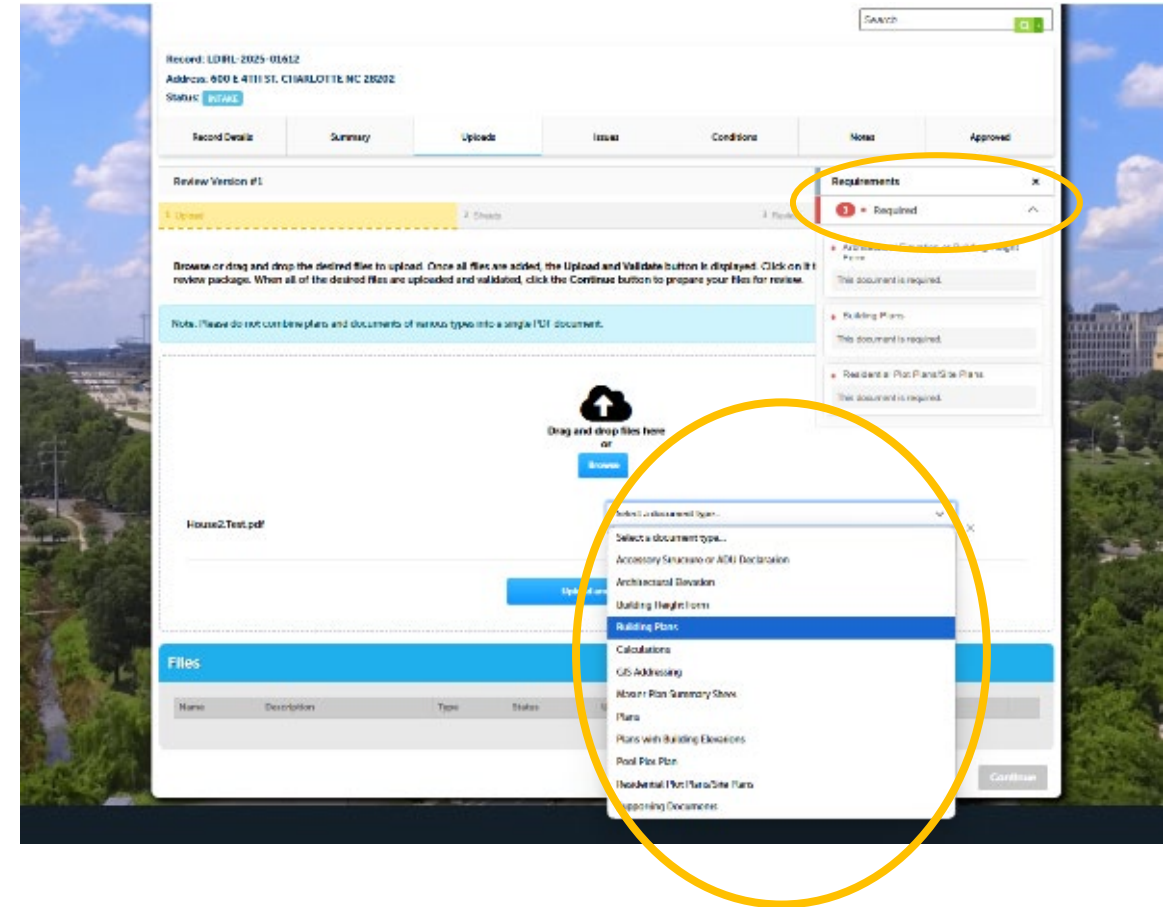
Upload Plans and Documents

Right is an image of the next screen that instructs the you to browse or drag and drop the required files to upload.

On the right side of the screen will state **Requirements** and list the documents to be submitted based upon the information you provided as part of the application. The Requirements list **will identify** the number of documents required to be uploaded.

When you upload each of these documents, remember they need to be uploaded separately and in PDF form. For each document, you will need to specify the document type using the drop-down list as shown right.

You will then **upload and validate** the plans.



Individual Residential Lot Review – Accela User Guide

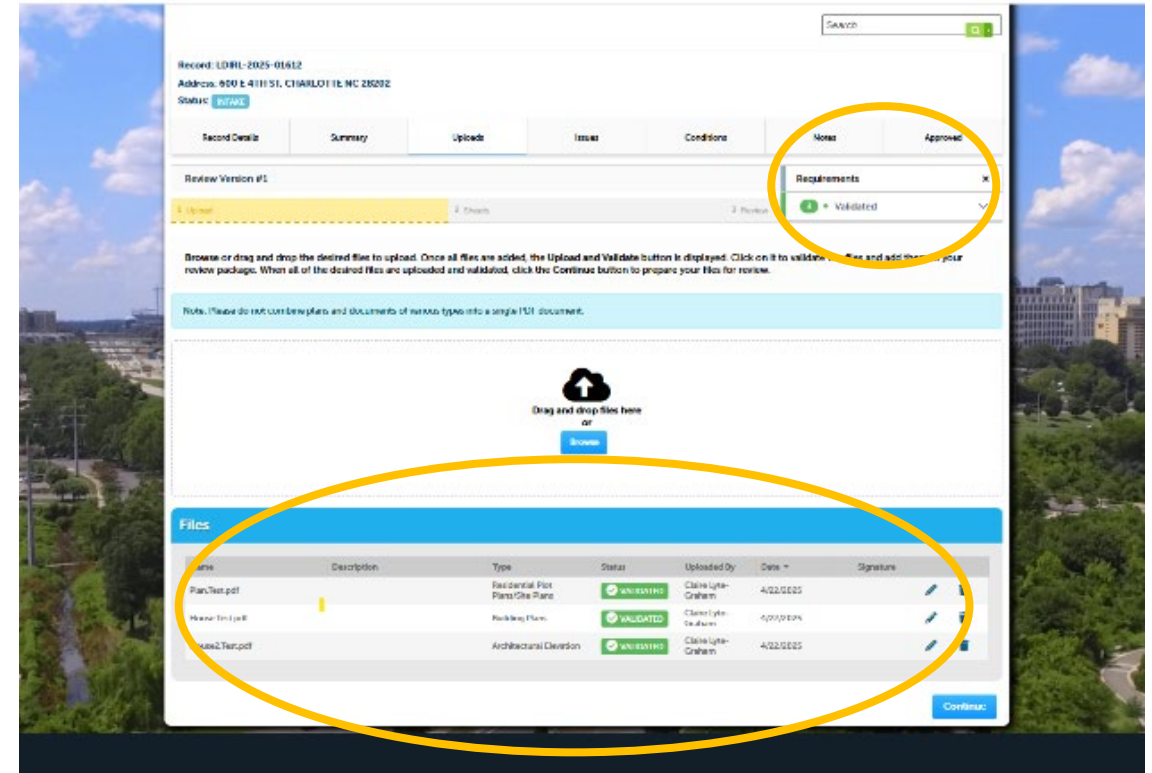
Upload Plans and Documents

After you upload and validate your plans, the screen to the right will reflect these actions. The Requirements listed on the right side of the screen will note **Validated**, also reflecting the number of documents.

The bottom of the screen will display the status of the uploaded document files as **Validated**.

If you need to delete a file or make any changes, clicking on the symbols at the lower right hand of the screen will allow you to take these actions.

If everything looks good, you will click on **Continue**.



Individual Residential Lot Review – Accela User Guide

Upload Plans and Documents

Below is an image of the next screen that shows the sheets extracted from the files you uploaded as part of the review package. If an error is shown at the top of the page, then you will need to check the sheets and manually enter a page number if missing.

The screenshot shows the 'Review Version #1' screen. At the top, a red error banner states: 'An error has occurred. Sheet number is required. Please check that all the plan sheets have a sheet number assigned.' Below this, the interface displays a table of extracted sheets. The first sheet, 'SITE PLAN', has a sheet number of '100'. The second sheet, 'FLOOR PLAN TEST', has a sheet number of 'A1'. The third sheet, 'ELEVATIONS TEST', has a red box indicating 'Sheet number is required'.

Title Block	Thumbnail	Sheet number and title
NEVILLE, N.C. H/809-4046 SCALE: 1"=100'	[Thumbnail]	100 SITE PLAN Sheet title (optional) Plan.Test.pdf (Page: 1)
A1	[Thumbnail]	A1 FLOOR PLAN TEST Sheet title (optional) House.Test.pdf (Page: 1)
	[Thumbnail]	Sheet number is required Sheet title (optional) House2.Test.pdf (Page: 1)

Below is an image of the screen that shows the error removed because the page number was entered in the appropriate location.

The screenshot shows the 'Review Version #1' screen with the error resolved. The interface displays a table of extracted sheets. The first sheet, 'SITE PLAN', has a sheet number of '100'. The second sheet, 'FLOOR PLAN TEST', has a sheet number of 'A1'. The third sheet, 'ELEVATIONS TEST', has a sheet number of 'House2.Test.pdf'.

Title Block	Thumbnail	Sheet number and title
NEVILLE, N.C. H/809-4046 SCALE: 1"=100'	[Thumbnail]	100 SITE PLAN Sheet title (optional) Plan.Test.pdf (Page: 1)
A1	[Thumbnail]	A1 FLOOR PLAN TEST Sheet title (optional) House.Test.pdf (Page: 1)
	[Thumbnail]	House2.Test.pdf ELEVATIONS TEST Sheet title (optional) House2.Test.pdf (Page: 1)

Individual Residential Lot Review – Accela User Guide

Upload Plans and Documents

The screen shown to the right will allow for an overview of the documents you have uploaded.

This screen will allow the following actions:

Description – Describe project and click save

Requirements – Ensure all documents are correct and properly validated for submittal. Click Edit if changes are needed.

Files – List of files uploaded that will be submitted with the package. Click Edit if changes are needed.

Once everything looks correct, you will click **Finish**.

The screenshot displays the 'Individual Residential Lot Review' interface in the Accela system. At the top, there are navigation links for 'Announcements', 'Logged in as: Claire Lyte-Graham', 'Collections (0)', and 'Account Management'. Below this is a breadcrumb trail: 'Accela How-To Guide :: HDC How-To Guide :: Questions for the Development Center :: Accela Technical Issues Support'. A search bar is located on the right. The main content area shows record details for 'LDIPL-2025-01612' at '600 E 4TH ST, CHARLOTTE NC 28202' with a status of 'INTAKE'. A tabbed interface includes 'Record Details', 'Summary', 'Uploads' (selected), 'Issues', 'Conditions', 'Notes', and 'Approved'. A progress bar indicates '1 Upload', '2 Sheets', and '3 Review'. A message states: 'Please review the information below and ensure you have uploaded all of the plans and documents for this review cycle. Click the Edit buttons to make any needed changes or to upload any remaining documents. Once you click Finish, your review cycle will begin and additional documents cannot be uploaded until after the review cycle has been completed.' The 'Description' section has a text area with 'Addition' and a 'Save' button. The 'Requirements' section has an 'Edit' button and a table of requirements, all marked as 'Validated'. The 'Files' section has an 'Edit' button and a table of uploaded files. A 'Finish' button is at the bottom right.

Record: LDIPL-2025-01612
Address: 600 E 4TH ST, CHARLOTTE NC 28202
Status: **INTAKE**

Record Details Summary Uploads Issues Conditions Notes Approved

Review Version #1

1 Upload 2 Sheets 3 Review

Please review the information below and ensure you have uploaded all of the plans and documents for this review cycle. Click the Edit buttons to make any needed changes or to upload any remaining documents. Once you click Finish, your review cycle will begin and additional documents cannot be uploaded until after the review cycle has been completed.

Description

Addition

Save

Requirements Edit

The requirement types below indicate if the corresponding criteria has been met. Ensure all required requirements are validated to submit your review package.

Type	Requirement	Message
Validated	Architectural Elevation or Building Height Form	
Validated	Building Plans	
Validated	Residential Plot Plans/Site Plans	

Files Edit

These are all the files that will be submitted with this package.

Name	Description	Type	Updated By	Updated Date	Signature
House2.Test.pdf		Architectural Elevation	Claire Lyte-Graham	4/22/2025	
House.Test.pdf		Building Plans	Claire Lyte-Graham	4/22/2025	
Plan.Test.pdf		Residential Plot Plans/Site Plans	Claire Lyte-Graham	4/22/2025	

Finish

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Once you click **Finish**, you will be taken to the screen to the right that indicates Success Your review package has been submitted. You will see the following items in a row:

- ✓ **Record Details**
- ✓ **Summary**
- ✓ **Uploads**
- ✓ **Issues**
- ✓ **Conditions**
- ✓ **Notes**
- ✓ **Approved**

You will be able to click on each of the above items for application details; summary of project; uploaded files; issues, conditions, and notes generated by staff that you will have an opportunity to respond to; and approved plans and documents.

You will also be able to see uploaded files listed at the bottom of the page.

The screenshot displays the 'Success' screen in the Accela system. At the top, a green banner with a checkmark icon and the text 'Success. Your review package has been submitted.' is highlighted with a yellow oval. Below this, the record details are shown: 'Record: LDIRL-2025-01612', 'Address: 600 E 4TH ST, CHARLOTTE NC 28202', and 'Status: SUBMITTED'. A navigation bar with tabs for 'Record Details', 'Summary', 'Uploads', 'Issues', 'Conditions', 'Notes', and 'Approved' is highlighted with a yellow oval. Below the navigation bar, the 'Review Version #1' section shows 'Name: Review Version #1' and 'Description: Addition'. To the right, the status is 'Submitted' with 'Date created: 4/22/2025, 12:47:00 PM' and 'Date submitted: 4/22/2025, 6:19:02 PM'. At the bottom, a 'Files' section contains a table of uploaded files.

Name	Description	Type	Updated By	Updated Date	Pages	Signature
House2.Test.pdf		Architectural Elevation	Claire Lyte-Graham	4/22/2025	1	
House.Test.pdf		Building Plans	Claire Lyte-Graham	4/22/2025	1	
Plan.Test.pdf		Residential Plot Plans/Site Plans	Claire Lyte-Graham	4/22/2025	1	

Individual Residential Lot Review – Accela User Guide

Clicking on **Record Details** will take you to the screen to the right, where you will be able to see the following information:

Record Status

[Record Info](#)

[Plan Room](#)

[Payments](#)

Work Location

Permit/Case Details

Licenses Professional

Project Description

Owner

Announcements Logged in as: Claire Lyne-Graham Collections (0) Account Management

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Search...

Record LDIRL-2025-01612:

Individual Residential Lot

Record Status: In Progress

[Record Info](#) [Plan Room](#) [Payments](#)

Work Location

600 E 4TH ST
CHARLOTTE NC 28202

Permit/Case Details

Licensed Professional: Jane One Homets000@gmail.com Home Is Where The Heart Is 000 W. Morehead St. Charlotte, NC, 28202 Work Phone: 980-555-5555 Provider NC123456	Project Description: Charlotte House Addition Add 300 square feet to rear of existing residential structure.	Owner: CITY OF CHARLOTTE 600 E 4TH ST CHARLOTTE NC 28202 281 Phone: 704-336-3782 clairesisland1@gmail.com
---	---	---

More Details (Project Due Date is under Application Info)

[Print/View Summary](#)

Individual Residential Lot Review – Accela User Guide

Clicking on **Summary** will take you to the screen to the right, where you will be able to see the following information:

Issues, Conditions, and Notes generated by Department staff reviews and Status.

When staff reviews are completed, you will be able to respond to comments with revised documents.

Record: LDIRL-2025-01612
Address: 600 E 4TH ST, CHARLOTTE NC 28202
Status: SUBMITTED

Record Details | **Summary** | Uploads | Issues | Conditions | Notes | Approved

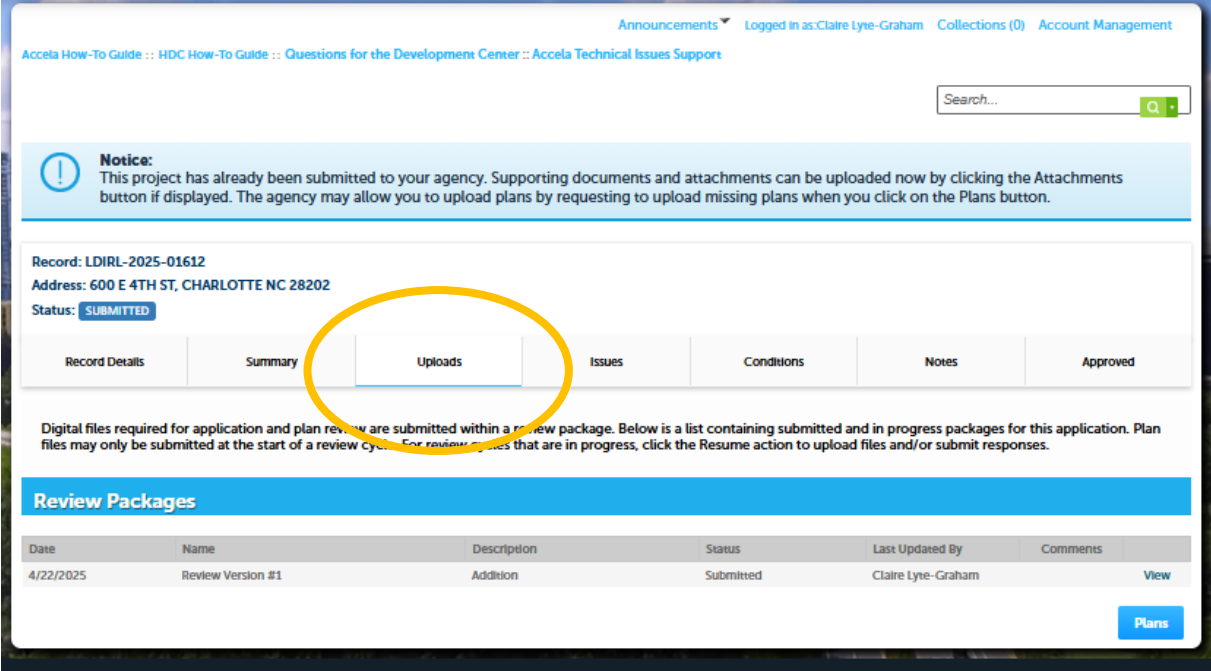
Summary

Description of Work: Add 300 square feet to rear of existing residential structure.	Discipline	Status	Issues	Conditions	Notes
Current Status: SUBMITTED	CDOT DETAILED REVIEW		0	0	0
Address: 600 E 4TH ST, CHARLOTTE NC 28202	CDOT GATEWAY REVIEW		0	0	0
Total Number of Issues:	EROSION CONTROL DET...	In Progress	0	0	0
Issues In Progress With Applicant:	STORMWATER DETAILED ...	In Progress	0	0	0
Issues In Progress With Agency:	STORMWATER GATEWAY ...		0	0	0
Completed Issues:	URBAN FORESTRY DETAL...	In Progress	0	0	0
Total Number of Conditions:	URBAN FORESTRY GATE...		0	0	0
Total Number of Notes:	ZONING DETAILED REVIEW		0	0	0
	ZONING GATEWAY REVIEW		0	0	0

Individual Residential Lot Review – Accela User Guide

Clicking on **Uploads** will take you to the screen to the right, where you will be able to see the uploaded plans identified under **Review Packages**. The number of review packages listed will depend upon the number of reviews needed to address all outstanding items.

Generally, plan files may only be submitted at the start of a review cycle. If you click on the **Plans** button at the lower right-hand corner of the screen, the agency may allow you to upload any missing files.



Announcements Logged in as: Claire Lyte-Graham Collections (0) Account Management

Accela How-To Guide :: HDC How-To Guide :: Questions for the Development Center :: Accela Technical Issues Support

Search...

Notice:
This project has already been submitted to your agency. Supporting documents and attachments can be uploaded now by clicking the Attachments button if displayed. The agency may allow you to upload plans by requesting to upload missing plans when you click on the Plans button.

Record: LDIRL-2025-01612
Address: 600 E 4TH ST, CHARLOTTE NC 28202
Status: **SUBMITTED**

Record Details Summary **Uploads** Issues Conditions Notes Approved

Digital files required for application and plan review are submitted within a review package. Below is a list containing submitted and in progress packages for this application. Plan files may only be submitted at the start of a review cycle. For review cycles that are in progress, click the Resume action to upload files and/or submit responses.

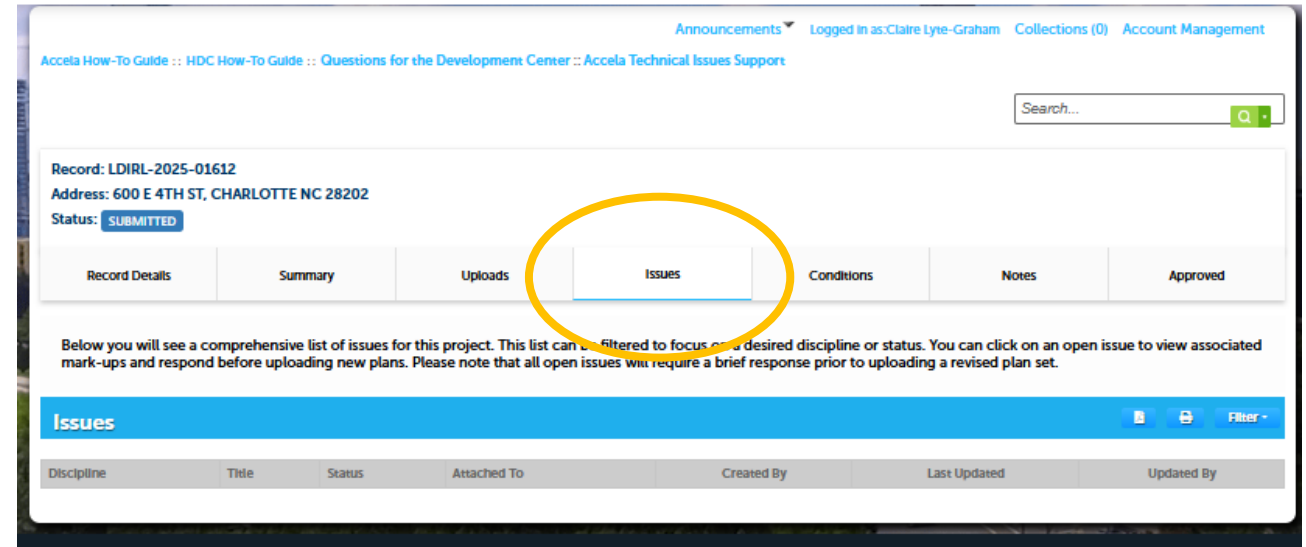
Review Packages

Date	Name	Description	Status	Last Updated By	Comments	
4/22/2025	Review Version #1	Addition	Submitted	Claire Lyte-Graham		View

[Plans](#)

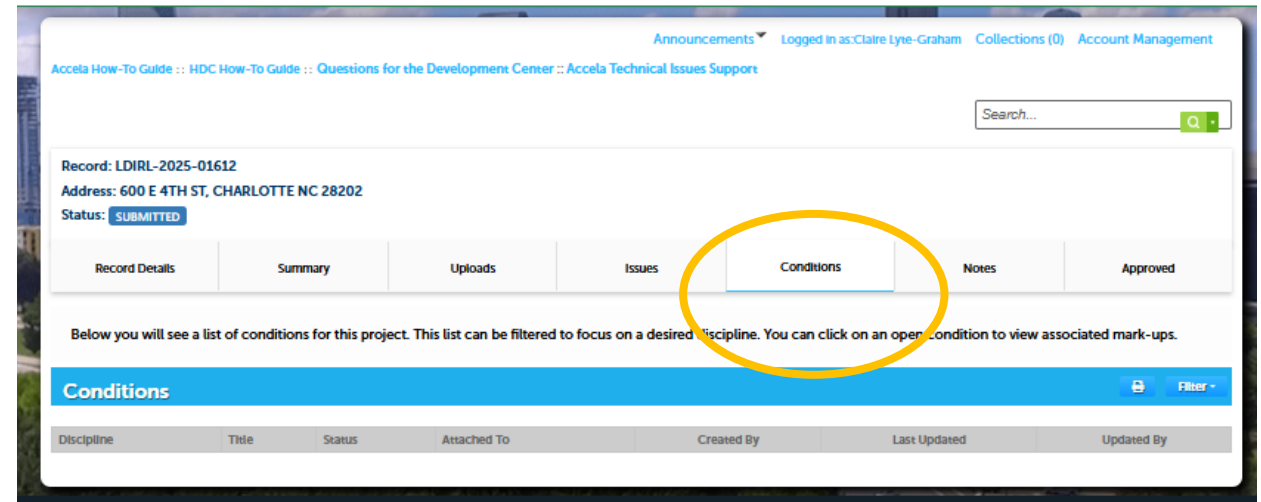
Individual Residential Lot Review – Accela User Guide

Clicking on **Issues** will take you to the screen to the right, where you will be able to see a list of issues generated for your project. The list can also be filtered for specific department comments. You can also click on issues to view the comment and mark up on the associated plan. You will address issues by submitting a brief response followed by uploading revised documents.



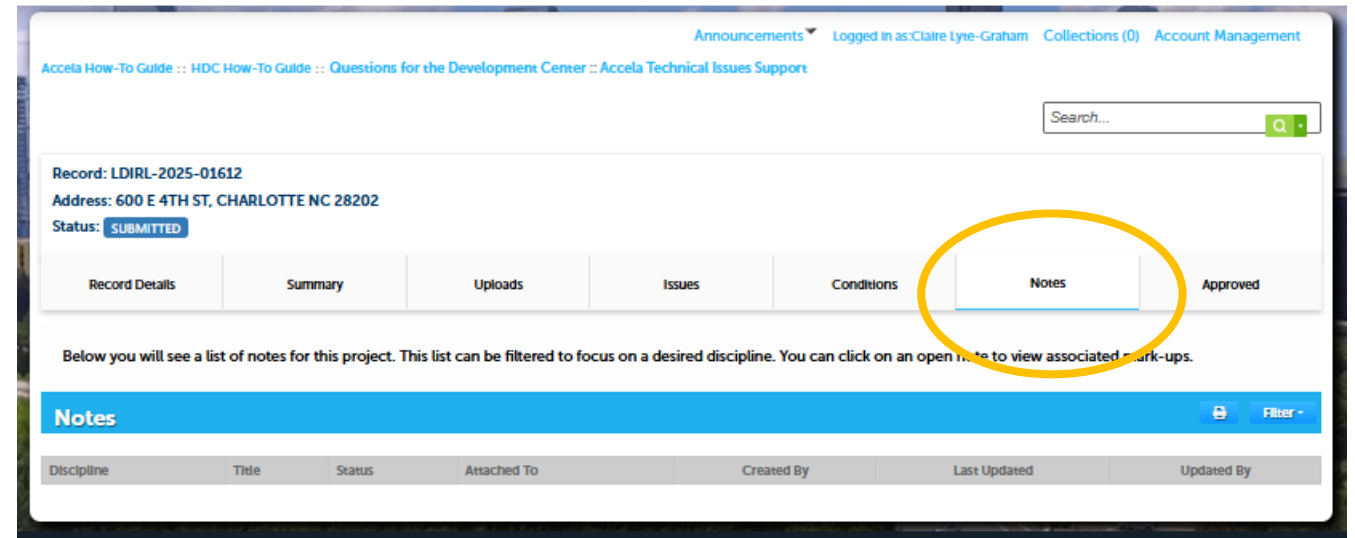
Individual Residential Lot Review – Accela User Guide

Clicking on **Conditions** will take you to the screen to the right, where you will be able to see a list of conditions generated for your project. The list can also be filtered for specific department comments. You can also click on conditions to view the comment and mark up on the associated plan.



Individual Residential Lot Review – Accela User Guide

Clicking on **Notes** will take you to the screen to the right, where you will be able to see a list of notes generated for your project. The list can also be filtered for specific department comments. You can also click on Notes to view the comment and mark up on the associated plan.



Individual Residential Lot Review – Accela User Guide

Clicking on **Approved** will take you to the screen to the right, where you will be able to see a list of approved plans and documents for this project.

