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

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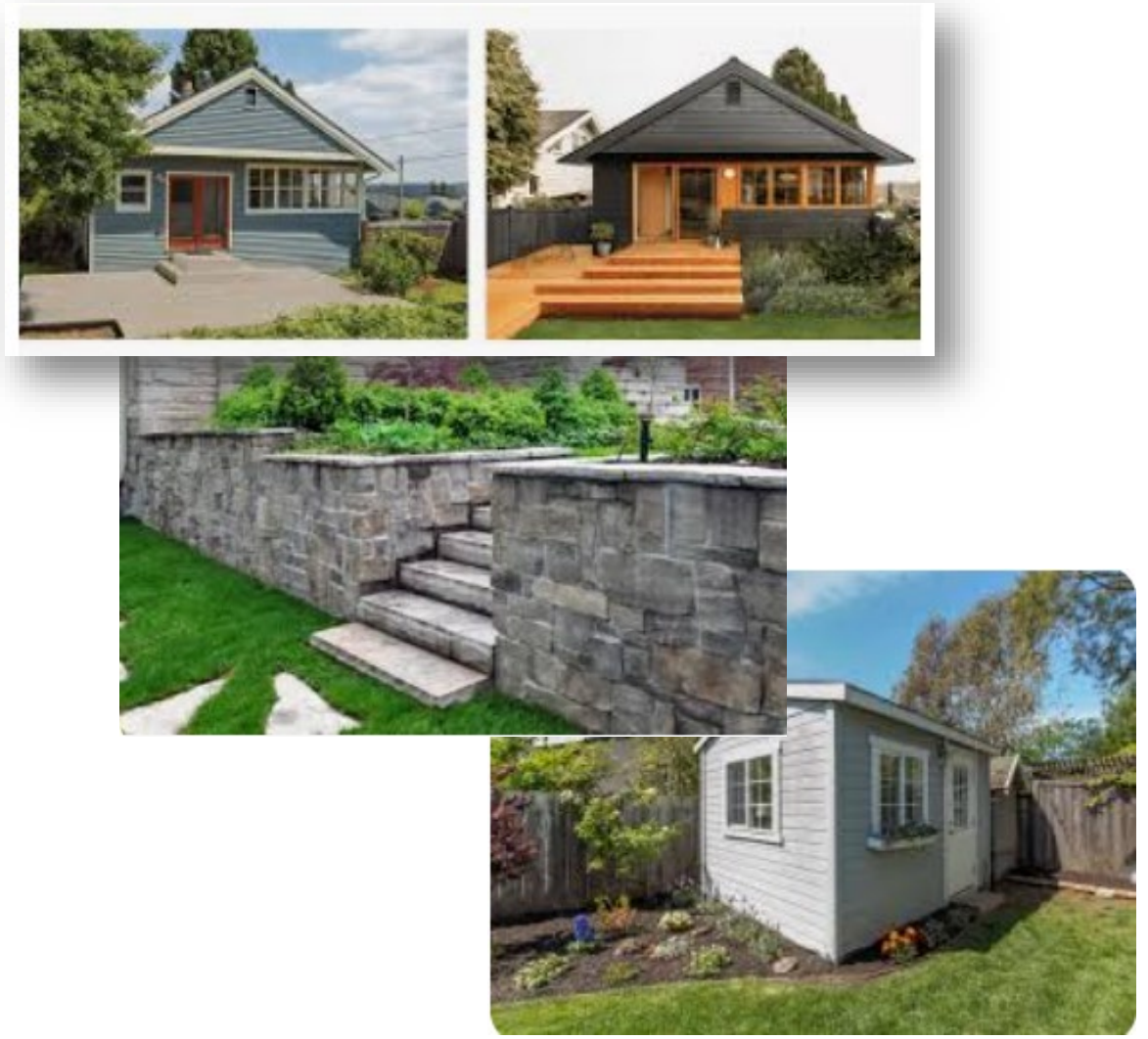
Purpose

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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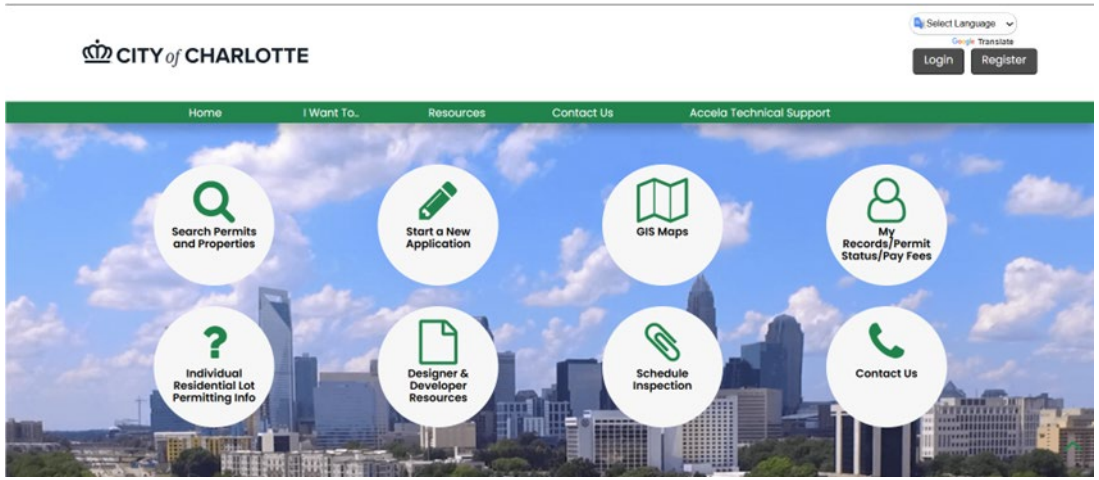
Using ACCELA

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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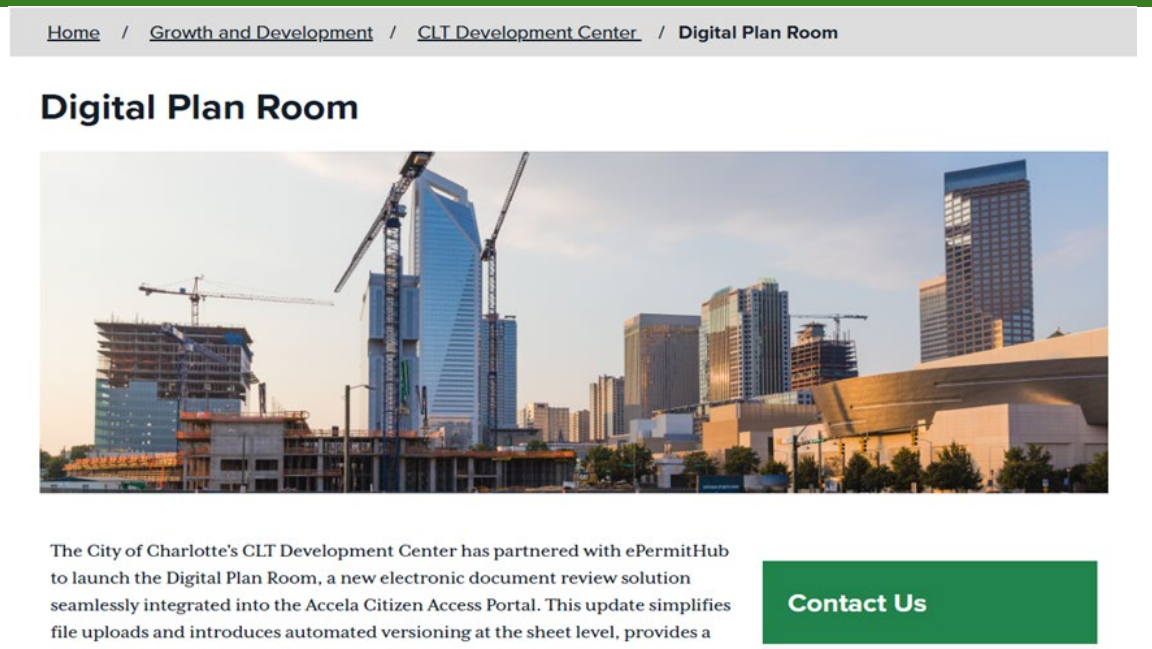
Using ACCELA – Digital Plan Room

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**



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 though 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/quadraplex**
- **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/

UDO
UNIFIED DEVELOPMENT ORDINANCE

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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.

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 will not check for zoning compliance at the Gateway)
Single Family Residence	▫ Plot Plan ▫ Plans with Building Elevations ▫ Master Plan Summary Sheet if applicable
Duplex	▫ Site Plan ▫ Plans with Building Elevations
Additions	▫ Plot Plan ▫ Plans with Building Elevations
Deck (attached)	▫ Plot Plan
ADU; ADU & Garage	▫ Site Plan ▫ Plans with Building Elevations ▫ Accessory Structure or ADU declaration ▫ GIS Addressing (Addressing is only for ADU and not garage)
2 Story Garage	▫ Site Plan ▫ Plans with Building Elevations ▫ Accessory Structure or ADU declaration
1 Story Garage; Detached Structure; Shed	▫ Plot Plan ▫ Building Height Form ▫ Accessory Structure or ADU declaration
Deck (detached)	▫ Plot Plan
Pool	▫ Pool Plot Plan
Retaining Wall	▫ Plot Plan
Manufactured Home	▫ Plot Plan
Docks/Piers	▫ Plot Plan
Solar Panels (detached)	▫ 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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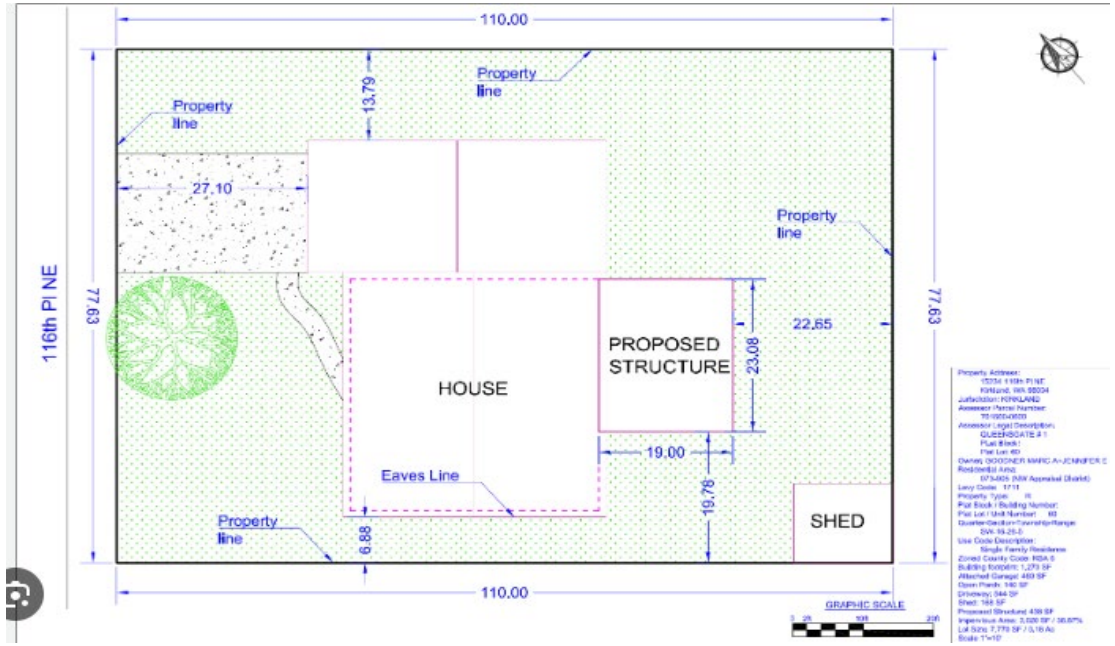
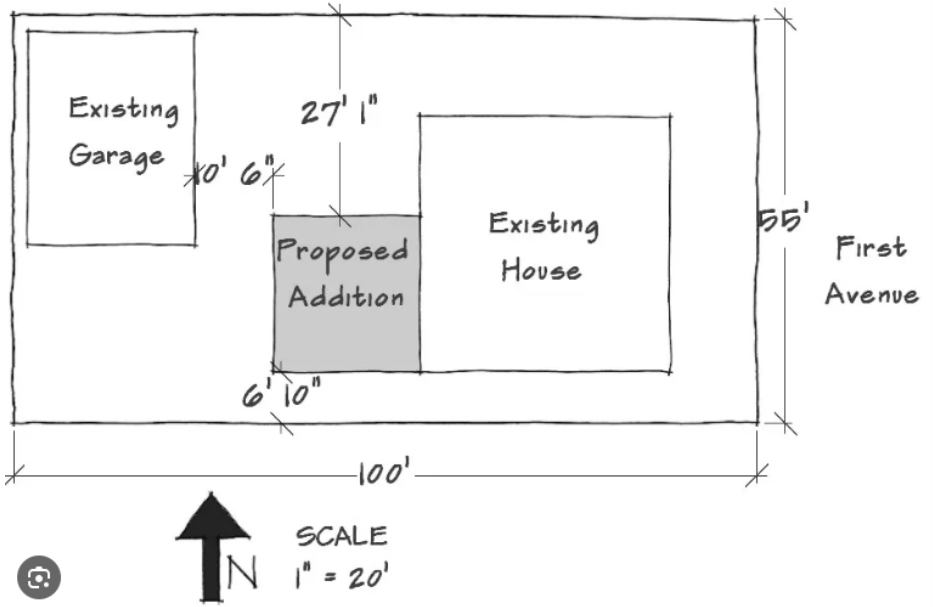
LDIRL Application Forms – Plot Plan Examples

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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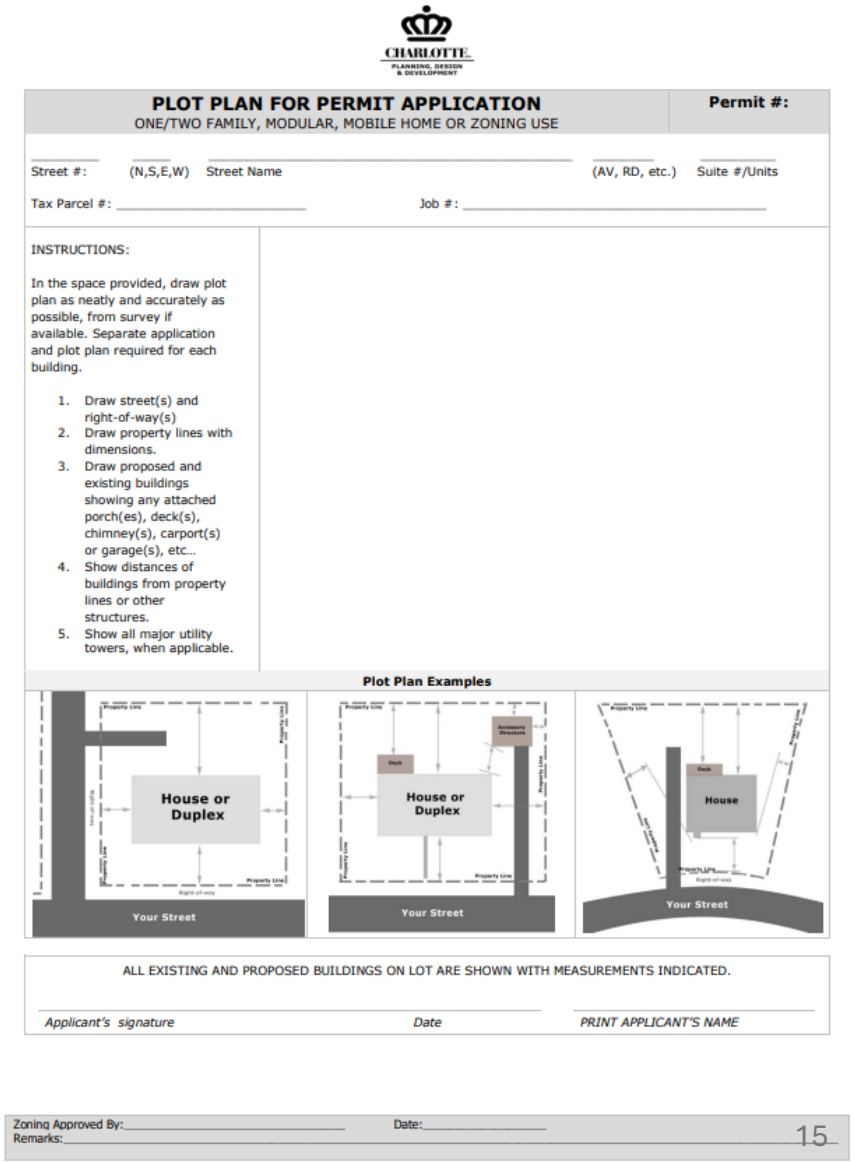
LDIRL Application Forms – Plot Plan for Permit Application

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).**



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PLOT PLAN FOR PERMIT APPLICATION
ONE/TWO FAMILY, MODULAR, MOBILE HOME OR ZONING USE

Permit #:

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

Tax Parcel #: Job #:

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 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:

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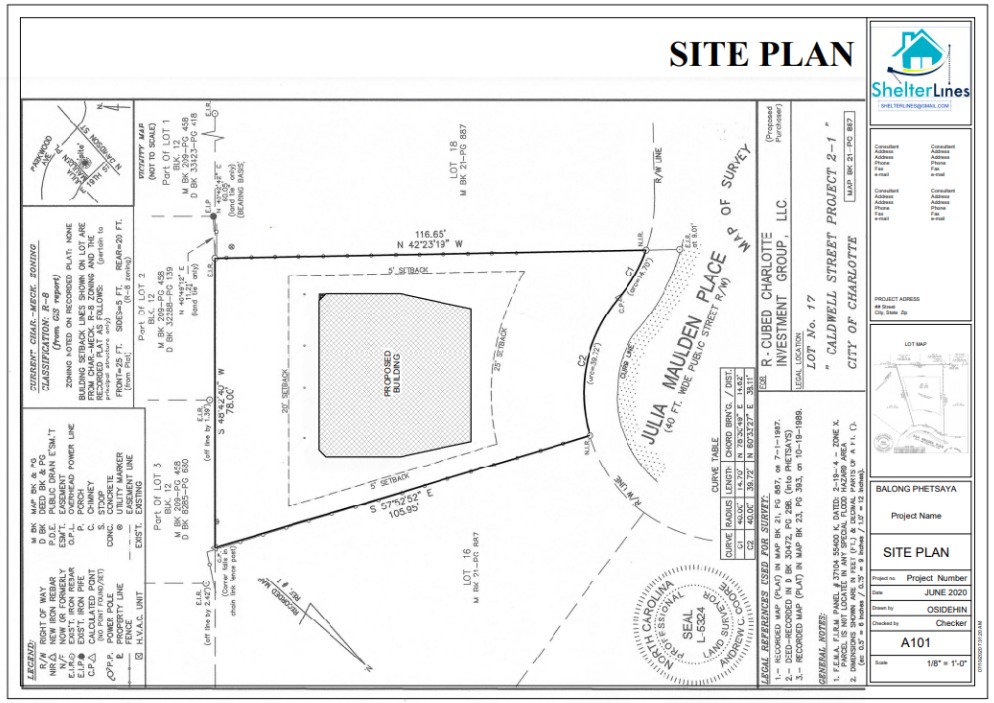
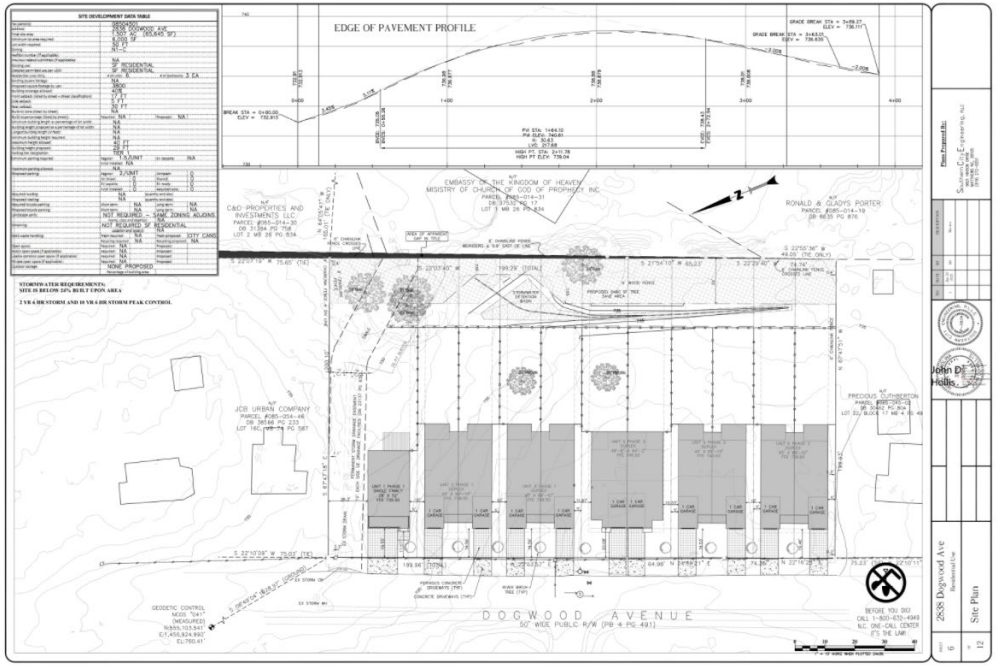
LDIRL Application Forms – Site Plan Examples

The images below and to the right are examples of **site plans** for proposed buildings. A **site plan** is a scaled professionally prepared plan or survey that cannot be hand drawn.





A **site plan** will be required for the following project types: duplex, triplex, quadraplex, ADU, ADU and 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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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

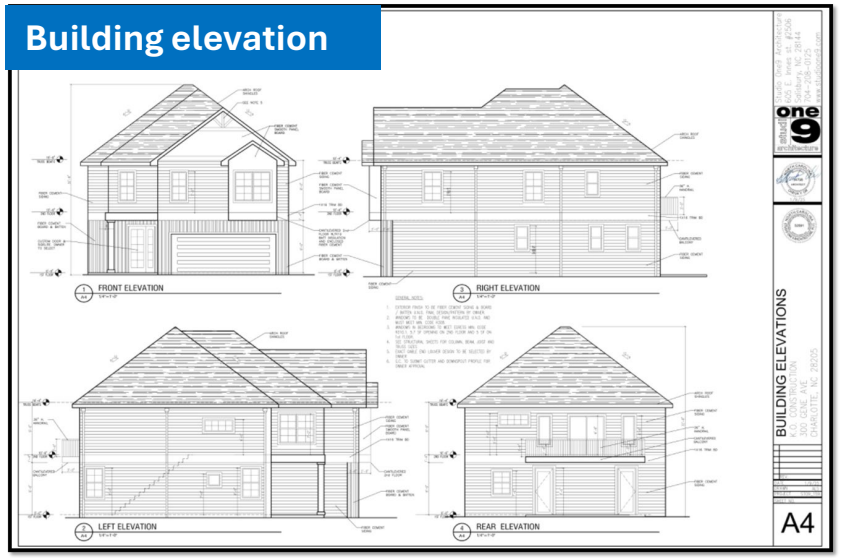
Top right is an example of a building elevation prepared for a single-family home. The **building elevation** depicts the vertical view of the structure's exterior from a specific angle. The building elevation shows height and exterior features, such as windows, doors, and rooflines.

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.

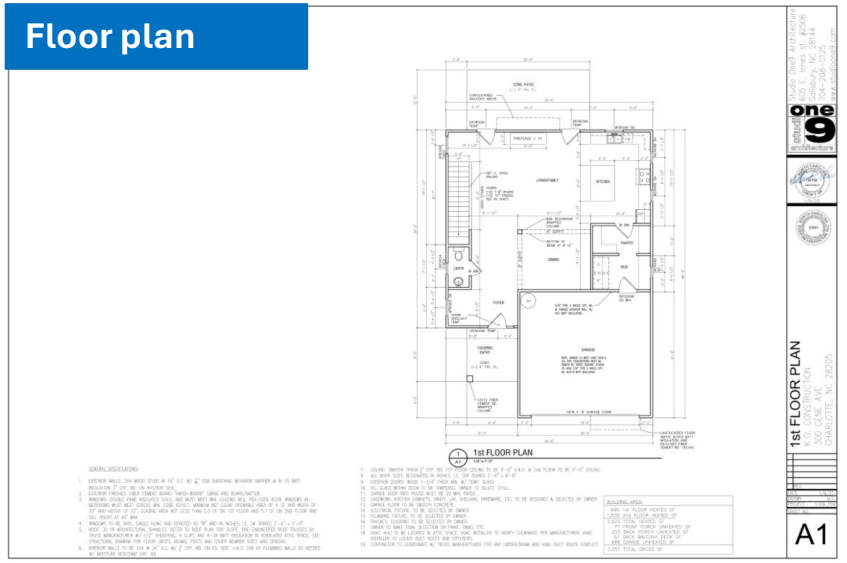
Plans with building elevations will be required for the following project types: single-family home, duplex, triplex, quadraplex, addition, ADU, ADU with garage, 2-story garage.

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

Building elevation



Floor plan



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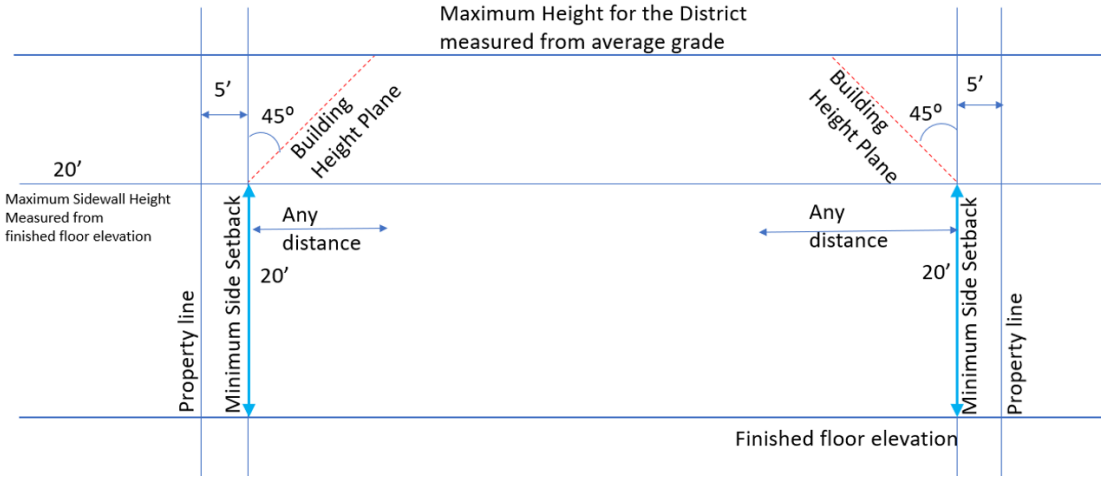
LDIRL– How to Show Sidewall Height and Building Height Plane on Building Elevations (Duplex and Triplex Only)

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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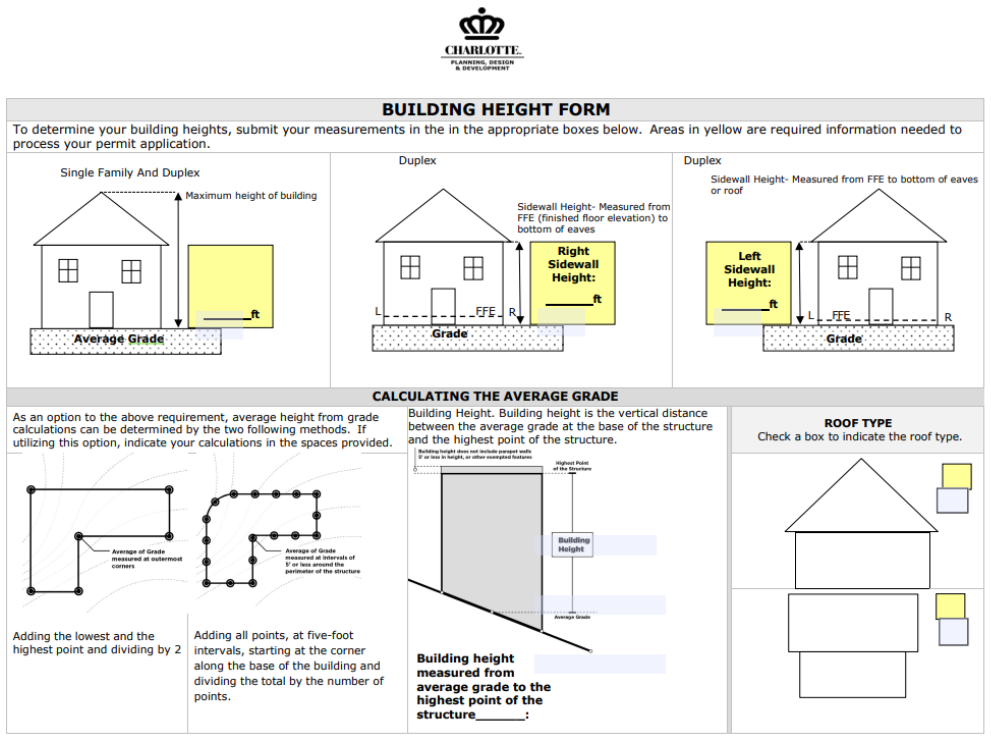
LDIRL Application Forms – Building Height Form

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.



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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

Maximum height of building

_____ft

Average Grade

Duplex

Sidewall Height- Measured from FFE (finished floor elevation) to bottom of eaves

Right Sidewall Height: _____ft

L FFE R

Grade

Duplex

Sidewall Height- Measured from FFE to bottom of eaves or roof

Left Sidewall Height: _____ft

L FFE R

Grade

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

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

Adding the lowest and the highest point and dividing by 2

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.

Highest Point of the Structure

Building Height

Average Grade

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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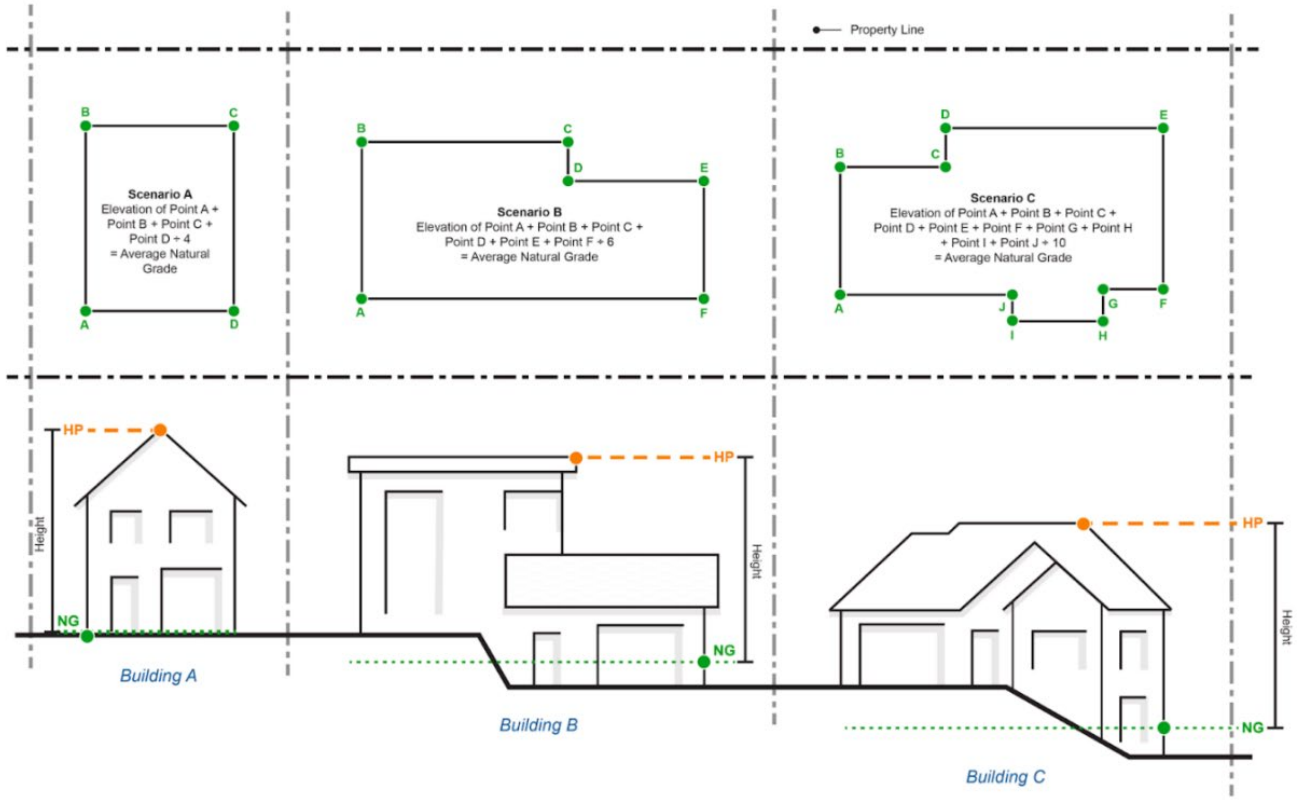
LDIRL Application Forms – Building Height Form Average Grade Examples

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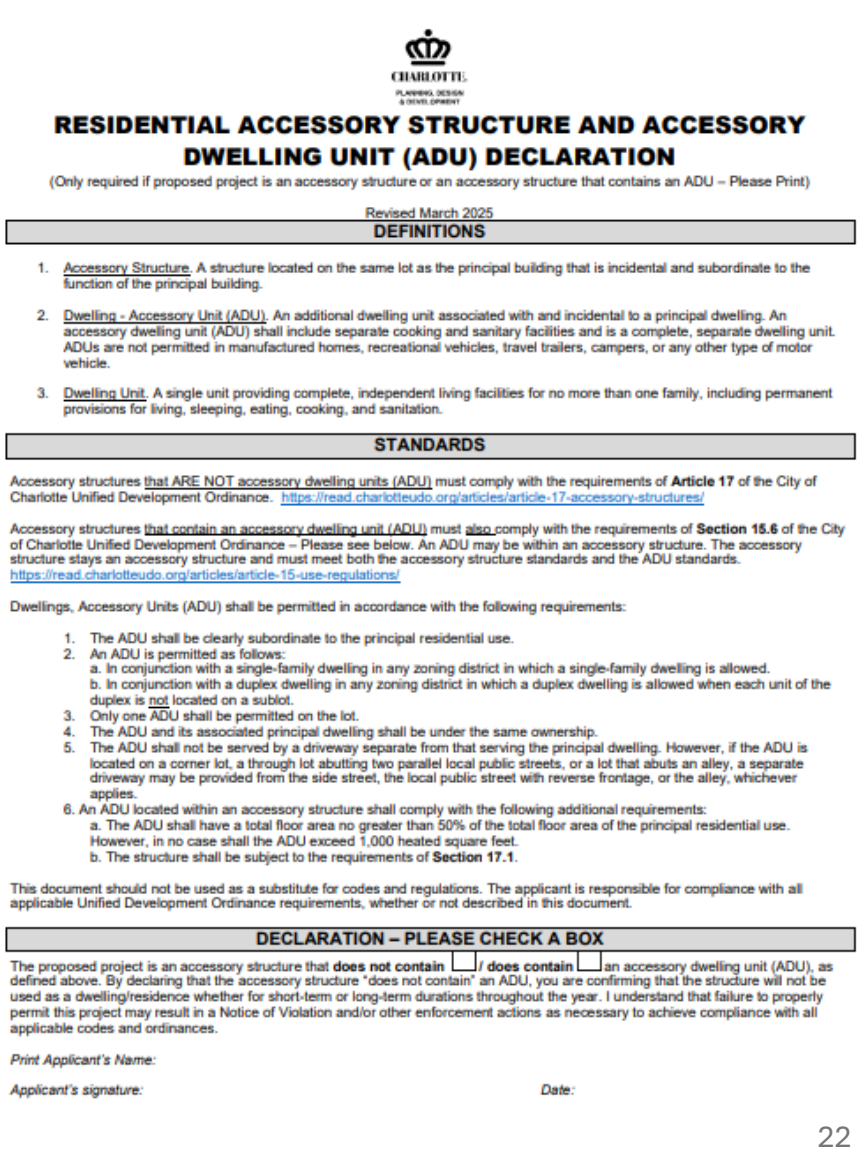
LDIRL Application Forms – Residential Accessory Structure and Accessory Dwelling Unit (ADU) Declaration

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**.



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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 sublot.
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:*

Individual Residential Lot Review – Accela User Guide

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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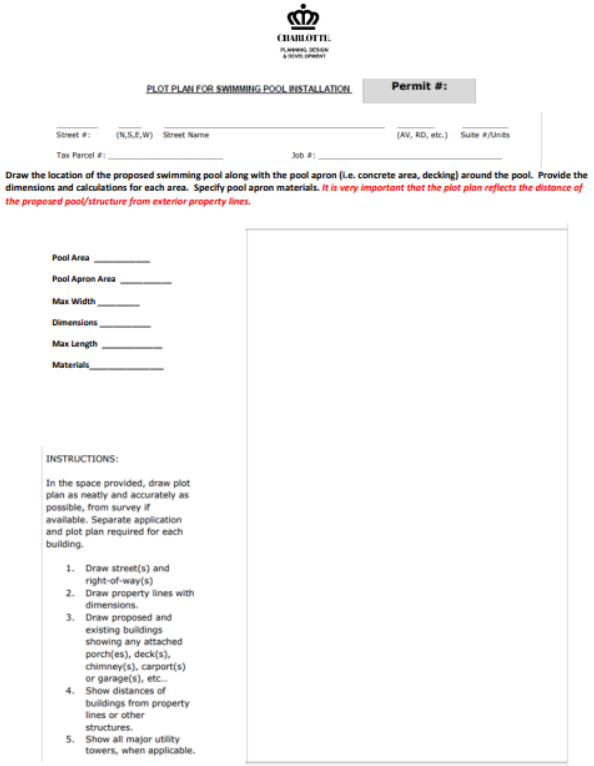
LDIRL Application Forms – Pool Plot Plan

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. You will need to provide this information if the project is for installation of a swimming pool.



CHARLOTTE.

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

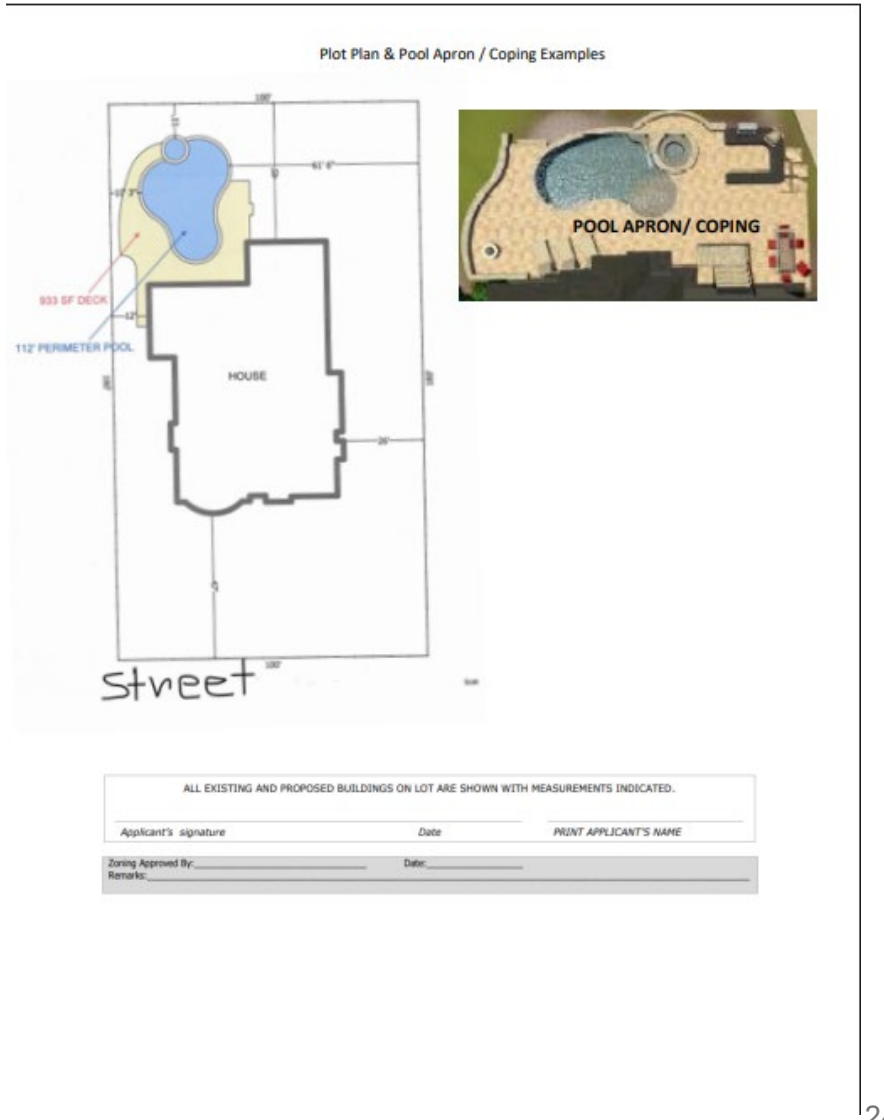
Max Length

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.



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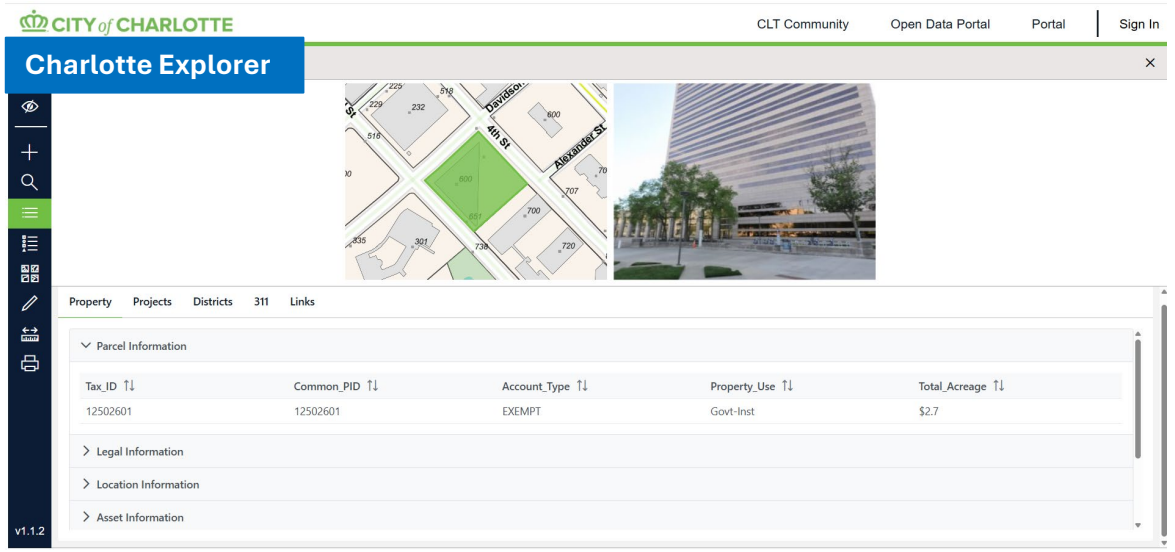
Property information search - Resources

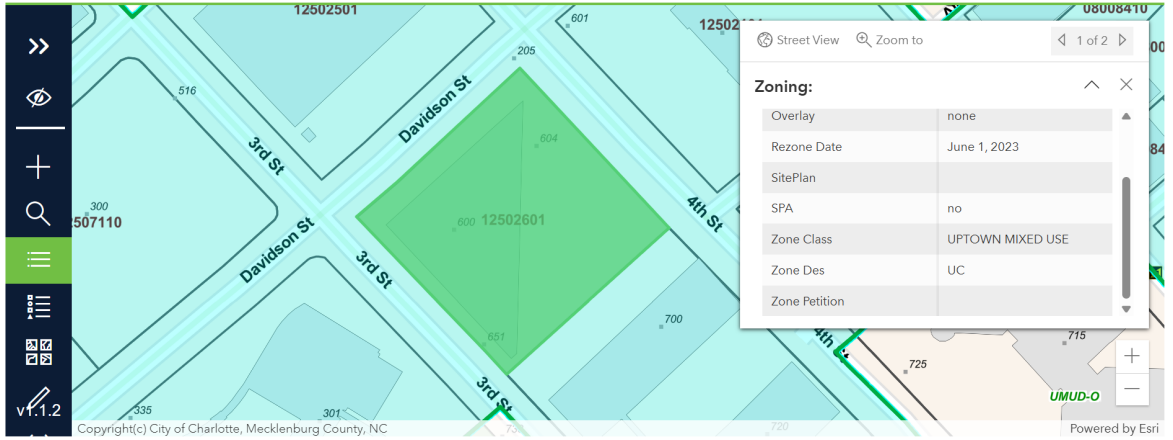
The LDIRL application process requires that the property information on the application is accurate.

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.spatialest.com/nc/mecklenburg#/
- **Wizard** https://aca-prod.accela.com/CHARLOTTE/customization/common/chooser.aspx





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Wizard

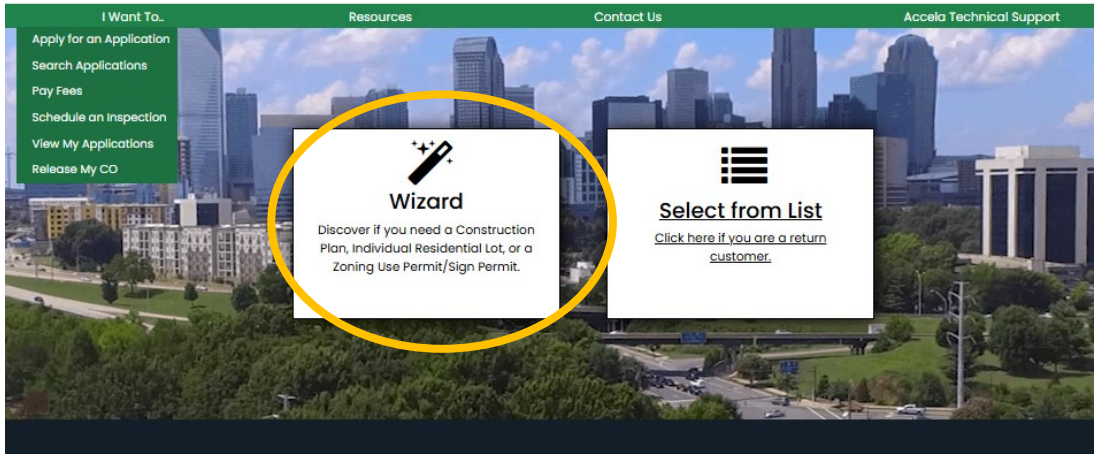
Wizard is a tool that can help determine what type of permit is needed for a project based upon the information provided by the customer.

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

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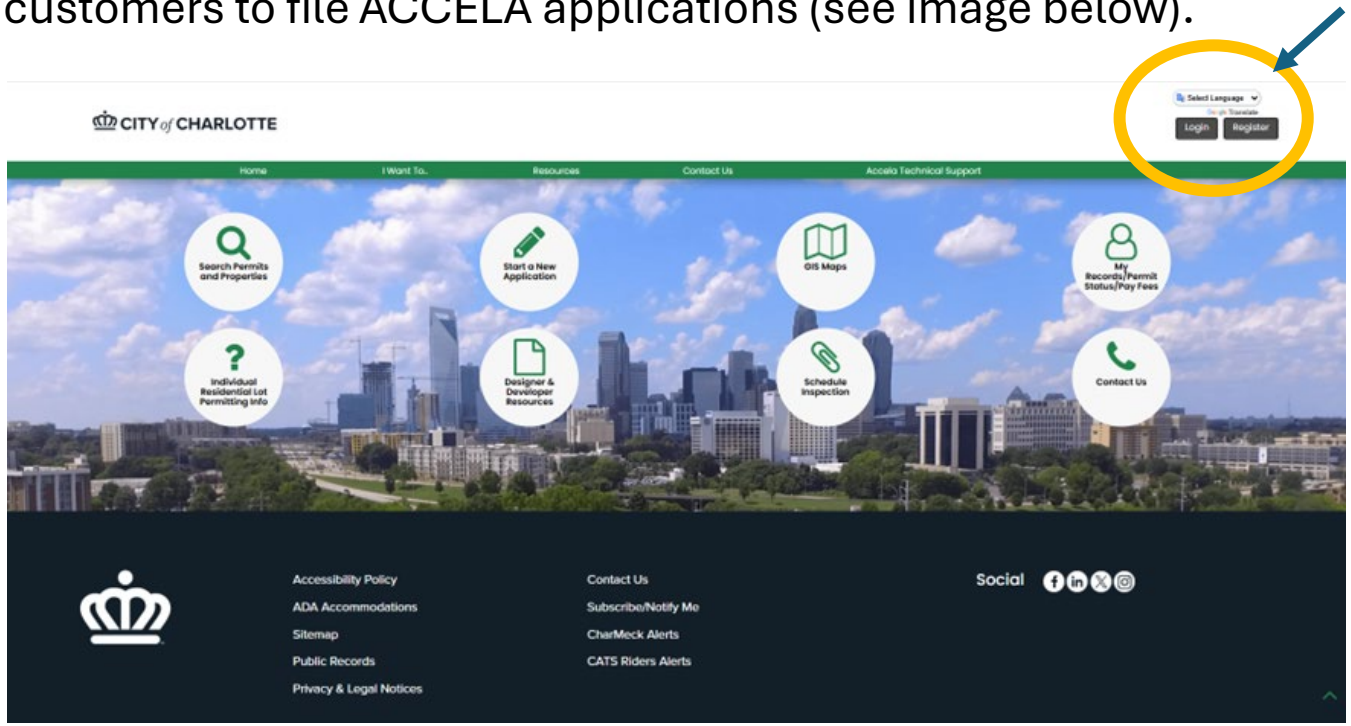
Filing an LDIRL Application in ACCELA

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).

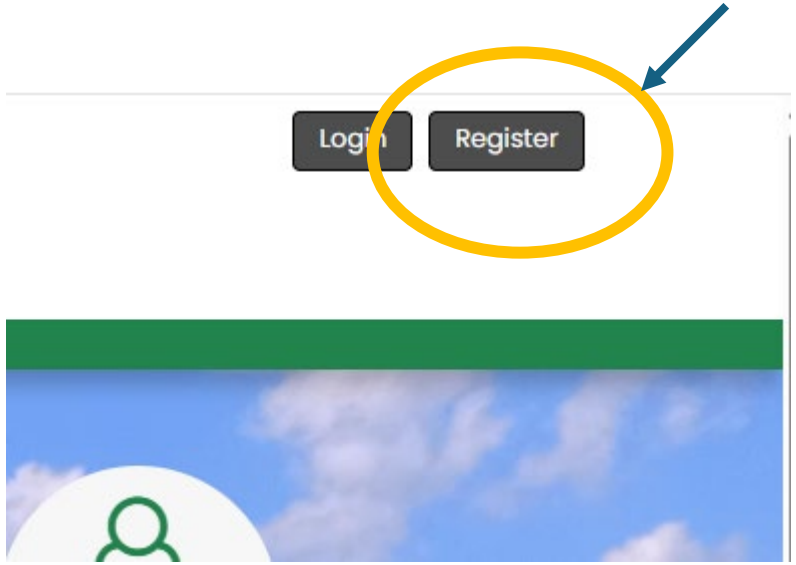


Creating an ACCELA Account

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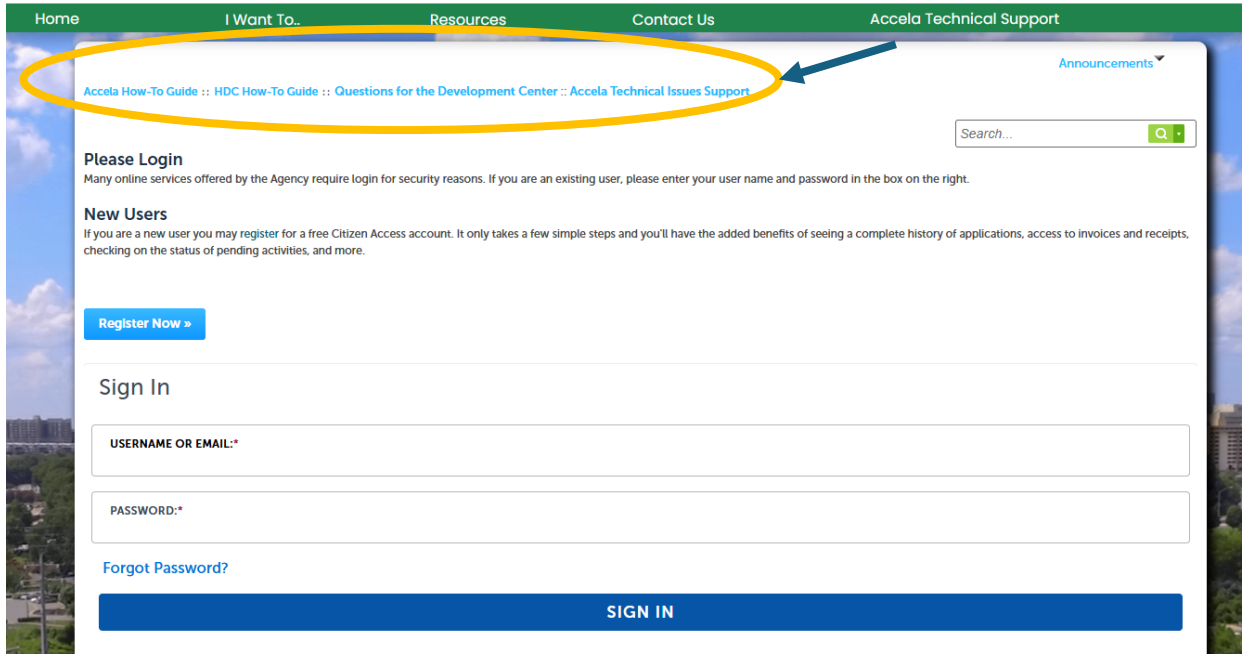
After selecting **Register**, you will be taken to the screen shown below. You will either **Login** if you have an existing account or **Register Now** to create a new account.



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.

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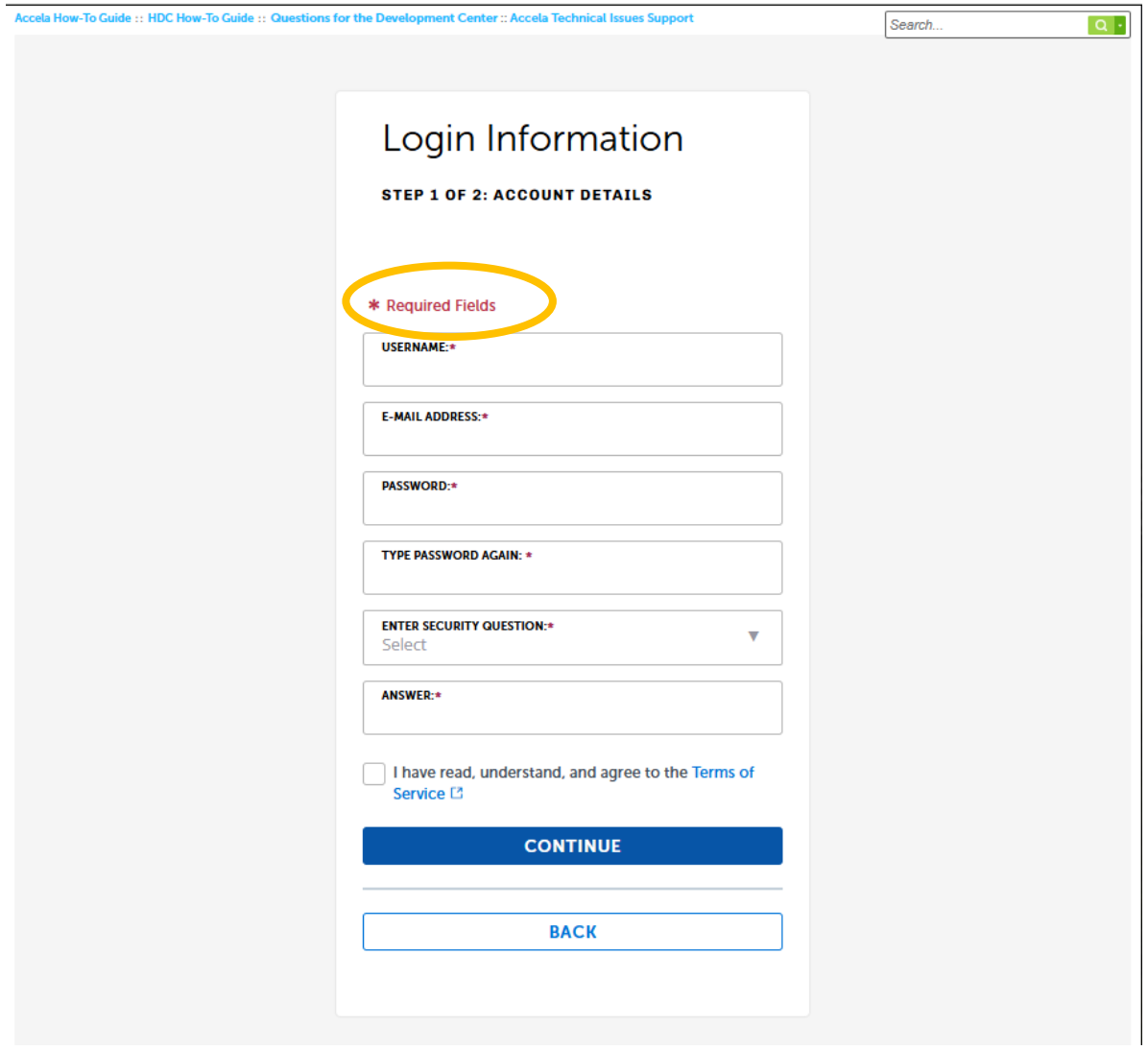
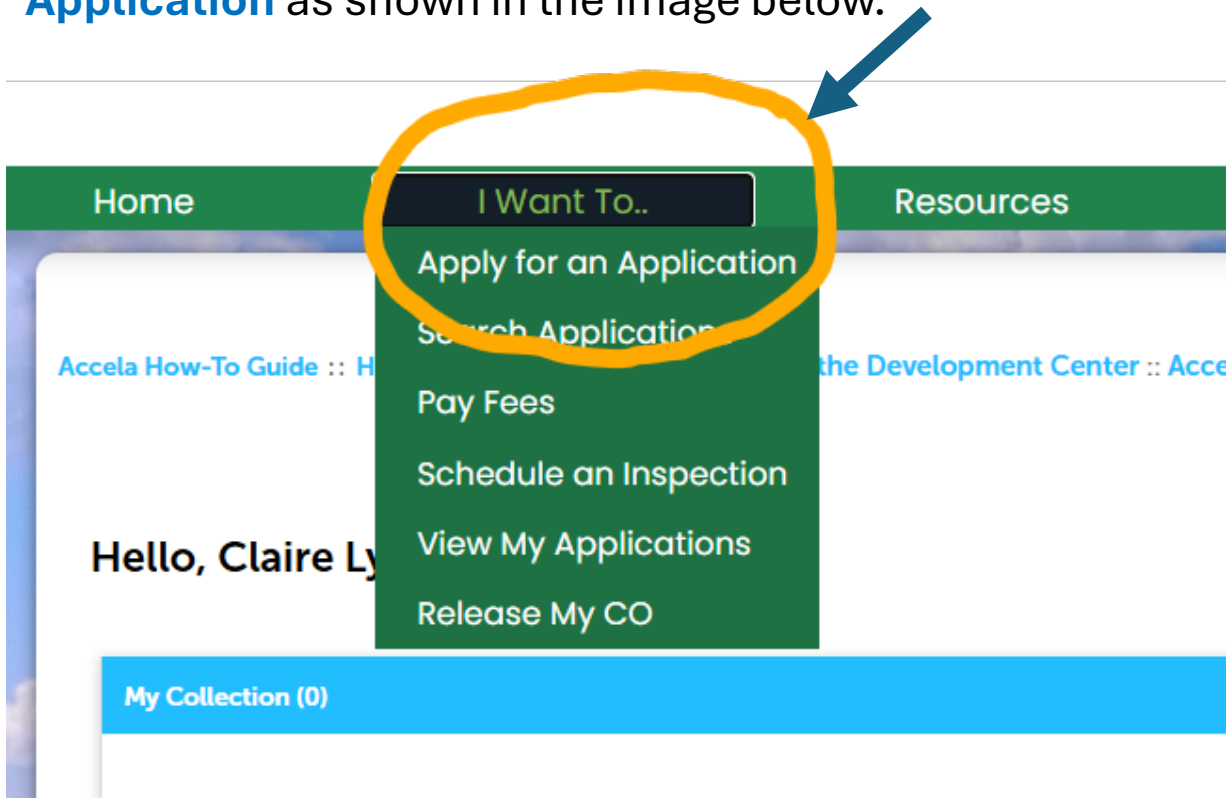


Once you click on **Register Now**, you will be taken to the screen on the left where you will fill in the *Required fields:

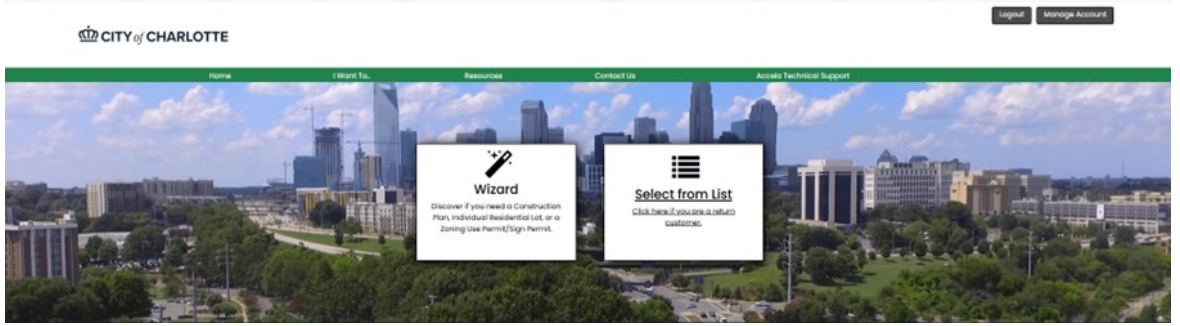
- **Input username**
- **Input email address**
- **Create a password**
- **Select a security question**
- **Provide answer to the security question**
- **Check the Terms of Service Box**
- **Click Continue.**

Individual Residential Lot Review – Accela User Guide

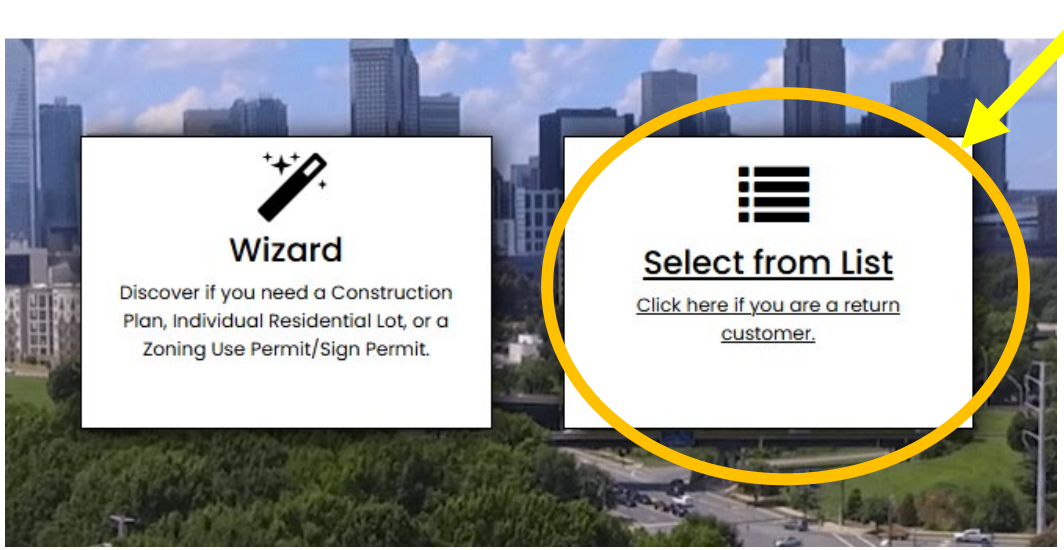
Once you have created your ACCELA account, you can hover over **I Want To** and click on **Apply for an Application** as shown in the image below.



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

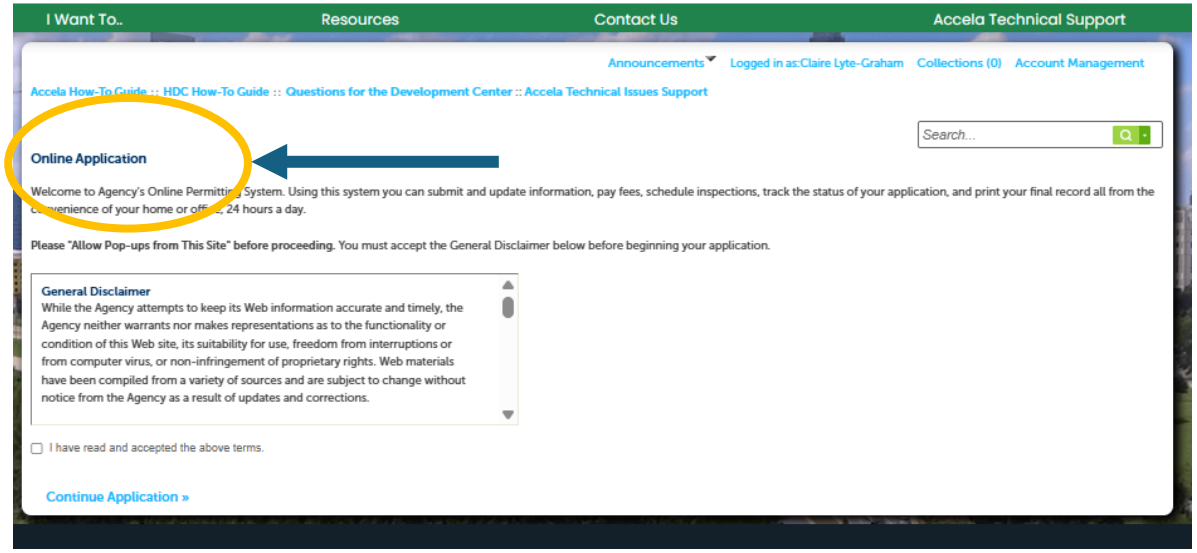


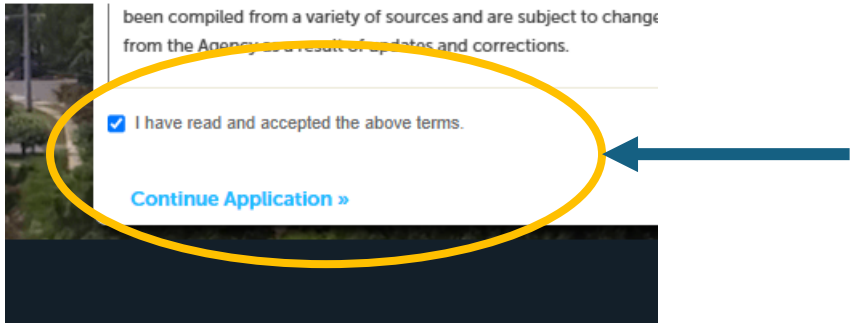
You will click on **Select from List** as shown below.



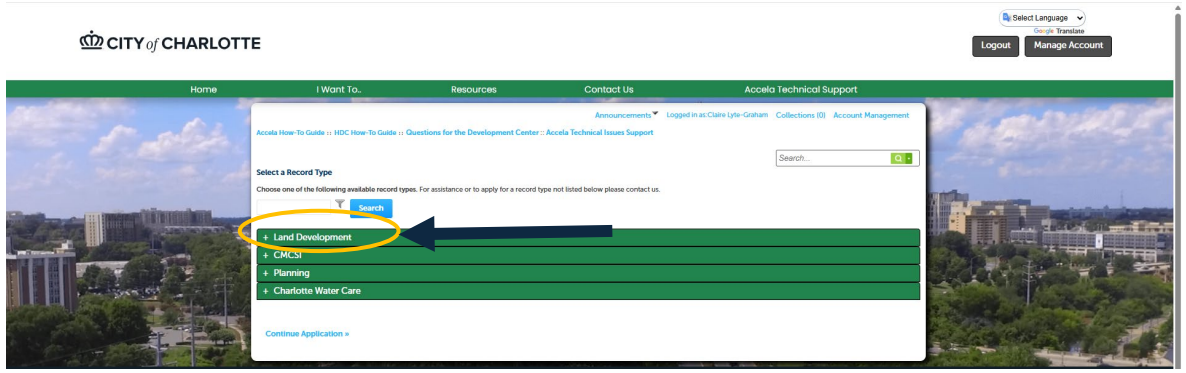
Individual Residential Lot Review – Accela User Guide

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**.

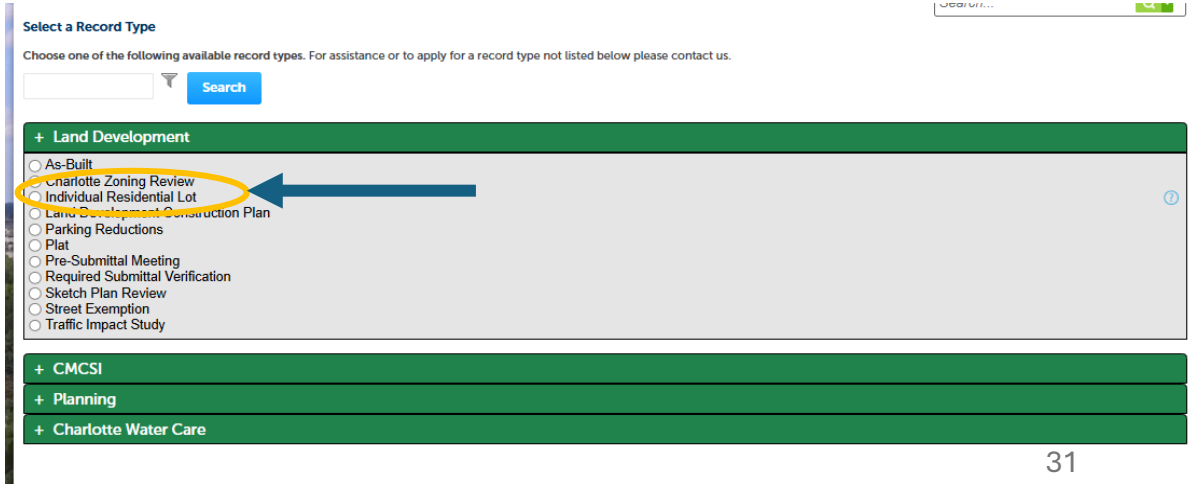




You will be then be taken to the screen shown below.



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



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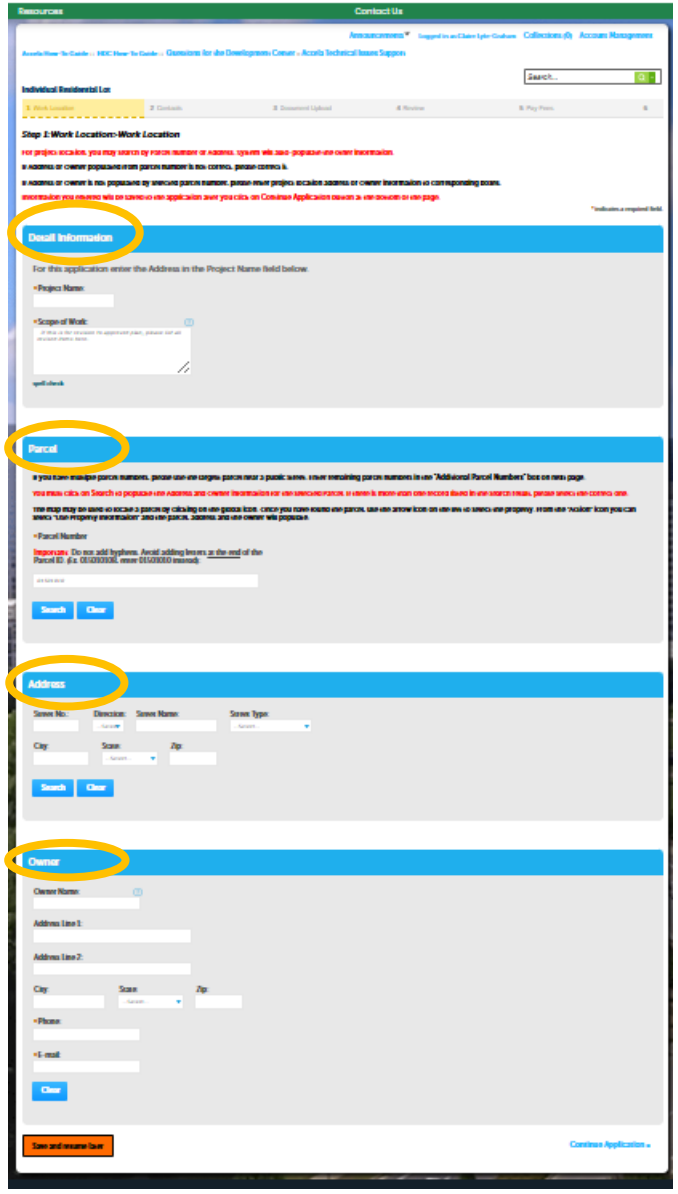


Step 1: Work Location

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.

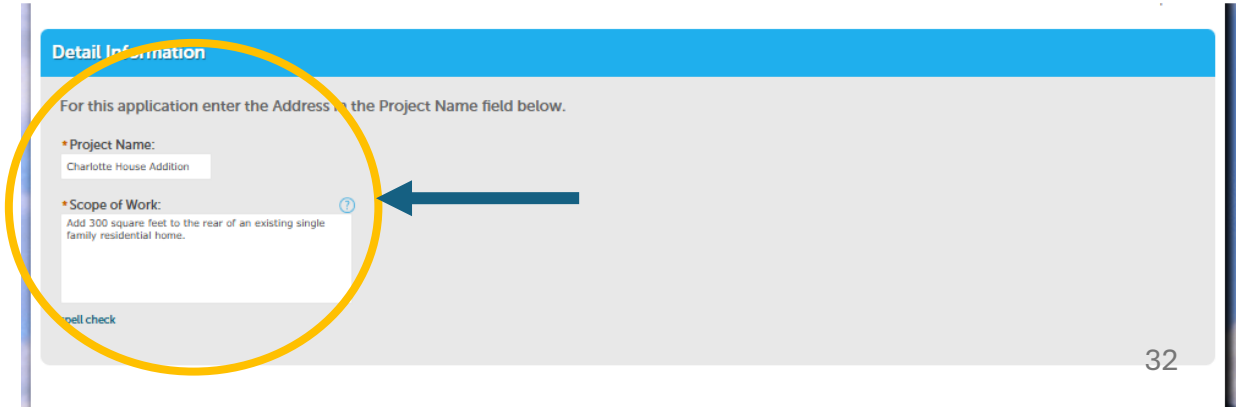
On this screen will provide the following information:

- **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.



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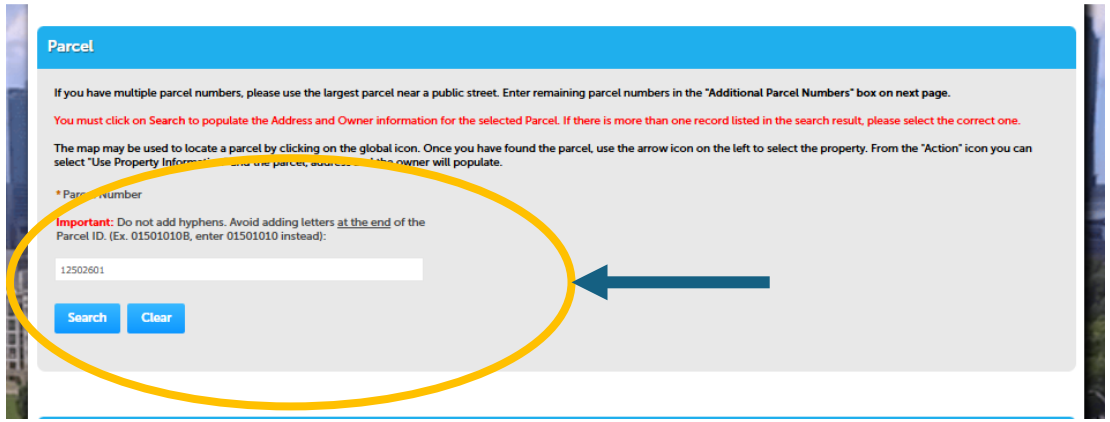
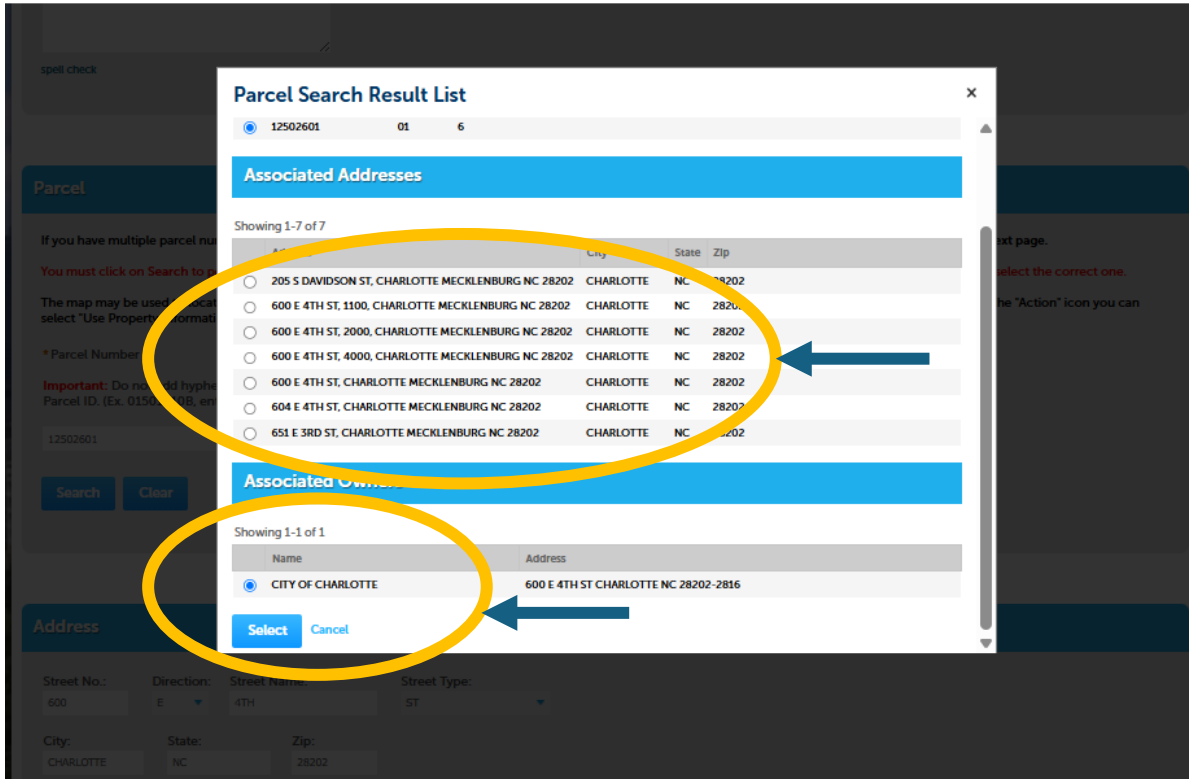
After completing **Detail Information**, will you will move to the next section **Parcel**, where you will input the *Parcel number in the white box.



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**.



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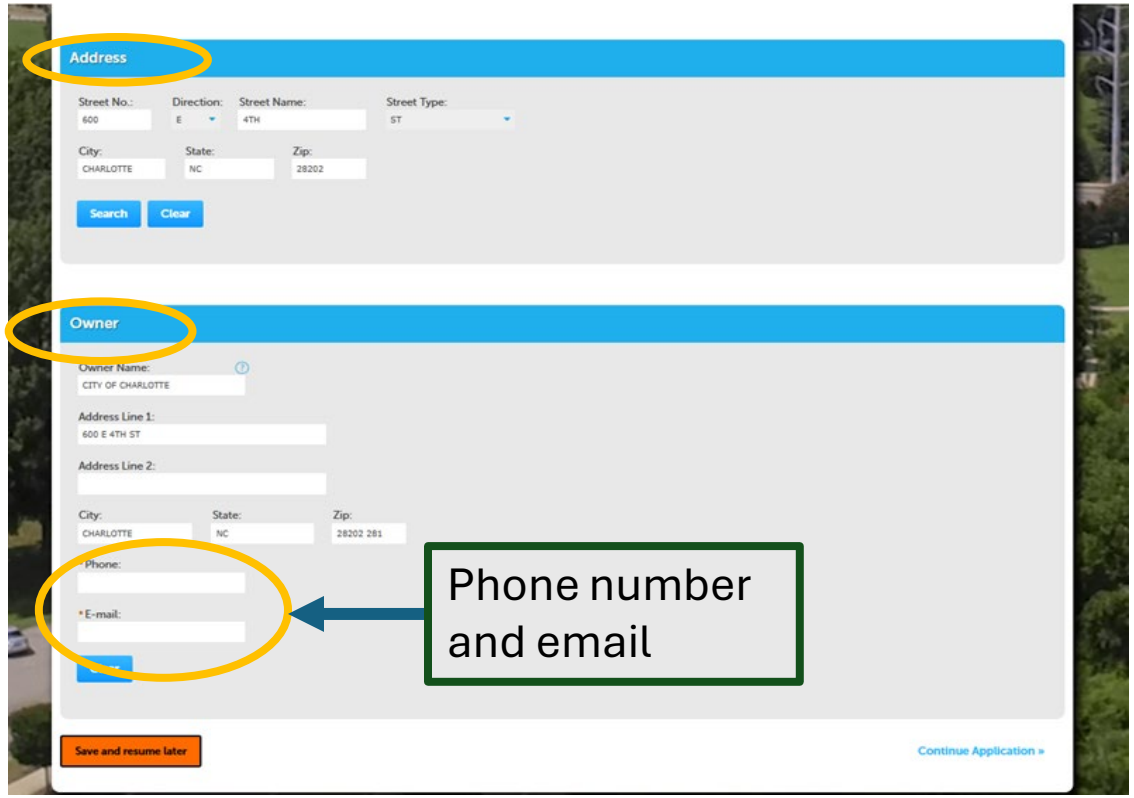
The **Parcel identification number** will also populate the **Address** and **Owner** sections (shown in image to the right).

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.



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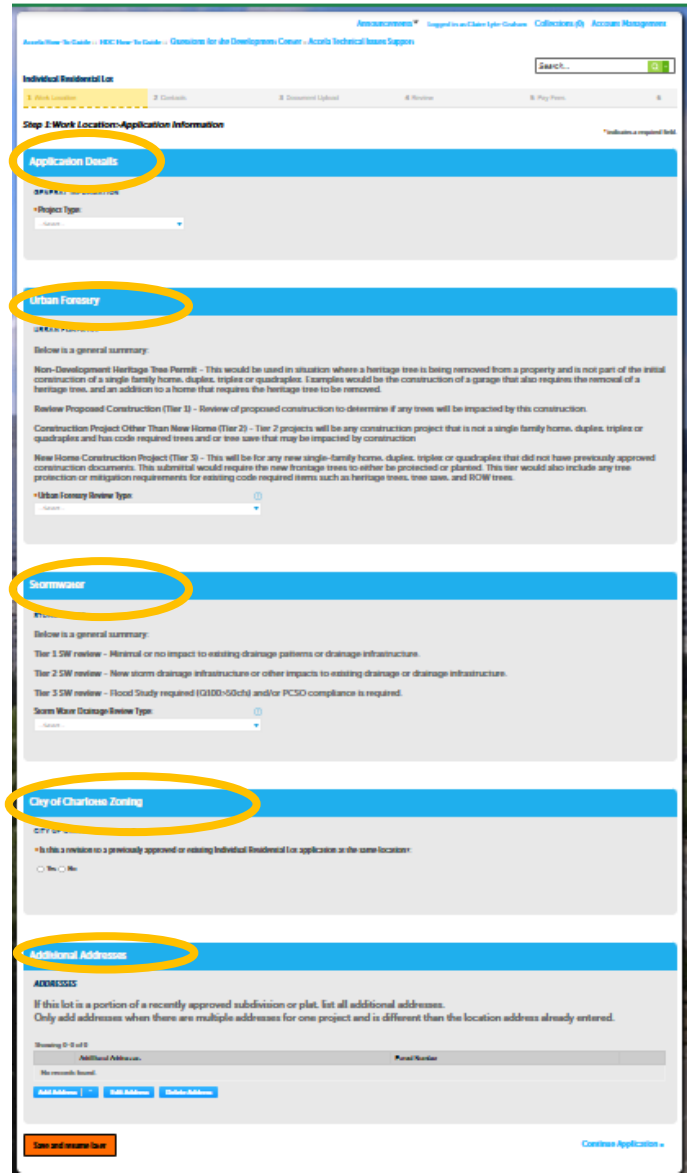

Step 1: Work Location>Application Information

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**

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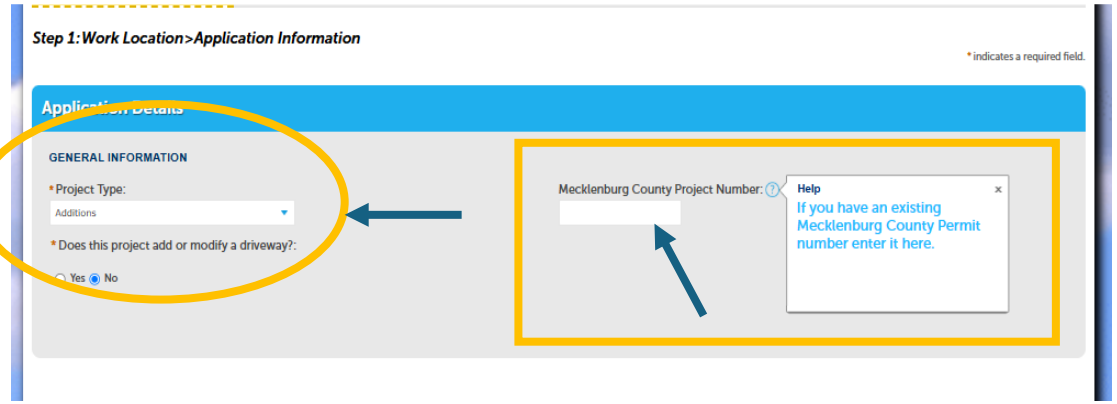

Under **Application Details**, select the *Project Type from the drop list and if it adds or modifies a driveway.

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

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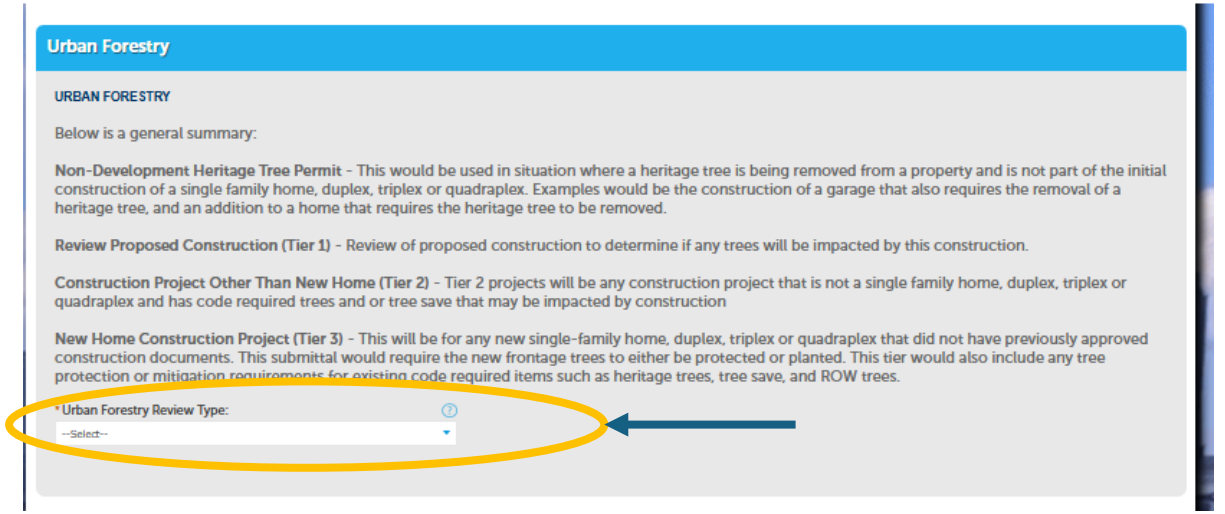
The **Urban Forestry** Team reviews LDIRL applications as part of its role in administering and implementing the City's tree preservation. The Urban Forestry Team reviews LDIRL applications.

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.



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

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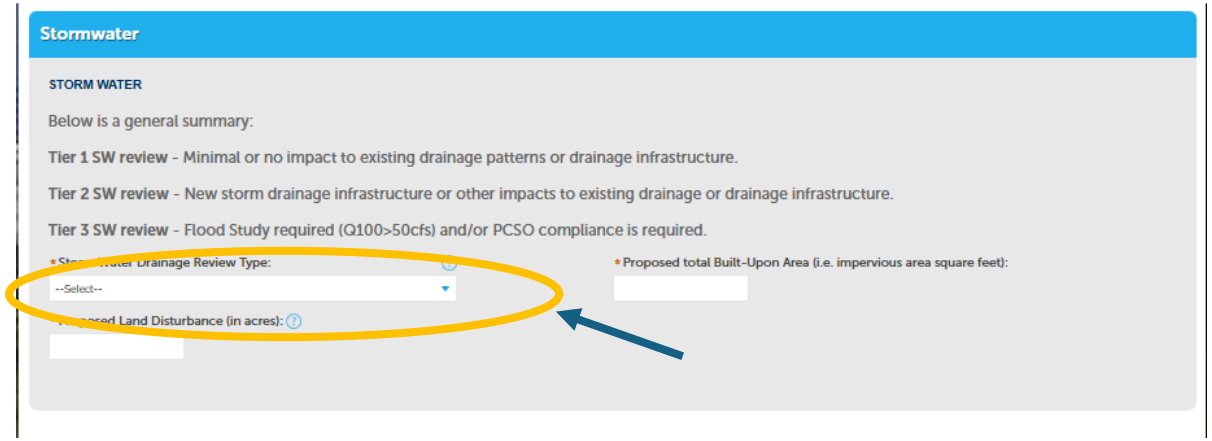
The **Storm Water** Team reviews LDIRL applications as part of its role in protecting and improving the quality of streams and other surface waters, along with continual assessment and improvements to storm drainage to protect public safety and ensure long-term sustainability. The Storm Water Team implements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

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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:

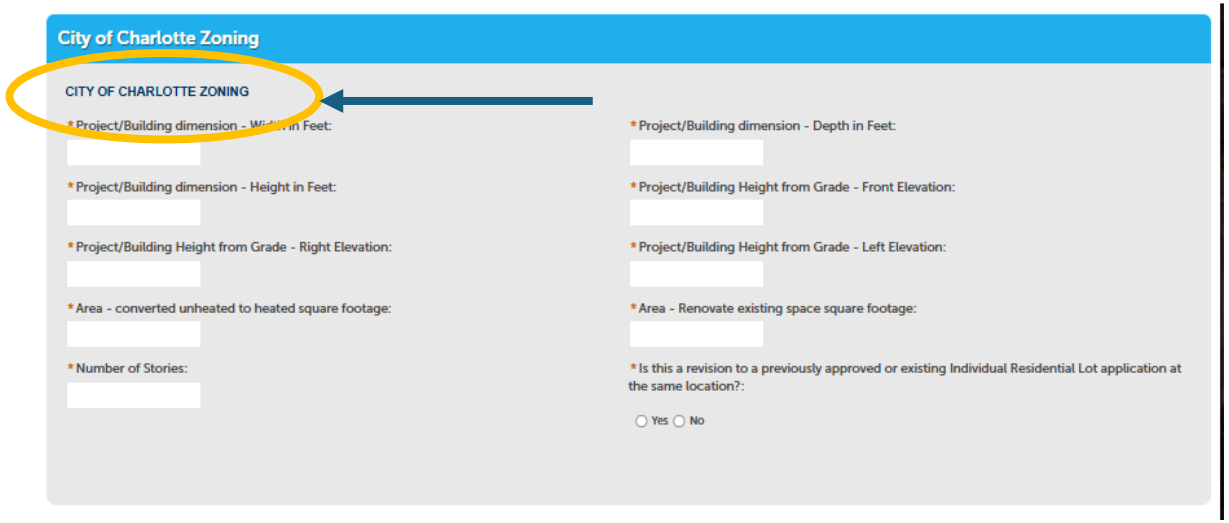
*Project/Building dimension – Depth in Feet:

*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?



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

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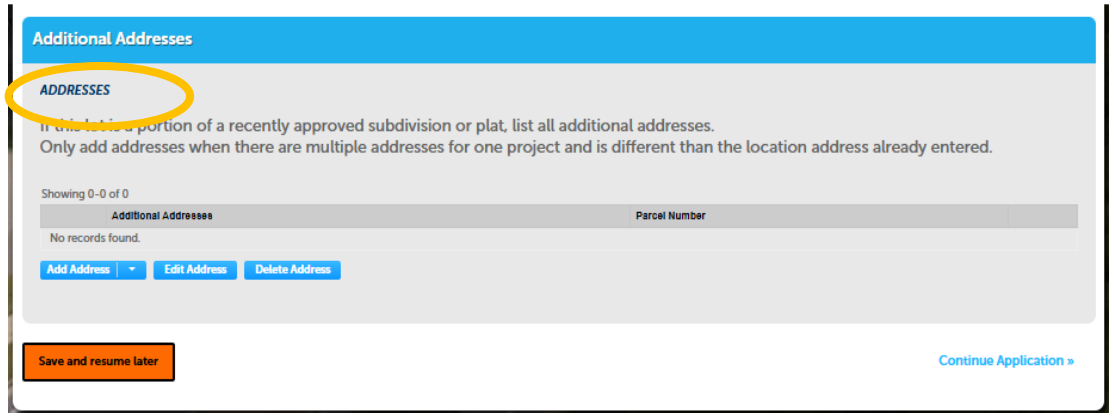
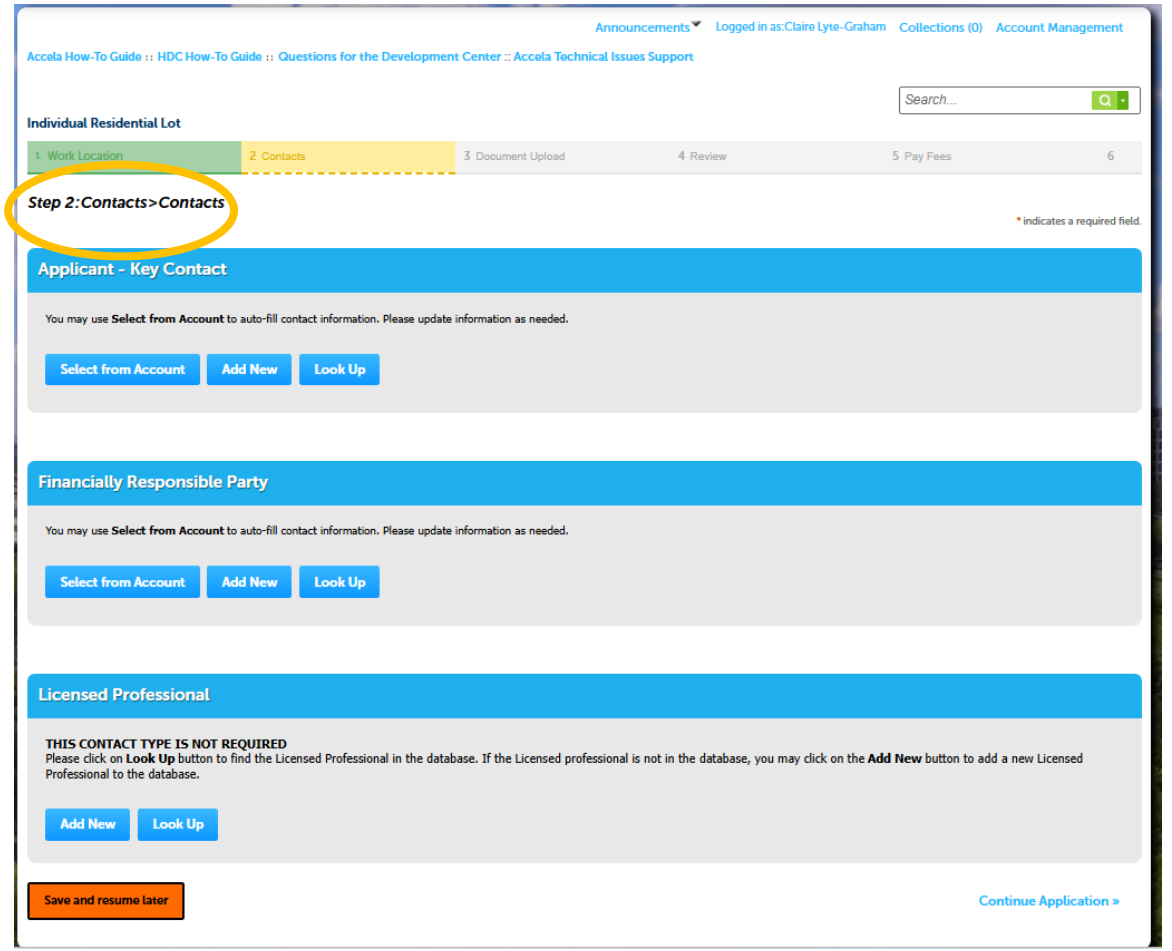
Additional Addresses is the last section under **Step 1: Work Location.** This section will apply if the if the lot is portion of a recently approved subdivision or plat.



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



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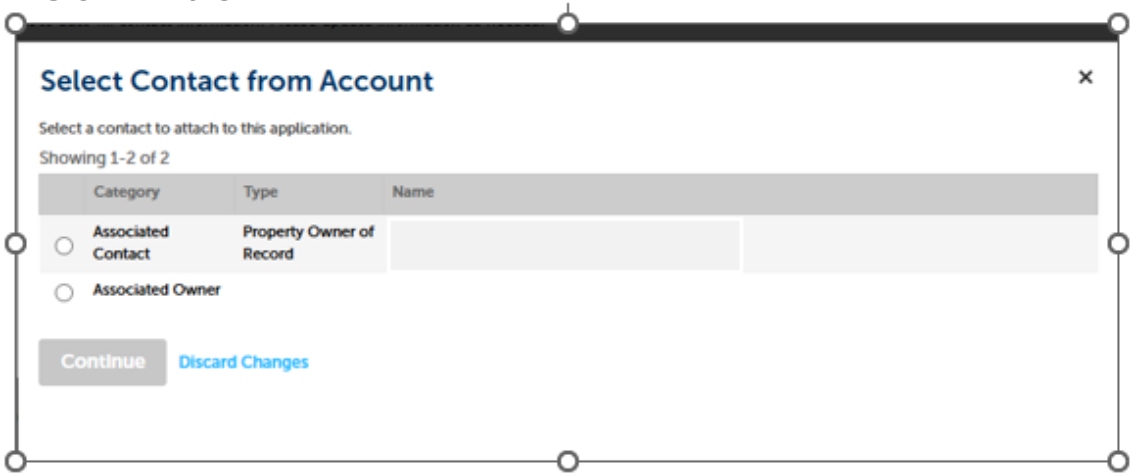
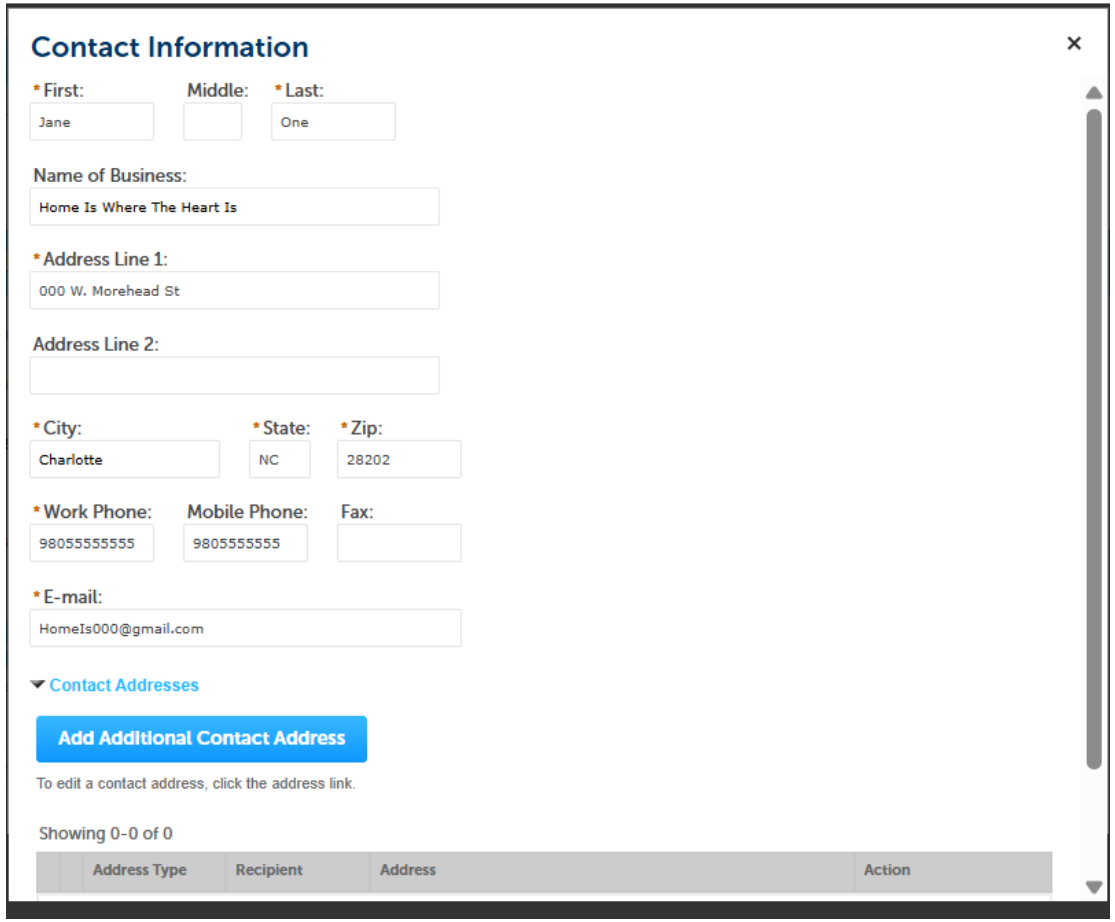
Under Step 2: Contacts, you will be asked to provide the following information:

- **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.**



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



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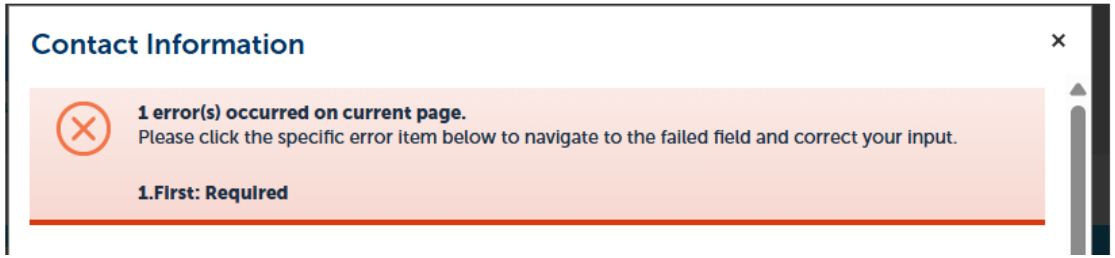
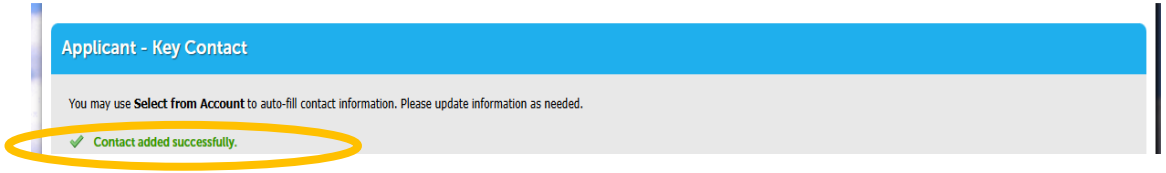
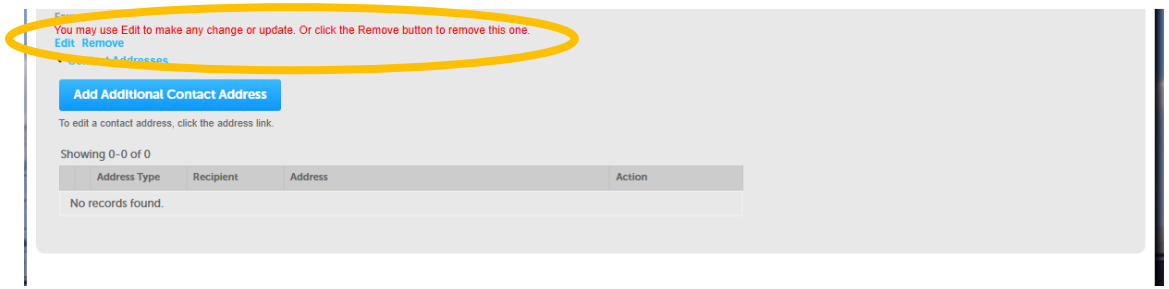
If any information is incomplete or missing, your screen will identify it as an error as shown below and you will need to correct to continue the application.



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.

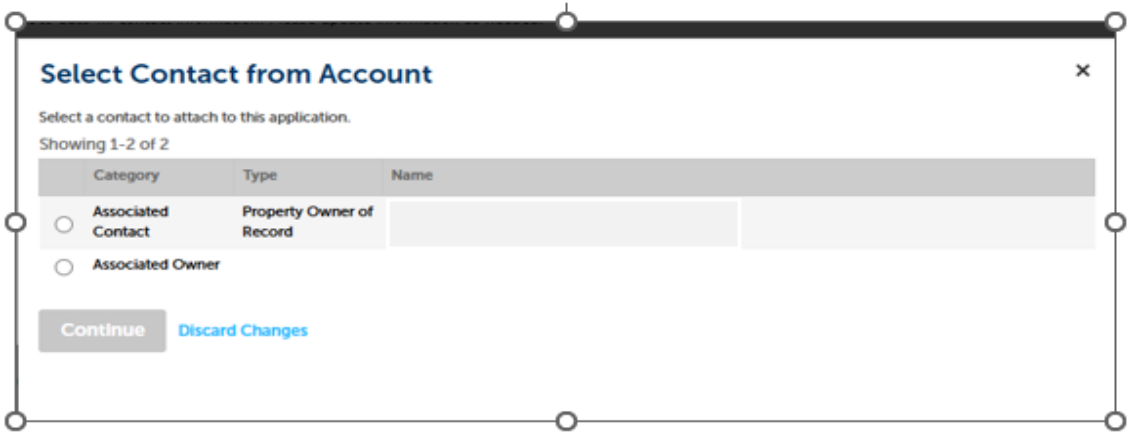


Individual Residential Lot Review – Accela User Guide

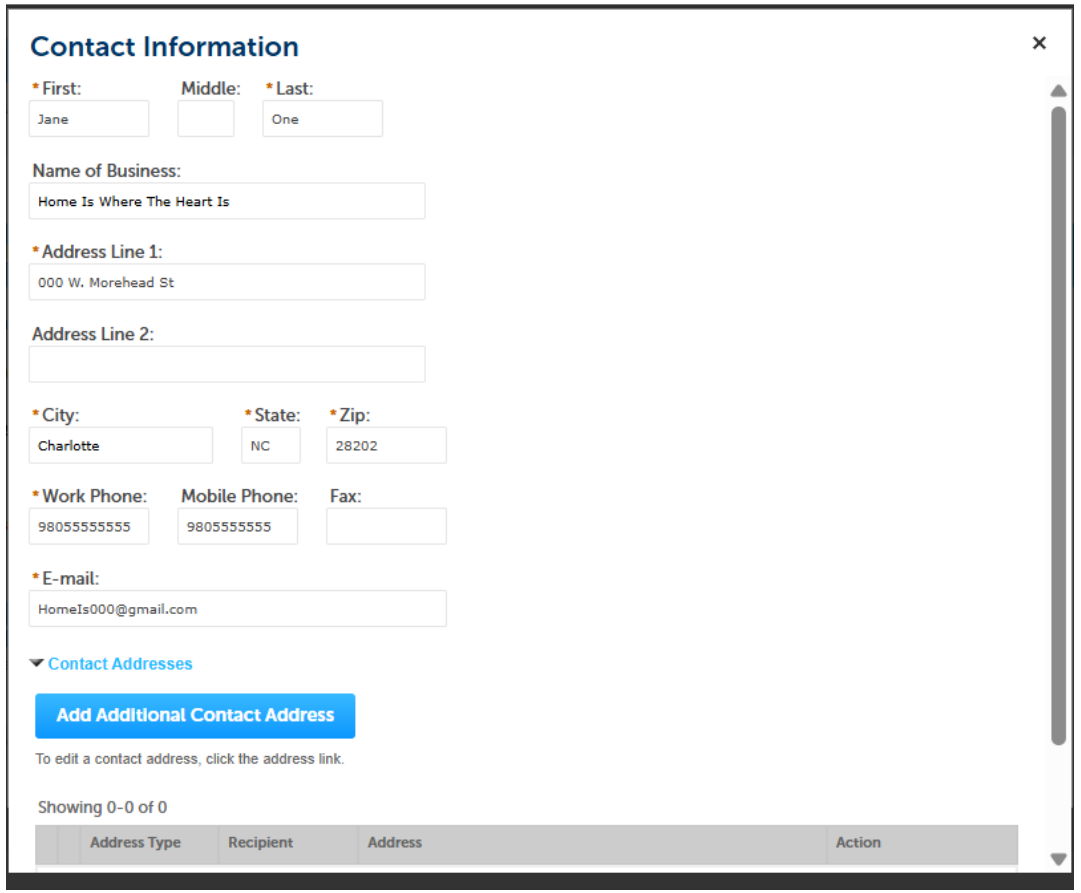
Under **Financially Responsible Party** you may add this contact information by using the following options as shown in the image below:

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

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



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



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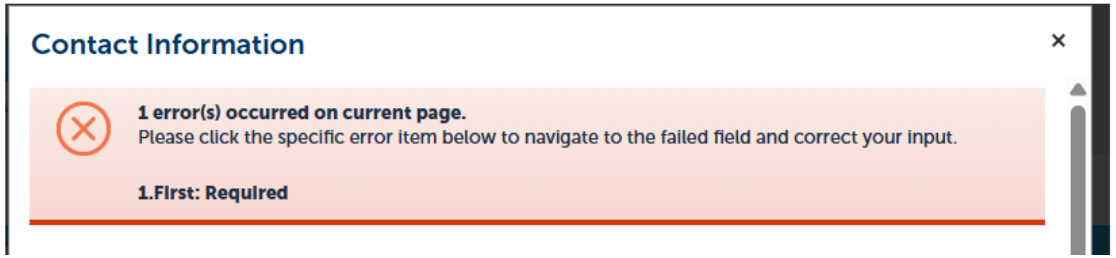
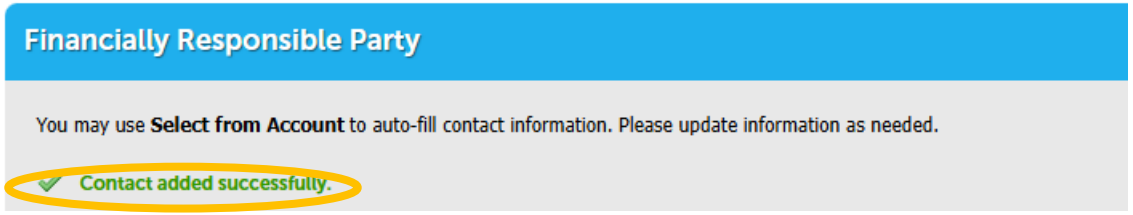
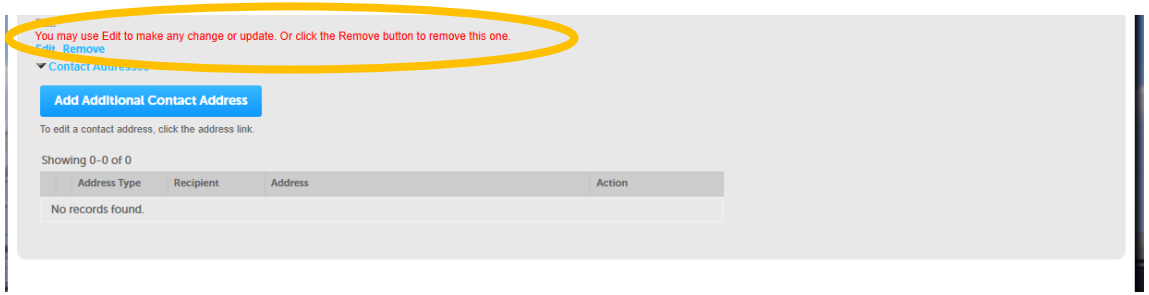
If information is incomplete or missing, your screen will identify it as an error as shown below and you will need to correct to continue the application.



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



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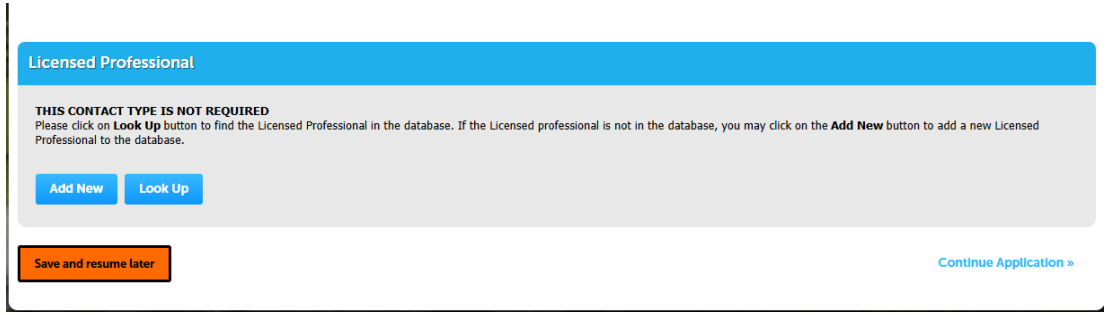
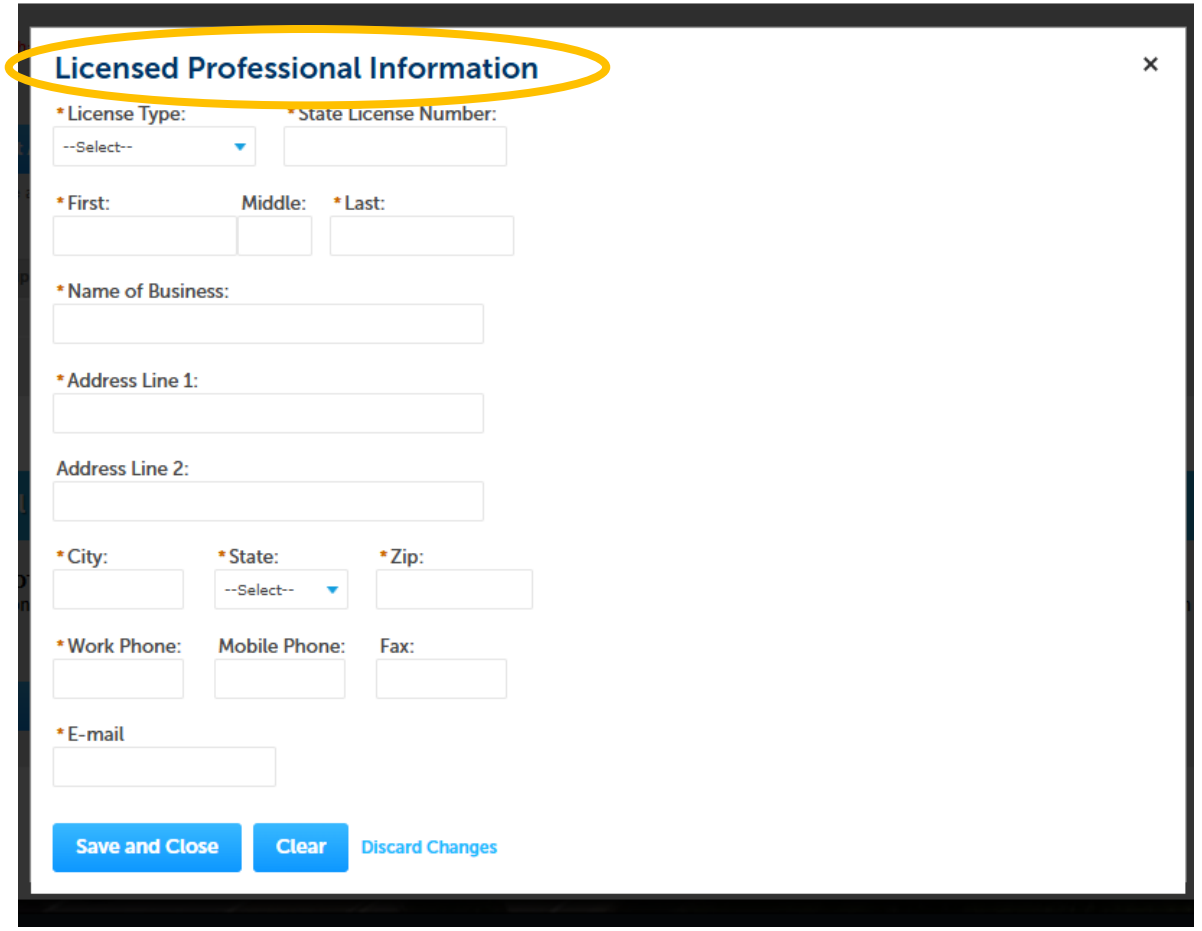
Under **Licensed Professional** you may add this contact information by using the following options as shown in the image below:

- ❑ **Add New**
- ❑ **Look Up**



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.



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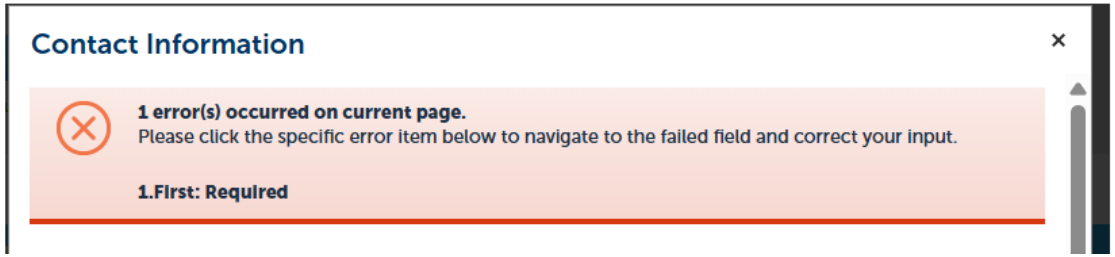
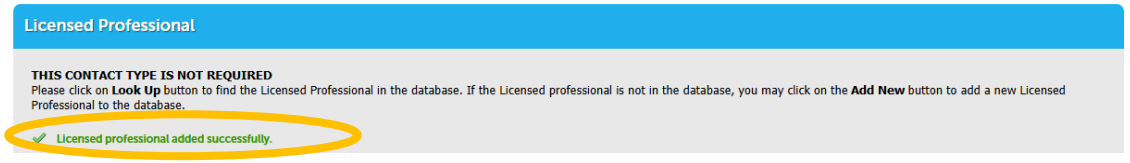
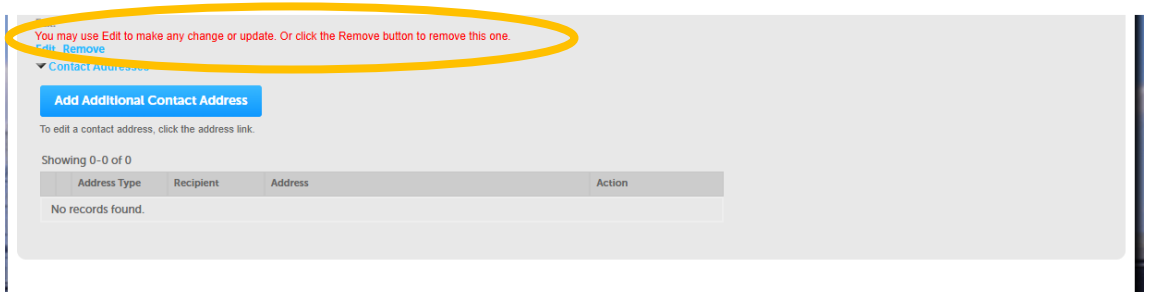
If information is incomplete or missing, your screen will identify it as an error as shown below and you will need to correct to continue the application.



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.



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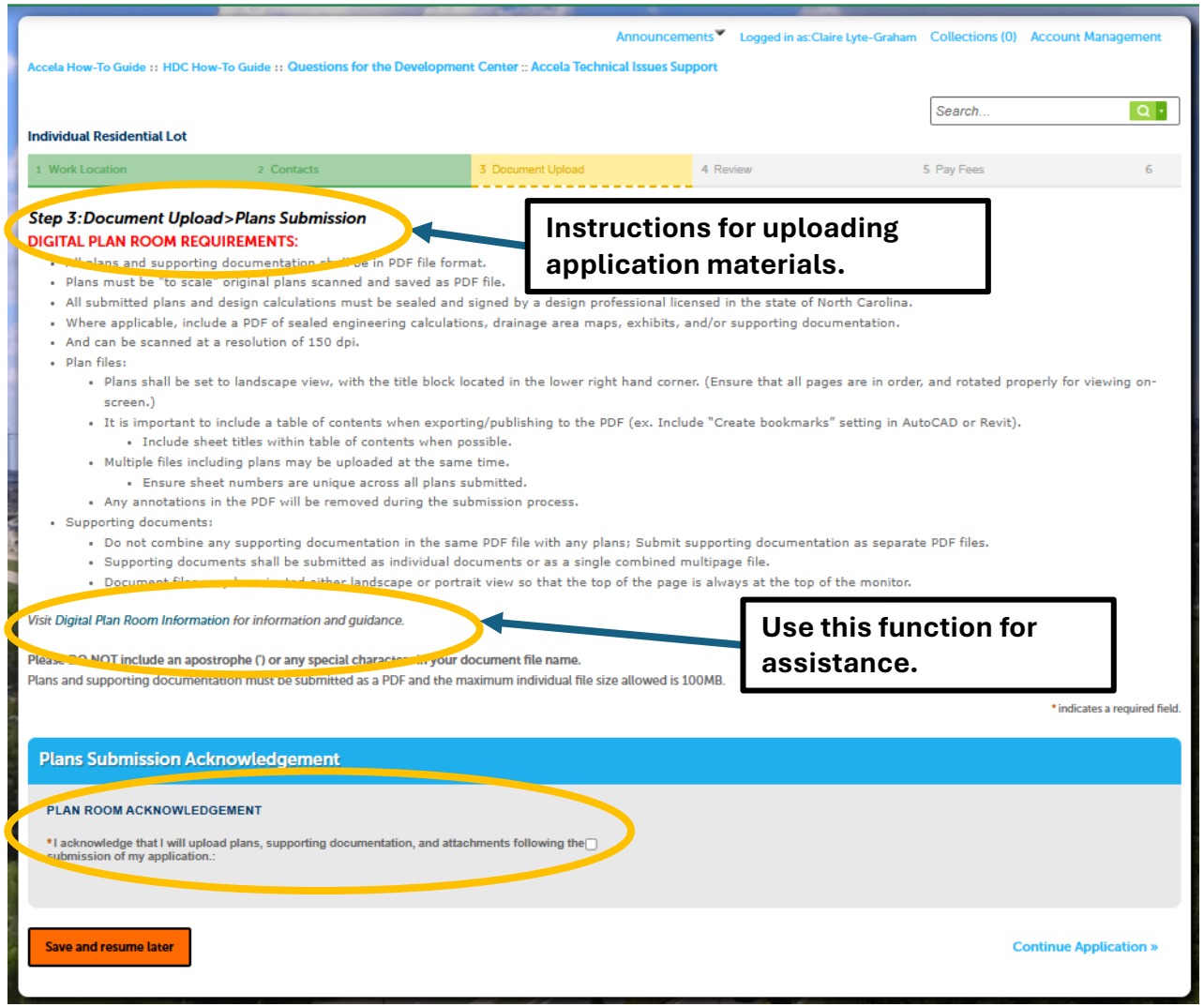
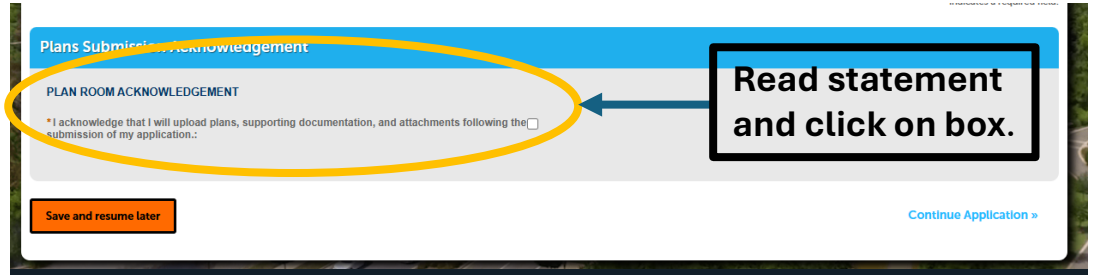


Step 3: Document Upload>Plans Submission

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.**



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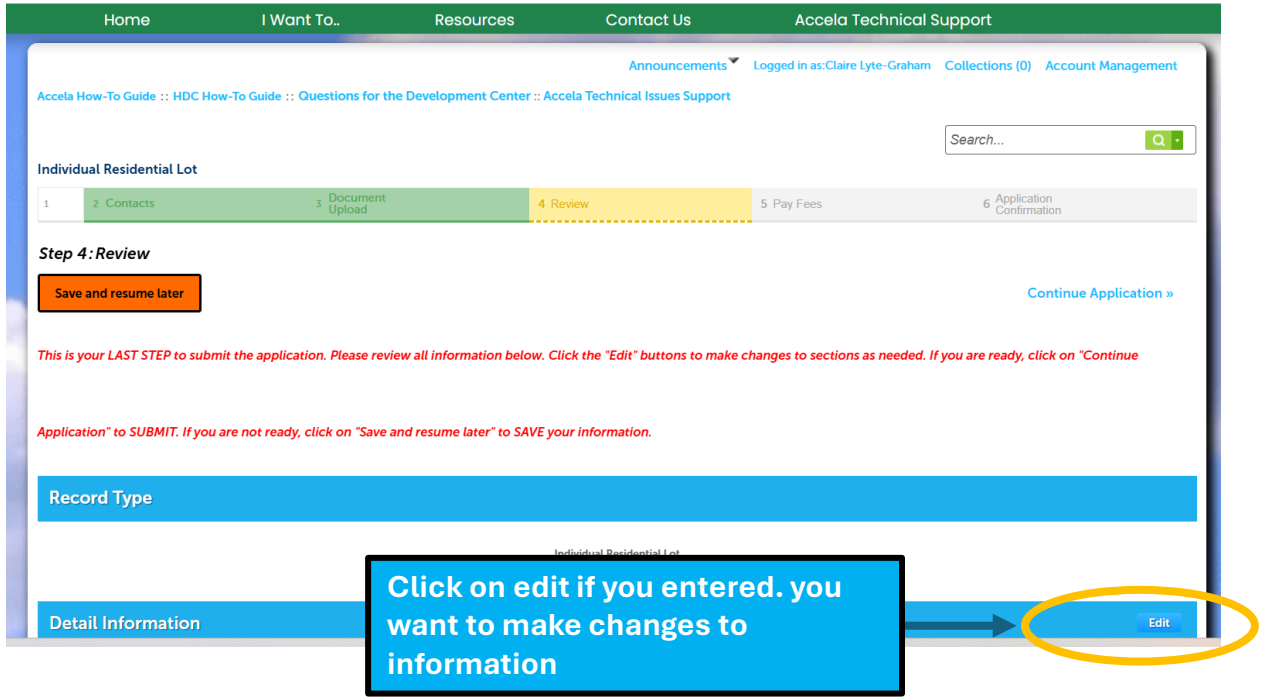
Step 4: Review

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:



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**

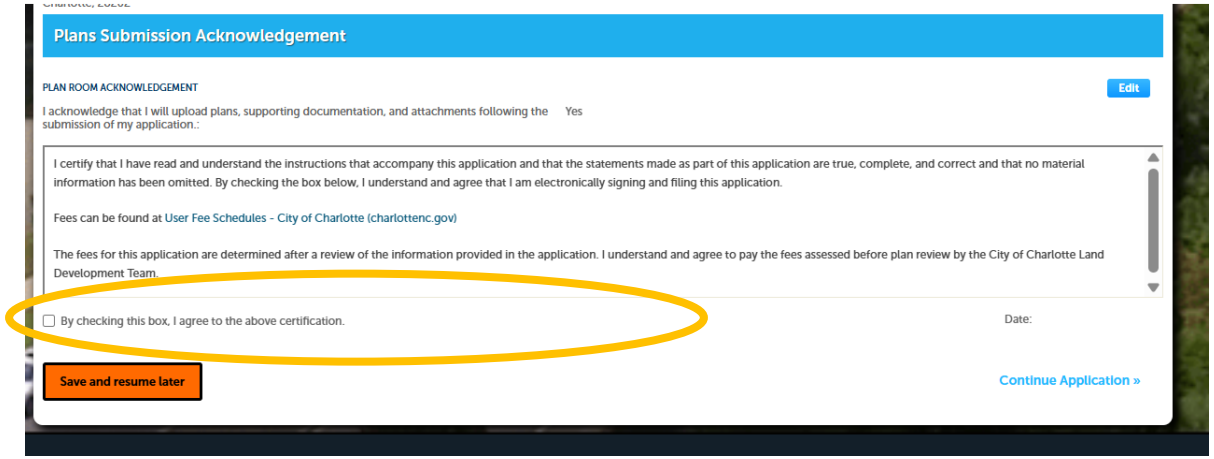
Individual Residential Lot Review – Accela User Guide

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.



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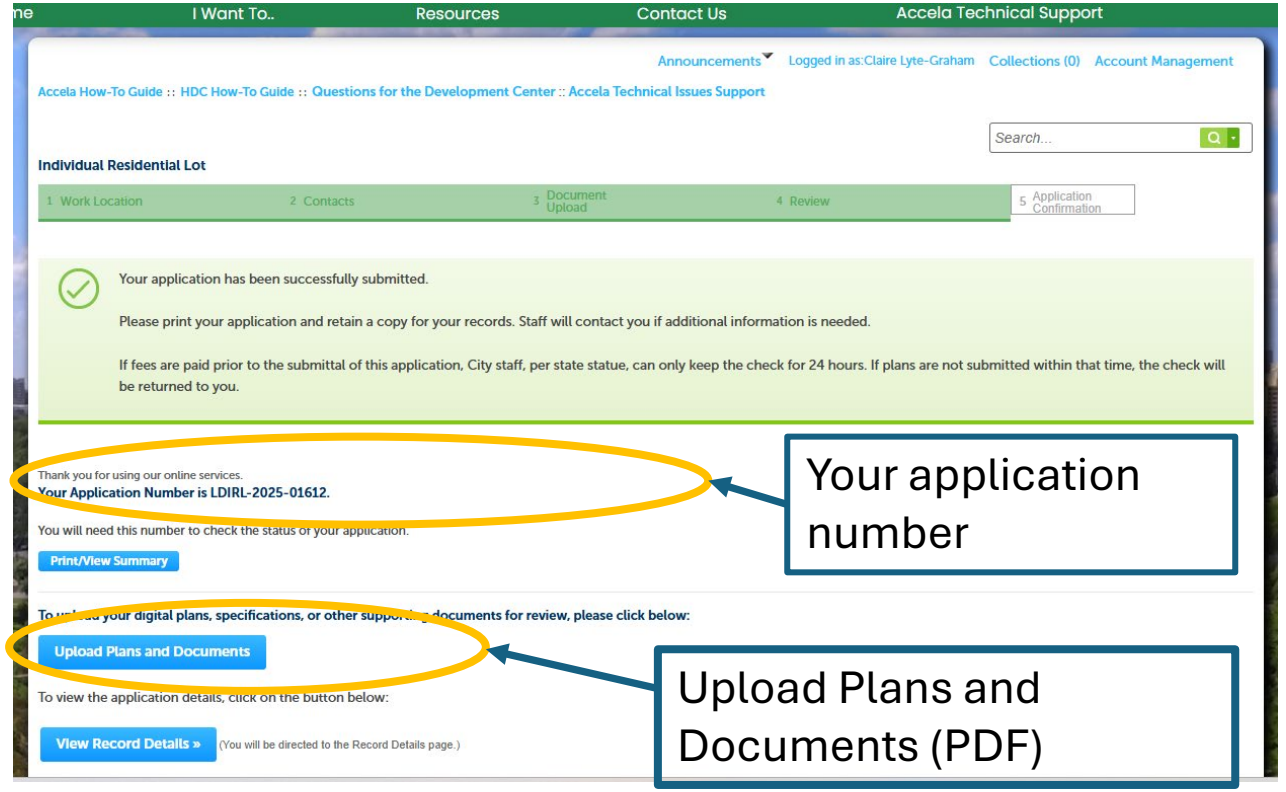
Upon submitting your application successfully, you will see the screen to the right.

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.**



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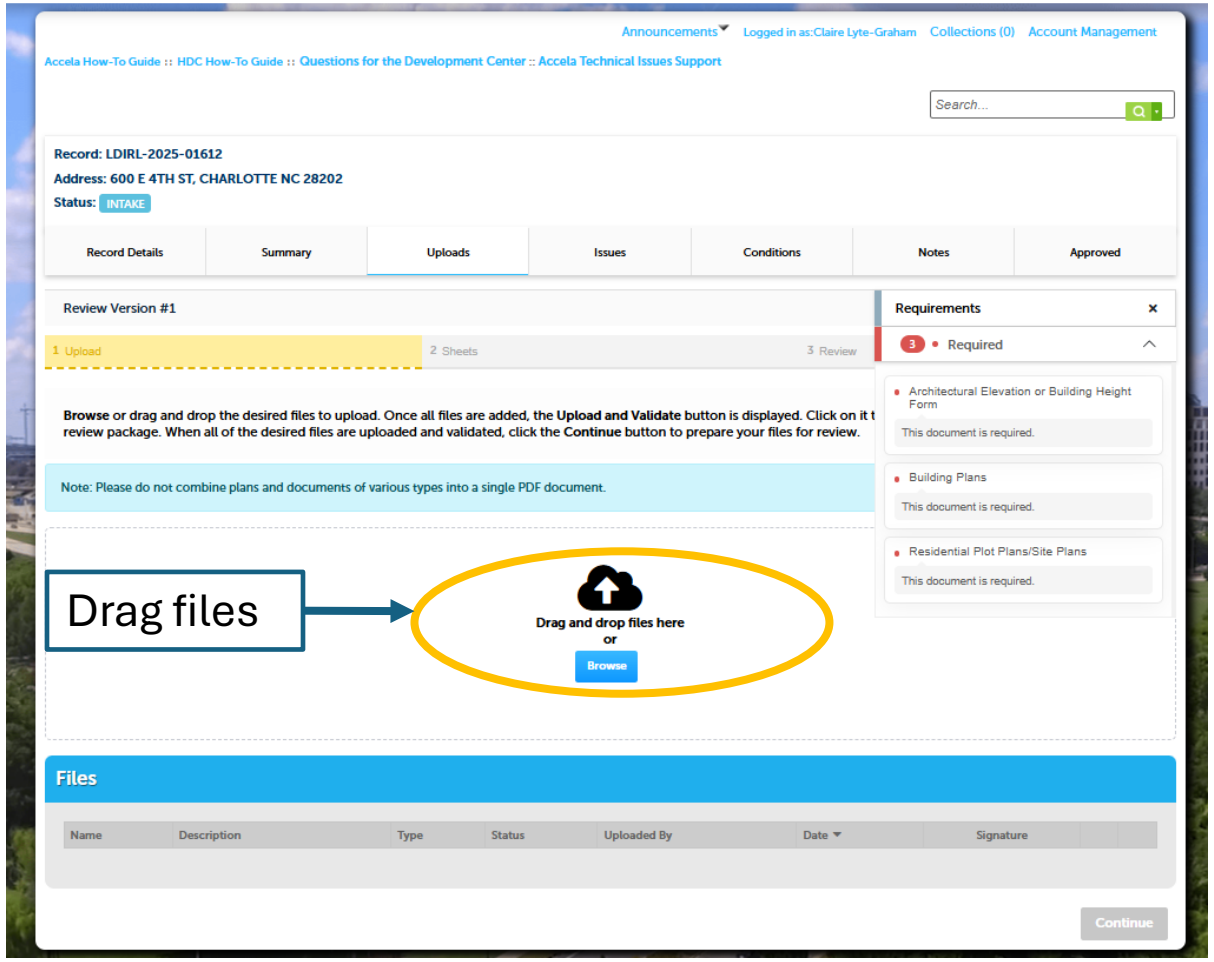
Upload Plans and Documents

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.



Individual Residential Lot Review – Accela User Guide

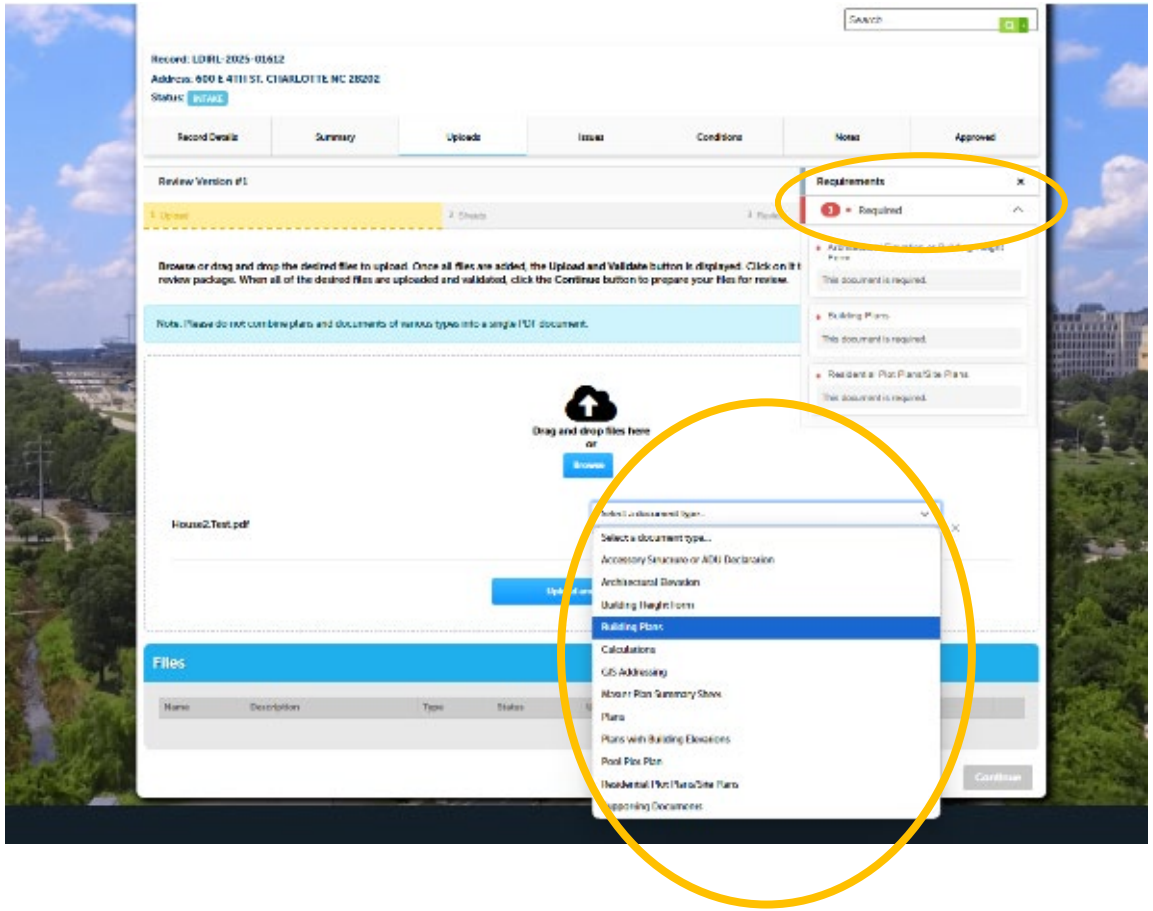
Upload Plans and Documents

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

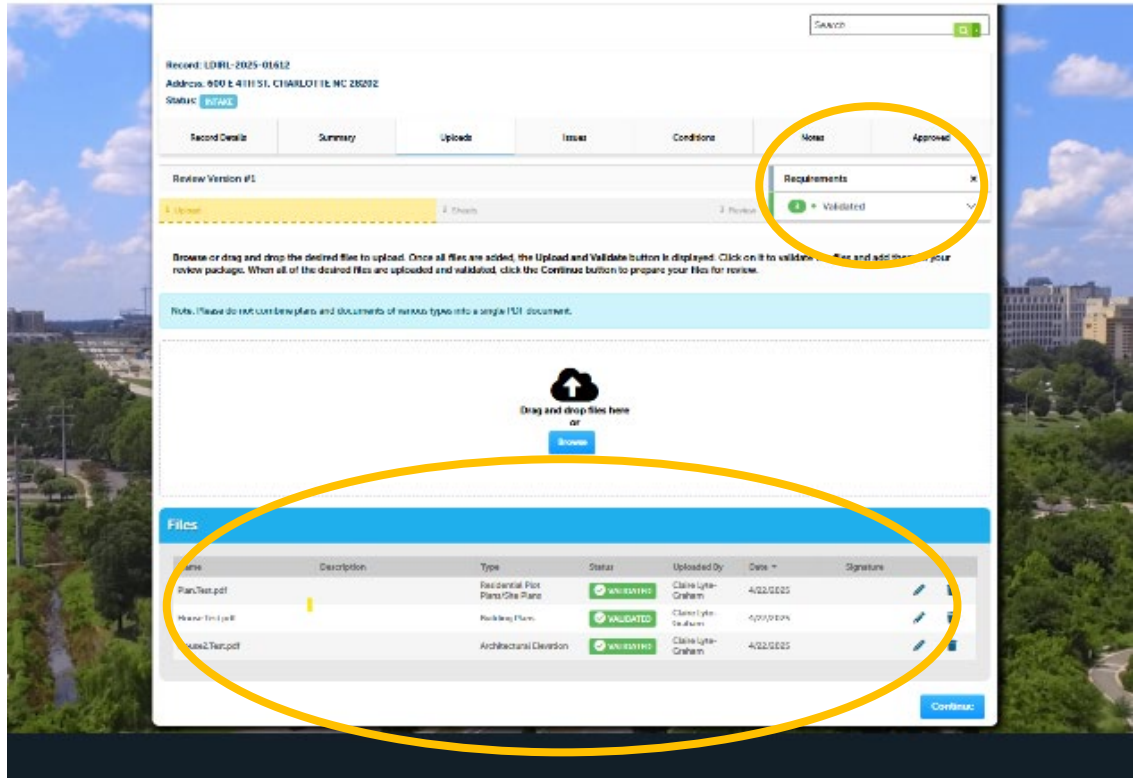
Upload Plans and Documents

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**.



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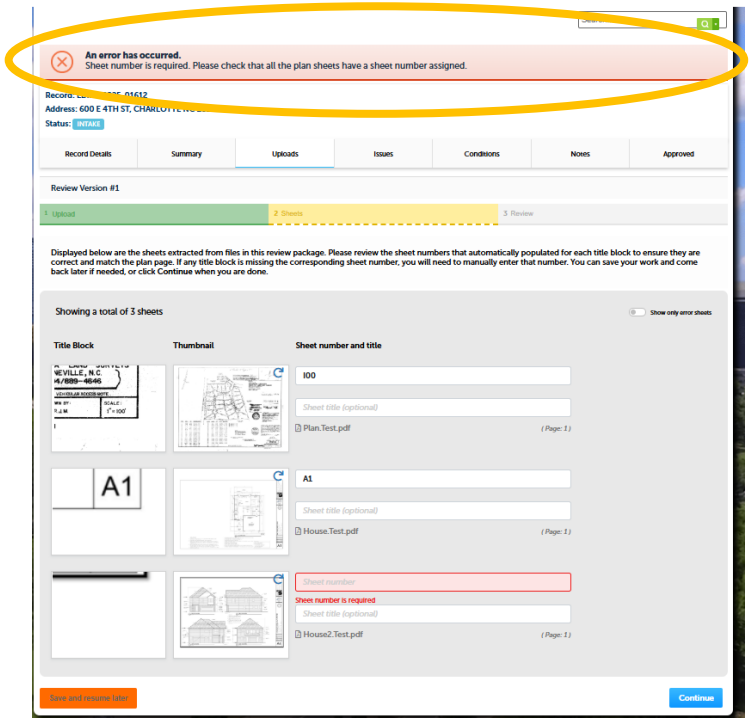
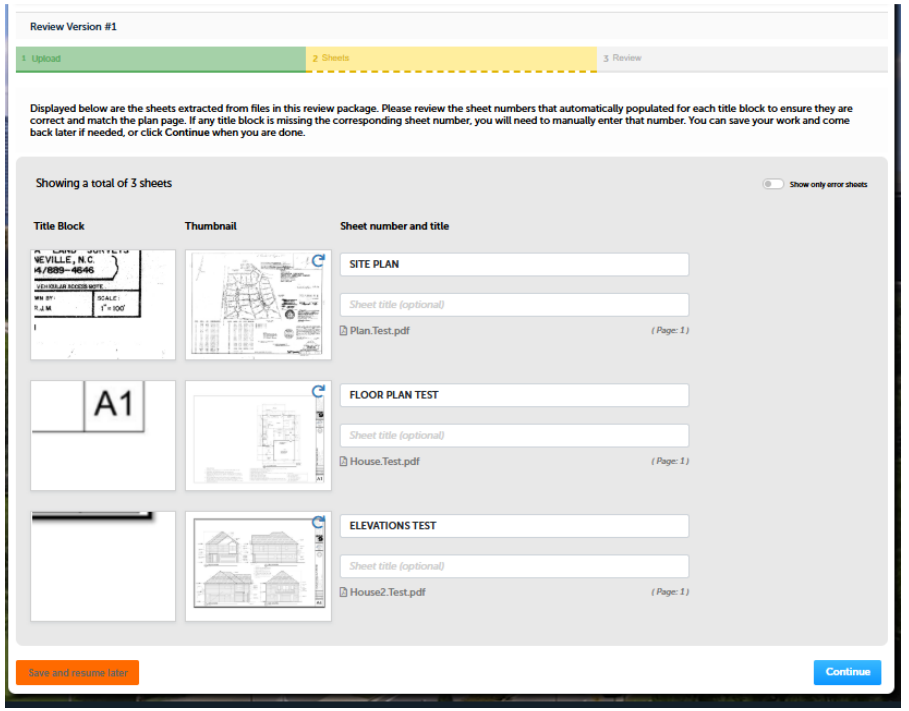
Upload Plans and Documents

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.



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



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Upload Plans and Documents

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

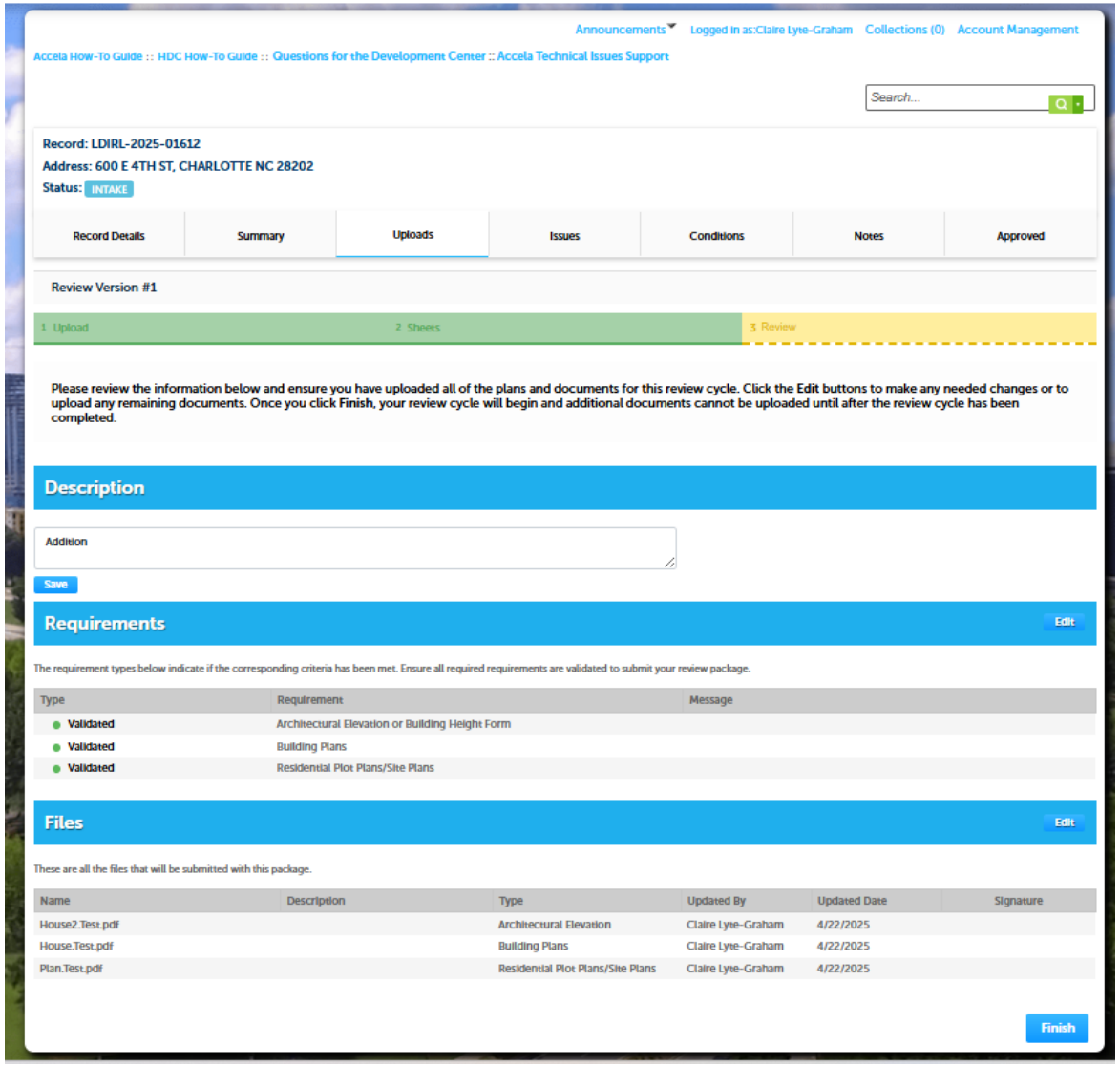
This screen will allow the following actions:

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.**



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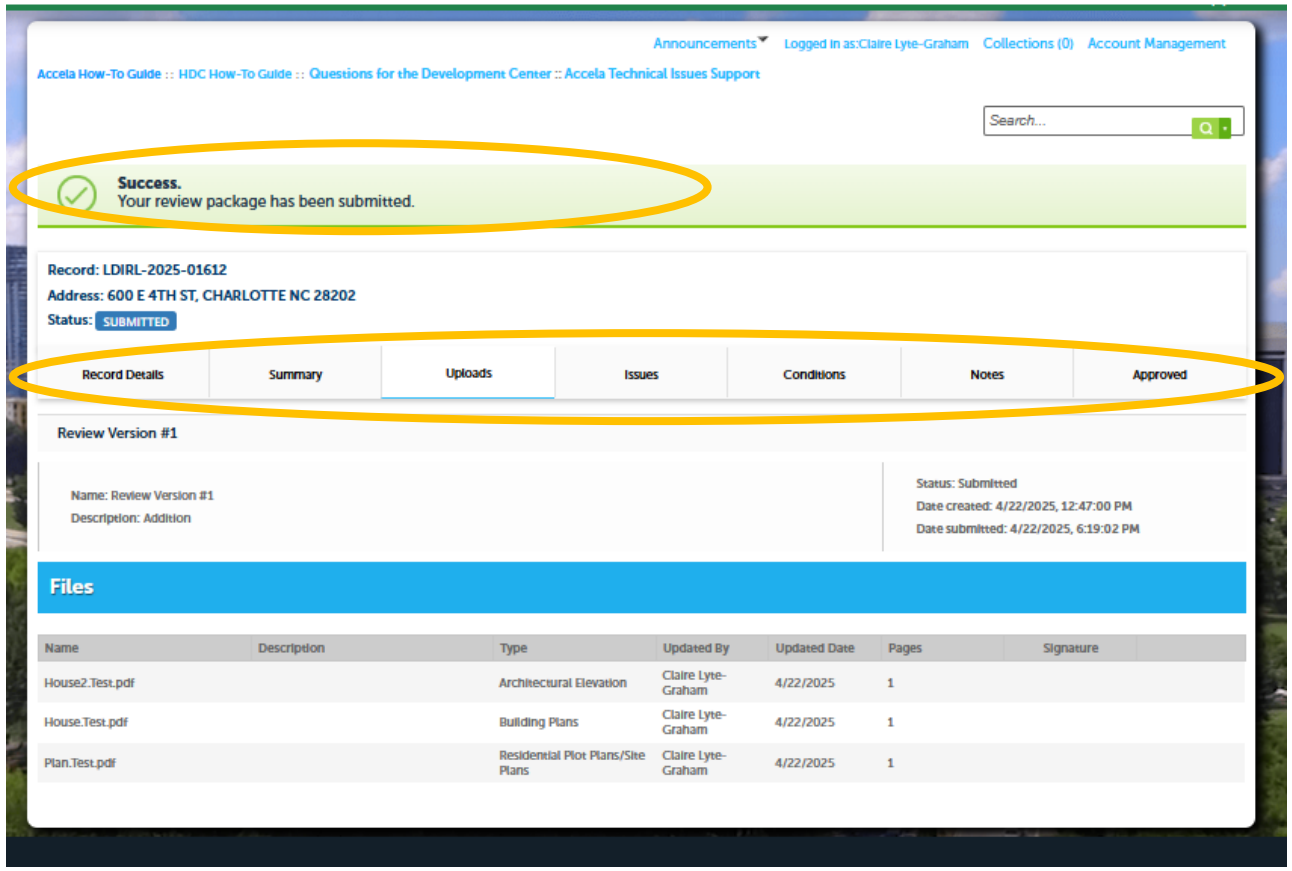
Once you click **Finish**, you will be taken to the screen to the right that indicates Success Your review package has been submitted. You will see the following items in a row:

- ✓ **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.



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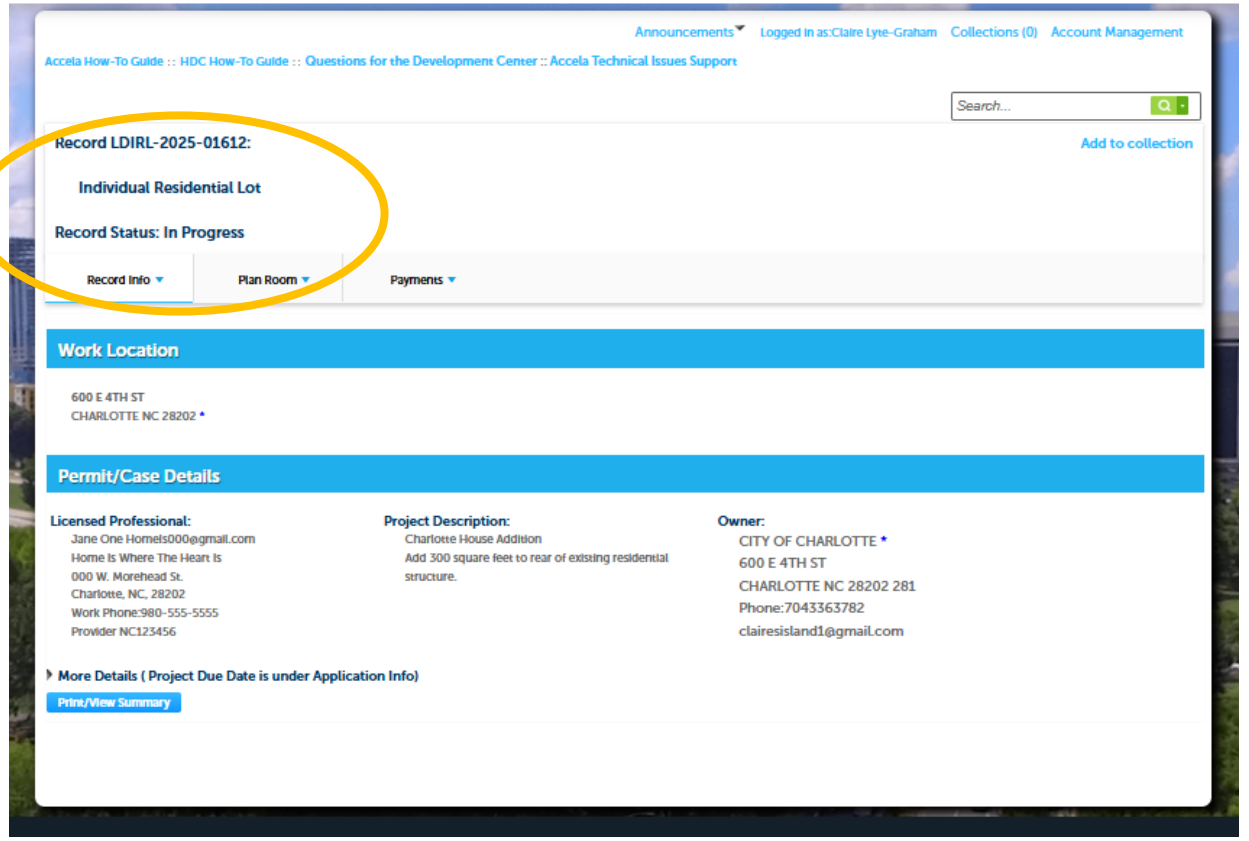
Clicking on **Record Details** will take you to the screen to the right, where you will be able to see the following information:

Record Status
- **Record Info**
- **Plan Room**
- **Payments**

Work Location
Permit/Case Details
Licenses Professional
Project Description
Owner



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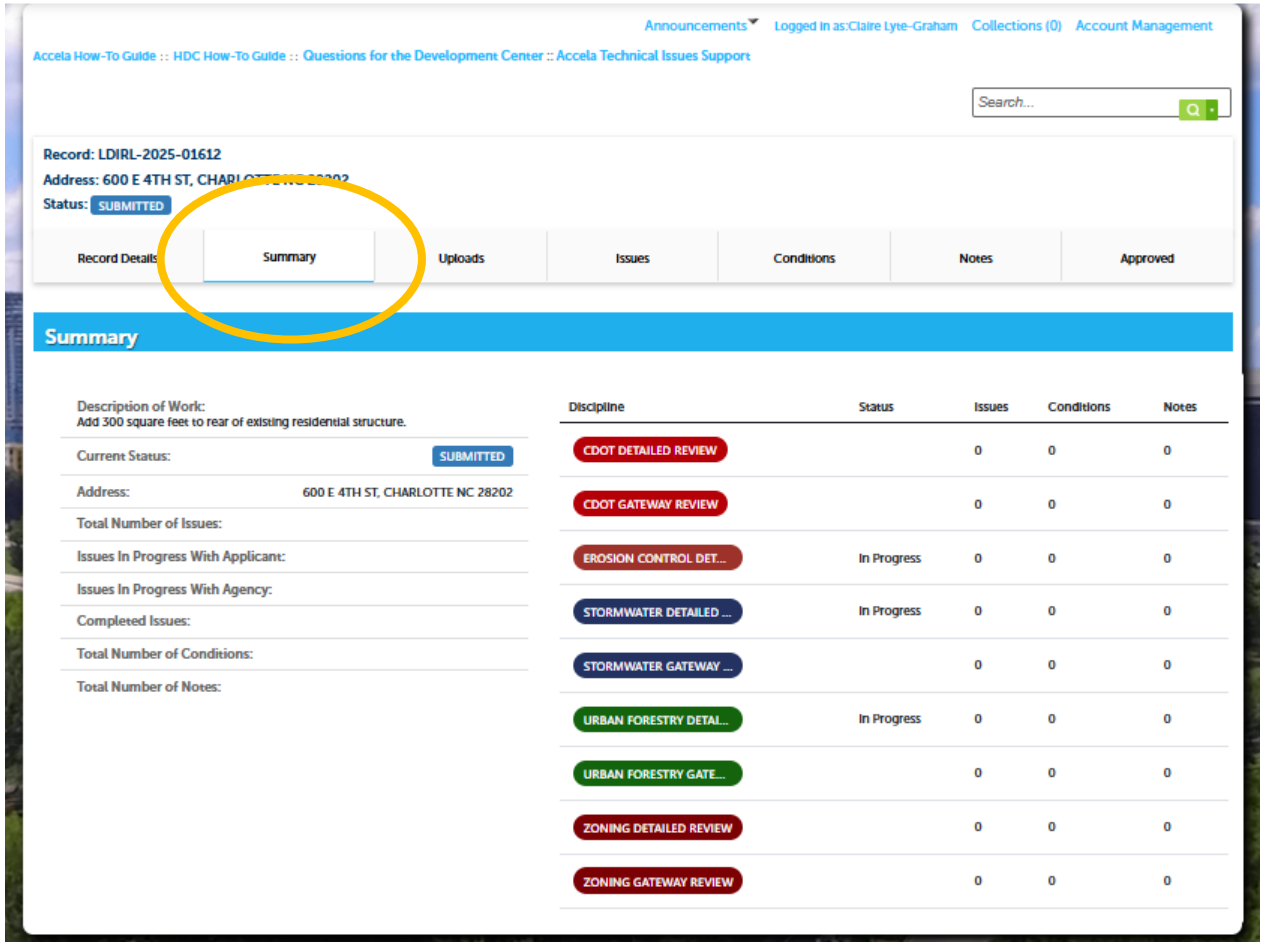
Clicking on **Summary** will take you to the screen to the right, where you will be able to see the following information:

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.



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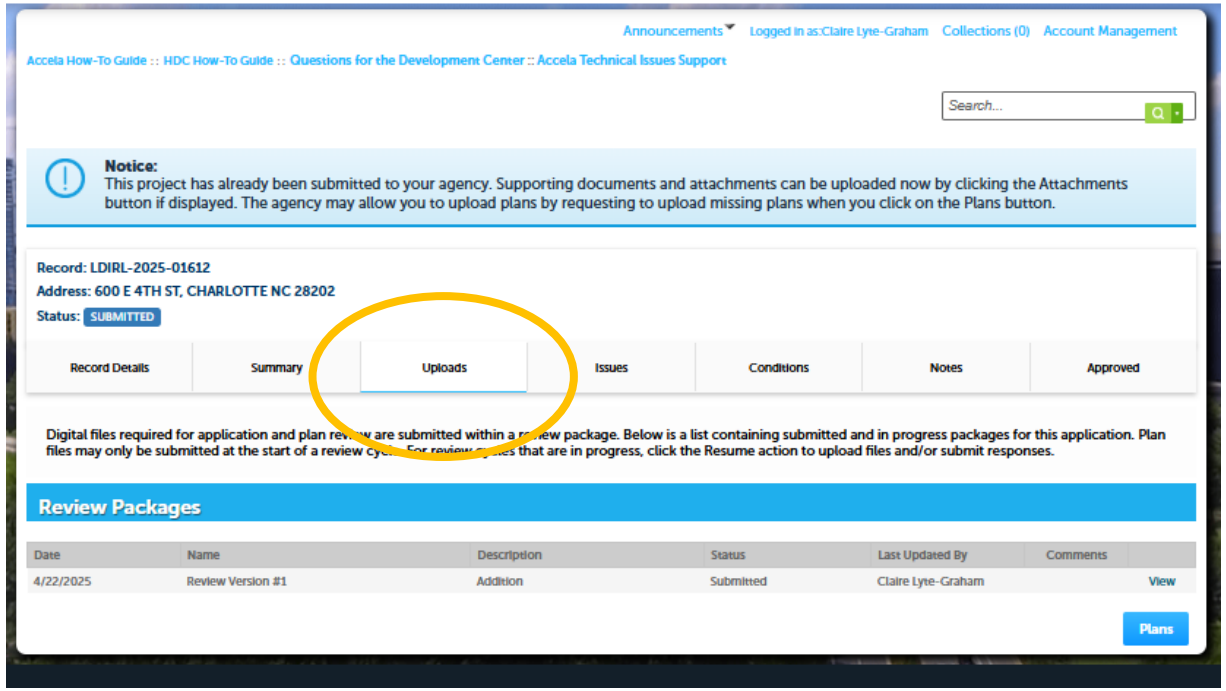
Clicking on **Uploads** will take you to the screen to the right, where you will be able to see the uploaded plans identified under **Review Packages**. The number of review packages listed will depend upon the number of reviews needed to address all outstanding items.

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.



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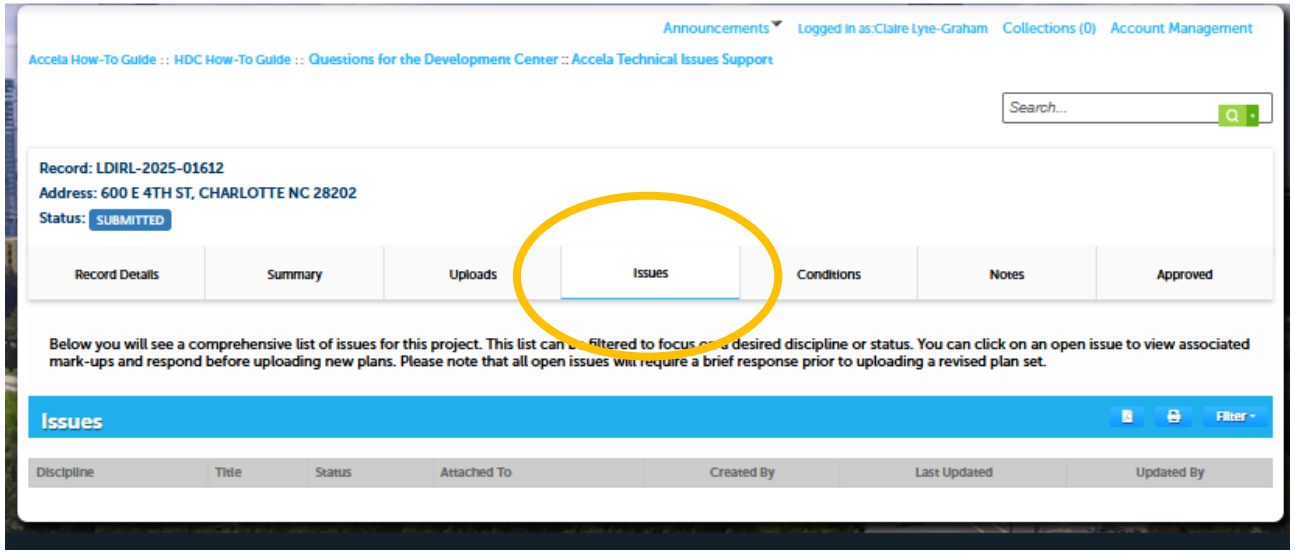
Clicking on **Issues** will take you to the screen to the right, where you will be able to see a list of issues generated for your project. The list can also be filtered for specific department comments. You can also click on issues to view the comment and mark up on the associated plan. You will address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



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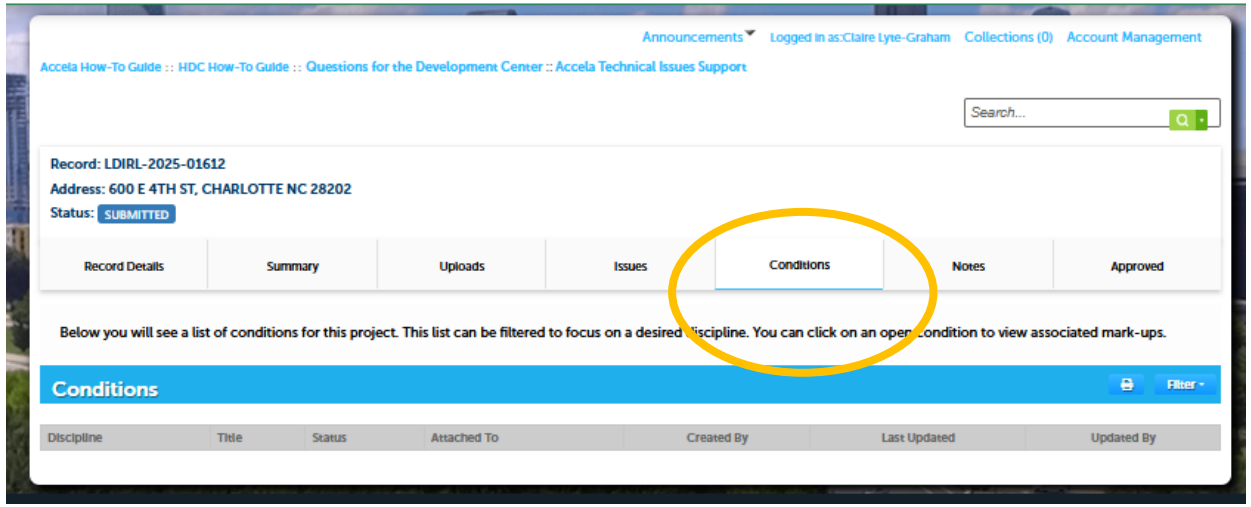
Clicking on **Conditions** will take you to the screen to the right, where you will be able to see a list of conditions generated for your project. The list can also be filtered for specific department comments. You can also click on conditions to view the comment and mark up on the associated plan.



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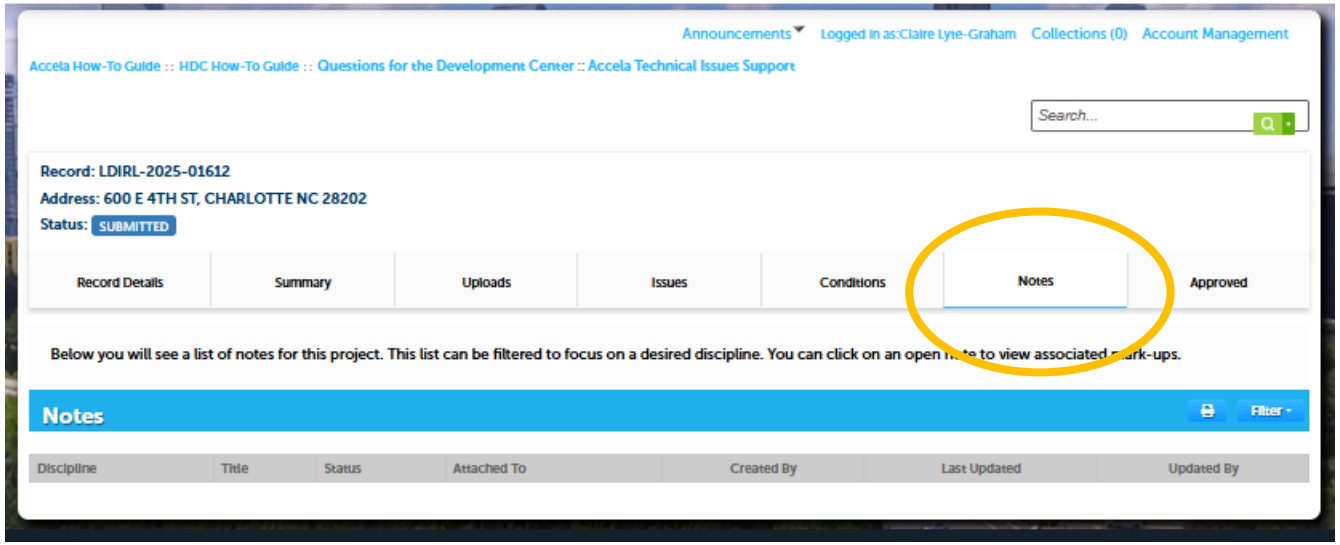
Clicking on **Notes** will take you to the screen to the right, where you will be able to see a list of notes generated for your project. The list can also be filtered for specific department comments. You can also click on Notes to view the comment and mark up on the associated plan.



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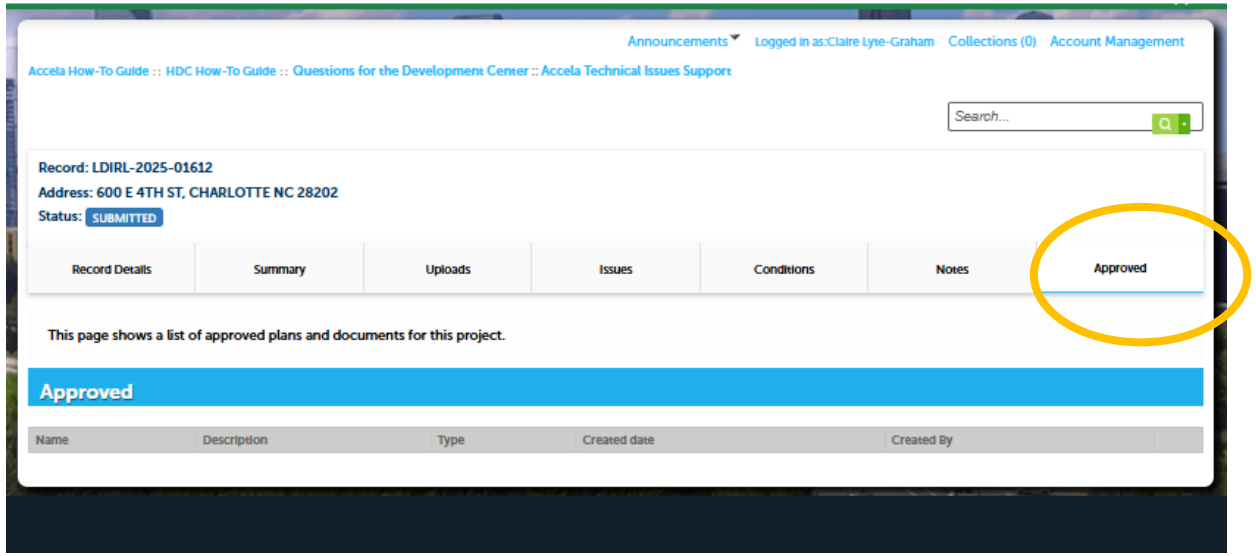
Clicking on **Approved** will take you to the screen to the right, where you will be able to see a list of approved plans and documents for this project.