

# BUILDING PERMIT PROCESS GUIDE & FREQUENTLY ASKED QUESTIONS



**A PERMIT PROCESS GUIDE TO ASSIST YOU WITH THE PREPARATION AND SUBMITTAL PROCESS IN THE VILLAGE OF PALATINE'S CITIZEN SELF SERVICE PORTAL (CSS)**

This guide will help you prepare and submit complete applications to the Village of Palatine. **Incomplete applications are not accepted** and will cause delays for your project.

This guide covers Steps 1-5 of the Permit Application Process diagram on page 2.

## HOW DO I PREPARE MY PERMIT APPLICATION MATERIALS FOR DIGITAL SUBMITTAL?

1. Visit the Building & Inspections Department page at <https://www.palatine.il.us>
2. Review the permit types Express or Standard and determine the application type for your project.
3. Review relevant handouts available for your project.
4. Gather all required materials listed on the permit handouts.

**All documents must be saved as unsecured/unprotected PDF files and follow the format requirements outlined below.**  
**Improperly formatted files will delay the review process.**

### **Format all of your documents for submittal as follows:**

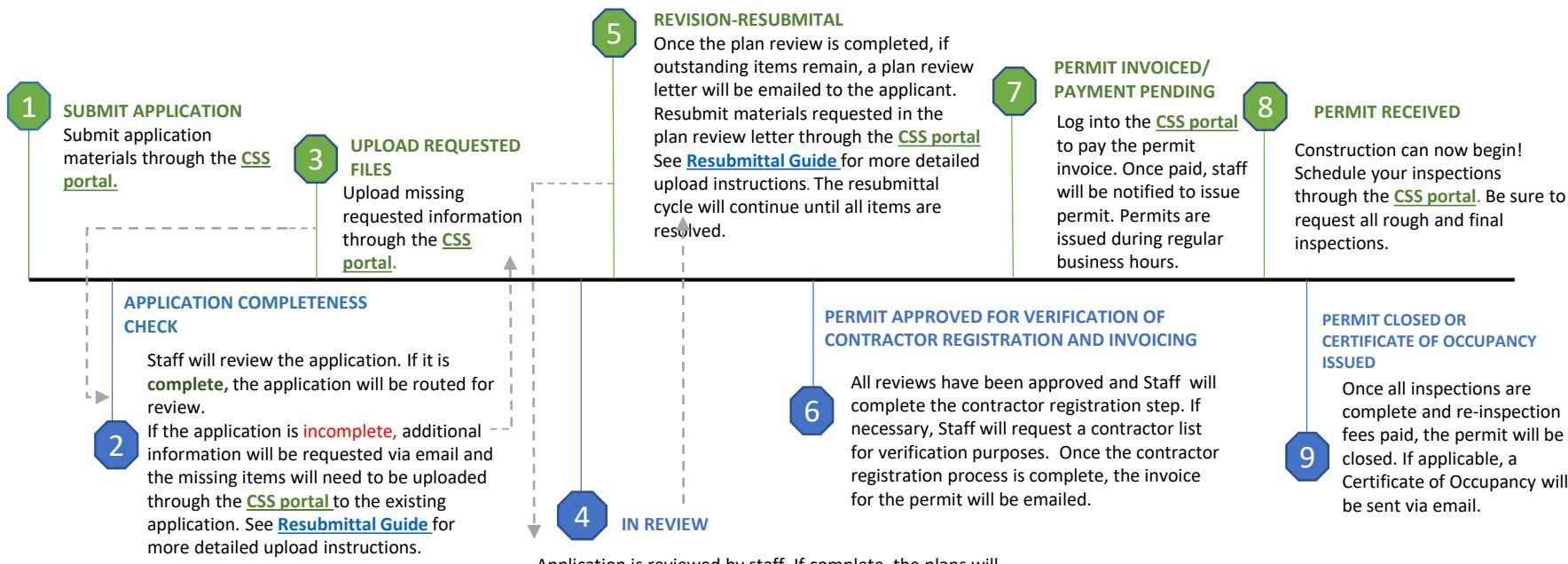
- All documents must be unsecured/unprotected PDF files (PDF a-s, PDF portfolio, JPEGs, PNGs, Word Documents, zipped files, etc. will not be accepted).
- Each checklist item should be its own file. Reports and other documents (e.g. forms, worksheets, calculations, specifications, etc.) must be separate PDF files.
- Combine construction plan set into one PDF file if the plans were prepared by the same individual. Please do not upload individual sheets of a plan set or document as separate PDF files.
- For larger sets of plans (10 sheets or more) please provide bookmarks for the sheets in the plan set so individual sheets may be accessed.
- All pages shall be oriented so that the top of the page corresponds with the top of the computer monitor.
- Drawings must be legible and scalable (to a standard architectural or engineering scale).
- Each plan sheet must include the project name and address.
- Each plan sheet must be marked to clearly identify the content of the page (Example: Sheet A1.0 Architectural Site Plan).



# ONLINE BUILDING PERMIT APPLICATION PROCESS

**CUSTOMER TASKS** are on the top and **VILLAGE TASKS** are on the bottom. Processing times for all steps will vary.

## CUSTOMER TASKS



## VILLAGE TASKS

Community Development  
Department  
[bldginspections@palatine.il.us](mailto:bldginspections@palatine.il.us)  
(847)359-9042  
Revised January, 2024

## HOW DO I SUBMIT AN INITIAL PERMIT APPLICATION?

All permit applications are submitted through the [CUSTOMER SELF SERVICE \(CSS\) PORTAL](#)

### 1. Log in to the CSS portal and select the appropriate permit application type and select apply:

- Add project address by searching for the correct address without punctuation. (Ex. 200 E Wood)
- Enter all information as requested in each step.
- Upload all materials in unsecure PDF format.
- Click the submit button.
- For step by step directions see: [EnerGov Application Guide](#)

### 2. NEXT STEPS

- A permit number is assigned when the application is submitted and will appear on your dashboard
- You may track the progress of your application under the permit number assigned.
- Staff processes applications in the order which they are received. Additional information may be requested if materials are incomplete.

## HOW DO I RESUBMIT TO AN EXISTING PERMIT APPLICATION?

### 1. GATHER THE FOLLOWING DOCUMENTATION

- Respond to each reviewer comment in writing. Use the [Permit Correction/Revision request form](#) or architects' letter.
- Re-submit documents per the resubmittal guide: [Resubmittal Guide](#)
- Provide a full set of modified drawings with clouded changes.

### 2. SUBMIT FILES THROUGH THE [CUSTOMER SELF SERVICE \(CSS\) PORTAL](#)

- The system alerts staff of uploaded files.
- Staff processes resubmittals in the order received.

## HOW DO I REVISE MY PERMIT FOR A CHANGE/ ADDITION TO SCOPE?

### 1. GATHER THE FOLLOWING DOCUMENTATION

- A [Permit Correction/Revision request form](#) (required for revisions to the description of work and/or project valuations). This can be found on the Village website.
- Provide written description of changes. Use the above form or architects' letter.
- Submit a full set of modified drawings. Revised plans must include clouding of all changes and the date of ALL revisions.

### 2. SUBMIT FILES THROUGH THE [CUSTOMER SELF SERVICE \(CSS\) PORTAL](#)

- Contact the Building Department to open the portal if needed.
- The system alerts Staff to uploaded files.
- Staff processes applications in the order which they are received.
- Re- Review times will vary based on the project. Our goal is to review revisions in 5-7 business days.

## HOW DO I USE THE [CUSTOMER SELF SERVICE \(CSS\) PORTAL](#)?

### 1. ACCESS YOUR APPLICATION

- You must be a registered user and attached to your permit as a Contact to view your permit application. Log in with the email address associated with your application.
- If you do not have an existing portal account, please [register here](#).

### 2. UPLOAD DOCUMENTS

- Only registered users attached to the permit can upload files.

### 3. CHECK THE STATUS OF YOUR APPLICATION

Visit the [CUSTOMER SELF SERVICE \(CSS\) PORTAL](#) to follow the progress of your application.

- Log in, open the Dashboard, and click "View My Permits."
- Track status using the permit number.
- Our goal is to process Express Permits in 5 business days and Standard permits in 10-15 business day.
- Permit status definitions can be found on the following page.

## PERMIT STATUS DEFINITIONS (most frequently used):

**Application Incomplete:** The submitted application is missing critical information to begin the review process.

- Submit the missing information requested to the existing pending application through the [CSS Portal](#)
- Do not create a new application.

**Awaiting Reg/Bond:** Contractors need to complete the Village's registration process.

- The contractors listed on the project have not met the Village requirements for registration or contractors for the project have not been provided to the Village. The permit will remain in this status until all contractor issues are resolved.

**Certificate of Occupancy/Complete:** All inspections have been passed. If applicable, a Certificate of Occupancy has been emailed and added to the case under the "Attachments" tab within in the [CSS Portal](#).

- Allow 2-5 business days beyond final inspections for administrative permit processing.

**In Review:** The permit has been routed for review by Village staff. The permit will remain in this status until all reviews have been completed.

- If your case is in this status, refer to the "Reviews" tab within the [CSS Portal](#) for the anticipated review completion date.
- If any of the reviews indicate "Revisions-Resubmit", comments will be released and the applicant on the permit will be notified once ALL reviews are completed.
- The Village of Palatine will hold a pending permit application for 90 days with no activity. After 90 days, the applicant will be contacted for a status update on the project. Should the project not move forward, the Village of Palatine will collect the required plan review fees.

**Invoiced:** Fees for the permit have been invoiced and must be paid to move the process forward.

- Make payment though the [CSS Portal](#).
- The Village accepts Visa, MasterCard, and Discover as online payments.
- Check or cash payments can be made at the Village Hall or via US Mail.
- Permit status will not update immediately when fees are paid. Action is required by Village Staff.
- Allow 1 business day for administrative processing.

**Issued:** The permit has been issued. The permit placard, approval conditions, and final approved plans are available under the "Attachments" tab within the [CSS Portal](#).