

Public Works Agency

— Alameda County —

Permitting

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Director of Public Works



Building Permits



Public Works Agency
— Alameda County —

Permitting Process

- Ensure compliance with California Building Codes, County Ordinances and Guidelines
- Permits Issued for:
 - New, Additions and Remodel of Residential Developments
 - Commercial Developments
 - Re-roofing, water Heaters, solar installations (No Plans needed)
 - Electrical Panel Upgrades
 - HVAC Installations
 - Plumbing Installations

Permitting Process (Cont.)

- Over 7,300 types of permits issued per year
- Conduct over 17,500 permit inspections per year
- Roughly 10% of the permits require coordination with other agencies
- Majority issued over the counter or within 1-2 weeks
- New & Major additions require land use or Planning approval; and Fire and Environmental Health Departments Approval, as needed, prior to issuance of Building permits

Improvements to Services

- One Stop Permit center
 - Establishment of Permit Center in mid 2000's
- Recent Technology Improvements
 - Implemented Virtual Permit Portal
 - System can be accessed 24 hour a day
 - Allows for Submittal of all plans and reports electronically
 - Plan review capability through E Plan System
 - Eliminating travel to and from Permit Center
- Virtual technology also allows agency building inspectors to update inspection records remotely.
- PWA now uses virtual technology to share plans with other departments and agencies for review and approval

▶ Permitting Portal
<https://acpermit.acgov.org/Portal/#/>

The screenshot shows the homepage of the Alameda County Permit Center. At the top right, there is a red vertical bar. Below it, a blue header contains the Alameda County Public Works Agency logo and contact information for the Building Inspection Department. A search bar is located below the header. The main content area features a section titled "Alameda County Permit Center - Electronic Online Portal" with a brief description of the department's services. Below this is a grid of eight blue buttons with white icons and text: MAP, DASHBOARD, APPLY FOR..., MAKE A PAYMENT, REPORT VIOLATION, MY RECORDS, INSPECTIONS, and MY PROFILE. At the bottom, there is a blue navigation bar with five video thumbnails and five text links: Disclaimer, Instructions, Application Guide, Technical Support, and Contact Us.

Alameda County Public Works Agency

BUILDING INSPECTION DEPARTMENT
399 Elmhurst Street, Room 141, Hayward, CA 94544
(510) 670-5440, Fax (510) 293-0960
Email: permitsbid@acpwa.org
Homepage: <https://www.acpwa.org/bid/permit/apply>

Enter Permit number, Address to search it

Alameda County Permit Center - Electronic Online Portal
The Building Inspection Department provides inspection services in the unincorporated areas of Alameda County since 1946 to ensure residential and commercial buildings and structures conform to building code requirements. We are pleased to offer online permits, electronic plan review and inspection scheduling.

MAP DASHBOARD APPLY FOR... MAKE A PAYMENT
REPORT VIOLATION MY RECORDS INSPECTIONS MY PROFILE

Portal overview Permits and Inspe... Portal New users Portal Old users Homeowners
Disclaimer Instructions Application Guide Technical Support Contact Us

How Does Permit Portal Work?



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 MAP	 DASHBOARD	 APPLY FOR...	 MAKE A PAYMENT
 REPORT VIOLATION	 MY RECORDS	 INSPECTIONS	 MY PROFILE

Sign In

User ID / Email

Password

By clicking the button below you agree to the [Disclaimer](#), [Terms of Service](#) and [Privacy Statement](#)

SIGN IN

CREATE ACCOUNT

[Forgot password?](#)

If you already had an account with the old Alameda County online system, select "Forgot Password". You will receive an email that's linked to your account with the old Alameda County online system to create your password for this system.

If you did not have an account with the old Alameda County online system, select "Create Account" and follow the prompts.



Registration Request

[← Back](#)

REGISTER AS CONTRACTOR

REGISTER AS CONTRACTOR AUTHORIZED AGENT

REGISTER AS PROPERTY OWNER

REGISTER AS PROPERTY OWNER AUTHORIZED AGENT

REGISTER AS DESIGNER/ARCHITECT/ENGINEER/TENANT



Register as Property Owner

[← Back](#)

Please enter owner's Full Name as it appears on the Assessor's Record and the Property Address

Owner's Full Name

Address

If you have the Permit Number you may enter it below, it may benefit the validation of the account.

Permit Number

PROCEED

Register new Owner

Residence Address

Attachments

ADD FILE ▾

Account Info

First Name *

Last Name *

User ID *

Email *

Password *

Password Repeat *

Phone

Captcha *



REGISTER

CLEAR

Apply for...



BUILDING PERMIT APPLICATION

Simple permits (no design drawings) are available for the following types of work:

- Residential Water Heater Replacement;
- Residential Re-roofing;
- Residential HVAC – Replace Furnace Only.

BUILDING APPLICATION WITH DESIGN DRAWINGS

Electronic plan review (New Applications Only) - Submit new building permit application with design drawings to Planning, Building and other departments.
If you are intending on resubmitting for a project, please log into your portal account, click "My Records", and upload your required documents in the existing case number.

Important: Please check the PDF file's compatibility with the Plan Review Software first using this link [Click Here](#)

NEW INSPECTION

Request for a new inspection

[MAP](#)[DASHBOARD](#)[APPLY](#)[REPORT VIOLATION](#)[MY RECORDS](#)[MY INSPECTIONS](#)[MY PROFILE](#)

I'd like to make a Building Permit Application

Select Type *

Water Heater Residential

Reroof - Single Family Residential

Residential HVAC – Replace Furnace Only

Residential Solar

Water Heater Residential

Building Permit Application Pulled as

Applicant

Katy Smith

Contacts

[ADD ADDITIONAL CONTACT](#)

Details

Description *

Water Heater Replacement



Enter the following information about your water heater permit:

1) Online Water Heater Permit Criteria:

- a. The Scope of Work is limited to One/Two Family Residential Replacing Existing Water Heater.
- b. Existing Water Heater Location will not be changed.
- c. Maximum Capacity of new Water-Heater is 150 gallons.
- d. The new water-heater will use existing fuel type.
- e. The applicant has a valid California C-4 or C-36 Contractor License.

Enter the following information about your water heater permit:

1) Online Water Heater Permit Criteria:

- a. The Scope of Work is limited to One/Two Family Residential Replacing Existing Water Heater.
- b. Existing Water Heater Location will not be changed.
- c. Maximum Capacity of new Water-Heater is 150 gallons.
- d. The new water-heater will use existing fuel type.
- e. The applicant has a valid California C-4 or C-36 Contractor License.

I certify that I meet the above criteria for Online Water Heater Permit. *

2) Project Information:

a) 1st New Water Heater Capacity (in gallons < than 150 gallons) *

b) 2nd New Water Heater Capacity (in gallons < than 150 gallons)

3) CBC & CRC Requirements & Inspection Procedures

- a. The water heater is listed to comply with California T24 Energy Standards.
- b. Seismic straps will be installed according to CPC Section 508.2.
- c. Venting requirements according to CPC Section 510.
- d. Special requirements for Water Heater installed in garage, attic, bedroom, or closet according to CPC Chapter 5.
- e. Combustion Air requirements according to CPC Section 507.
- f. Pressure-Temperature relief valve according to CPC Section 608.5.
- g. The water heater manufacturer's instruction will be available to the County Inspector.
- h. Any other code requirements in the California Plumbing Code that must be met.

I certify that I have read the above requirements and agreed that these requirements are part of the conditions for the issuance of this online permit. *

Project Cost

0

Attachments

ADD FILE

CONTINUE

CLEAR

Review

Please check and review all information. Click '**Submit**' button if you want to submit Request or '**Back**' to change entered data or cancel a submission

Building Permit Application

type: Water Heater Residential

Submitter: Katy Smith

Contacts:

Owner Katy Smith

Description: ***test case ***Water Heater Replacement

I certify that I meet the above criteria for Online Water Heater Permit.:

Yes

a) 1st New Water Heater Capacity (in gallons < than 150 gallons):

50

I certify that I have read the above requirements and agreed that these requirements are part of the conditions for the issuance of this online permit.:

Yes

Project Cost: 5000

Estimated cost: \$141.40

Estimated Fees 2

Fee	Amount
Document Imaging Fee (1%)	\$1.40
Water Heater only	\$140.00

Declarations:

OWNER – BUILDER DECLARATION

6. I understand if I am considered an 'employer' under state and federal law, I must register with the state and federal government, withhold payroll taxes, provide workers' compensation disability insurance, and contribute to unemployment compensation for each 'employee.' I also understand my failure to abide by these laws may subject me to serious financial risk. *

7. I understand under California Contractors' State License Law, an Owner-Builder who builds single-family residential structures cannot legally build them with the intent to offer them for sale, unless all work is performed by licensed subcontractors and the number of structures does not exceed four within any calendar year, or all of the work is performed under contract with a licensed *

8. I understand as an Owner-Builder if I sell the property for which this permit is issued, I may be held liable for any financial or personal injuries sustained by any subsequent owner(s) that result from any latent construction defects in the workmanship or *

9. I understand I may obtain more information regarding my obligations as an "employer" from the Internal Revenue Service, the United States Small Business Administration, the California Department of Benefit Payments, and the California Division of Industrial Accidents. I also understand I may contact the California Contractors' State License Board (CSLB) at 1 -800321-CSLB (2752) or www.cslb.ca.gov for more information about licensed contractors. *

10. I am aware of and consent to an Owner-Builder building permit applied for in my name, and understand that I am the party legally and financially responsible for proposed construction activity at the following address: *

Address *

11. I agree that, as the party legally and financially responsible for this proposed construction activity, I will abide by all applicable laws and requirements that govern Owner-Builders as well as employers. *

12. I agree that, as the party legally and financially responsible for this proposed construction activity, I will abide by all applicable laws and requirements that govern Owner-Builders as well as employers. I agree to notify the issuer of this form immediately of any additions, deletions, or changes to any of the information I have provided on this form. Licensed contractors are regulated by laws designed to protect the public. If you contract with someone who does not have a license, the Contractors' State License Board may be unable to assist you with any financial loss you may sustain as a result of a complaint. Your only remedy against unlicensed Contractors may be in civil court. It is also important for you to understand that if an unlicensed Contractor or employee of that individual or firm is injured while working on your property, you may be held liable for damages. If you obtain a permit as Owner-Builder and wish to hire Contractors, you will be responsible for verifying whether or not those Contractors are properly licensed and the status of their workers' compensation insurance coverage. *

Note: A copy of the property owner's driver's license, state issued identification card, passport, or form notarization is required to be presented when the permit is issued in order to verify the property owner's signature.

[SUBMIT](#)

[BACK](#)

[MAP](#)[DASHBOARD](#)[APPLY](#)[REPORT VIOLATION](#)[MY RECORDS](#)[MY INSPECTIONS](#)[MY PROFILE](#)

Your Record **RQ21-01696** has been submitted. Please check your email for confirmation

[← Back](#)

Waiting for Payment

RQ21-01696 Draft

Building Permit Application / Water Heater Residential

Received Apr 26, 2021

[PRINT](#)[PAY FEES](#)


Description

***test case ***Water Heater Replacement


Address


 [28 Hammond D](#)

Parcels

 99999999999

Contacts

 **Owner** Katy Smith

 **Portal User** Olga Maintstar

Pay

Pay now with your credit card

Fees:

FEE21-10065 FEE21-10066

Total Amount

\$ 141.4

PAY

CANCEL

Billing Information

* Required field

First Name *

Last Name *

Address Line 1 *

City *

Country/Region *

Zip/Postal Code *

Email *

Payment Details

Card Type *

 Visa

 Mastercard

Card Number *

Expiration Month *

Expiration Year *

CVN *



This code is a three or four digit number printed on the back or front of credit cards.

Pay

Alameda County Building Inspections Department - Building Permit Application [RQ21-01696](#) ISSUED

Application: RQ21-01696

Address: 28 Hammond D

Dear Applicant,

Your building permit is issued and is ready to be downloaded. Please click on the blue hyper link or log into the public portal to view the issued permit. Your permit number is located at the top right corner of the page. To call for inspections, please view the last page and follow the instructions to schedule your inspection. Alternatively, you may schedule inspections online in the public portal website. Prior to first inspection, please print the permit card. The permit card shall be at the job site for the inspector to review.

If you have any questions regarding your application, please contact the Building Inspection Department at (510) 670-5440 or at permitbid@acpwa.org.

BUILDING INSPECTION DEPARTMENT

399 Elmhurst Street, Room 141 Hayward, CA 94544

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Roadmap 14

Role	Task Name	Closed Date	Result	Result Comment
Planning	Planning Intake	Mar 29, 2021 12:40 PM	Approved for Issuance	Approved
Building Technician	Ready For Review? / Fees Verified	Apr 5, 2021 03:22 PM	Completed	
Building Technician	Wait Fees to be paid	Apr 5, 2021 03:37 PM		
Building Technician	Select Review	Apr 7, 2021 10:37 AM	Completed	
Fire	Fire Review	Apr 7, 2021 11:17 AM	No review required	
Building Technician	Review Results	Apr 7, 2021 11:51 AM	Print Approval Notice (Final Planning stamp not needed)	
Building	Building Review	Apr 8, 2021 02:34 PM	Approved	
Building Technician	Verify conditions and permit fees	Apr 8, 2021 02:34 PM	Completed	
Building Technician	Review Results	Apr 8, 2021 02:35 PM	Print Approval Notice (Final Planning stamp not needed)	
Building Technician	Final Verification	Apr 12, 2021 01:01 PM	Completed	
	(F)Issue Permit ISS	Apr 12, 2021 01:01 PM	Completed	



Customer Survey

Paper Survey Form

Currently in the process of developing online survey form for the Permit Portal

HOW ARE WE DOING?

WE ASK YOU TO FILL OUT THIS SURVEY TO HELP US IMPROVE OUR SERVICE TO YOU!

DATE: 01/16-2020

ARE YOU THE:

Owner Contractor Architect/Engineer

TYPE OF PROJECT:

New Dwelling Addition Alteration
 New Commercial Bldg. Tenant Infill Re-roof
 Heating/Ventilating Plumbing Electrical
 Termite Other

PLEASE CHECK THE BOX THAT BEST REFLECTS YOUR EXPERIENCE IN OUR OFFICE:

	Strongly Agree	Agree	Disagree	Strongly Disagree
1. Our verbal instructions regarding what you needed to do were consistent and understandable.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Our staff was friendly and helpful.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Our staff demonstrated competency and knowledge of codes.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Our service was provided in a timely fashion.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Our staff offered suggestions and alternatives to help solve problems	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

What did you like most about our service? Customer service was the Best and very Professional.

What did you like least? Nothing everything was Perfect

Name/Company: owner of property (Optional)

Customer Surveys Responses

- “Building Department has been great to work with”
- “Staff is knowledgeable and very helpful
- “ Costumer Service was the best and very professional”
- “Strongly agree, staff very friendly, helpful and knowledgeable”
- “Knowledgeable staff”
- “Staff was awesome in working through solar permitting project”
- “Friendly, approachable, complete and Knowledgeable”
- Great Job, solved my problem”
- “Greatly appreciate staff in explaining codes through complicated retail project”

Examples of Emails Received

- "Impressed with services. Painfully slow experience in the City of Oakland and Berkeley"
- "Over the past years I have personally had the opportunity to work with Arnold Gee and have greatly appreciated his extraordinary patience while performing over one hundred building inspections at the property as the building inspector for the Castro Valley Marketplace." From Managing Partner at Castro Valley Market place
- " We work daily with several Bay Area governmental agencies and certainly appreciate the thoroughness, quickness, and positive attitude that Ian Wilson provided to our surveyor and ourselves. He is a pleasure to work with." from Jon
- "I would like to personally thank you (Sam Tan) and especially Arnold for the time spent hearing our explanation of the project scope and the possible scheme for the future project for the theater. In my mind if all inspectors are like Arnold, we would have a much safer world out there. Kudos to him and to you of course. THANKS. " Lorenzo Theater

Conclusion

- ▶ PWA will continue to improve services and overall customer experience
- ▶ Continue to Enhance the Permitting Portal by adding more permit options



Thank
You!