


How to apply for a Residential Alteration/Repair Permit: Office
Number: 706-384-2483



1. [Click here for the portal link](#) or open your phones camera and hold it over this QR code until a link pops up to access the portal. 
Feel free to contact us at 706-384-2483 if you need help during this process.
2. You can also go to franklincountyga.gov and then select the “Departments” and then “Planning and Zoning” and then in the green box to the left of the page, click “Applications & Fees” and then then “Portal Log in”.
3. At the top right, you can sign up or log in. When creating a new account, make sure to exit the portal before you verify your email, and then log back in after selecting “Verify” in your email.
4. Once you log back in to your portal, select “My Portal” and then select “Apply Online”
5. You will see a Planning Schedule, **keep scrolling down past that** and you will see a drop-down menu with “Building Safety and Construction” and “Planning and Zoning”. Select “**Building Safety and Construction**”
6. Select “Residential Alteration/Repair”
7. When asked where the project is located, type your address in. The state and city may be wrong or it may say “unknown” and that is fine as long as the street address is right.
 - a. If you cannot get the address to work, you will have to put your parcel number in. If you do not know your parcel number, you can contact our office and we will help you. **When using a parcel number**, you will have to put some spaces between the sets of numbers for it to pull up. FOR EXAMPLE: if your parcel number is “123 456” then you will type “123” and then type “456” and then slowly add spaces in between the two sets of numbers until the parcel pops up.
8. “Welcome to your project page” will pop up, click “Get Started”. You will be able to go through each tab and see what is required for that part. Make sure to answer all of the questions or put something in the blank boxes as a placeholder until you know the answers because if you do not, your information may be lost.
9. FOR THE PERMIT CONTRACTORS SECTION: Search your contractor.

- a. IF YOUR CONTRACTOR PULLS UP WHEN YOU SEARCH FOR THEM, THEN WHEN YOU GET TO THE PERMIT DETAILS, YOU CAN JUST PUT N/A WHERE IT ASKS FOR CONTRACTOR ADDRESS, PHONE NUMBER, ETC.
 - b. IF YOUR CONTRACTOR **DOES NOT** PULL UP WHEN YOU SEARCH FOR THEM, THEN SELECT “WE HAVE NOT HIRED A CONTRACTOR” AND THEN DIRECTLY UNDER THAT, THERE WILL BE A “PERMIT DETAILS” SECTION. PUT ALL OF YOUR GENERAL CONTRACTOR INFORMATION IN THERE. **IF YOU ARE ALSO APPLYING FOR ELECTRICITY, HVAC AND PLUMBING, APPLY FOR THOSE UNDER THE RELATED PERMITS TAB. YOU CAN REPEAT THE CONTRACTOR PROCESS FOR EACH RELATED PERMIT.**
 - c. IF YOU ARE NOT HIRING ANY CONTRACTORS AND CHOOSE TO TAKE RESPONSIBILITY FOR ALL OF THE WORK ON YOUR OWN, YOU WILL NEED TO FILL OUT A HOMEOWNER AFFIDAVIT AND HAVE IT NOTARIZED AND UPLOADED TO THE LICENSE DOCUMENTATION SECTION. If you need a homeowner affidavit, let us know.
10. Once all of the necessary fields are filled in, you will see a green bar at the bottom of the page letting you know that your application is ready to be submitted. Submit the application with the blue “Submit Application” option to the right of the green bar.
11. At the top of your project page you will see a light yellow bar that has the status of the permit. To the left of that bar there will be a reference number or a permit number. Please let me know what that number is (ex: 23-154 or 2023-123, etc.) if you reach out regarding a permit update so that I can locate your permit.