



City of Flagstaff  
Building Safety Program  
211 West Aspen Avenue  
Flagstaff, Arizona 86001  
[www.flagstaff.az.gov](http://www.flagstaff.az.gov)

## **Electronic Permitting Process – Updated 1/20/2022**

### **Overview**

Effective 3/18/2020 all new residential and commercial building permit applications and construction documents for plan review are exclusively submitted and issued electronically. Paper/hard-copy submittals are no longer accepted.

### **Citizen Access**

The Citizen Access portal is the means in which building permit submittals are made for the following permit classifications only.

**Building permits that **do not** fall into the classifications below will need to be emailed directly using the process outlined under “Other Permits” (next page).**

“Commercial Building” (i.e., new construction other than multi-family; includes retaining walls, monument signs, etc.)

“Commercial Building Multi-Family Over 3-Units”

“Commercial Building Repair/Remodel/Tenant Improvement”

“Commercial Demolition”

“Commercial Photovoltaic” (i.e., solar PV)

“Residential Single Family Detached”

“Residential Demolition”

“Accessory Dwelling Unit Detached”

“Residential Single Family Attached”

“Accessory Dwelling Unit Attached”

“Residential Building Remodel/Repair/Addition”

“Residential Photovoltaic” (i.e., solar PV)

“Over-the-Counter”

“Roofing” (re-roofing of roof covering only, non-structural)

**The following are not “building permits” but are permits reviewed and administrated by Current Planning and are also available to apply for and submit using the Citizen Access portal.**

“Manufactured/Mobile/Modular”

“Minor Improvement”

“Outdoor Lighting”

**Visit the Citizen Access portal:** <https://citizenaccess.flagstaffaz.gov/citizenaccess/>

**Important note:** If you are a contractor, please email [CDFrontCounter@flagstaffaz.gov](mailto:CDFrontCounter@flagstaffaz.gov) with your name, email address and ROC license number **FIRST** to be registered for a Citizen Access profile. If records already exist, duplicate records will be created! For all other applicants, to begin, visit the Citizen Access portal link above and create an account.

**Questions?** Send an email to: [CDFrontCounter@flagstaffaz.gov](mailto:CDFrontCounter@flagstaffaz.gov)



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### **Other Permits**

**These building permits are to be submitted via email, see instructions below.** These permit classifications will gradually be added to Citizen Access portal and this document updated.

“Solar Thermal”

“Wind Turbine”

### **Email Submittal**

1. Submit the following via email to [CDFrontCounter@flagstaffaz.gov](mailto:CDFrontCounter@flagstaffaz.gov).
  - “NEW BUILDING PERMIT APPLICATION SUBMITTAL” shall be listed in the subject line.
  - Building Permit Application in PDF file format. Please complete the application in its entirety to ensure that your permit is processed in a timely manner. Incomplete applications will be returned to the applicant for completion and will require a re-submittal.
  - An electronic link (Dropbox, Microsoft OneDrive, etc. or similar) to complete Construction Documents per the Residential or Commercial Building Permit Application /Plan Review Process and Checklists (available on the Building Safety Program website: <https://www.flagstaff.az.gov/494/Building-Safety>). Note: The link must not be locked for access to a single recipient; the link will only be used by staff to download the documents; read-only access is preferred.
2. Payment of Application Deposit: Staff will contact you to obtain credit card (VISA/MC/Discover) information and process the payment.
3. Once the Residential or Commercial Building Permit Application Form is deemed complete and the plan review deposit received, the application will then enter Administrative Review – refer to the Residential or Commercial Building Permit Application /Plan Review Process and Checklists for a description of this review and the remainder of the application review process.

### **Resubmittals, Revisions to Approved Plans, and Deferred Submittals:**

- Complete the Plan Resubmittal Form (found on Building Safety website: <https://www.flagstaff.az.gov/494/Building-Safety>). To ensure Revisions to Approved Plans are reviewed in a timely manner, include list of/describe the revisions in the blank field provided.
- Submit the Plan Resubmittal Form along with documents using the method used for initial submittal – Citizen Access portal or Email Submittal.