Raleigh

Online Appointment Scheduling for Residential Construction

Appointments for residential construction via conference/videoconference will be available for the following types of work: *Residential Single-Family Construction (new), Detached Accessory Structure, Accessory Dwelling Unit (ADU) and Additions* beginning January 4th, 2021.

The intention of these appointments is to reserve a specific time for clients to speak with an intake specialist, have their residential project reviewed and put into the EnerGov system to begin the review process. This service is being offered as a pilot program and may be modified at the convenience of City staff to ensure the success of the program.

1. Please plan to be flexible with scheduling. The intake specialist will reach out one (1) day prior to the appointment date by email and confirm the appointment time.
2. Appointments must be scheduled two (2) business days in advance
3. One (1) submittal per appointment
4. Max of three (3) appointments in one day (scheduled in succession) per client
5. Send all documents to Residentialbooking@raleighnc.gov one day prior to your appointment. If documents are not received, we will need to reschedule your appointment for a different day.
    a. Documents need to be completed thoroughly and signed
    b. Send all documents in PDF format properly labeled by document type
6. All plan review fees are due at the time of the appointment
7. If you are more than five (5) minutes late, your appointment may need to be rescheduled. This assures your project can be fully reviewed and set up in one session.
8. Please be logged in to the portal during the appointment to ensure projects are properly linked and invoices are received.

If you have questions about your submission or the submittal process, please reach out to Residentialbooking@raleighnc.gov prior to scheduling an appointment as appointments will follow a structured timeline.

What to expect during your Appointment

An intake staff member will review your documents for completeness and ensure all documents required have been received for submission. After review, the intake specialist will create your project case and create the plan review invoice. Once the invoice is paid, the intake specialist will start the 1st review cycle.