

EnerGov Citizen Self Service (CSS) User Manual

The online component of EnerGov that allows citizens to view basic information related to Permits, Plans, Inspections, Business Licenses, and Code Cases.

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SEARCHING WITHOUT LOGGING INTO CSS

CSS provides a home page to allow users to access public information without being logged in to CSS. Users can still access the GIS Map, Global Search, User Registration, Today's Inspections, and Global Notifications.

Citizens may click on Search Q



to access information:

Public Information



REGISTERING FOR CSS (FIRST TIME USE)

- 1. Before using EnerGov (for the first time only) you must register by creating an account. After you have registered, you can log into the Citizen Self Service (CSS) portal at any time in the future.
- 2. From the home tab, click the Login or Register tile:



3. Enter in your email address. If you had an account with our previous TrakIt permitting system, <u>you must use the identical email address in EnerGov</u>. This will ensure that your account will be created correctly and not duplicated.

Cape Coral	Citizens Self Service								Good Afternoon, Guest →
		Home	Apply	Мар	Pay Invoices	Search Q	Calendar 🧿	311	
Registration									
Step 1 of 4: Em	ail Address								
Email yourID@yo	ourdomain.com								

Please check your e-mail. The confirm email link in the body of the e-mail must be clicked to move to the next step of the registration process.

4. After clicking "Next," an email will be sent to the email address entered. You must click on the "Confirm" link in the email to move to the next step of the registration process.

Citizen Self Service New User Account Confirmation Inbox ×

TotalTyler@energov.com

🖹 to me 🔻

You are receiving this automated e-mail based on a user registration request that we received for the Citizen S process is the correct e-mail address for your user account. Please click the link below to continue to the next s



LOGGING INTO CSS

1. Visit the Cape Coral EnerGov CSS Portal at the following link:

https://energovweb.capecoral.gov/EnerGovProd/selfservice#/

2. Enter your Username and Password in the fields provided. If you do not have an Email Address/Password already registered with CSS and EnerGov, click on "Register Here" and follow the directions to register for an account.

3. Mark the Remember me checkbox to have the system remember your credentials.

4. Click Log In. CSS validates your login and, if it is valid, opens CSS with the functions you are authorized to access.

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TOP MENU NAVIGATION TABS

Across the top of the page, there are various tabs which you will use to navigate CSS.

Dashboard

Contains an overview of your current permits, plans, inspections, invoices, and licenses.

Permits				
Attention 99+	Pending 99+	Active 99+	Draft	Recent
Residential Cons 9 Window/Door/S 7 Other 101	Mechanical/HVA 32 Pool Heater; Gas 20 Other 165	Antenna/Tower 42 Mechanical/HVAC 23 Other 64		Antenna/Tower Mechanical/HVAC
fiew My Permits				Guier
Fiew My Permits				
fiew My Permits Plans Attention	Pending	Active	Draft	Recent
Fiew My Permits Plans Attention 4	Pending	Active O	Draft O	Recent 1



My Licenses



Home

The starting point for many activities. Contains links to search public records, apply for a permit, access your account information, pay invoices, use the GIS map feature, and access the calendar.



Apply

Search and apply for any permit type, business tax receipt or business license, or plan.

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Home-Based Busi	iness Tax (BT	R)								Apply
Category Name: Business Tax		Descriptio Use this ap License.	n: plication	when applyir	ng for a Home based B	usiness Tax				
Residential Const	ruction									Apply
Category Name: Building		Descriptio New Build Residentia	n: ing Resid I Additior	ential Constru n/Remodel	uction Single Family H	ome Duple	x			

My Work

Search and access all of your invoices, permits, plans, inspection history, licenses, or request an inspection.

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My Work											
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Today's Inspections

View your inspections scheduled for the day. Search function allows you to search or sort by case number, case type, inspection type, inspection status, address, primary inspection, or inspection order.

		Dashboard	Home	Apply	My Work	Today's Inspections	Map Pay Invoices	Search Q	Calendar 🧿	311	
Today's Ins	pections							Search for Ca	se Number, Inspe	ection Type, Add	re Q
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View Inspe	ection	Case Number	Case Type	Inspe	ection Type	Address	Primary Inspector	Start Time	Estimated End Time	Status	Order
No records to dis	splay.										

Мар

Access the GIS mapping system. Type in a specific address to obtain permitting history, apply for a new permit for a particular parcel, and more.



Pay Invoices

Search for a specific invoice number.



Search

Search for public information by permit number, plan number, inspection, code case, request, or license.



Calendar

View upcoming events by month, week, or day. Filter results by public hearings and meetings, City holidays, inspections scheduled, plans expired, permits expired, licenses expired, and invoices due.

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Calendar Events										
					February 2	2022				
					Month Week	Day				
					< Today	>				
Filter By	Sunday	Mon	day	Tuesday	Wednesday	Thursday	Friday	Satur	day	
 Public Hearings Public Meetings Holidays Closed Inspections Scheduled Plans Expired 	30	31		1 1 BLDR21-0001	2	3 1 001189-2022	4	5		
 Permits Expired Licenses Expired Invoices Due 	6	7 BLDTR2	1 21-000	8	9	10	11	12		

Submit public information requests, track requests, download the mobile app, and access your public information request account.



Welcome to 's Service Request Access

See something amiss? Report it.

's Service Request Access is not for emergency situations. Please dial 911 for emergencies.





COMMON TASKS

APPLYING FOR A PERMIT (USING THE APPLY TAB – RESIDENTIAL CONSTRUCTION EXAMPLE)

- Follow the process explained below to apply for a permit and pay the initial required deposit fee.
- Before using EnerGov (for the first time only) you must register by creating an account. After you have registered, you can log into Citizen Self Service (CSS) portal at any time in the future.
- After logging into your account, click the "Apply" tab at the top menu.
 - Note: Alternatively, you can also begin the new permit application process through the Home or Map tabs.

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My Permits											

• Type in keywords "Residential" or "Construction" to search for the permit type and click the search icon on the right.

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• Enter the Description, Square Feet and Valuation and then click Next:

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Locations		Туре		tacts	More Info	Attachments	Review and Submit
RMIT DETAILS							
is permit is for New	Construction (Sin	gle Family Hom	es, Duplexes, To	wnhouses, Model Hom	ies, Semi-Detacheo	Houses, Detached Garag	es), Residential Remodels,
	and New Construct	alon of Singler	anny nomes us	ing Mastered Plans.			
Permit ivde	Regidential (Construction					
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* Description * Square Feet	Residential C Single family 3105	home	× 				
* Description * Square Feet * Valuation	Residential C Single family 3105 200000	home	× 				

• If the contractor/applicant does not have the correct license type, they will get an error message at this point.

Locations		3	4	5	6
Locations				_	
	Туре	Contacts	More Info	Attachments	Review and Submit
CONTACTS					
You must be registered with the Certified General A Certified Building B Certified Residential C Owner/Builder	e City of Cape Coral. Only	the following type of contr	actors may apply for this peri	nit:	
does not have the required of	ertification for the selecte e required certification fo	id case type r the selected case type			
Building Contractor	Aluminum Contra Add Contac	ctor 💙			

 Add any other required/optional contacts by selecting the identifier from the pull-down menu in the blue tile, and clicking Add Contact. When you have added all the required contacts for the permit, click

Dashboard	Home Apply	My Work Today's Inspect	ions Map Pay Invo	ices Search Q Cale	ndar 🛐 311
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Locations	Туре	Contacts	More Info	Attachments	Review and Submit
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MORE INFO					
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Basic Info				Previous Section	Next Section Top Main Menu
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	*Construction Type	VA/VB		~]
	"Type of Foundation	Mono		~]
	"Firewall	No		~]
	*Firewall Rating	n/a]
	"Number of Stories	1]
	"Number of Bedrooms	3]
	*Number of Bathrooms	3]
	*Building Height	8]
	*Required Elevation	n/a]
	*Base Floor Elevation	11.12			

	-		10
*Roof Type		Shingle	
	-	Tie	
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Other: List Roof Type			
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- To add the required attachment(s), first select the appropriate attachment description from the pull-down menu on the blue tile(s). You can then either drag-and-drop the appropriate attachment (pdf file) from your desktop into the blue tile or click the "Add Attachment" link on the blue tile and manually select the file from the windows menu that appears. Each tile will hold one document only.
 - Note: Documents must be in pdf (portable document) format.

Apply for Permit - Resid	lential Construction				"REQUI
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Locations	Туре	Contacts	More Info	Attachmenta	Review and Submit
Attachments					
Please provide the following	required documents to be	reviewed as part of your perm	it application:		
1. Site Plan					
2. Mechanical Pages 2. Diversion Dense					
4 Electrical Pages					
5. Structural Pages					
6. Truss Layout					
7. Window/Door/Shutter Sch	hedule or FL Product Appro	oval or NOAs			
8. Energy Calculations					
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11. Health Department Rece	ipt	-			
12. Drainage					
13. Utility Hold Harmless Age	reement				
 Recorded & Certified Not Durrowing Out/Cookers T 	tice of Commencement (NC Instaliae officiality	DQ)			
16. Earle Affidavit - if applica	ble				
17. Owner Builder Affidavit (if Applicable)				
18. Use of Private Provider - i	if using a private provider f	irm for inspections			
19. Seawall Affidavit					
Once the permit has been iss	ued the following documen	nts can be uploaded if needed:			
1. Elevation Certificate Unde	r Construction				
2. Plling(s) Report 2. Compaction Report					
4. Elevation Certificate Finish	hed				
5. Final Drainage Survey					
6. Private Provider Complian	ice Report with the Inspect	tion Report Card once the wor	k has been completed and a	all inspections done. This w	ill be used to close out the
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• If you choose the second method of attaching documents, navigate to the location of the file on your computer, click the document and click Open:

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7/20/	/2017 1:08 PM	PDF Document	994 KB		
5/8/2	2017 2:03 PM	PDF Document	153 KB		
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5/8/2	2017 2:05 PM	PDF Document	42 KB		
5/8/2	2017 2:06 PM	PDF Document	57 KB		
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• Continue until all required documents have been attached and click Next.

Apply for Desmit - Deside	atial Construction				101
Apply for Permit - Reside	nual construction				
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Locations	Type	Contacts	More Info	Attechments	Review and Sut
Attachments					
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1. Site Plan					
2. Niechanical Pages 2. Diumbios Pases					
4 Electrical Pages					
5 Structural Pages					
6 Trusslavout					
7. Window/Door/Shutter Sche	dule or FL Product Appro	val or NOAs			
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9. Survey					
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12. Drainage					
13. Utility Hold Harmless Agre	ement				
14. Recorded & Certified Notic	e of Commencement (NC	9			
15. Burrowing Owl/Gopher To	rtoise affidavit				
16. Eagle Affidavit - if applicabl	e				
17. Owner Builder Affidavit (if.	Applicable)				
18. Use of Private Provider - in 19. Seawall Affidavit	using a private provider h	rm for inspections			
Once the permit has been issue	ed the following documen	ts can be uploaded if needed:			
1. Elevation Certificate Under (Construction				
2. Piling(s) Report					
3. Compaction Report					
4. Elevation Certificate Finishe	d				
5. Final Drainage Survey	_				
6. Private Provider Compliance	e Report with the Inspect	ion Report Card once the wor	k has been completed and :	all inspections done. This w	ill be used to close out
permit 7 Extension Descent 1911					
7. Extension Request - if the pe	ermit has expired prior to a	iii inspections being complete	to submit this form to have	the permit extended so all i	nspections can be con
a. Kevision Letter - You will nee	o to upload a letter statin	e what is being revised as we	i as a complete set of the re	quired documents that hav	re been changed due ti



• You are now on Review and Submit. Please review the information entered carefully prior to submitting. You can go back to any area and update the information prior to submitting. Once you have reviewed the information click Submit to have the permit created.

	Permit - Pool: Above Ground,	In Ground, Spa, Renovation	, Kol Pond, Fountain		*REQUIRED
	0 0	0	0	0	0
La	cations 7/04	Contecta	More Info	Actachmente	Review and Submit
					(abrit
and an					
	Location	1010 NW 15T PL Pare			
	Parcel Number	35432303025910510	,		
lasic Info					
	Type	Pool: Above Ground, In	n Ground, Sga, Renovation, Ko	(Pond, Fountain	
	Valuation	peor construction and	Davas dator		
	Applied Date	05/05/2021			
ontacts					
	Building Contractor	Sheri Rhine			
		Tect.			
		\$254 SW Test SUVD, C	age Coral, PL,, 33904		
istimated Fe	es gius fee estimate and totals are sub	(echto change, Additional fees m	ay 200%.		
Fee		-	Amount		
SLD-Fend	a Deposit - Residential		\$15.05		
SLD-Swin	nning Pool Deposit - Residential		\$45.05		
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Your application w	as successfully submit	tted!		Fees
You have successfully app the non-refundable depos	lied for a residential const it fees have been paid.	truction permit. Please be advised that the permit will not be processe	d until	\$220.01
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Cape Coral, FL

Order Number: 963

Thursday, January 20, 2022

Invoice #	Item Description	Quantity	Unit Price	Total Price
INV-00001609	NONE	1	\$229.91	\$229.91
			Item Total:	\$229.91
			Order Total:	\$229.91

Payment Details

			*all fields are required
Cardholder Name	Billing Street	Bill	ing Zip Code
Card Type	Card Number	Expiration Date	
Select one		Month Y	′ear 🗸
CVV Code			
	Pay Now - \$229.91		

Cancel

Continue to site

Cape Coral, FL

Order Number: 963 Thursday, January 20, 2022

The site is running in demo mode therefore the credit card was NOT actually charged for this transaction.									
Invoice #	Item Description	Quantity	Unit Price	Total Price					
INV-00001609	NONE	1	\$229.91	\$229.91					
			Item Total:	\$229.91					
			Order Total:	\$229.91					
		Continue to site							

• You will be able to see your permit in the Pending tile of the Dashboard tab of your CSS account.

	Dashboard	Home Appl	y MyWork	Today's Inspections	Мар	Pay Invoices Search	Q, Calendar 🕘 311
Permits							
Attention	1	Pending		Active 99+		Draft	Recent 99+
Window/Door/Sh	7	Mechanical/HVA	28	Antenna/Tower 4			Antenna/Tower 40
Pool Heater: Gas/	7	Pool Heater: Gaz	20	Mechanical/HVAC 2			Mechanical/HVAC 40
Other	93	Other	151	Other &			Other 79

View My Permits

PAYING INVOICES/FEES

Dashboard

• In the My Invoices section, click "View My Invoices."

My Invoices



• Click the blue Invoice Number that you would like to pay.

MY INVOICES	MY PERMI	TS MY F	PLANS MY	Y EXISTING INSPECTIONS	REQUEST INSPECTIONS	MY LICENSES	
Search for	ivoice number, cas	se number, or a	ddress		Exact Phrase 🗆	Q Search	Filters 🔺 🖹 Export
Display	Inpaid v for	All Invoices		~			Sort Amount Due ~
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NV-00001006	\$4	40.05	Pending	BLDP21-00004	137 SE 32ND Cape Coral, Fl	ST Parcel _ 33904	
INV-00001606	\$2	48.00	Pending	BLDW22-0000	1004 NE 36TF Cape Coral, FI	H TER orida 33909	
Results per page	10 ∨ 1-2 of 2	2 << <	1 > >>				
							Add To Cart

• Follow the screen prompts to pay the invoice.

REQUESTING INSPECTIONS (PERMITS INITIALLY APPLIED FOR IN ENERGOV)



MY PERMITS

• Note that many permits will display a "Hold" notice at the top of the screen. In many cases, these notices are informational only and will not restrict permitting activity such as scheduling an inspection or paying fees/invoices. Examples include notices stating that the "Parcel is in a Flood Zone" or "Parcel has a Burrowing Owl or Gopher Tortoise present."

A hold currently exists	on this permit.								
Permit Details Tab Elements	Main Menu								
Туре:	Residential Construction		Status:	Issued			Project Name:		^
IVR Number:	101781	A	pplied Date:	02/02/2022			Issue Date:	02/03/2022	
District:	Cape Coral		Assigned To:				Expire Date:	08/02/2022	
Square Feet:	3,836.00		Valuation:	\$388,360.00			Finalized Date:		
Description:	Aspire model - gara	ge right							
Summary Locations Progress	Fees Revie	ews Inspections	Attachments Workflow	Contacts	Sub-Record	Is	Holds More Int Available	fo Actions	
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Existing Inspections Request Inspec	ctions Optional Inspections Next	Tab Permit Deta	ils Main Menu			
Existing Inspections					Sort	Description ~
View Inspection	Description	Status	Request Date	Scheduled Date	Inspector	Action
001190-2022	BLD - Notice Of Commencement	Pass	02/03/2022		Poposki Stephen	
Results per page 10 v 1-1 of 1	<< < 1 > >>					
Request Inspections					Sort	Order 🗸

Description	Reinspection	Action
BLD - Foundation	No	
BLD - Mono Slab	No	$\hfill\square$ This inspection cannot be requested yet due to prerequisites.
BLD - Floor Slab	No	$\hfill\square$ This inspection cannot be requested yet due to prerequisites.
BLD - Plumbing Undergrd	No	$\hfill\square$ This inspection cannot be requested yet due to prerequisites.
BLD - Elev Certif.(Under)	No	Inspection type doesn't allow public request. This inspection cannot be requested yet due to prerequisites.
BLD - Tie Beam	No	$\hfill\square$ This inspection cannot be requested yet due to prerequisites.
BLD - Sheathing	No	□ This inspection cannot be requested yet due to prerequisites.
BLD - Electric Rough	No	$\hfill\square$ This inspection cannot be requested yet due to prerequisites.
BLD - Frame Rough	No	□ This inspection cannot be requested yet due to prerequisites.
BLD - HVAC Rough	No	☐ This inspection cannot be requested yet due to prerequisites.

Results per page 10 → 1-10 of 37 << < 1 2 3 4 > >>

Request Inspection



Request Inspections (1)

1 #BLDR22-000148	×
Inspection Type:	BLD - Foundation
Case Type	Residential Construction
Address:	1015 CULTURAL PARK BLVD S Cape Coral, Florida 33990
* Requested Date	
Comments/Gate Code	
	Submit

Submit	

1 Case #BLDR22-000148

Inspection Type:	BLD - Foundation
Case Type	Residential Construction
Address:	1015 CULTURAL PARK BLVD S Cape Coral, Florida 33990
Requested Date	02/07/2022
Comments/Gate Code	Gate code 1234

• Return to the work area of your choice by clicking one of the menu buttons at the top of the screen.

REQUESTING INSPECTIONS (PERMITS INITIALLY APPLIED FOR IN TRAKIT AND CONVERTED)

- If you have a permit that was initially applied for using the previous TrakIt system, the permit and inspections have been transferred over to the EnerGov system automatically. However, it was necessary to assign a single "requested date" for all inspections which were transferred over between permitting systems. All of these inspections will show up with a "Requested Date" and "Scheduled date" of 01/01/2035 in EnerGov.
- The scheduling process for these inspections differs slightly, as follows:



MY EXISTING INSPECTIONS

• Click on the blue case number in the table corresponding to the inspection that you would like to schedule.

	Dashboard	Home App	ly My Work	Today's Inspect	tions Map	Pay Invoices	Search Q C	Calendar 1 🛛 31	1
My Work									
MY INVOICES	MY PERMITS	MY PLANS	MYEXI	TING INSPECTION	s reque	ST INSPECTIONS	MY LICEI	NSES	
Search for Ins	spection Number, In	spection Type, Ad	dress or Case Ni	ımber		Exact Phras	e 🗌 🔍 Q Se	arch Filters -	X Export
Inspection Number	Inspection Type	Address	Status	Case Type	Case Number	Reinspection	Requested Date	Scheduled Date	Completed Date
ALSI:2109231 13135216	BLD - E2 Ceiling Insulation	416 CORAL REEF PL CAPE CORAL, FL 33993	Scheduled	Permit	B21-39249	No	01/01/203	5 01/01/2035	



	Dashboard	Home	Apply	My Work	Today's Inspec	tions Map	Pay Invoices	Search Q	Calendar	1 311	
Permit Number: B21	-39249										8
Permit Details Tab Elem	nents Main N	/ enu									
Туг	e: Reside Constr	ential ruction			Status:	Issued		Proje	ct Name:		^
IVR Numbe	er: 39038	3		ļ	Applied Date:	09/23/2021		ls	sue Date:	11/02/2021	
Distrie	ct: Cape (Coral			Assigned To:			Exp	ire Date:	07/11/2022	
Square Fee	et: 0.00				Valuation:	\$191,065.00		Finali	zed Date:		
Descriptio	on: Eplan	1									
Summary Location	is Fees	Re	views	Inspections	Attachments	Contacts	Sub-Records	More Info			

- You will notice that both the "Requested Date" and "Scheduled Date" for imported inspections are set to 01/01/2035. To the right of an inspection with these dates, click the blue "Reschedule" button Reschedule
- Request a new inspection date in the window that appears by entering the date manually or using the calendar icon, then click Submit.

Enter a new request date

* Requested Date			
		Submit	Cancel

• This is a required procedure only for those inspections that have been converted over to the new EnerGov system from the old TrakIt system. Inspections for permits which are initially applied for through the EnerGov system will be able to be scheduled normally

for the life of the permit. They do not need to be "rescheduled." See also user manual example: REQUESTING INSPECTIONS (PERMITS INITIALLY APPLIED FOR IN ENERGOV).

MONITORING INSPECTION STATUS

	My	Work	(
MY P	ERMI	TS	

My Work

MY INVOICES	MY PERMITS	MY PLANS	MY EXISTING INSPECTIO	NS REQUEST INSPECT	IONS MY LICENSES	
Search for Perr	nit number, project, or	address		Exact	Phrase Q Search	Filters
Permit Number	Project		Address	Permit Type	Status	Attention Reason
BLDA20-000120			130 SE 43RD ST Cape Coral, FL 33904	Window/Door/Shutter	Active, Attention	On Hold Failed Inspections
BLDA20-000121			1015 CULTURAL PARK BLVD S Cape Coral, FL 33990	Concrete: Retaining Wall/Slab/Pilings/Concr ete Wall	Attention	On Hold
BLDA20-000122			130 SE 43RD LN Cape Coral, FL 33904	Window/Door/Shutter	Attention, Pending	On Hold
BLDA20-000123			126 SE 43RD ST Cape Coral, FL 33904	Window/Door/Shutter	Attention, Pending	On Hold
BLDA20-000124			126 SE 43RD ST Cape Coral, FL 33904	Window/Door/Shutter	Attention, Pending	On Hold Failed Reviews Resubmit File

SUBMITTING A REVISION OR RESUBMITTING DOCUMENTS WITH CORRECTIONS

My Work

MY PERMITS

 Note that many permits will display a "Hold" notice at the top of the screen. In many cases, these notices are informational only and will not restrict permitting activity such as scheduling an inspection or paying fees/invoices. Examples include notices stating that the "Parcel is in a Flood Zone" or "Parcel has a Burrowing Owl or Gopher Tortoise present."

Type: Resid Const	ntial Status: Issued uction			Project Name:	
IVR Number: 1017	1 Applied Date: 02/02/2	022		Issue Date:	02/03/2022
District: Cape	Coral Assigned To:			Expire Date:	08/02/2022
Square Feet: 3,836	00 Valuation: \$388,36	0.00		Finalized Date:	
Description: Aspir	model - garage right				
Progress	Reviews Inspections Attachments Cont	acts Sub-Reco	ords H	Holds More Inf Available	fo Actions
Progress	Reviews Inspections Attachments Cont Workflow Image: Solution Residential Review - Passed :	acts Sub-Reco	ords H	Holds More Int Available A Lequest Inspection	fo Actions
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Repeat this process with any documents which will be part of the revision. Select the
appropriate file description from the pull-down menu in the blue Add Attachment tile,
drag and drop the Revision Letter (in pdf format) to the blue tile, or click on the plus sign
and select the file from your computer. Each tile holds one file (pdf).