



CITY *of* CALABASAS

PUBLIC PORTAL HELP GUIDE

For Planning Permits/Entitlements

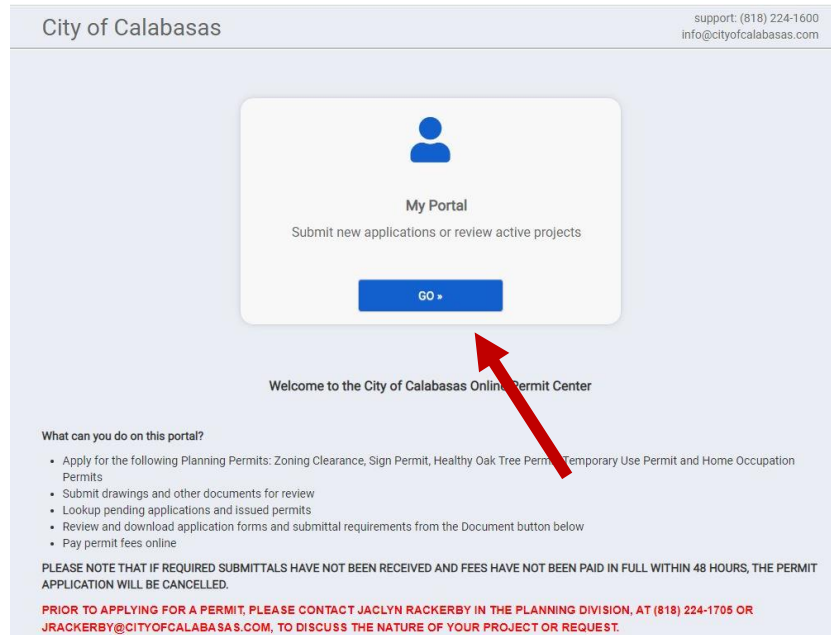
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SUBMITTING YOUR PERMIT APPLICATION

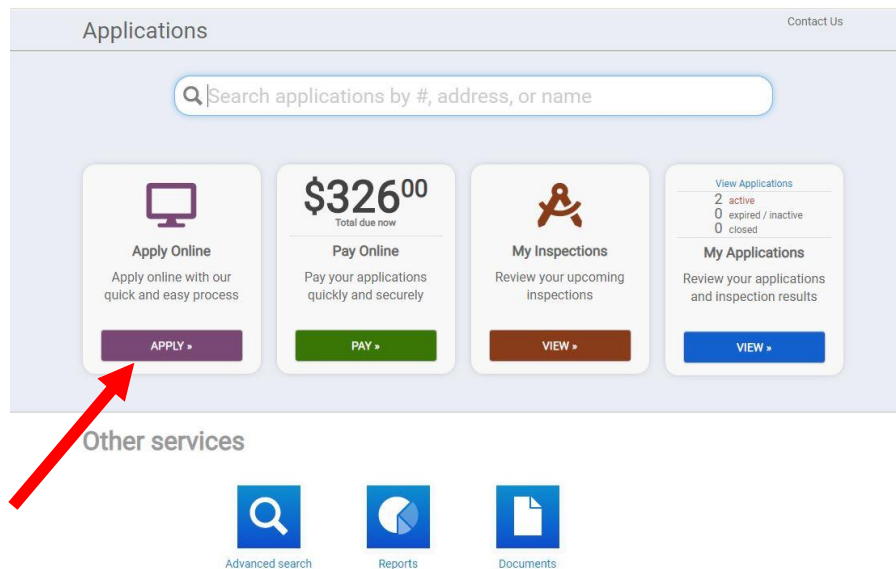
Step 1

Once you have successfully created an account & verified your email address, you are now able to apply for permits. Click “Go”.



Step 2

Next, click the button that says “Apply Online” to begin your application submittal.



Step 3

Select 'Planning' from the first (category) drop down menu. Then select the permit you are applying for from the second (application) drop down menu. For the permit type, please ensure you have already discussed your scope of work with one of our Planners, and are applying for the type of application that they directed you to apply for. Click the "Next" button to proceed.

Step 1 - Select a category to view application choices

Category:

Step 2 - Select an application

Application:

[NEXT →](#)



Step 4

Review your selected application type, and then provide a brief project description—see sample description. Please do not add anything in the "Project Name" field.

Note that you can still change the permit type here if you selected the wrong permit in the prior screen. Click the "Next" button to proceed.

1 Type 2 Location 3 Review

Start your application by selecting a permit type

Permit Type:*

Project name:

Describe the purpose of the permit:

[CANCEL](#) [NEXT →](#)




Step 5

Begin typing in your project address. It should autofill—but if your project address does not come up, please consult with a planner to verify that the subject site is within the City boundaries. Click “Next” to proceed.

1 Type 2 Location 3 Review

Site location

Please provide the street address and building or suite number (if applicable) of the proposed project, not the business or property owner's address.

Address: 

City:

State:

Zip Code:

[I want to enter a parcel # instead.](#)

Step 6

Review your application so far, and if everything looks good, hit “Save and Continue”.

1 Type 2 Location 3 Review

Review your permit application

PLEASE ALLOW 24 BUSINESS HOURS TO RECEIVE AN E-MAIL RESPONSE REGARDING THE STATUS OF YOUR PERMIT APPLICATION. CA PERMIT STREAMLINING ACT WILL NOT COMMENCE AND PERMITS WILL NOT BE PROCESSED UNTIL ALL SUBMITTAL REQUIREMENTS ARE RECEIVED AND FEES ARE PAID. YOU WILL BE NOTIFIED IF A DOCUMENT IS INCORRECT OR ILLEGIBLE. ACCEPTANCE OF A DOCUMENT DOES NOT CONSTITUTE COMPLETENESS, YOU WILL BE NOTIFIED BY A PLANNER WITHIN 30 DAYS OF ANY TECHNICAL DEFICIENCIES.

Please note that the "Amount Due" does not reflect all necessary fees until the Department has reviewed the application content and scope of work. We will update you when the total of all fees are calculated, and you can make a payment.

IF ALL REQUIRED SUBMITTALS HAVE NOT BEEN RECEIVED AND FEES HAVE NOT BEEN PAID IN FULL WITHIN 48 HOURS, THE PERMIT APPLICATION WILL BE CANCELLED.

By submitting this application, the applicant and property owner acknowledge that all information is accurate and gives consent to the City to enter the property in order to conduct necessary investigations.

General Information [edit](#)


Applicant: **Jaclyn Rackerby**

Permit Type: **Zoning clearance**

Project Name:

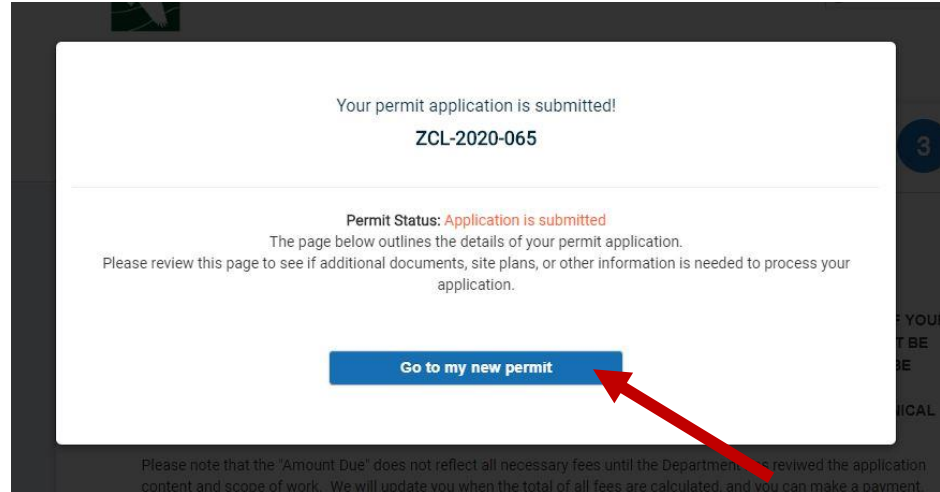
Project Description: **Request for a zoning clearance for a 350 square foot addition, new pool, remove and replace existing patio cover.**

Site Address: **Parcel #: 2068-003-902
100 CIVIC CENTER WAY
Calabasas, CA 91302**



Step 7

If you see this banner on your screen, your application has successfully been submitted. Your application is now being assigned to one of our Planners. **However, you are not done!!! Click “Go to my new permit” to upload required documents.**



Step 8

Before a Planner can begin reviewing your application, there are still items that you need to upload. Please scroll down to the “Submittals” header on this page.

ZCL-2020-065 Zoning clearance

Contact

Address: 100 CIVIC CENTER WAY Calabasas, CA 91302 Parcel #: 2068-003-902	Status: Application is submitted	Submitted: 6/3/2020 Approved: Issued: Closed: Expires: 11/30/2020	Inspections: Required: 0 Requested: 0 Reinspect: 0 Complete: 0	Due Now: \$0⁰ Additional fees may be required
Project: Request for a zoning clearance for a 350 square foot addition, new pool, remove and replace existing patio cover.				

Contacts Submittals Fees

Contacts

OWNER: CALABASAS CITY
100 CIVIC CENTER WAY
CALABASAS, CA 91302
APPLICANT: Jaclyn Rackerby
100 Civic Center Way
8182943425

Submittals

Please use the blue link to the right of each submittal item to upload the appropriate document. Note that an approved or accepted status does not mean the document is complete, it only means that staff has confirmed it is the correct document. You will be notified of any technical deficiencies by the planner assigned to your permit. Additional submittal documents may be requested based on the scope of the project. Note that the General Land Use Application shall be signed by the property owner and the applicant.

Step 9

Next to each submittal item, click on the blue hyperlink to attach a PDF. Please attach, at minimum, your General Use Application & your plans. Your assigned planner will let you know if any other submittal items are needed.

Submittals

Please use the blue link to the right of each submittal item to upload the appropriate document. Note that an approved or accepted status does not mean the document is complete, it only means that staff has confirmed it is the correct document. You will be notified of any technical deficiencies by the planner assigned to your permit. Additional submittal documents may be requested based on the scope of the project. Note that the General Land Use Application shall be signed by the property owner and the applicant.

Submittal	Required	Received	Version	Status	
General Use Application	Yes		1	Pending	0 Files
Full set of plans	Yes		1	Pending	0 Files
Reduced Set of Plans	Yes		1	Pending	0 Files
Surrounding Photos	Yes		1	Pending	0 Files
HOA Materials	Yes		1	Pending	0 Files



Fees

Fee	Amount	Paid	Balance	Due Now
2.3.9 Zoning Clearance	\$163.00	\$0.00	\$163.00	\$0.00
Total :	\$163.00	\$0.00	\$163.00	\$0.00

Step 9

Clicking the blue hyperlink will take you to this page. Click "Upload" to upload a new file for this submittal item.

ZCL-2020-065 Zoning clearance

[Contact](#)

General Use Application

Version	Status	Received	Deficiency Report
1	Pending		

Version 1 Pending

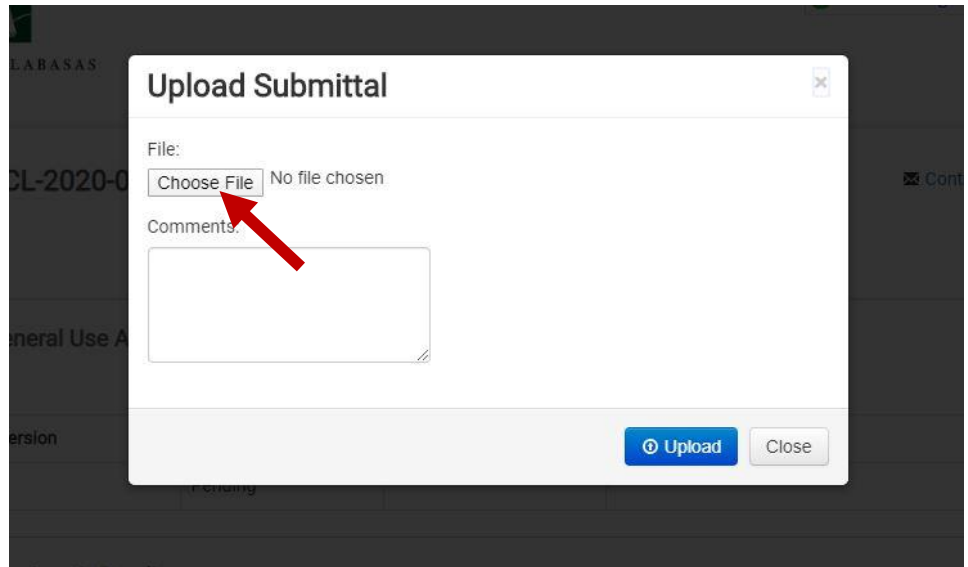
Submitted File	Comments	Date Received	Review Status	Markup File	
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[Return To Permit Detail](#) [Upload](#)



Step 10

Click "Choose File". Once you have a file chosen, click "Upload". Please make sure the file you are uploading is properly named, ie plans.



Step 11

If your PDF uploaded successfully, you should now see it under 'Submitted File'. You can now click "Return to Permit Detail".

ZCL-2020-065 Zoning clearance

Contact

General Use Application

Version	Status	Received	Deficiency Report
1	Pending	6/3/2020	

Version 1 Pending

Submitted File	Comments	Date Received	Review Status	Markup File	
general-development-application.pdf		6/3/2020 8:53 AM	Pending		Delete

[Return To Permit Detail](#) [Upload](#)

Step 12

If you have successfully submitted your application & attached the required documents, this is what you should now see. Your assigned planner will be contacting you shortly with information on fee payment & other submittal items required.

Submittals

Please use the blue link to the right of each submittal item to upload the appropriate document. Note that an approved or accepted status does not mean the document is complete, it only means that staff has confirmed it is the correct document. You will be notified of any technical deficiencies by the planner assigned to your permit. Additional submittal documents may be requested based on the scope of the project. Note that the General Land Use Application shall be signed by the property owner and the applicant.

Submittal	Required	Received	Version	Status	
General Use Application	Yes	6/3/2020	1	Pending	1 Files
Full set of plans	Yes	6/3/2020	1	Pending	1 Files
Reduced Set of Plans	Yes		1	Pending	0 Files
Surrounding Photos	Yes		1	Pending	0 Files
HOA Materials	Yes		1	Pending	0 Files

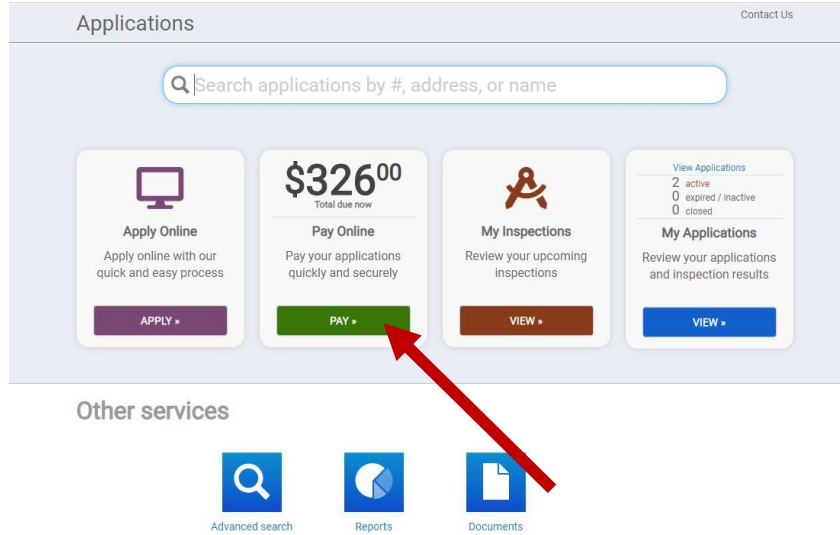
Fees

Fee	Amount	Paid	Balance	Due Now
2.3.9 Zoning Clearance	\$163.00	\$0.00	\$163.00	\$0.00
Total :	\$163.00	\$0.00	\$163.00	\$0.00

PAYING FEES ONLINE

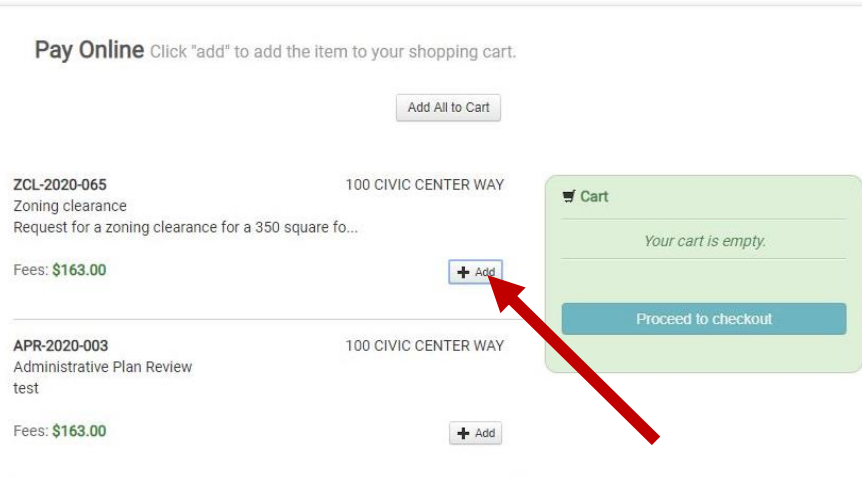
Step 1

Once your assigned planner has manually turned on the fees for your permit, you should see a 'Total Due Amount' on the portal homepage. Click the "Pay" button to proceed to the secure payment portal.



Step 2

Click "+Add" next to whatever permits you are paying for to add them to your cart.



Step 3

You should now see a dollar amount in your cart. Click "Proceed to Checkout".

Pay Online Click "add" to add the item to your shopping cart.

Add All to Cart

ZCL-2020-065 100 CIVIC CENTER WAY
Zoning clearance
Request for a zoning clearance for a 350 square fo...
Fees: \$163.00 Payment: \$163.00 [Remove](#)


APR-2020-003 100 CIVIC CENTER WAY
Administrative Plan Review
test
Fees: \$163.00 [Add](#)

Cart

ZCL-2020-065 \$163.00

Total: \$163.00

[Proceed to checkout](#)



Step 4

You can now review your cart, and then click "Proceed to Payment".

Review your payment

Permit	Total Amount Due	Payment
ZCL-2020-065	\$163.00	\$163.00
Total:	\$163.00	\$163.00

[edit invoice](#)

[Proceed to Payment >](#)




Step 5

Enter your credit card information and then click “Pay Now”. You should automatically receive a receipt after payment, but if you do not, please contact your Planner.

Order Information * Required Fields

Total: \$163.00 (USD)

Payment Information



Card Number: * (enter number without spaces or dashes)

Expiration Date: * (mmyy)

Billing Information

Customer ID: _____

First Name: Last Name:

Company:

Address:

City:

State/Province: Zip/Postal Code:

Country:

Email:

Phone:

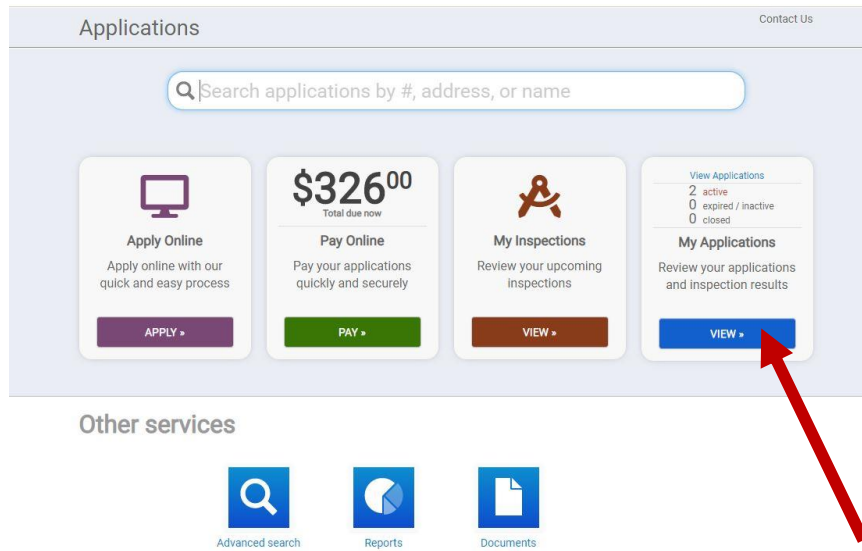
Fax:

[Cancel](#)

ADDING ANOTHER USER TO YOUR PERMIT

Step 1

If you'd like to allow another user to access your permit (for the purpose of paying fees, uploading submittal items, etc) first contact your Planner and they will provide you with a code. Once you have received the code, the other user needs to create an account and click "View" on the portal home page.



Step 2

The other user will need to click "Don't see your application?" at the bottom of the page.

Active

Permits

#	Type	Address	Submitted	Expires	Status
ZCL-2020-065	Zoning clearance	100 CIVIC CENTER WAY	6/3/2020	11/30/2020	Application is submitted
APR-2020-003	Administrative Plan Review	100 CIVIC CENTER WAY	5/15/2020	11/11/2020	Application is submitted

Expired / Delinquent / Suspended

Closed

[Don't see your application?](#)

Step 3

The other user will now enter the access code that your Planner sent you. Keep in mind that the code is permit-specific, so if you have more than one permit that another user needs to access, you will need access codes for each. Click “Submit” to proceed.

Enter your access code

When specified, enter the Access Code provided to you by the City of Calabasas

Access code:

The access code will associate your account with any application you may already have applied for or need access to.

Submit

Don't have one? Call us at (818) 224-1600 or send an email to info@cityofcalabasas.com

Step 4

Once the other user navigates back to the Portal home page, and clicks “View” again, they should now see the permit in the list and have full access to it.

The screenshot shows the 'Applications' section of a web portal. At the top right is a 'Contact Us' link. Below it is a search bar with the placeholder text 'Search applications by #, address, or name'. There are four main service tiles:

- Apply Online:** Includes a computer icon, the text 'Apply online with our quick and easy process', and a purple 'APPLY »' button.
- Pay Online:** Features a large '\$326⁰⁰' total due now, the text 'Pay your applications quickly and securely', and a green 'PAY »' button.
- My Inspections:** Includes an inspection icon, the text 'Review your upcoming inspections', and a brown 'VIEW »' button.
- My Applications:** Shows a 'View Applications' link, a summary of application status (2 active, 0 expired/inactive, 0 closed), the text 'Review your applications and inspection results', and a blue 'VIEW »' button. A red arrow points to this button.

Below these tiles is the 'Other services' section with three icons: 'Advanced search' (magnifying glass), 'Reports' (pie chart), and 'Documents' (document icon).