

**THE BS&A PORTAL IS DOWN, HELP!....**

**(The options below are available when the BS&A online portal is down or giving an error)**

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**I. Walk-Ins and General Guidelines for Email Submissions**

Walk-in processing of applications can be done M – F, between 8:30 AM – 3:30 PM at 2757 East Point Street, Suite 100, East Point, GA 30344.

- All applications can be found at: [Permit Applications and Forms](#). Download and complete the correct application before coming to expedite the process.
- For any permits that can be issued same day, all required CREDENTIALS of applicant and Permit Holder must be on-hand at the of submission. See : [What Requires a permit, who can pull it and what credentials do they need?](#)
- If plans are to be submitted, they must be submitted **DIGITALLY via email**. **NO HARD COPIES OF PLANS ARE ACCEPTED!** See section below on to submit plans.

However, most correspondence and submissions will be via email. In general, remember *to always*:

- Reference the **job address** and/or **parcel** in subject line and body of email
- Reference the **type of permit** in question in subject line and body of email
- Once permit number has been generated, refence the **permit number in the subject line** and body.
- Include complete contact information in body of email.
- Email all permitting inquiries and submissions to:

[permits@eastpointcity.org](mailto:permits@eastpointcity.org)

## II. How do I Setup my online Account?

To request that a BS&A login be created and/or linked to a contractor’s account, complete the following form and email to [permits@eastpointcity.org](mailto:permits@eastpointcity.org), with “Requesting BS&A Account Creation,” in subject line. (You may be able to cut and paste the form below directly into email).

Applicant Name	
Applicant Phone	
Applicant Email	
Applicant Type	<input type="checkbox"/> Homeowner <input type="checkbox"/> Property Owner <input type="checkbox"/> State Certified Contractor (ie, GC, Electrician, HVAC/Mechanic, Plumber, Etc...) <input type="checkbox"/> Specialty Trade (Roofer, Tree / Landscaper, Concrete Company, etc...) <input type="checkbox"/> Permit Expeditor <input type="checkbox"/> Architect / Designer / Engineer <input type="checkbox"/> Wednesday Wind Down Vendor <input type="checkbox"/> Other
Company Name	
Company Phone	
Company Email	
If you are a Specialty Trade or State Certified Contractor, please attach copy of current Business License (BL) so that the name can be created exactly as it is spelled on the (BL).	

## III. How do I apply for a Permit?

### How do I submit plans?

To submit for a permit, download and complete the correct application and **ATTACH** the completed application, required credentials and any additional documents to an email sent to [permits@eastpointcity.org](mailto:permits@eastpointcity.org), with “Applying for [Input Type of Permit] for [Input Job Address],” in subject line.

- Link to [All Permit Applications and Forms](#)
- Link to [Who Can Pull a permit and what Credentials are Required?](#)

IF plans must be reviewed, attach the (1) pdf of the compiled drawings to the email. **If the file is too large to attach, include a Microsoft OneDrive or Google DropBox “download” link to the file / folder in the email.**

For information on minimum plan requirements, refer to the [The Plan Review Process and Plans Submittal Guidelines](#).

## IV. How do I get the status of my permit submittal?

After submittal request, as stated on BS&A portal, **2 business days is allowed for a status update or processing of request.**

If you have not received a request for payment for permit or any type of correspondence as to the status of your permit request **after the 2 business days**, email to [permits@eastpointcity.org](mailto:permits@eastpointcity.org), with “Request status of [Input Type of Permit] application submitted on [Input date of original email] for address [Input Job Address],” in subject line.

It may be helpful to paste screenshot of original email sent.

## V. How do I pay for my permit submittal?

Once the application has been processed for intake, an invoice will be generated for

payment and a copy of the invoice will be emailed to the account email setup above.

You can make payment *in person at the City of East Point Customer Care Center, 2791 East Point Street, East Point, GA 30344*. For hours of operation, go to: [Customer Care Web Page](#). **You must have the printed invoice in hand for processing.**

## VI. How do I get a status of my plan submittal?

As explained in [The Plan Review Process and Plans Submittal Guidelines](#), the applicant will receive an email when the review process has been begun and when review due. After date due date, if a status has not been emailed, feel free to email [permits@eastpointcity.org](mailto:permits@eastpointcity.org) requesting a status. Include in the subject line: "Requesting status of Plan Review [Input Permit Number] at [Input Job Address]."

## VII. How do I resubmit plans for another plan review?

As explained in [The Plan Review Process and Plans Submittal Guidelines](#), if the plans are denied and corrections or additional documents are requested by the review team, the applicant will receive an email with the comments attached. To discuss any of the comments with any of the reviewers, the applicant must contact that reviewer. See [The Technical Review Team – Contact Information](#)

## VIII. How do I receive a copy of my permit?

When the permit issued, a copy of the permit will be emailed to the applicant and/or contractor account assigned to the permit.

## IX. How do I receive copy of approved / stamped drawings?

Within two (2) business days of the permit being issued, if plans were submitted and approved, an email will be sent to the applicant

and/or contractor with the City of East Point stamped approved plans attached, provided the file is small enough to be attached. If the file is too large to be attached to the email, a OneDrive download link will be provided within the email.

## X. How do I request an inspection?

- Call Inspections directly at 404.270.7025
- Call 404.270.7212 and leave an Inspection Request message with the permit clerk. The request will be logged and a member of the Inspections team will contact you.
- Email Inspections at [inspection@eastpointcity.org](mailto:inspection@eastpointcity.org)

## XI. How do I submit for a Commercial Certificate of Occupancy?

Email a completed [Commercial CO Application](#) to [permits@eastpointcity.org](mailto:permits@eastpointcity.org). Allow (2) business day for follow up.

Please reference the documents [When do I apply for a Certificate of Occupancy or Certificate of Completion?](#) and [The Commercial Certificate of Occupancy Process](#).

## XII. When I am ready, request for Building Official and Fire Marshal to come for my Commercial CO Inspection?

After Zoning has approved your Commercial CO application, power is on at the location and you are setup as if open for business, email [permits@eastpointcity.org](mailto:permits@eastpointcity.org) your request to schedule your CO Inspection.

Include the address, business name and CO number in subject line and body of email.

XIII. How do I receive a copy of my issued Commercial CO?

When the application process and all Inspections have been approved, the Commercial CO will be emailed to the applicant.