



PERMIT REQUESTS – CUSTOMER F.A.Q.

DEVELOPMENT HUB PDX

Welcome to “Frequently Asked Questions” (FAQ) about the Development Hub (DevHub) online permit request process! For detailed instructions on submitting a permit request, please use our click-by-click guide, [How to Submit a Permit Request on DevHub](#). To access instructions on how to apply for **and** pay for simple permits **without** plan review, please reference the Rapid Start User Guide for [BDS Trade Permits](#), or [Urban Forestry Permits](#). For information on how pay fees on DevHub, see the [How to Pay Fees](#) guide.

Why can't I log into my DevHub account?

If have trouble logging into your existing DevHub account, please call the DevHub Help Line at (503) 823-1304. You can also use the “Submit your feedback” link (pictured below) on the DevHub home screen to ask for help.

The screenshot shows the DevHub home screen with a navigation bar at the top containing 'Login / Register', 'View / Pay Fees', and 'Help / FAQ'. Below the navigation bar is a 'NOTICES' section. A callout box highlights the 'Submit your feedback' link in the top navigation bar, and another callout box highlights the same link in the 'NOTICES' section. The 'NOTICES' section contains several paragraphs of text, including instructions on how to update an email address and how to navigate the system.

How do I change the email address associated with my DevHub user account?

If you need to update the email address associated with your DevHub account, call the DevHub Help Line at (503) 823-1304 or submit an email update request through the “Submit your feedback” link (pictured left) on the DevHub home screen.

Please include your current DevHub email address as well the new/updated email address with each request.

Can I see or upload information on another DevHub account's/email address' permit request?

No. DevHub users will only be able to see or upload attachments (when instructed to) to submitted permit requests that were uploaded under the same DevHub account/email address. If you want to see permit requests submitted under another DevHub User Account, you must log in under that account and look under the “My Permits” section.

Where can I find more information about permit types and minimum submittal requirements?

For additional information and details about permit requirements, please visit these BDS webpages:

General information

- [Residential permits](#)
- [Commercial permits](#)
- [Wireless Facilities](#)
- [Electrical permits with plan review](#)

Minimum Submittal Standards for Residential Projects

- [Accessory Dwelling Unit \(ADU\) Permits](#)
- [New Single Family Residence \(NSFR\) Permits](#)
- [Converting Attics, Basements and Garages to Living Space](#)
- [Major Residential Alteration and Addition Permit \(MRAA\)](#)
- [Residential Demo Permits](#)

Additional Resources:

- [Overview of the Permit Review Process](#)
- [Overview of Commercial New Construction and Addition Permits](#)
- [Overview of Commercial Alterations – Tenant Improvement Building Permits](#)
- [Building Permits \(General Resources & Links\)](#)
- [What Plans Do I Need for a Building Permit? \(Brochure 6\)](#)

Minimum Submittal Standards for Commercial Projects:

- [New Construction, Additions, and Alterations with Exterior Work or Structural Changes](#)
- [Major Interior Alterations](#)
- [Minor Interior Alterations](#)
- [Mechanical Permit with Plan Review](#)



Why can't I find my address when I search for it?

Search by Address – The DevHub system often prefers less – not more – information when you are searching for a property by address:

- To start, enter your House Number and Direction, then click the Search button.
- If you are unable to find your property, double-check to make sure there are no extra spaces or unnecessary punctuation (i.e. type “SE” instead of “S.E.”).
- If you need to narrow your search, type in the Street Name with a ‘%’ (Example: “Albina%”).
- If you still cannot find your property, verify that the address you are searching for is within the City of Portland's jurisdiction on [Portland Maps](#).
- Please Note:
 - ✓ DevHub only returns 20 address results. If you see 20 search results listed, there may be additional results that you are not able to see. If your search returns 20 addresses but you do not see your specific address listed (i.e. condo building with 21+ units), try narrowing your search by adding more information.
 - ✓ DevHub does NOT display historical addresses.
 - ✓ New addresses may not show up if they have not yet been entered on PortlandMaps.

Search by Tax ID Number – You can also search for a property by Tax ID Number (or R Number). To do so, Enter your Tax ID Number (Example: R232323) into the Tax ID Number field and click the Search button. Find your property from the listed search results, then click on the Continue button to the right of the correct street address. Need help finding your Tax ID Number?

- Go to www.portlandmaps.com.
- Enter your property address in the search bar in the upper right corner of the screen and hit Enter.
- Click on your property, then scroll down to the “Assessor” section and click Assessor Detail.
- On the next screen you'll find Property ID listed – that is your Tax ID number.

If you are unable to find your property after attempting the above troubleshooting steps, please contact the DevHub Help Line at (503) 823-1304.

Why won't my attachments upload?

All attachments must be in PDF file format. Attachments can be no larger than 120MB. Attachments larger than 120MB will fail to upload; if your digital files are too large, it is recommended that you save plan sets into multiple, smaller files so they are easier to upload. All permit requests must include both an (1) application and (1) plan set attachment type, or your request will not be completed.

Where can I look to see what attachments I included with my request?

Before submitting a permit request on DevHub, customers have the opportunity to review all attachments on the Permits Request Attachments screen (at the point of attachment upload). That is the only opportunity customers have to review their attachments. If you are missing any required attachments for your permit request, you will be prompted to upload missing documents.

What if I upload the wrong documents?

If you upload incorrect or outdated documents with your permit request submission, you'll receive an email notification and request to provide updated materials. Please see page 8 of our click-by-click guide, [How to Submit a Permit Request on DevHub](#) for more information on how to add and remove attachments.

How will I know if I need to give you more information about my project?

If city staff need additional information about your permit request, you will be notified by email and instructed to log into your DevHub account for more information. (Please note, it is the customer's responsibility to monitor the inbox associated with their DevHub account and provide timely replies to requests for additional information.)



DEVHUB PERMIT REQUESTS: CUSTOMER F.A.Q.

I submitted a new permit request – when will you process it?

You will receive an automated reply when you submit your request. Your request will be processed in the order it was received.

For more information about your permit’s status or to view a list of permit requests in the order in which they will be processed, please click [HERE](#) or visit <https://www.portland.gov/bds/permit-review-process/permit-status>.

What happens after I click “Submit” and complete my request on DevHub?

1. Your permit request will be reviewed by a Permitting Services Permit Technician. After submitting your permit request through the DevHub system, your submission will be reviewed by a Permit Technician to check that the information you provided meets minimum submittal standards. Your permit request will be assigned a temporary IVR number during this request review process.
2. If your submittal package does not meet minimum submittal standards and/or requires further clarification, you’ll receive an email notification. You will be instructed to log into the DevHub system, review Permitting Services’ comments, and provide any requested information. This communication process may be repeated several times until BDS has received all required information and submittal requirements have been met.
3. Next, your permit request will be reviewed by Planning & Zoning and Life Safety. Once Permitting Services has accepted your submittal package, Planning & Zoning and Life Safety will complete a prescreen review to ensure you have met their minimum submittal standards. If Planning & Zoning or Life Safety have additional questions or concerns about your submittal package, you’ll receive an email notification.
4. Last, you’ll receive an email prompting you to pay intake fees via DevHub, and your project will enter review. Once your permit request has been deemed complete for intake by Permitting Services, Planning & Zoning, and Life Safety, you will be emailed instructions on how to pay your intake fees. At this point, your request will be given a permit IVR number for your building permit during plan review. This new IVR number will be sent to you in the email instructing you to pay intake fees (please pay fees on this new IVR number). Once fees have been paid, your project will be taken in for comprehensive plan review. (For click-by-click instructions, check out the “How to Pay Fees” customer quick step guide.)

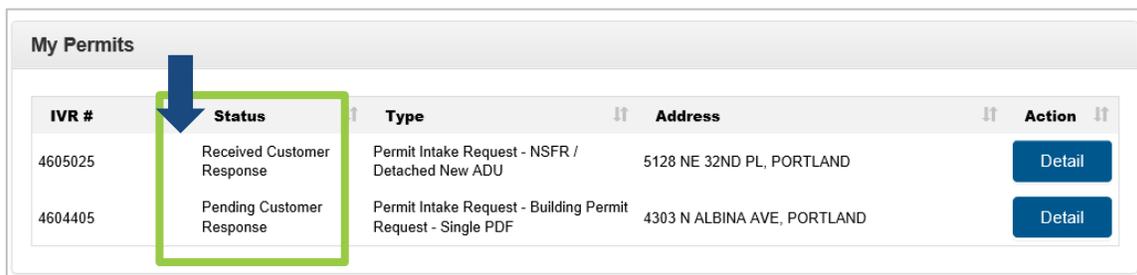
How do I cancel a permit request?

If you no longer want or need the permit you have requested, you cannot cancel your permit request via DevHub. Currently the only way to cancel a DevHub permit request is to call 503-823-7357 and work with BDS staff to cancel your submission.

What does the “Status” mean on the My Permits screen?

Every time you log into the DevHub system you will see the “My Permits” screen. This screen lists all active permit requests associated with your DevHub user account, as well as their current **Status**. During the permit request review process, it can be helpful to understand what these statuses mean.

For new permit requests submitted on DevHub, these statuses indicate whether the city is waiting on a customer to provide additional information, when that information has been received, and when a request has closed. (For more information on specific permit status meanings, please see the next section.)



IVR #	Status	Type	Address	Action
4605025	Received Customer Response	Permit Intake Request - NSFR / Detached New ADU	5128 NE 32ND PL, PORTLAND	Detail
4604405	Pending Customer Response	Permit Intake Request - Building Permit Request - Single PDF	4303 N ALBINA AVE, PORTLAND	Detail



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What do the different “My Permits” statuses mean?

- **Request:** Indicates that this is a new permit request that has not yet been processed.
- **Pending Customer Response:** Indicates that city staff has requested a response or more information from you. You will receive an email notification instructing you to log into DevHub. After logging in, you will be able to see comments from city staff and re-upload/provide requested attachments.
- **Received Customer Response:** Indicates that you provided a response in DevHub to a request for more information. City staff can review newly submitted attachments and respond if necessary.
- **Closed:** Indicates that a project has met minimum submittal standards and is available for plan review. You will be instructed on next steps.

Can I view my request status on PortlandMaps?

No. The status of your permit request will not be visible on PortlandMaps. Request status can be viewed after logging DevHub, in the “My Permits” section of your DevHub landing webpage.

For more information about your permit’s status or to view a list of permit requests in the order in which they will be processed, please click [HERE](#) or visit <https://www.portland.gov/bds/permit-review-process/permit-status>.

I’ve submitted permit requests on DevHub for several projects. How should I keep track of communications? Do you have any tips on inbox management when using DevHub regularly?

Yes! All email communications sent to customers start with the permit’s associated property address in the subject line. While that feature may not seem remarkable, it does help keep track of communications by project.

Because email subject lines begin with the project address, that means it’s easy to find and search for emails by:

- Filtering your email inbox by *subject line* – all emails that start with the same address will be grouped together and easy to find.
- Searching the content of your inbox by Street Name or House Number to view all emails containing those details.

When I should pay my intake fees?

You will be emailed and instructed to pay your intake fees once your request has been taken in for plan review.

Why was I given a second IVR number to use when I pay my Intake fees?

Every customer who submits a permit request via DevHub is assigned a temporary IVR number during the request review process. This temporary IVR number is used while a permit *request* is being screened.

However, once your permit request has been deemed *complete for intake* by Permitting Services, Planning & Zoning, and Life Safety, your request will be given a new permit IVR number to be used during plan review. This new IVR number will be sent to you in an email instructing you to pay intake fees (please pay fees on this new IVR number).

Can I pay Intake fees using my original, “temporary” IVR number?

No. The temporary IVR number given during the permit request review process cannot be used to search for or pay for fees.

