

SmartGov Account Settings

For Further Questions Contact 336-222-5110

City of Burlington NC

Home | Todd Lambert | Select Language

support: 336-222-5103
sgsupport@burlingtonnc.gov

My Portal
View your applications and inspection results
GO

Public Notices
Find and review public notice announcements
GO

Parcel Search
Find and review parcel information
GO

Welcome to the City of Burlington's Online Permitting and Licensing Portal

NOTICE: In the next few days, users will see some changes to the user application interface for your permitting and application needs. This update will provide new features that improve the permit application process.

While we are still here to assist if you need it, this Portal allows you to accomplish everything from the comfort of your home or office. Some permits still require an application to be filled out and submitted online. (You will be prompted where documents need to be filled out and uploaded).

Important Information:

NOTICE: The North Carolina General Assembly passed Session Law 2020-61 (House Bill 873) that requires local governments to collect System Development Fees (SDF) at the time of application for building permit. These fees were previously collected at the time the plat was recorded creating the individual building lot. The SDF in the City of Burlington is \$684 for a residential (3/4") water tap and \$1,406 for a residential (4") sewer tap. The total SDF is \$2,090.00 and is due at the time of the application for building permit (effective by NCGS 1/1/2021).

If you are working on behalf of a company, please stop and contact us at 336-222-5080 for Inspections or 336-222-5110 for Planning, for an access code prior to creating your account.

INSPECTIONS:

All inspections requested before 4 pm will be scheduled the following business day. Any inspections scheduled after 4 pm will be scheduled 2 business days from the date of request.

Inspections Refund Policy:

Link: <http://www.burlingtonnc.gov/DocumentCenter/View/18145/Refund-Process---Inspections>

PLANNING:

The Planning Department will be conducting a demonstration workshop for development projects on Tuesday, November 30th at 8:30 am and will cover the Pre Application Conferences (PAC meeting) and the Technical Review Committee (TRC) application.

Please use the link below to join the Zoom meeting or dial by phone on Tuesday, November 30th at 8:30 AM:

Zoom Meeting Link: <https://us02web.zoom.us/j/81627113785>

OR by Phone: +1 301 715 8592 Webinar ID: 816 2711 3785

UDO Link: <http://www.burlingtonnc.gov/DocumentCenter/View/17758/Official-Burlington-UDO-3-17-20?bidId=>

LICENSES:

Business licenses are no longer required or issued by the City of Burlington, with the exception of business selling beer/wine or taxi-cab services. Please contact the Tax Department at 336-222-5120.

If you click on your account name a fly-out menu will give you two options, My Account or Log Out. Click on My Account to edit your notification settings.

After logging in to SmartGov; the homepage will have notices, updated information, along with the My Portal, Public Notices and Parcel Search buttons.

My Account

Email: [redacted]@gmail.com [Manage Email Notifications](#) [edit](#)

Password: Updated 1 year ago. [edit](#)

Contact: [redacted] [edit](#)

[Payment History](#) [Access Code](#)

Select "Manage Email Notifications"

The emails will come from:
noreply@smartgovcommunity.com
You may need to check you junk email folder, spam folder, or add that address to a safe or approved sender list.

You can turn off any Notifications you do not want to receive; **though it is RECOMMENDED to select all in order to receive all notifications.**
Also, be sure to check the top box to RECEIVE EMAIL NOTIFICATIONS.

Be sure to click SAVE at the bottom before returning to My Account. From the My Account page, you can click Home at the upper right to return to the SmartGov home page.

Email Notifications

Receive Email Notifications

Permits [Select All](#) [Clear All](#)

Subscribe	Description
<input checked="" type="checkbox"/>	Notify when a permit is submitted
<input checked="" type="checkbox"/>	Notify when a permit is complete (all required submittals have been received)
<input checked="" type="checkbox"/>	Notify when a permit submittal document has been uploaded from the portal
<input checked="" type="checkbox"/>	Notify when a permit submittal version is created with a deficiency report
<input checked="" type="checkbox"/>	Notify when a permit is approved (all required approvals have been completed)
<input checked="" type="checkbox"/>	Notify when a permit is ready to issue (all contractors have valid licenses)
<input checked="" type="checkbox"/>	Notify when a permit is issued (all required fees have been paid)
<input checked="" type="checkbox"/>	Notify when a permit is finalized (all required inspections have been completed)
<input checked="" type="checkbox"/>	Notify when a permit is closed (all requirements have been completed)
<input checked="" type="checkbox"/>	Notify me when a permit is about to expire
<input checked="" type="checkbox"/>	Notify when my permits state has changed to Expired
<input checked="" type="checkbox"/>	Notify when a permit is cancelled (the permit is cancelled and no further actions will be taken)
<input checked="" type="checkbox"/>	Notify when a permit is issued from the portal
<input checked="" type="checkbox"/>	Notify when a permit inspection is requested from the portal
<input checked="" type="checkbox"/>	Notify when a permit application is returned
<input checked="" type="checkbox"/>	Notify when a permit inspection is scheduled
<input checked="" type="checkbox"/>	Notify when a permit inspection is completed
<input checked="" type="checkbox"/>	Notify when a permit inspection is cancelled from the portal

Licenses [Select All](#) [Clear All](#)

Subscribe	Description
<input checked="" type="checkbox"/>	Notify when a license submittal document has been uploaded from the portal
<input checked="" type="checkbox"/>	Notify when a license is submitted
<input checked="" type="checkbox"/>	Notify when a license renewal application is submitted
<input checked="" type="checkbox"/>	Notify when a license is issued
<input checked="" type="checkbox"/>	Notify when a license inspection is requested from the portal
<input checked="" type="checkbox"/>	Notify when a license inspection is scheduled
<input checked="" type="checkbox"/>	Notify when a license inspection is completed
<input checked="" type="checkbox"/>	Notify when a license inspection is cancelled from the portal

[SAVE](#)