



Citizen Self-Service

Doing business with the City of Pelham just got easier! Use these step-by-step instructions to set up your account today.



Key Features

Pelham's new Citizen Self-Service Portal is designed to allow you to conduct city business as you always have but with ease and convenience.

What's available	
GIS services	Get parcel information, current zoning, floodplain maps, etc
Public records	Search permits, plans, inspections, code violation cases, etc
Payments	Pay application & inspection fees
Permits & plans	Apply for permits, submit plans, request variances, etc
Requests	Schedule an inspection, request a variety of reports, etc

The Application Assistant lists all of the permit & plan applications available to you.



Get Started

Visit [this link](#) to access the Citizen Self-Service Portal.

Create your account

Click 'Login or Register,' located in the top right corner of the screen. You will be redirected to a new page. At the bottom, click 'Sign Up.'



Apply for a Permit

- To apply for a permit, choose the 'Apply' card or click 'Apply' in the navigation banner at the top of the screen.
- You will be redirected to the Application Assistant, where you will see the options available. You can narrow your search by clicking 'Permits' or 'Plans.' If you know the name of the application, you can utilize the search bar.
- Once you find the application you need, click 'Apply' to start the process.
- First, you will be asked to add the location. Click 'Add Location' to bring up the map. If you have the address or parcel ID, you can enter it into the search box, or you can use the map to find and select the parcel. Once you select the parcel, click the 'Add' button or '+Apply' in the white box that pops up on the selected parcel.
- Once the location is entered, click 'Next' in the bottom right corner of the page to complete each section of the application. Some fields are required, and you will not be able to advance until the information is entered into those fields.
- You can go back at any point if you need to make changes.
- Once you complete each section, you will be prompted to review and submit your application. Once submitted, pay any fees that are due.



Navigation

The navigation bar helps you find what you're looking for quickly.

Navigation Bar	
Dashboard	A snapshot of all of your permits, plans, and invoices
My Work	View applications and their statuses
Today's Inspections	Your inspections, once scheduled, will appear here
Map	View the GIS maps and start an application for a specific parcel



Contact Information

If you need assistance, do not hesitate to reach out to the Development Services team.

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