ePermits: FREQUENTLY ASKED QUESTIONS

1. **Who can use ePermits?**
   Contractors can use the ePermits system to request inspections, check permit status and apply for some permit types. Homeowners can access permit information through "Resident Access." In addition, any member of the public can search in ePermits using the "Public Information Search" to look up information by address, permit number, or permit type.

2. **I'm a contractor. How do I sign up?**
   You will need to activate an account to access your permits and have the ability to schedule inspections. You must have an active business license with the City of Lathrop.

3. **I'm a realtor. Can I use ePermits to research open permits?**
   The ePermits site is a great tool for realtors and appraisers. Through the "Public Information Search," you can determine if a property has any open permits, or check the status of a particular permit. For historical permit information prior to 2014, including records inherited by City, you will want to submit an [Online Public Records Act Request Form](#) on the City of Lathrop Website, for a more in depth search.

4. **If I apply for a permit online, how long does it take to get my permit?**
   After you submit an application and move on to the next page you'll get a message that reads "Your permit request has been submitted..." which confirms you have successfully completed the request. Building staff will contact you within 24-48 hours asking for more information if needed or with building permit fee amount and steps on how to submit payment.

5. **What if it shows the wrong property owner when I try to apply for an online permit?**
   That's OK; please continue with your application and make a note within the permit description. We always verify and correct the owner information before issuing any permits.

6. **What is my permit number?**
   Your permit number is assigned during the application process and can be found on the paperwork you receive. It is also referred to as "application number".

7. **How do I schedule an inspection online?**
   Click on "Request an Inspection" above. If it's your first time doing it please click on "ePermits Guide" for detailed instructions on how to request an inspection (s).

8. **Can I cancel an inspection online?**
   Yes, you can cancel your request at any time. If the inspection has been scheduled, you can cancel the appointment online and also call the Building Division so we can let the inspector know of the cancellation. Contact number (209) 941-7270.

9. **I need to pay for my permit. Can I submit an online payment?**
   Not today. Payments can be made by phone or check by mail/courier. We hope to bring this feature soon….