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PRESS RELEASE

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Pender County offers online permitting and planning services

BURGAW – Pender County made permitting requests easier this week as the county launched its new Pender Online Resource Tool (PORT) - EnerGov Citizen Self Service (CSS) online service.

Permits for residential and commercial construction, demolition, and various installations, as well as inspection permits, fire permits, and environmental health permits are now available online at <http://www.pendercountync.gov/port>.

"Offering our residents and contractors online services is a benefit we are pleased to offer," said Randell Woodruff, County Manager. "Residents and contractors are no longer bound by normal office hours to apply for various permits. Requests can be made 24/7 from the comfort of home or office."

Online permitting services "went live" April 30, according to Erik Harvey, Pender County ITS director.

"Citizens and contractors can now register online, request a permit, submit permitting documents, monitor the status of the permit, and view open invoices," said Harvey. "Throughout the implementation our goals were to not only expedite the permitting process but improve on customer value and transparency by delivering an enhanced user experience, real-time access to information, and collaboration and communication across multiple departments involved in the permitting process."

To assist contractors and residents, kiosks will be available at the Hampstead Annex, 15060 US Hwy 17, and at the Burgaw office, 805 S. Walker St. However, county personnel will continue to answer questions and assist in the permitting process during normal business hours.

Online permitting, inspections, and planning services are available as The Port, Pender Online Resource Tool.

Permits for building construction to environmental health are included on The Port. Permitting for manufactured homes, commercial building, pools, spas, and seasonal food permits can be requested through the online service. Requests for inspections may be made through The Port. New water connection requests are also available through The Port.

"Implementing The Port will offer convenience to our residents and contractors," said Woodruff.

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