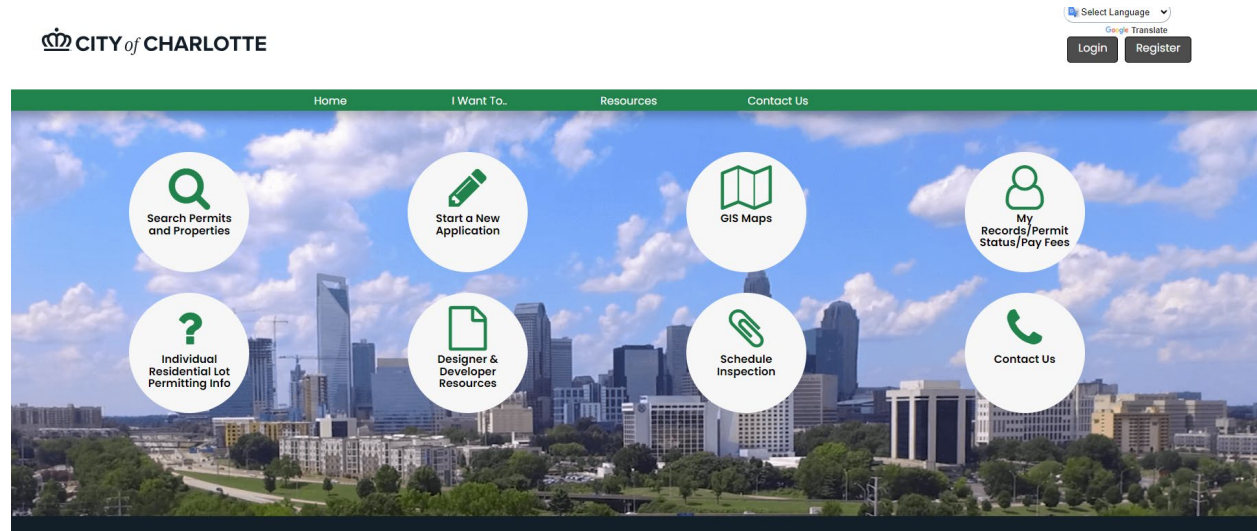


How to use Accela Citizen Access (ACA) for Zoning Use Permits, Signs and Zoning Verification Letter

Accessing ACA

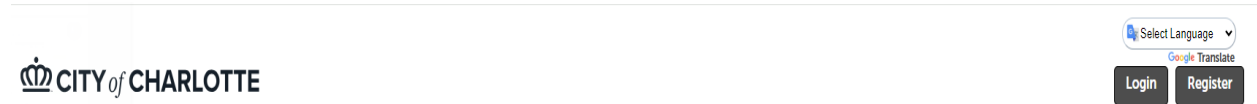
Our Land Management Citizen Access can be assessed at

<https://aca-prod.accela.com/CHARLOTTE/customization/common/home.aspx>



Creating an Account on ACA

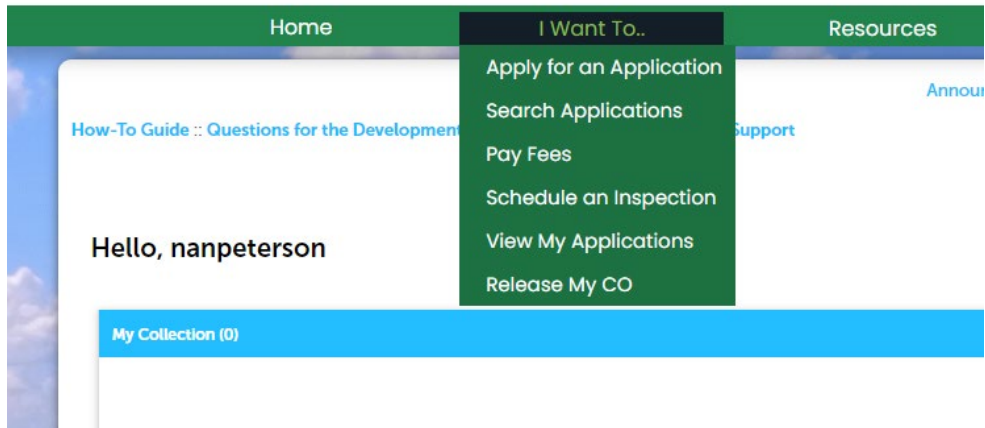
Register for an account or Sign in for you already have a City of Charlotte account.



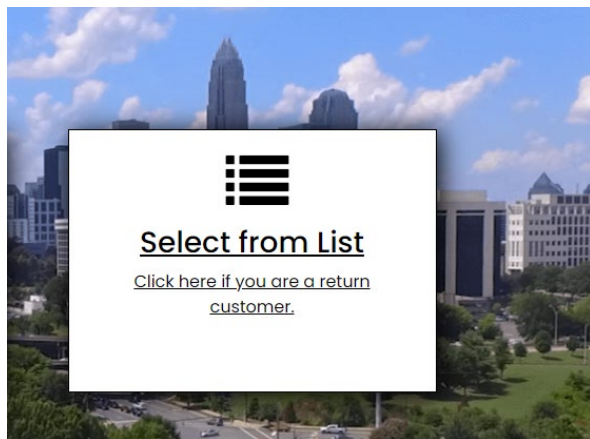
Complete the registration process.

Login and begin submittal process.

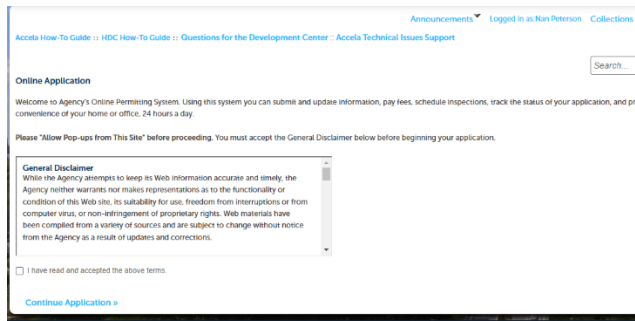
I want to....



Apply for an application. Select from List



Accept Disclaimer



Choose the application for your submittal type. Zoning Use Permits, Signs and Zoning Verification Letters are found in Planning.

Expand the application types to see specific applications,
 Click on the appropriate application.

Home I Want To... Resources Contact Us

Announcements Logged in as: Nan Peterson Collections (0) Account Mai

Accela How-To Guide :: HDC How-To Guide :: Questions for the Development Center :: Accela Technical Issues Support

Select a Record Type

Choose one of the following available record types. For assistance or to apply for a record type not listed below please contact us.

- + Land Development
- + CMCSI
- + Planning
 - AAA - Rezoning Pre-Administrative Amendment Assessment
 - Administrative Adjustment
 - Administrative Interpretation
 - Alternative Compliance Review
 - Appeal
 - HDC Pre-Assessment Application
 - Planning Variance - Other
 - Planning Variance - Residential
 - Rezoning Administrative Amendment Application
 - Rezoning Petition
 - Sign Flex Permit
 - UDO Administration Pre-Submittal
 - Zoning Use Permit and Sign Permits
 - Zoning Verification Letter
- + Charlotte Water Care

[Continue Application »](#)

Example: Zoning Use Permit Complete application

Accela How-To Guide :: HDC How-To Guide :: Questions for the Development Center :: Accela Technical Issues Support

Search...

Zoning Use Permit and Sign Permits

1 Work Location 2 Contacts 3 Application Details 4 Document Upload 5 Review 6 7

Step 1: Work Location > Page 1 of 1

* Indicates a required field.

Detail Information

Enter a detailed description of the intent for this Zoning Use Type.

* Application Name

* Project Description

[spell check](#)

Address

Street No.: Direction: Street Name: Street Type:

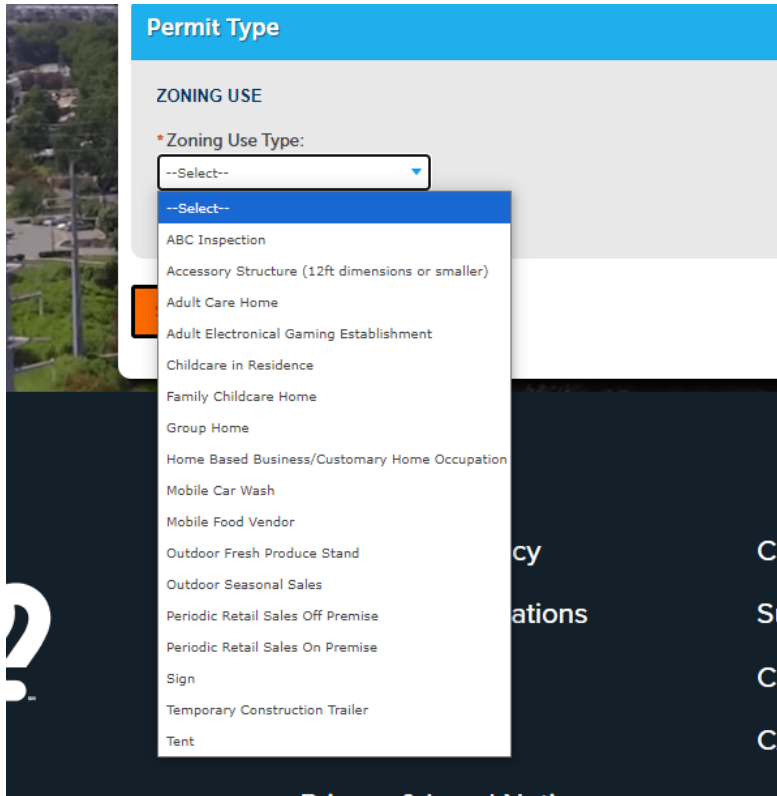
City: State: Zip:

Unit/Suite No.:

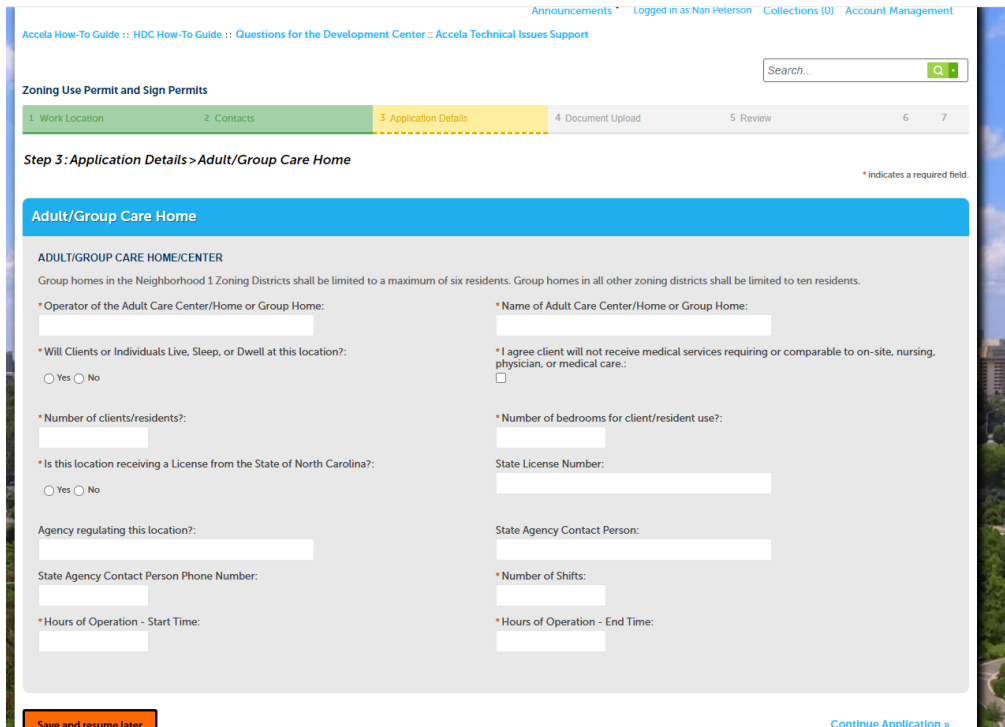
* is a required field.

Complete application.

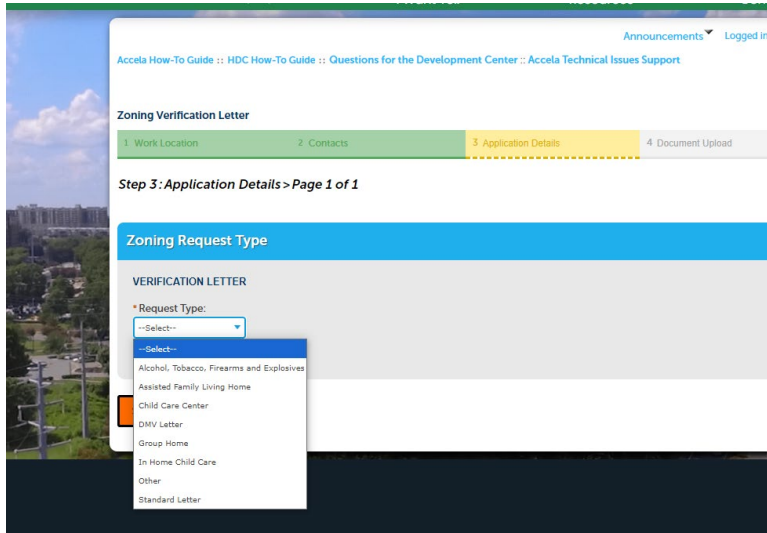
Application details. Choose the Zoning Use Permit needed.



Complete application details based on application selected.

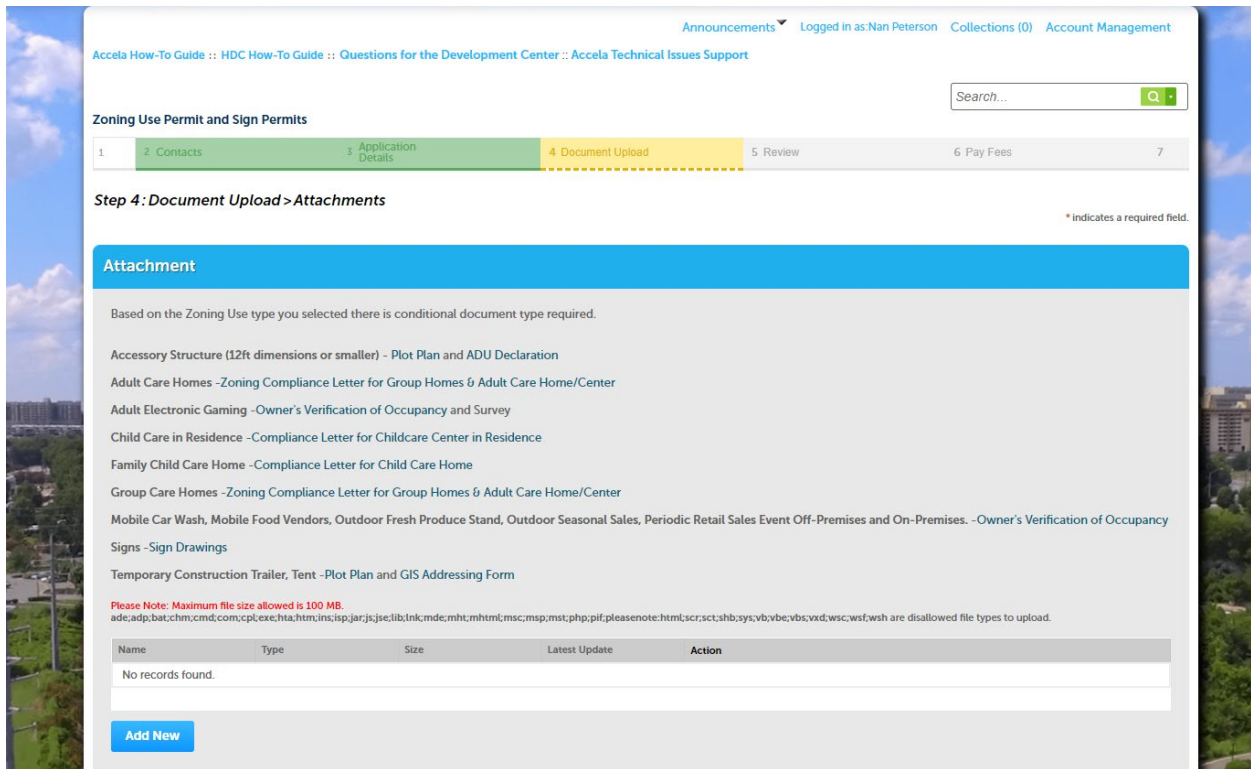


For Zoning Verification Chose type of Letter.

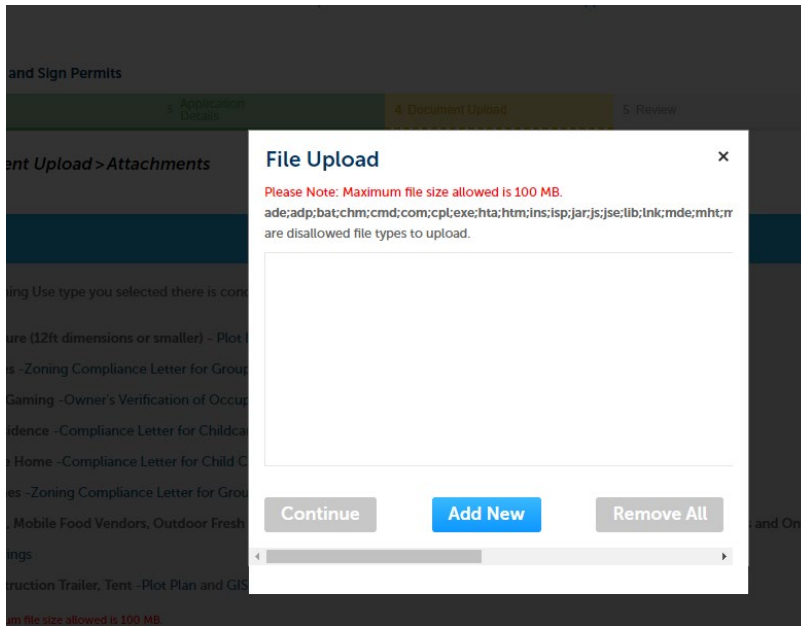


Zoning Verification Letter: attachments optional

Upload documents as required based on application selected. You will need to print the document, complete, and upload it to Accela Citizen Access.



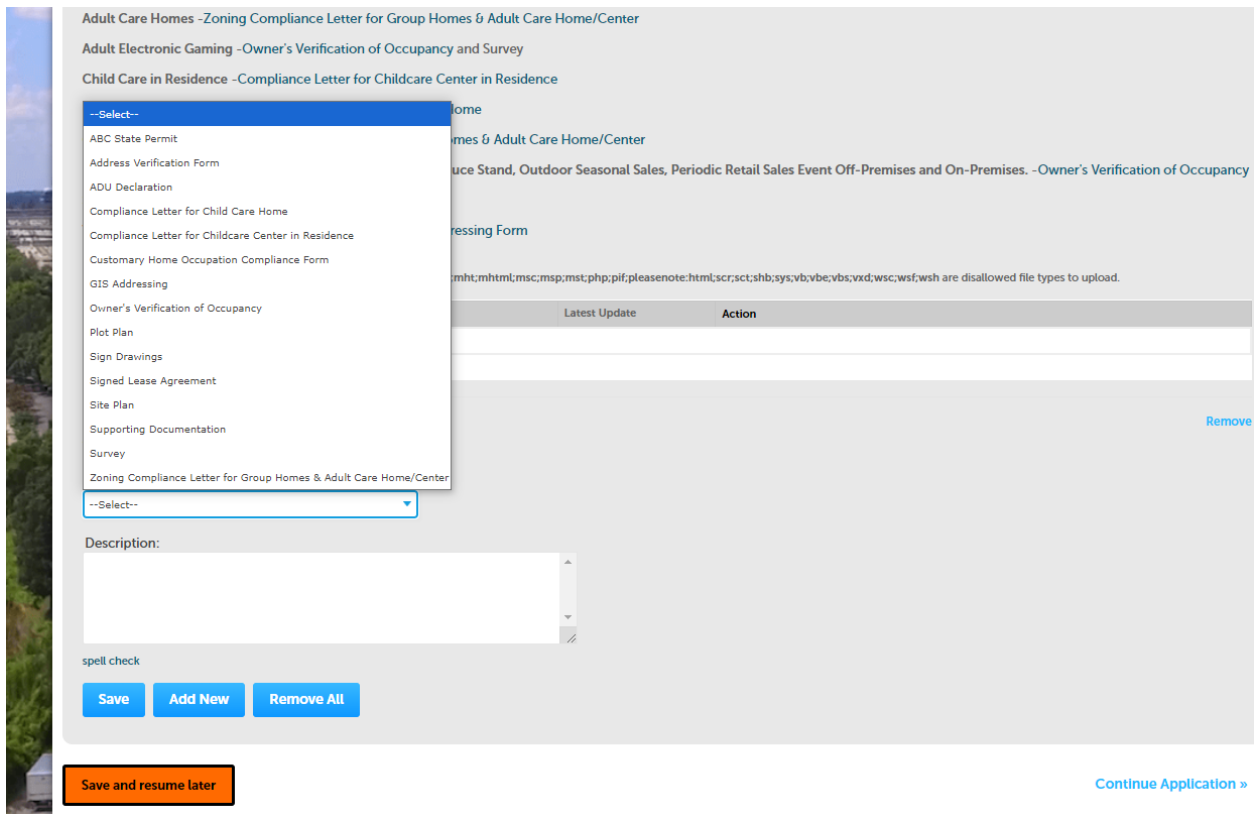
Click Add New




Upload the document.

Continue

Choose the type of document uploaded.



Save

 **The attachment(s) has/have been successfully uploaded.**
It may take a few minutes before changes are reflected.

Zoning Use Permit and Sign Permits

1 2 Contacts 3 Application Details 4 Document Upload 5 Review 6 Pay Fees 7

Step 4: Document Upload > Attachments * indicates a required field.

Attachment

Based on the Zoning Use type you selected there is conditional document type required.

- Accessory Structure (12ft dimensions or smaller) - Plot Plan and ADU Declaration
- Adult Care Homes -Zoning Compliance Letter for Group Homes & Adult Care Home/Center
- Adult Electronic Gaming -Owner's Verification of Occupancy and Survey
- Child Care in Residence -Compliance Letter for Childcare Center in Residence
- Family Child Care Home -Compliance Letter for Child Care Home
- Group Care Homes -Zoning Compliance Letter for Group Homes & Adult Care Home/Center
- Mobile Car Wash Mobile Food Vendors Outdoor Fresh Produce Stand Outdoor Seasonal Sales Periodic Retail Sales Event Off-Premises and On-Premises -Owner's Verification of Occupancy

Success!

Review Application

Agree to certification.

Please DO NOT include any apostrophe (' or) in your document file name.
Click the **Save** button after you attached the file.

Please Note: Maximum file size allowed is 100 MB.
ade;adp;bat;chm;cmd;com;cp;exe;hta;htm;html;isp;jar;js;lib;lnk;mde;mht;mhtml;msc;msp;msi;php;plf;pleasnote.html;scr;scract;shb;sys;vbs;vbs;vxd;wsc;wsf;wsh are disallowed file types to upload.

Name	Type	Size	Latest Update	Action
1A1 adult-care-home.pdf	Zoning Compliance Letter for Group Homes & Adult Care Home/Center	494.37 KB	10/01/2024	Actions ▾

I certify that I have read and understand the instructions that accompany this application and that the statements made as part of this application are true, complete, and correct and that no material information has been omitted. By checking the box below, I understand and agree that I am electronically signing and filing this application.

By checking this box, I agree to the above certification. Date: 10/01/2024

Save and resume later [Continue Application >](#)

Application Confirmation

Zoning Use Permit and Sign Permits

1	2	3	4	5 Review	6 Application Confirmation
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Your application has been successfully submitted. Please print your application and retain a copy for your records. Staff will contact you if additional information is needed. If a fee is required it must be submitted within 3 days and accepted before a review can begin.

For Rezoning petition fee instructions, visit www.rezoning.org.

If fees are paid prior to the submittal of this application, City staff, per state statute, can only keep the check for 24 hours. If plans are not submitted within that time, the check will be returned to you.

Thank you for using our online services.
Your Record Number is ZUP-2024-00196.

You will need this number to check the status of your application or to schedule/check results of inspections. Please print a copy of your record and post it in the work area.

[Print/View Summary](#)

To view the application details, click on the button below:

[View Record Details](#) (You will be directed to the Record Details page.)