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

CITY of CHARLOTTE





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.

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		Login Information	
		STEP 1 OF 2: ACCOUNT DETAILS	
		* Required Fields	
		USERNAME: *	
		E-MAIL ADDRESS: *	
		PASSWORD: *	
		TYPE PASSWORD AGAIN: *	
		ENTER SECURITY QUESTION:	
		ANSWER: *	
		I have read, understand, and agree to the Terms of Service C	
		CONTINUE	

Login and begin submittal process.

I want to

Home	I Want To	Resources
How-To Guide :: Questions for the Development	Apply for an Application Search Applications Pay Fees	Annou Support
Hello, nanpeterson	Schedule an Inspection View My Applications Release My CO	
My Collection (0)		

Apply for an application. Select from List



Accept Disclaimer

		Announcements	Logged in as:Nan Peterson	Collections (
Accela How-To Guide :: HDC How-To Guide :: Questions for the Development Center	r :: Accela Technical Iss	ues Support		
				Search
Online Application				
Welcome to Agency's Online Permitting System. Using this system you can submit and upd convenience of your home or office, 24 hours a day.	late information, pay fees	, schedule inspection	s, track the status of your app	lication, and pri
Please "Allow Pop-ups from This Site" before proceeding. You must accept the General Dis	claimer below before be	ginning your applicati	on.	
Convert Discharge White the Appropriate process of the process o	•			
I have read and accepted the above terms.				
Continue Application »				

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		
*	Accela How-To Guide :: HDC How-To Guide ::	Questions for the Development Cent		Logged in as:Nan Peterson	Collections (0)	Account Ma
	Select a Record Type				Search	
5	Choose one of the following available record ty Search	pes. For assistance or to apply for a recor	d type not listed below please contact us.			
	+ Land Development					
0000	+ CMCSI					
	+ Planning					
	AAA - Rezoning Pre-Administrative Ame Administrative Adjustment Administrative Adjustment Administrative Interpretation Alternative Compliance Review Appeal HDC Pre-Assessment Application Planning Variance - Other Planning Variance - Residential Rezoning Administrative Amendment Aq Rezoning Petition Sign Flex Permit UDO Administration Pre-Submittal Zoning Use Permit and Sign Permits Zoning Verification Letter					
	+ Charlotte Water Care					
- Res	Continue Application »					

Example: Zoning Use Permit

Complete application

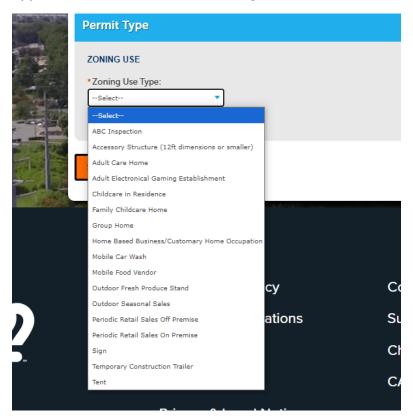
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oning Use Permit and Sign	Permits			Search	Q •
Work Location	2 Contacts	3 Application Details	4 Document Upload	5 Review	6 7
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Show Map					
					 indicates a required field.
Detail Information					
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 Application Name 					
* Project Description	0				
spell check					
Address					
Address Street No.: Direction:	Street Name:	Street Type:			
		Street Type: Select			

* is a required field.

Complete application.

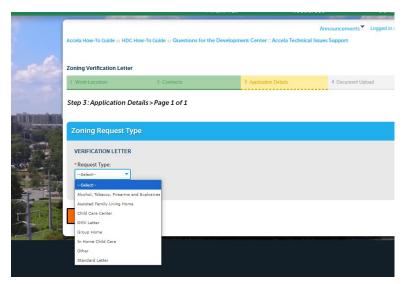
Application details. Choose the Zoning Use Permit needed.



Complete application details based on application selected.

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ork Location	2 Contacts	3 Application Details	4 Document Upload	5 Review	6 7
o 3 : Application De	tails>Adult/Group Care I	Ноте			* indicates a required fie
dult/Group Care F	lome				
ADULT/GROUP CARE HO	ME/CENTER				
Group homes in the Neigh	borhood 1 Zoning Districts shall	be limited to a maximum of six resi	dents. Group homes in all other zoning	districts shall be limited to ten re	sidents.
Operator of the Adult Ca	re Center/Home or Group Hom	e:	* Name of Adult Care Center/Home	or Group Home:	
Will Clients or Individual	s Live, Sleep, or Dwell at this loca	ation?:	* I agree client will not receive medi physician, or medical care.:	cal services requiring or compara	able to on-site, nursing,
Number of clients/reside	nts?:		*Number of bedrooms for client/re	sident use?:	
Is this location receiving	a License from the State of Nort	h Carolina?:	State License Number:		
⊖ Yes ⊖ No					
Agency regulating this loc	ation?:		State Agency Contact Person:		
State Agency Contact Per	son Phone Number:		* Number of Shifts:		
Hours of Operation - Sta	rt Time:		* Hours of Operation - End Time:		

For Zoning Verification Chose type of Letter.

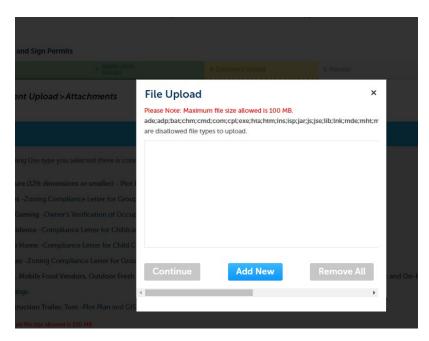


Zoning Verification Letter: attachments optional

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

Zonir	ng Use Permit and Sig	in Permits					Search	Q
1	2 Contacts		3 Application Details	4 Document Upload		5 Review	6 Pay Fees	7
Step	o 4: Document Up	load > Attachr	nents					* indicates a required fi
At	tachment							
Ba	ased on the Zoning Use	type you selected	there is conditional docum	ent type required.				
Ac	ccessory Structure (12f	dimensions or sn	aller) - Plot Plan and ADU	Declaration				
Ac	dult Care Homes -Zoni	ng Compliance Let	ter for Group Homes & Adi	Ilt Care Home/Center				
Ac	dult Electronic Gaming	-Owner's Verificat	ion of Occupancy and Surv	rey				
Cł	hild Care in Residence	-Compliance Lette	r for Childcare Center in Re	esidence				
Fa	mily Child Care Home	-Compliance Lette	er for Child Care Home					
Gr	roup Care Homes -Zon	ing Compliance Le	etter for Group Homes & Ad	lult Care Home/Center				
M	obile Car Wash, Mobile	Food Vendors, Or	utdoor Fresh Produce Stan	d, Outdoor Seasonal Sales, P	eriodic Retail Sale	es Event Off-Premise	es and On-PremisesOwner's Verifica	ation of Occupancy
Sig	gns - Sign Drawings							
Te	emporary Construction	Trailer, Tent -Plot	Plan and GIS Addressing Fo	orm				
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N	Name	Туре	Size	Latest Update	Action			

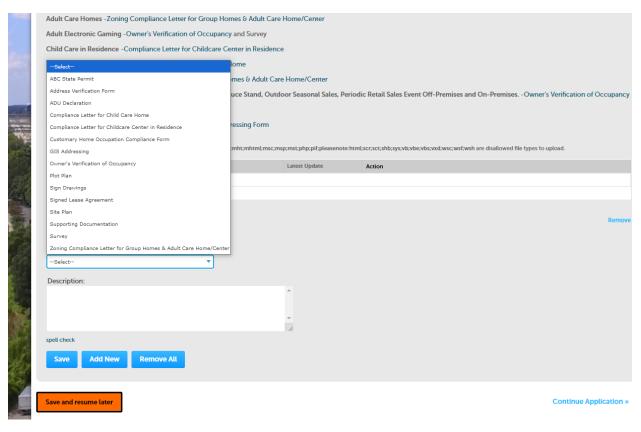
Click Add New



Upload the document.

Continue

Choose the type of document uploaded.



Save

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Step 4	4:Document Upload	>Attachments						* indicates a re	equired fie
Atta	chment								
Base	ed on the Zoning Use type y	you selected there is conditiona	l document type	required.					
Acce	essory Structure (12ft dime	ensions or smaller) - Plot Plan ar	nd ADU Declaratio	n					
Adu	lt Care Homes -Zoning Cor	mpliance Letter for Group Home	es & Adult Care H	ome/Center					
Adu	It Electronic Gaming -Own	ner's Verification of Occupancy a	and Survey						
Chil	d Care in Residence -Com	pliance Letter for Childcare Cen	iter in Residence						
Fam	ily Child Care Home -Com	pliance Letter for Child Care Ho	ome						
Grou	up Care Homes -Zoning Co	ompliance Letter for Group Hon	nes & Adult Care I	-lome/Center					
	ile Car Wash, Mobile Food								

Success!

Review Application

Agree to certification.

	Please DO NOT include any ap Click the Save button after you		nt file name.				1
- Line	Please Note: Maximum file size ade;adp;bat;chm;cmd;com;cpl	allowed is 100 MB. l;exe;hta;htm;ins;isp;jar;js;jse;lib	;lnk;mde;mht;mhtml;msc;msp;	mst;php;pif;pleasenote:html;sc	;sct;shb;sys;vb;vbe;vbs;vxd;wsc;wsf;wsh are disallowed file types to uplo	sad.	
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den	1A1 adult-care-home.pdf	Zoning Compliance Letter for Group Homes & Adult Care Home/Center	494.37 KB	10/01/2024	Actions 🗸		
Y		nd understand the instruction tted. By checking the box bel			made as part of this application are true, complete, and correct a and filing this application.	nd that no material	
Ð.	By checking this box, I ag	gree to the above certification	ι.			Date: 10/01/2024	
	Save and resume later					Continue Application »	

Application Confirmation

g Use	Permit and S	ign Permits					Search	Q *
	2	3	4	5 Review		6 Application Confirmation		
)	fee is require	d it must be	submitted with	ubmitted. Please print your application in 3 days and accepted before a review		records. Staff will contact yo	ou if additional inform	ation is needed. If a
		id prior to th		sit www.rezoning.org. his application, City staff, per state stat	ue, can only keep the check	for 24 hours. If plans are no	t submitted within that	at time, the check will
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