

Jackson County Permitting & Code Enforcement



Department Report to Jackson County Board of Commissioners

Commissioners Work Session
August 6, 2024


Permitting & Code Enforcement

Our department has 19 full time employees and an annual budget of \$1.7 million, 55% of which comes from permit fee revenue. We administer and enforce all NC State Building Codes, the Flood Damage Prevention Ordinance, Sediment Control Ordinance, and other Jackson County ordinances that regulate new development. Our office issues permits for a multitude of types of development activity. Below are the major types of permits that we issue and inspect on a regular basis:

- **Erosion & Sediment Control** – Site grading and stormwater planning for new construction sites.*
- **Floodplain** – Any type of use that occurs in a mapped floodplain area requires a permit; this helps us determine what special measures may need to be taken for development. In some flood areas certain types of development may not be permitted.
- **Building Permits** – Any new structures or changes to a system (framing, electrical, plumbing, mechanical) usually require a permit.*
- **Fire Inspections & Permits** – We issue permits for large tent events and fireworks shows. We, also, inspect businesses, schools, apartments, and foster homes for compliance with the State Fire Prevention Code.

*There are some exemptions for agricultural uses.

Land Development Applications

		JACKSON COUNTY OFFICE OF PERMITTING & CODE ENFORCEMENT <i>Land Development Application</i>			
		<i>Sylva Office: 401 Grindstaff Cove Rd, Suite 145, Phone: 828-586-7560 / Fax: 828-586-7563</i> <i>Cashiers Office: 357 Frank Allen Road, Phone: 828-745-6850 / Fax: 828-745-6867</i>			
For Office Use: Fee Paid? <input type="checkbox"/> Yes (Paid) <input type="checkbox"/> Not Required		Application number:			
OWNER/APPLICANT INFORMATION					
PIN:		DATE:			
Property Owner's Name (as listed on tax parcel):		Local Contact's / Agent's Name:			
Property Owner's Mailing Address:		Local Contact's / Agent's Mailing Address:			
City	State	Zip	City	State	
Property Owner's Phone Number:		Local Contact's / Agent's Phone Number:			
Property Owner's E-MAIL Address:		Local Contact's / Agent's E-MAIL Address:			
Contractor's Name (if known):		Contractor's Phone (if known):			
PROJECT/SITE DATA					
Improvement Description:					
Acreage of Disturbed Area: <input type="checkbox"/> 1/2 or less acres <input type="checkbox"/> E/C Plan has been filed.		Building Size:		Power Provider:	
Methods to be used for Erosion Control:					
<input type="checkbox"/> Silt Fence <input type="checkbox"/> Berm/Diversions		<input type="checkbox"/> Temp. Gravel Construction Entrance			
<input type="checkbox"/> Seeding/Vegetation within 10 days of final grading		<input type="checkbox"/> Other:			
Utilities: <input type="checkbox"/> TWSA <input type="checkbox"/> Well <input type="checkbox"/> Septic <input type="checkbox"/> Other (Please specify _____)					
Specific Directions to Site:					
				Gate Code:	
FOR OFFICE USE					
Site's Physical Address:			Parcel/Lot Size		
Subdivision Name:		Lot Number:	Township:	Municipality:	
Fire District:		High Quality Water:	Stream Classification:		
Is This Site Within: <input type="checkbox"/> Watershed <input type="checkbox"/> Floodplain <input type="checkbox"/> Protected Ridge <input type="checkbox"/> County Zoning District					
<input type="checkbox"/> SINGLE FAMILY RESIDENCE <input type="checkbox"/> MULTI FAMILY DEVELOPMENT <input type="checkbox"/> MANUFACTURED HOME <input type="checkbox"/> ACCESSORY STRUCTURE <input type="checkbox"/> RETAIL/OFFICE BUILDING <input type="checkbox"/> INDUSTRIAL DEVELOPMENT <input type="checkbox"/> HEAVY COMMERCIAL	<input type="checkbox"/> NEW <input type="checkbox"/> EXISTING <input type="checkbox"/> NEW <input type="checkbox"/> EXISTING <input type="checkbox"/> NEW <input type="checkbox"/> EXISTING <input type="checkbox"/> NEW <input type="checkbox"/> EXISTING <input type="checkbox"/> NEW <input type="checkbox"/> EXISTING <input type="checkbox"/> NEW <input type="checkbox"/> EXISTING <input type="checkbox"/> NEW <input type="checkbox"/> EXISTING	<input type="checkbox"/> ADDITION/REMODEL <input type="checkbox"/> SUBDIVISION DEVELOPMENT <input type="checkbox"/> OFF PREMISE SIGN <input type="checkbox"/> MOBILE HOME PARKS <input type="checkbox"/> COUNTY ZONING DISTRICT <input type="checkbox"/> MISC. GRADING	<input type="checkbox"/> NEW <input type="checkbox"/> EXISTING <input type="checkbox"/> NEW <input type="checkbox"/> EXISTING <input type="checkbox"/> NEW <input type="checkbox"/> EXISTING <input type="checkbox"/> NEW <input type="checkbox"/> EXISTING <input type="checkbox"/> NEW <input type="checkbox"/> EXISTING	<input type="checkbox"/> EXISTING <input type="checkbox"/> EXISTING <input type="checkbox"/> EXISTING <input type="checkbox"/> EXISTING <input type="checkbox"/> EXISTING	

The majority of projects that need a permit(s) from our department or Environmental Health require a Land Development Application (LDA), with a few exceptions.

Land Development Applications

Our office reviews LDAs for compliance with local and State ordinances.

A lot of this information will be gathered by checking our county mapping sites. This review will, also, let us know if further permits will be required. Some things we look for during review are:

- If the project is in a zoned area the customer must first obtain approval from the Planning Office before an LDA can be approved.
- If the customer plans to build more than one home on an existing lot they must first get a slope analysis completed in the Planning Office to be sure it will be allowed.
- If any part of a stream runs on a property the customer will have to meet certain setback requirements, depending on the classification.
- If there is any floodplain on a property the customer will need to meet with a Certified Floodplain Manager (CFM) before the LDA review can be completed.
- If there is going to be grading on the site that is more than half an acre the customer will need to speak to an Erosion Control officer for further plan review.

Erosion Control Permitting

For larger projects the Land Development Permit is still required, but a separate Erosion Control Permit would be required for our office to permit any land disturbance greater than half an acre. Some items that we look for during review of these permits are:

- Check the site plan to be sure a sufficient buffer zone is retained along any natural water course or lake (usually 25' or 30' buffer zones are required).
- Erosion control devices must retain any sediment onsite throughout construction; offsite sedimentation damage must not occur.
- The angle of cut or fill slopes should be minimal so that they can be properly stabilized.
- Temporary and permanent ground cover measures must be taken so that the site is stabilized after any phase of construction is complete.
- A plan for stormwater runoff may be necessary per NC standards or any applicable local ordinances. Stormwater standards help to limit destructive runoff and flooding generated by impervious surface areas.



Not all job sites are created equal...



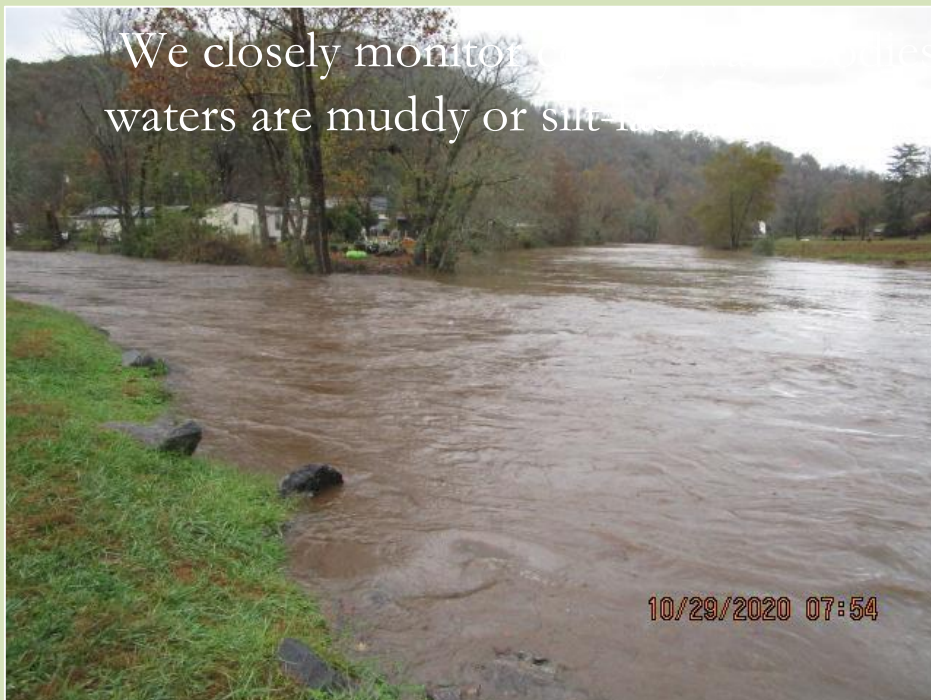
Before and after the installation of an engineered underground retention system.



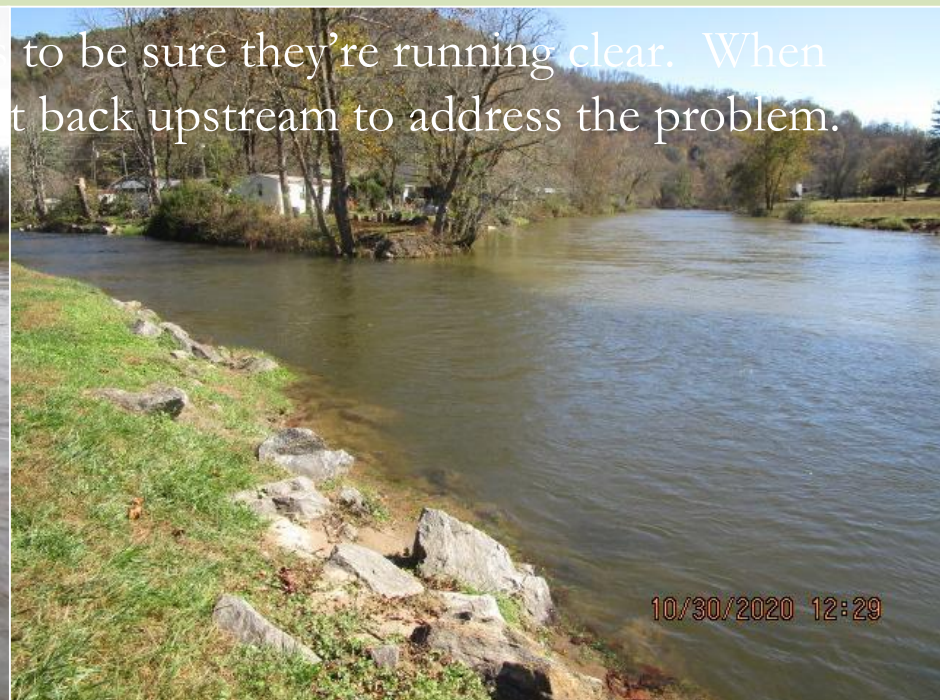
Ditch lines and sediment basins are very important when constructing a new driveway; that water has to run somewhere!



We closely monitor water quality and flow rates to be sure they're running clear. When waters are muddy or silt-filled, we'll go back upstream to address the problem.



10/29/2020 07:54



10/30/2020 12:29



08/20/2020 12:24



08/21/2020 09:56

Floodplain Permitting



Basic Development Information and Map Explanation

Red/Purple Shaded Area – This area is known as the Floodway. No construction or development is typically allowed in this area, with a couple of exceptions that have to be determined by the CFM.

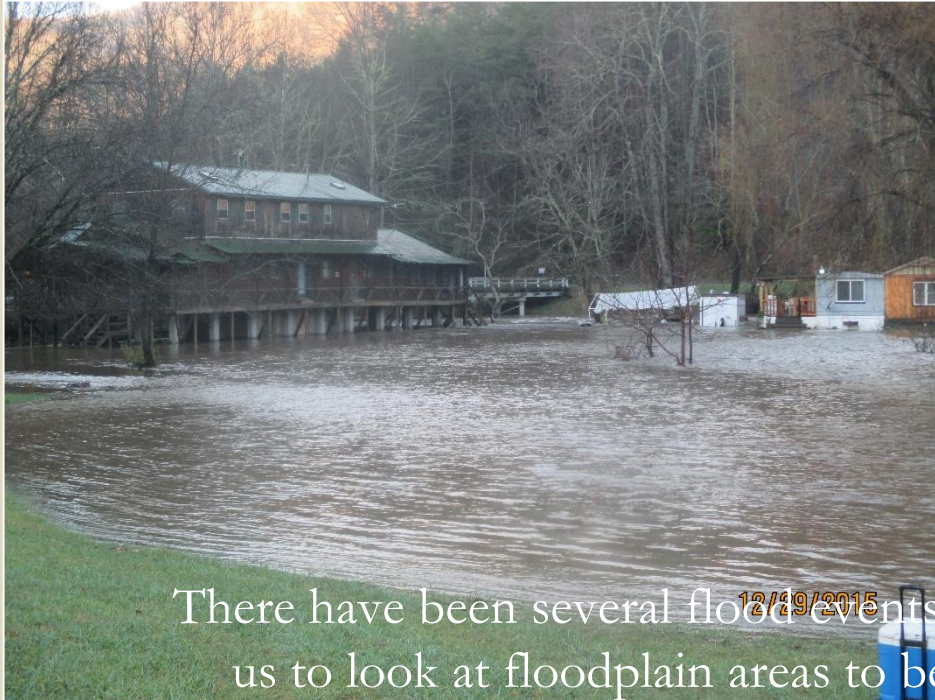
Blue Shaded Area – This area is referred to as the 100-year floodplain.

Development is permitted in this area as long as the lowest floor of the lowest enclosed area is elevated to 2 feet above the BFE (base flood elevation) for residential construction, or commercial construction has been flood-proofed to 2 feet above the BFE.

Light Green Shaded Area – This area is known as the 500 year floodplain and is not enforced per the Jackson County Flood Damage Prevention Ordinance. This information is provided as reference for planning purposes.



FLOODING



12/29/2015



07/04/2020

There have been several flood events in our county and it is important for us to look at floodplain areas to be sure that any new construction is elevated above possible flood waters.



02/06/2020

Building Permits

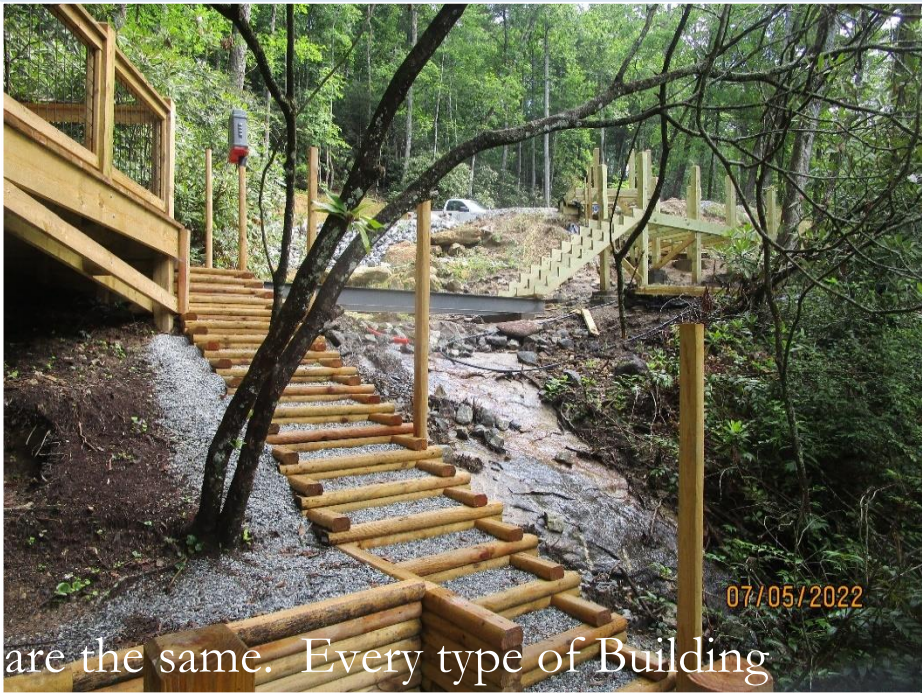
Our office issues several different types of Building Permits:

- **New Single Family (Detached)** – A permit is issued to construct a new single family residence. When it is detached that means it is one home on its own. These permits may include an attached structure like a garage, but this does not make it an attached new single family residence.
- **New Single Family (Attached)** – These permits are issued when two residences are attached, a duplex.
- **New Multi-Family** – These permits are issued for multiple residences that are attached; an example of this type of permit would be townhouses or apartments.
- **Addition (Residential or Commercial)** – When the customer is adding square footage to an existing structure.
- **Remodel (Residential or Commercial)** – When work is being done within the existing footprint of a structure.

Building Permits

More types of Building Permits:

- **Manufactured Home** – Permits issued under this heading can be any size or type of manufactured home; single-wide, double-wide, triple-wide, or camper trailers.
- **New Commercial** – An entirely new commercial structure. Commercial uses are anything related to a business and not for residential use.
- **New Work (Residential or Commercial)** – Any new structure that is constructed to be used secondary to another structure on the property; i.e. garages, sheds.
- **Miscellaneous** – Permits that are issued for any change and/or new installation of a system. These permits can be used for building, mechanical, electrical, or plumbing work. Any other type of Building Permit is a “blanket” permit and would include this trade work; miscellaneous is only for work that is done independently.

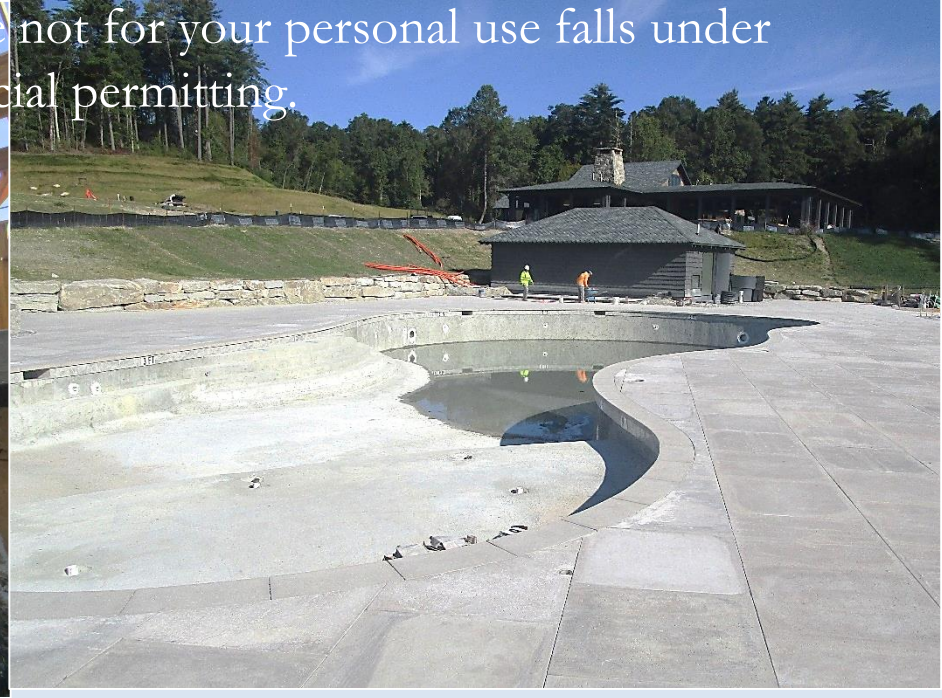


No two residential construction sites are the same. Every type of Building Permit can greatly differ by structure, design, or environment.





Commercial sites vary, as well, covering anything from new fire departments to office remodels, new retail space, or cabbhouses with swimming pools. Any structure not for your personal use falls under commercial permitting.



Complaints



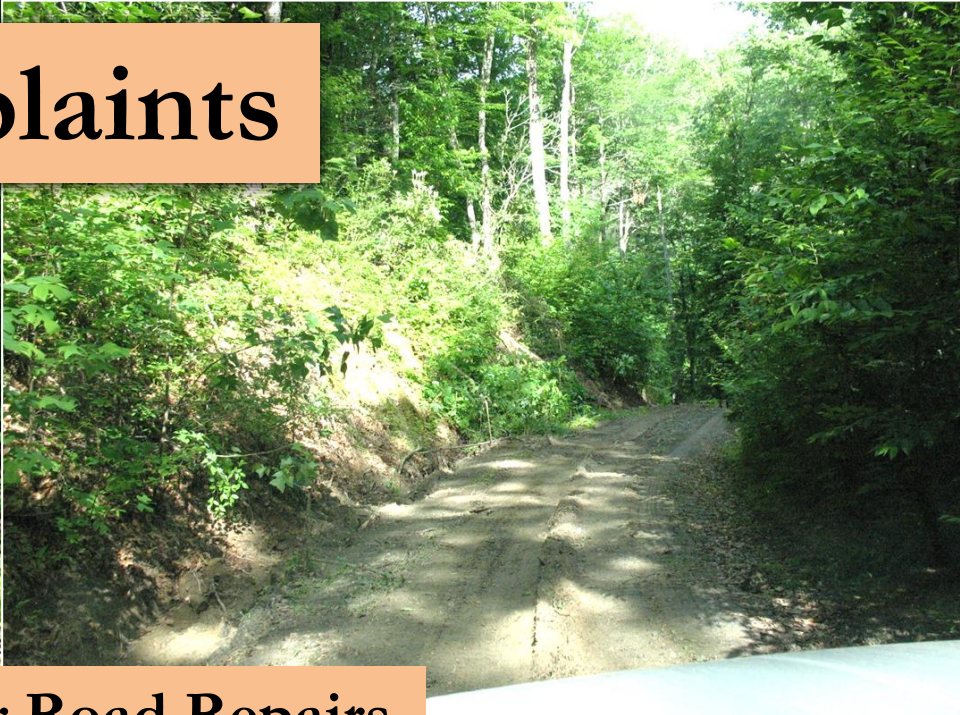
Complaints usually involve erosion control violations or unpermitted building. Most can be resolved with the property owner locally, but some have to be referred to outside agencies.



Complaints



Complaints



Before & After Road Repairs



Fire Inspections & Permits

Our offices conduct fire inspections and issue fire prevention permits to be sure that the necessary safety requirements are met for new and existing buildings and several community events throughout the county. Examples of some of the things that we inspect for fire safety:

- Large tents for local events, weddings, etc.
- Fire safety for commercial structures – schools, restaurants, retail shops, apartments, hospitals, etc.
- NC Division of Social Services mandatory inspections of foster homes
- Emergency planning and preparedness
- Any large fireworks shows in the county must be inspected for safety.

Continued...

Permitting Totals FY 23-24

Permits issued from July 1, 2023 to June 30, 2024

Land Development Permits – 943 permits

(including land disturbances of less than $\frac{1}{2}$ an acre)

Erosion Control Large Projects ($\frac{1}{2}$ to 1 acre) – 12 permits

Erosion Control Large Projects (more than 1 acre) – 10 permits

Floodplain Permits – 12 permits

For the fiscal year 23-24 there were at least **1,944 Erosion Control inspections/site visits** completed and we were onsite to investigate **209 complaints** called in by customers.

Permitting Totals FY 23-24

Permits issued from July 1, 2023 to June 30, 2024

Residential	- Building				
Addition/ Remodel	New Single Family	New Work	Manufactured Homes	Miscellaneous	Demolition
196	254	113	113	1,531	13
				Total	2,220 permits

Commercial	- Building					
Addition/ Remodel	New Commercial	New Work	ABC Permits	Fire Permits	Miscellaneous	Demolition
44	19	19	14	23	190	7
					Total	313 permits

For the fiscal year 23-24 there were at least **18,614** building inspections completed.

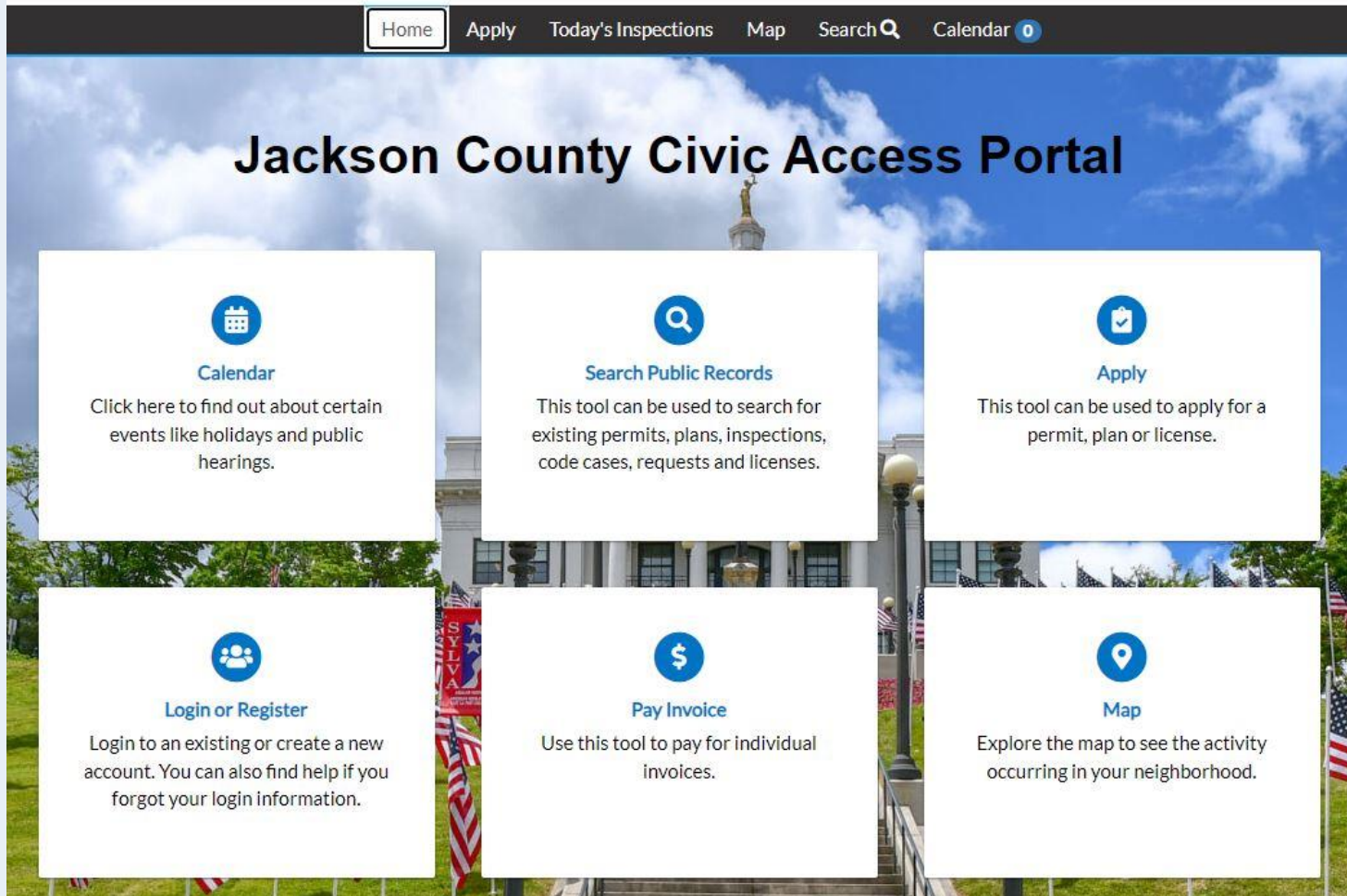
Tyler Permitting Software Project

Since the Jackson County Board of Commissioners approved our new software project with Tyler Technologies on June 20, 2023 we have been meeting with a project manager on a bi-weekly basis.

Since September of 2023 we have had several training sessions, and we met onsite for two weeks with a consultant from Tyler to design our workflows and applications within our new system. He helped us figure out how to recreate and improve our current processes, and we created new workflows that don't exist in our current system.

Tyler Permitting Software Project

We've recently started testing our permits and applications in the new system and it's going pretty well. We're also testing our online customer portal, which we've never had before; this is going to be a great tool!



The screenshot shows the homepage of the Jackson County Civic Access Portal. At the top, there is a navigation bar with links for Home, Apply, Today's Inspections, Map, Search, and Calendar. The main heading is "Jackson County Civic Access Portal". Below the heading are six white cards, each with a blue icon and a title. The cards are: 1. Calendar (calendar icon), 2. Search Public Records (magnifying glass icon), 3. Apply (checklist icon), 4. Login or Register (people icon), 5. Pay Invoice (dollar sign icon), and 6. Map (location pin icon). Each card contains a brief description of the tool's function.

Home Apply Today's Inspections Map Search Calendar

Jackson County Civic Access Portal

Calendar
Click here to find out about certain events like holidays and public hearings.

Search Public Records
This tool can be used to search for existing permits, plans, inspections, code cases, requests and licenses.

Apply
This tool can be used to apply for a permit, plan or license.

Login or Register
Login to an existing or create a new account. You can also find help if you forgot your login information.

Pay Invoice
Use this tool to pay for individual invoices.

Map
Explore the map to see the activity occurring in your neighborhood.

Tyler Permitting Software Project

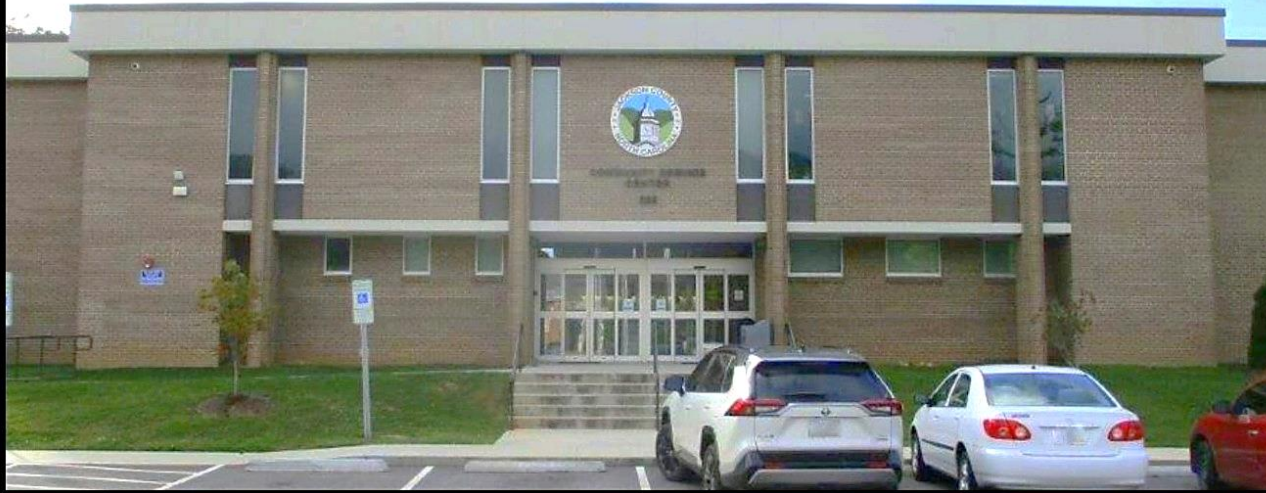
Our new customer site will allow for the public to submit permits, make payments, and request inspections online, and it will allow for citizens to search and view some of our recent permit records.

MOVING FORWARD ▶

Our “go live” date is currently set to be sometime in mid to late November of this year, and we’re trying very hard to stick to this timeline to get everyone using the system as soon as possible.

Our department has two locations to better serve our citizens:

Sylva



The Sylva office for Jackson County Permitting & Code Enforcement is located in the Jackson County Community Services Building at 538 Scotts Creek Rd. Phone: 828-586-7560

Cashiers



The Cashiers office for Jackson County Permitting & Code Enforcement is located at 357 Frank Allen Road beside of the Jackson County Recreation Center. Phone: 828-745-6850

Locations and scenery on our job sites change drastically from day to day, but we're doing our best to keep things as natural and safe as possible.



Jackson County Permitting and Code Enforcement

