



THE HUB
ONLINE PORTAL

HOW TO APPLY FOR A PERMIT

La Quinta
— GEM of the DESERT —

 **tyler**
technologies



How to Apply for a Permit

The HUB Online Portal is an online web portal where you can apply and search for permits, request inspections, search plans, code cases, and licenses, as well as pay fees. You can access the City of La Quinta's The HUB Online Portal at www.laquintaca.gov/HUBOnlinePortal.

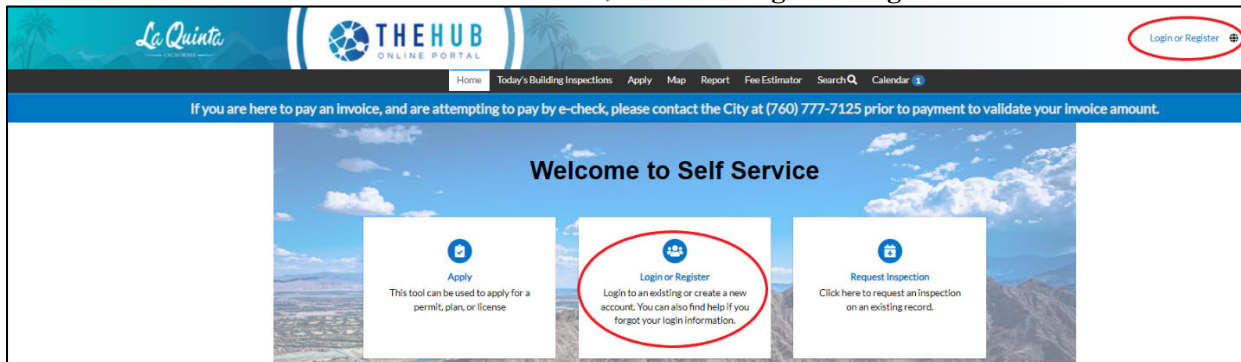
Though any person may access public information in The HUB Online Portal, professional account holders such as contractors, developers, and owners, will have expanded access in order to conduct business necessary to their trade or profession. By establishing an account and creating a login to The HUB Online Portal, customers have access to tools which allow them to conduct financial transactions, apply for permits, access records, and submit service requests of various types related to their project, all from a desktop computer or mobile device.

Current The HUB Online Portal Guides

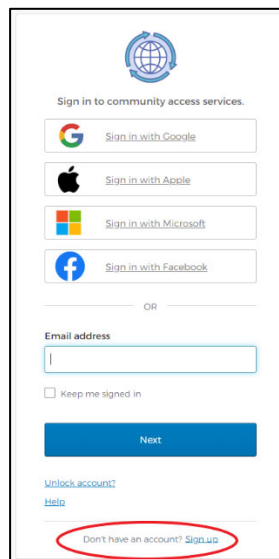
- **Inspection Requests & Status:** Inspections may be requested online, providing both the City and customer with a record of the request. Customers can review the status of scheduled and completed inspections in real-time.
- **How to Apply for Permits:** Customers with a registered account may apply for building residential, mechanical, plumbing, electrical, etc. permits as well as pay for permit fees online.
- **How to Submit for Permits:** Customers will submit electronic documents, check on the status, review comments, resubmit document revisions, and pay fees online for all permits.
- **How to Register:** Customers can establish an account to complete online applications.

Login to your Account

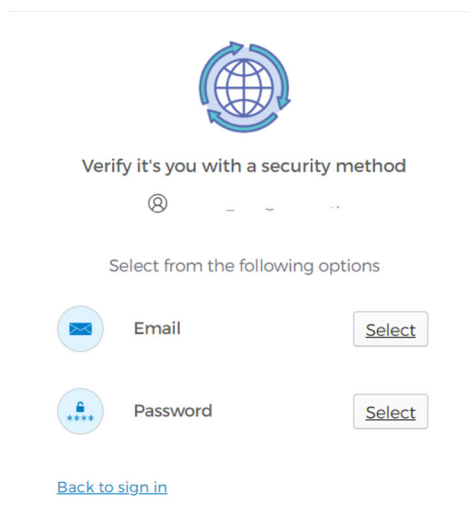
1. From The HUB Online Portal home screen, select the **Login or Register** icon.





2. The Login screen will appear, enter your email, and click next.




3. Select how you would like to verify yourself. You can either sign in using a verification email or a password.




4. If you selected password enter your password and click verify.



Verify with your password



Password



Verify

[Forgot password?](#)

[Verify with something else](#)

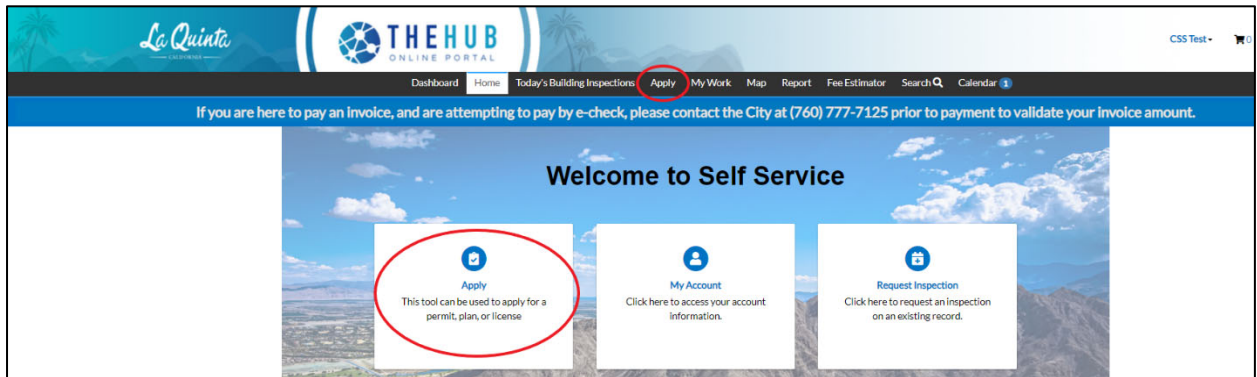
[Back to sign in](#)

5. Once you are successfully Verified you will be logged into our system and can apply for permits or look at your active permit information.

Submitting a Permit Application

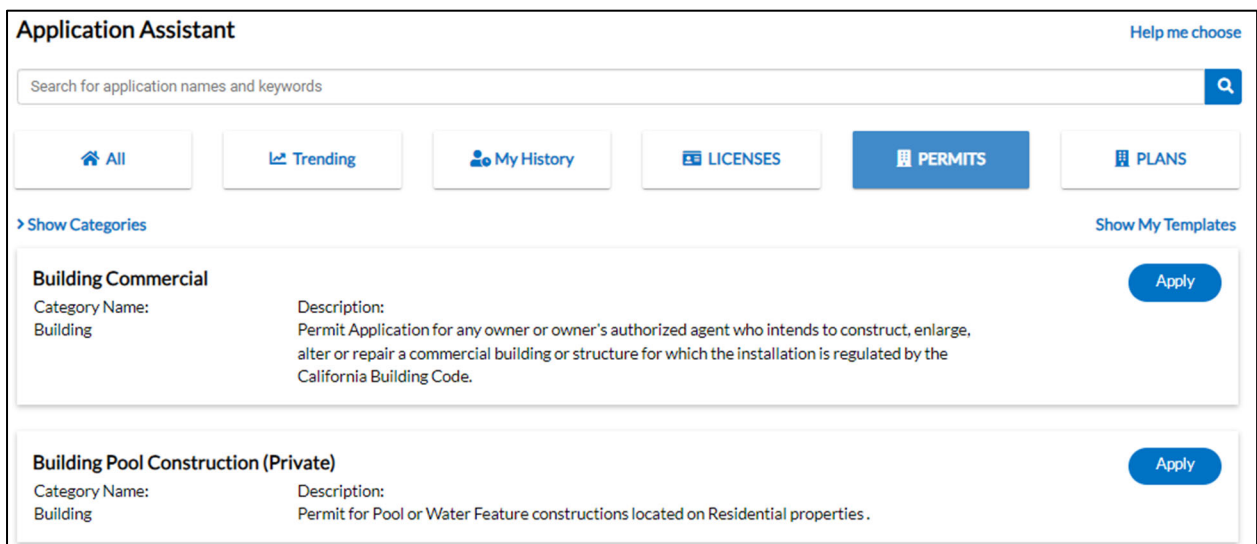
Registered users can apply for permits on The HUB Online Portal.

1. Select **Apply** to see the available application types.



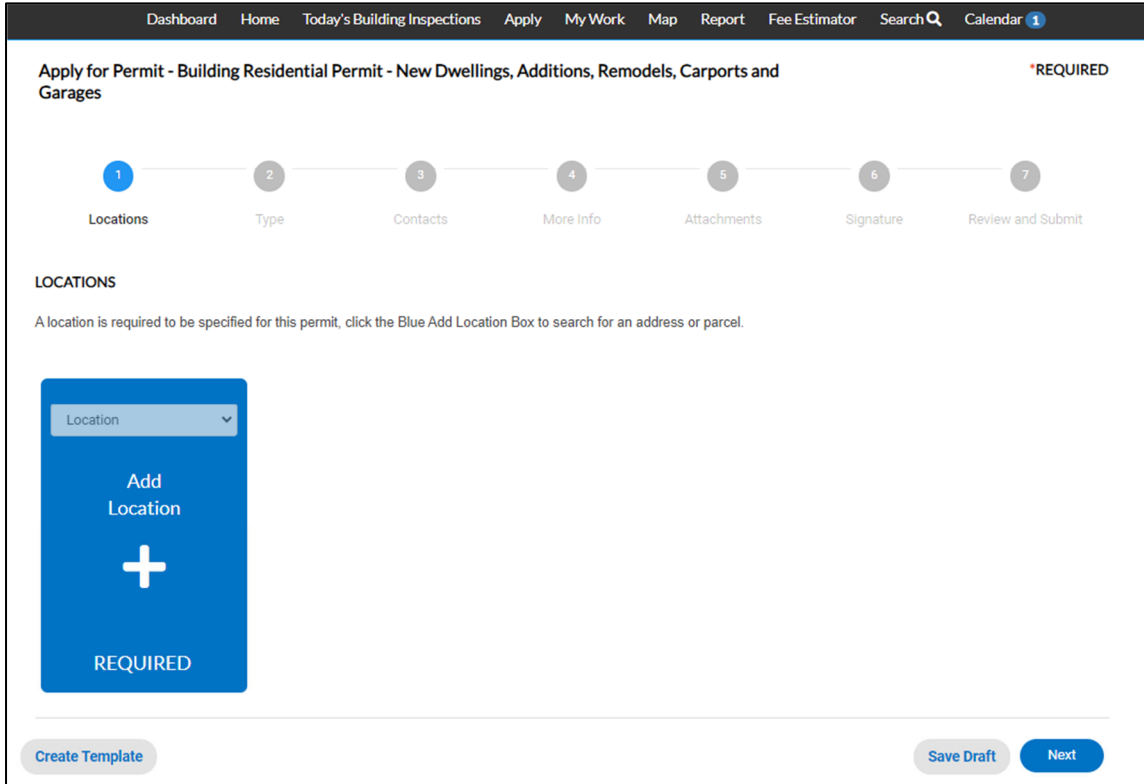
The Application Assist screen will appear (below). There are multiple options to search for the types of permit applications:

- Type the name of the application or enter keywords in the search bar and click the magnifying glass to search.
- Select the “PERMITS” tab to view a list of all available application types.
- Scroll through all application types by using the “All” tab or by selecting Show Categories option (located under the tabs).
- The Trending tab lists the top applications throughout the City.
- The My History tab displays application types previously applied for by the logged-in applicant.

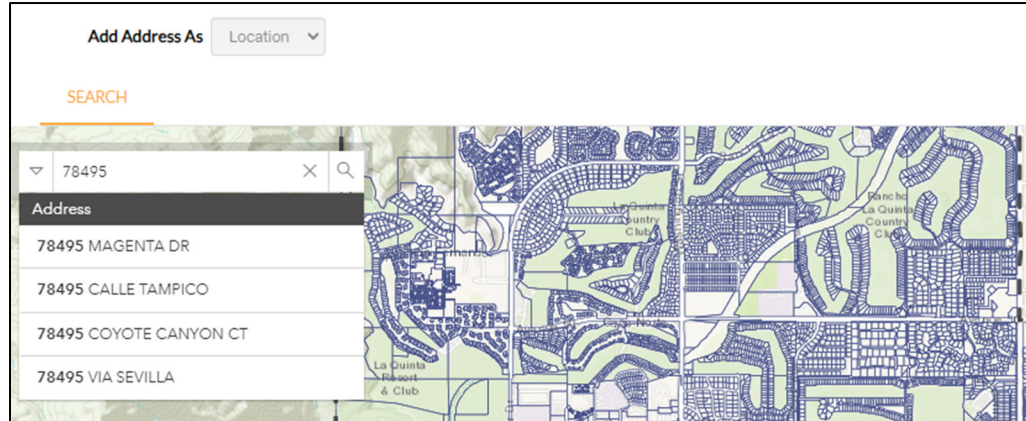


2. To begin the application, select **Apply** to the right of the application type.

- The **Apply for Permit** screen will open. The **Type** of application chosen will default at the top of the screen. (*) denotes a required field for the application type. An application progress bar is located under the application type.



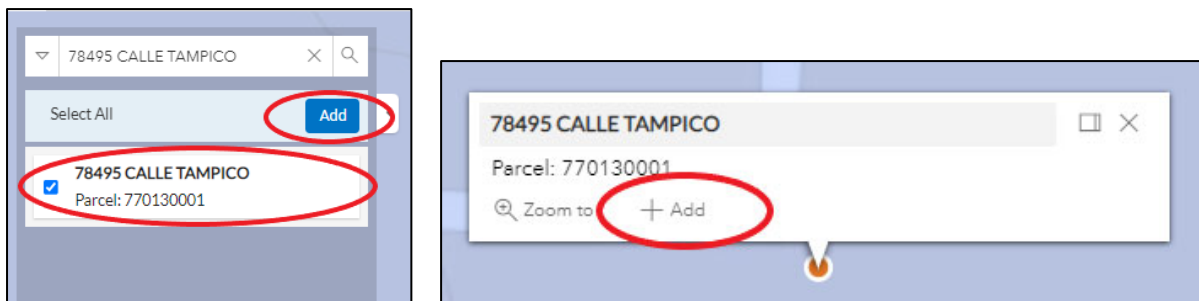
- Select the + in the center of the **Add Location** card. The **Add Location** screen will appear. Additional instructions for adding locations will appear in the text box above the icon.
- Enter the address of the location you are applying for and click on the magnifying glass. Addresses containing the search criteria will start to auto-populate below the search field. If a location address has not been assigned by City staff, please contact Design and Development at (760)777-7125 for assistance.
Tip: When entering the address, do not use periods or dashes. Write E instead of East, and St instead of Street. Example: 78495 Magenta Dr



6. Select the address from the list to add to the application. The map will zoom to the location.



7. Select the box to the left of the correct address and select **Add** in the upper left-hand corner or select the “+ **Add**” option from the address information located on the map.



8. The selected Location will be attached to the application. Select **Next** at the bottom of screen to proceed. If the wrong address was added, select **Remove** and then repeat the process to add the correct address.

1 Locations 2 Type 3 Contacts 4 More Info 5 Attachments 6 Signature 7 Review and Submit

LOCATIONS

A location is required to be specified for this permit, click the Blue Add Location Box to search for an address or parcel.

Type: Location

78495 CALLE TAMPICO , LA
QUINTA, CA 92253

Main Address

Parcel Number
770130001

Main Parcel

[Remove](#)

[Create Template](#) [Save Draft](#) [Next](#)

9. Enter a brief description of the work in the **Description** field text box. Enter a **Valuation** for the project. Select **Next** at the bottom of the screen.

Apply for Permit - Building Residential Permit - New Dwellings, Additions, Remodels, Carports and Garages *REQUIRED

1 Locations 2 Type 3 Contacts 4 More Info 5 Attachments 6 Signature 7 Review and Submit

PERMIT DETAILS

Please provide a brief description of the project scope of work.

For Example 200SF Remodel to Kitchen, Replace Lighting, Cabinets and Appliances, or 3,000SF Single Family Dwelling.

A Valuation is Required but it is not used to determine the Permit Fee.

* Permit Type: Building Residential Permit - New Dw

* Description:

* Valuation:

[Back](#) [Create Template](#) [Save Draft](#) [Next](#)

10. The registrant's contact information will default to the first contact card listed. If additional contacts are required by application type, they must be added to move to the next step. To add additional contacts, select the **Add Contact +** icon. After all contacts are added, select **Next** at the bottom of screen.

Pro Tip: Frequently used contacts can be saved to **My Favorites**.

11. The **More Information** page will appear. Enter information as requested for the application type you have selected. Required items have red fields. After all the information for the application is entered, select **Next** at the bottom of screen.

12. The **Add Attachments** page appears:
 - a. Select the **Add Attachment** + card to browse documents located on the applicant's computer. Some Permits may have required documents that must be attached to save.
Note: Please use unique file names, including the date, for all attachments.
 - b. Documents attached will appear in the **Attachment** field. Continue to add attachments by selecting **Add Attachment** for each attachment needed. Select **Next** at the bottom of the screen once all attachments have been added.

Attachments

Please attach construction plans and items as requested along with any other supplemental information that will need to be reviewed for approval of your project, the more complete and accurate information provided will allow staff to process your application appropriately.

Construction Plan Set

Add Attachment

+

Supported: .pdf

REQUIRED

Select Type v

Add Attachment

+

Supported: .pdf, .jpg, .png, .jpeg, .gif, .tiff, .doc, .docx, .xls, .xlsx, .text, .dwg, .zip, .csv, .rtf, .dxf, ...

Back
Create Template
Save Draft
Next

13. The **Signature** screen will appear. Review the stated information, declarations, and notices to the applicant. After reading the statement, type your name in the text box to consent to electronically sign the application. Use your mouse to draw your signature on the last box. Select **Next** at the bottom of the screen once the signatures have been completed.

SIGNATURE

By signing below, as the applicant for this building permit to construction, alteration, improvement, demolition, or repair a building or structure, you affirm the following:

YOU ARE EITHER A LICENSED CONTRACTOR OR OWNER-BUILDER (1 or 2)

1) Licensed under provisions of Chapter 9 (commencing with Section 7000) of Division 3 of the Business and Professions Code, and the referenced License is in full force and effect, or;

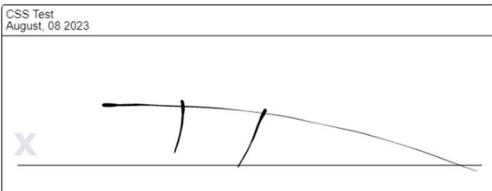
2) Exempt from the Contractors' State License Law for the reason(s) indicated by either (2)(a) and/or (2)(b), or (2)(c) where he or she is exempt from licensure by a valid exemption. [Section 7031.5, Business and Professions Code: Any city or county that requires a permit to construct, alter, improve, demolish, or repair any structure, prior to its issuance, also requires the applicant for the permit to file a signed statement that he or she is licensed pursuant to the provisions of the Contractors' State License Law (Chapter 9 (commencing with Section 7000) of Division 3 of the Business and Professions Code) Any violation of Section 7031.5 by any applicant for a permit subjects the applicant to a civil penalty of not more than five hundred dollars (\$500).

a) As owner of the property, or my employees with wages as their sole compensation, will do all of or portions of the work, and the structure is not intended or offered for sale (Section 7044, Business and Professions Code: The Contractors' State License Law does not apply to an owner of property who, through employees' or personal effort, builds or improves the property, provided that the improvements are not intended or offered for sale. If, however, the building or improvement is sold within one year of

Please type your name as consent to electronically sign this application.

Enable Type Signature

CSS Test
August, 08 2023



Clear

Back
Create Template
Save Draft
Next

14. The **Review and Submit** screen will appear. Review all application information including the attachments before submitting the application. Complete applications aid in approval turnaround times. When the application is complete, select the **Submit** button.

Step	Status
Locations	✓
Type	✓
Contacts	✓
More Info	✓
Attachments	✓
Signature	✓
Review and Submit	7

Submit

Locations

Location	78495 CALLE TAMPICO , LA QUINTA, CA 92253
Parcel Number	770130001

Basic Info

Type	Building Residential Permit - New Dwellings, Additions, Remodels, Carports and Garages
Description	2005F Remodel to Kitchen, replace lighting, cabinets and appliances.

15. If the application is not complete, select **Save Draft** to save the application. The applicant can click on the Draft status circle on the **Dashboard** to resume the application.

16. The application status notification will appear with confirmation that the application was successfully submitted. Select **Continue to permit** to view the permit details.

Dashboard Home Today's Building Inspections Apply My Work Map Report Fee Estimator Search Calendar

✓ **Your application was successfully submitted!**

Prior to the City being able to process your submission for review, payment of the Initial Deposit Invoice is required. For projects that continue through to permit issuance this amount will be credited against your fee total. This is a Non-Refundable Deposit, if you have any questions or concerns, please contact the City of La Quinta Permit Center.

Continue to permit

Fees

\$155.00

View Details **Add to Cart**

17. The system will automatically generate a Permit Number assigned to the case. Applicants can review information details of the application by selecting the tabs on the case. Once the application is reviewed and found complete, notifications will be sent to the contacts on the case with directions on the next steps in the process.

Permit Number: BRES2023-0064

Add to Cart

[Permit Details](#) | [Tab Elements](#) | [Main Menu](#)

Type:	Building Residential Permit - New Dwellings, Additions, Remodels, Carports and Garages	Status:	Submitted - Online	Project Name:	
Applied Date:	08/08/2023	Issue Date:		Expire Date:	
District:	City of La Quinta	Assigned To:		Finalized Date:	
Valuation:		Valuation:	\$15,000.00		
Description:	200SF Remodel to Kitchen, replace lighting, cabinets and appliances.				

Summary

Locations

Fees

Inspections

Attachments

Contacts

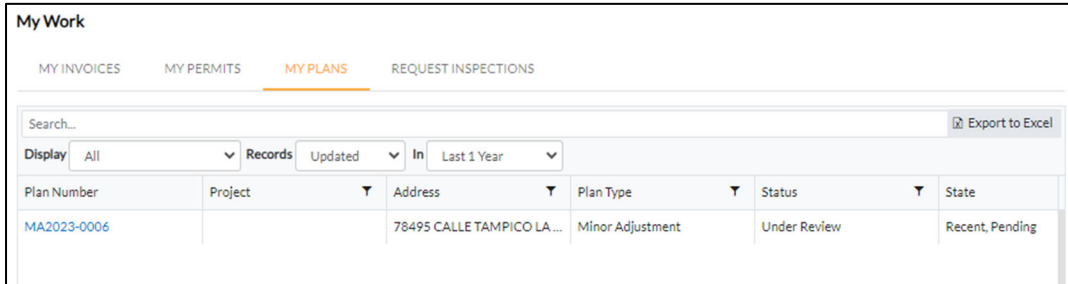
Sub-Records

More Info

Uploading Additional Documents if Requested

If additional documents are requested for your application, follow the steps below to upload the documents.

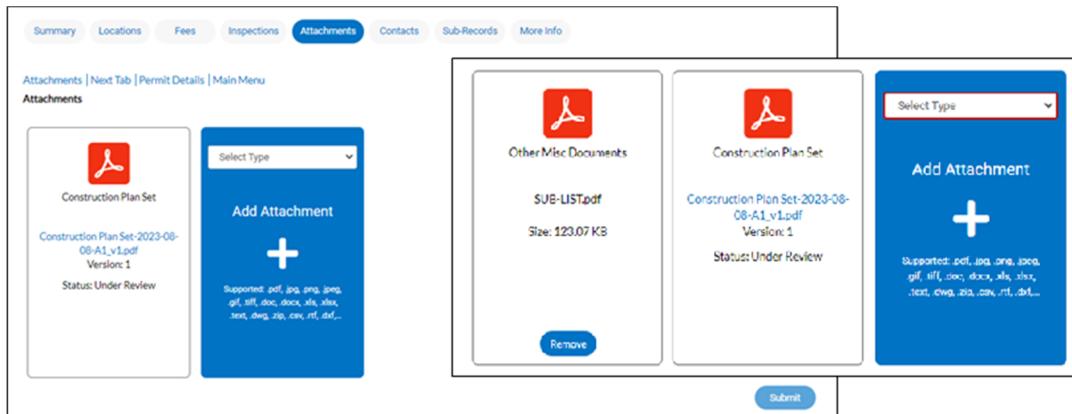
1. Login to The HUB Online Portal with your credentials.
2. Locate the Permit or Plan number from the **Dashboard** or **My Work** tab.



The screenshot shows the 'My Work' dashboard with tabs for MY INVOICES, MY PERMITS, MY PLANS (selected), and REQUEST INSPECTIONS. Below the tabs is a search bar and a table of records. The table has columns for Plan Number, Project, Address, Plan Type, Status, and State. One record is visible with Plan Number MA2023-0006, Project (blank), Address 78495 CALLE TAMPICO LA..., Plan Type Minor Adjustment, Status Under Review, and State Recent, Pending.

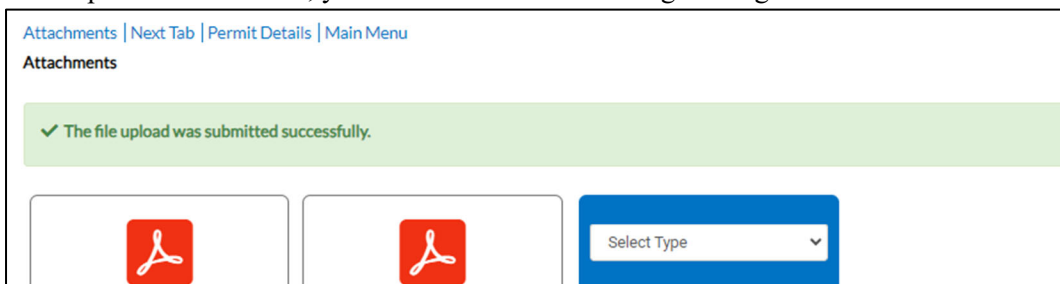
Plan Number	Project	Address	Plan Type	Status	State
MA2023-0006		78495 CALLE TAMPICO LA...	Minor Adjustment	Under Review	Recent, Pending

3. On the **Permit** or **Plan Details** page, select the **Attachments** details tab. Click on the **Add Attachment** + card to browse documents located on the applicant's computer. Select the file document type from the dropdown.
Note: Please use unique file names, including the date, for all attachments. The applicant may select to insert or drag files into the Add Attachment card.
4. When all additional attachments are added, select **Submit** at the bottom of the screen.



The screenshot shows the 'Attachments' page with tabs for Summary, Locations, Fees, Inspections, Attachments (selected), Contacts, Sub-Records, and More Info. Below the tabs is a navigation bar and a main content area. The main content area has a 'Select Type' dropdown, an 'Add Attachment' card with a plus sign, and a list of attachments. The list includes 'Other Misc Documents' (SUE-LIST.pdf, 123.07 KB) and 'Construction Plan Set' (Construction Plan Set-2023-08-08-A1_v1.pdf, Version: 1, Status: Under Review). A 'Submit' button is at the bottom.

5. If the upload is successful, you will receive the following message:

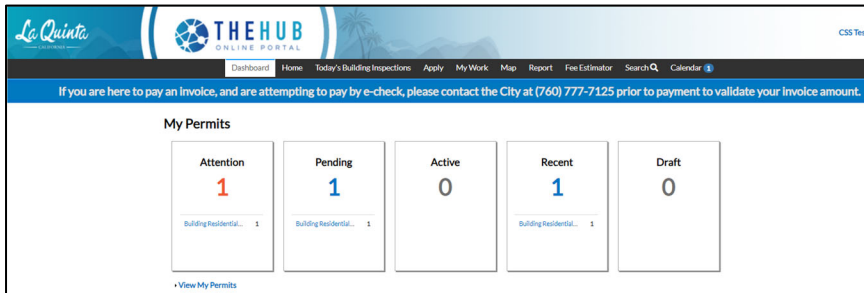


The screenshot shows the 'Attachments' page with a green message bar at the top that says '✓ The file upload was submitted successfully.' Below the message bar is a list of attachments, including two 'Other Misc Documents' and one 'Construction Plan Set'.

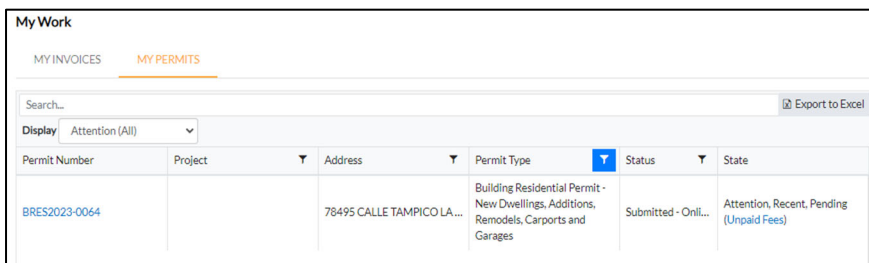
Paying Fees

To Pay Fees on a Permit, the applicant will need to wait until the application submitted has been approved. The case manager will build an invoice for fees and a notification will be sent to the contacts on the case.

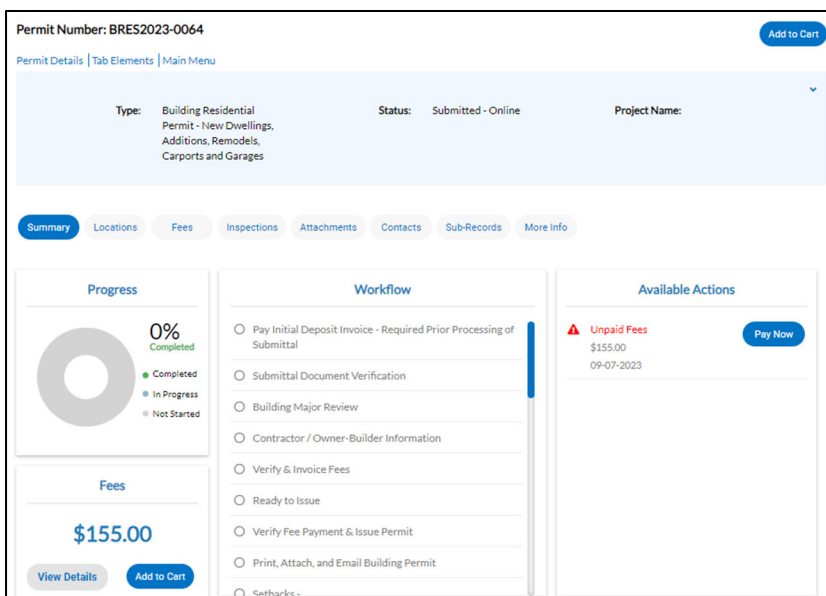
1. From the Dashboard, navigate to the Attention section of My Permits and select the permit requiring payment.



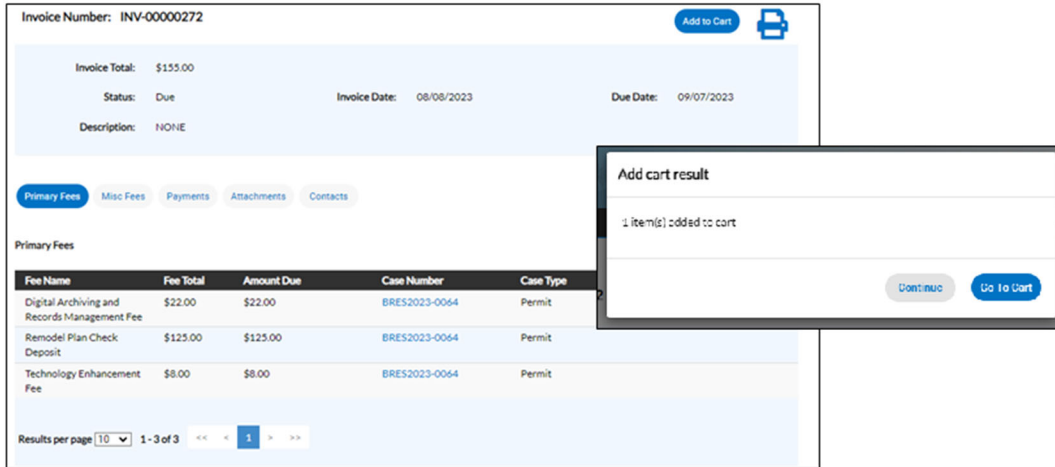
2. Select the Permit Number from the list to open the case details.



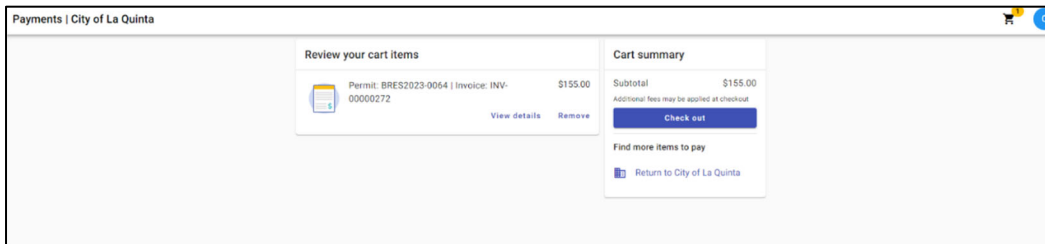
3. Click on the **Fees** tab. Additionally, under the **Available Actions** section, there is a **Pay Now** option and under the **Fees** section there is an **Add to Cart** option. Applicants can use either option to pay invoices. Select the **Pay Now** option.



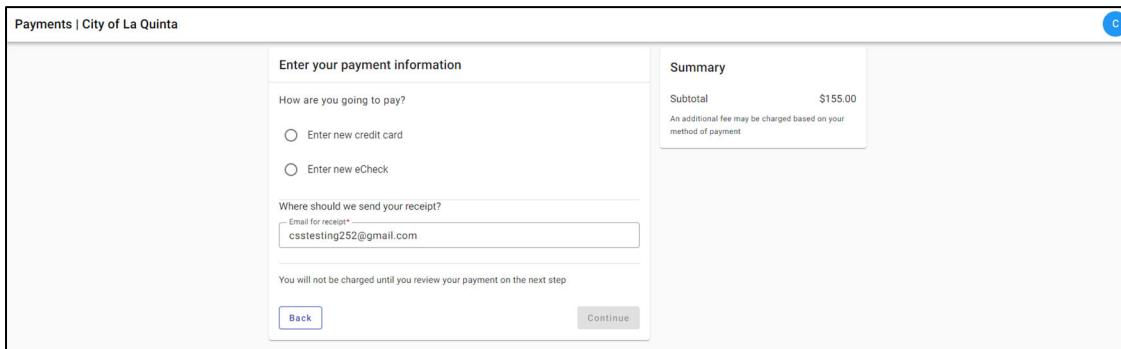
- From this screen, you can review the invoice information and print the invoice using the Print icon at the top of the invoice. When ready to pay, select the **Add to Cart** option at the top right of the screen. A confirmation screen will appear that the fees have been added to the cart. Select **Go To Cart** to proceed with payment.



- Review the cart items and select **Check out** to enter the payment details.
Note: You may pay for multiple invoices/2023 in one transaction by adding the invoices to the cart.



- Select the payment method, credit card or eCheck, to make the payment. Enter the payment details (Pro tip: Check the box for **Remember this card** or **Remember this account** to save the payment information for future transactions). Select **Continue**.
Note: If you are paying by eCheck, please contact Design and Development at (760)777-7125 prior to payment to validate the invoice amount.




7. Review your payment. After verifying the payment is correct, click **Submit payment** to complete the transaction.

Complete your payment

Review your payment method

Mastercard ending in
Expiration date

Summary of charges

Permit: BRES2023-0064 Invoice: INV-00000272	\$155.00
Subtotal	\$155.00
 Processing fee	\$0.00
Total	\$155.00

By clicking **Submit payment**, you agree to the following [terms and conditions](#).

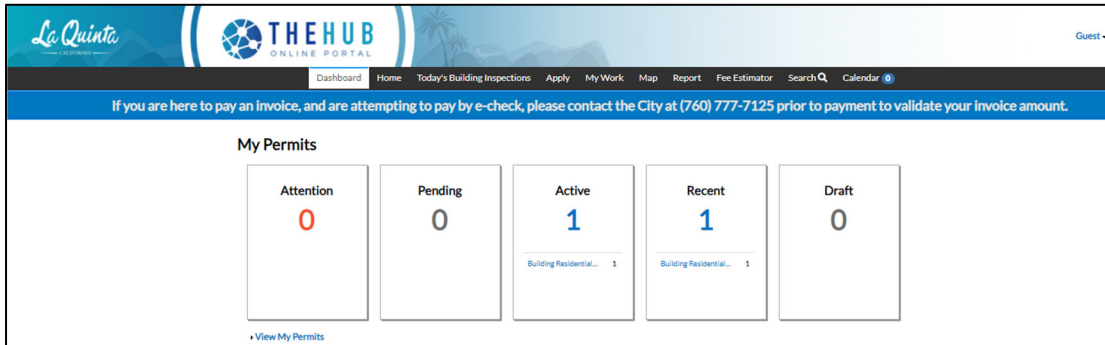
[Back](#) [Submit payment](#)

EDITABLE - Thank you for your credit card payment. Allow up to 48 hours for your payment to be reflected on your account statement. - *EDITABLE*

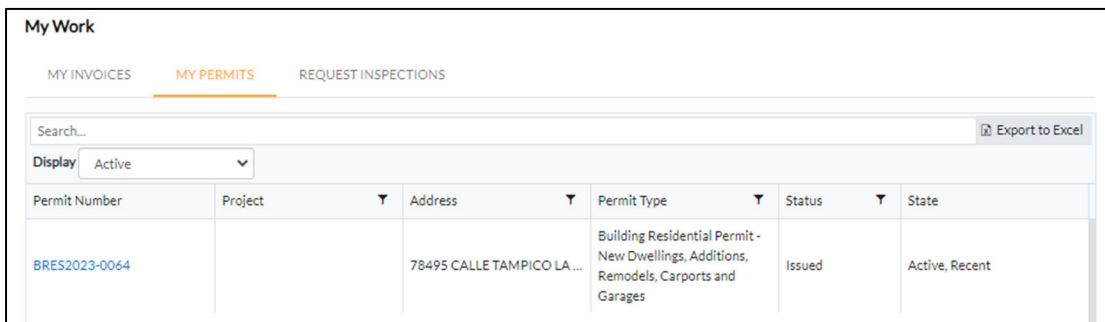
Printing Permits

After payment is received, the case manager will attach the final permit and a notification will be sent to the contacts on the case.

1. From the **Dashboard**, navigate to the **Active** section of My Permits and select the box.



2. Select the **Permit number** from the list to open the case details.



3. Select the **Attachments** tab. The issued Permit will be located here. Click on the attachment labeled 'LQ Building Permit.pdf' to download the permit and print to post at the work location.

