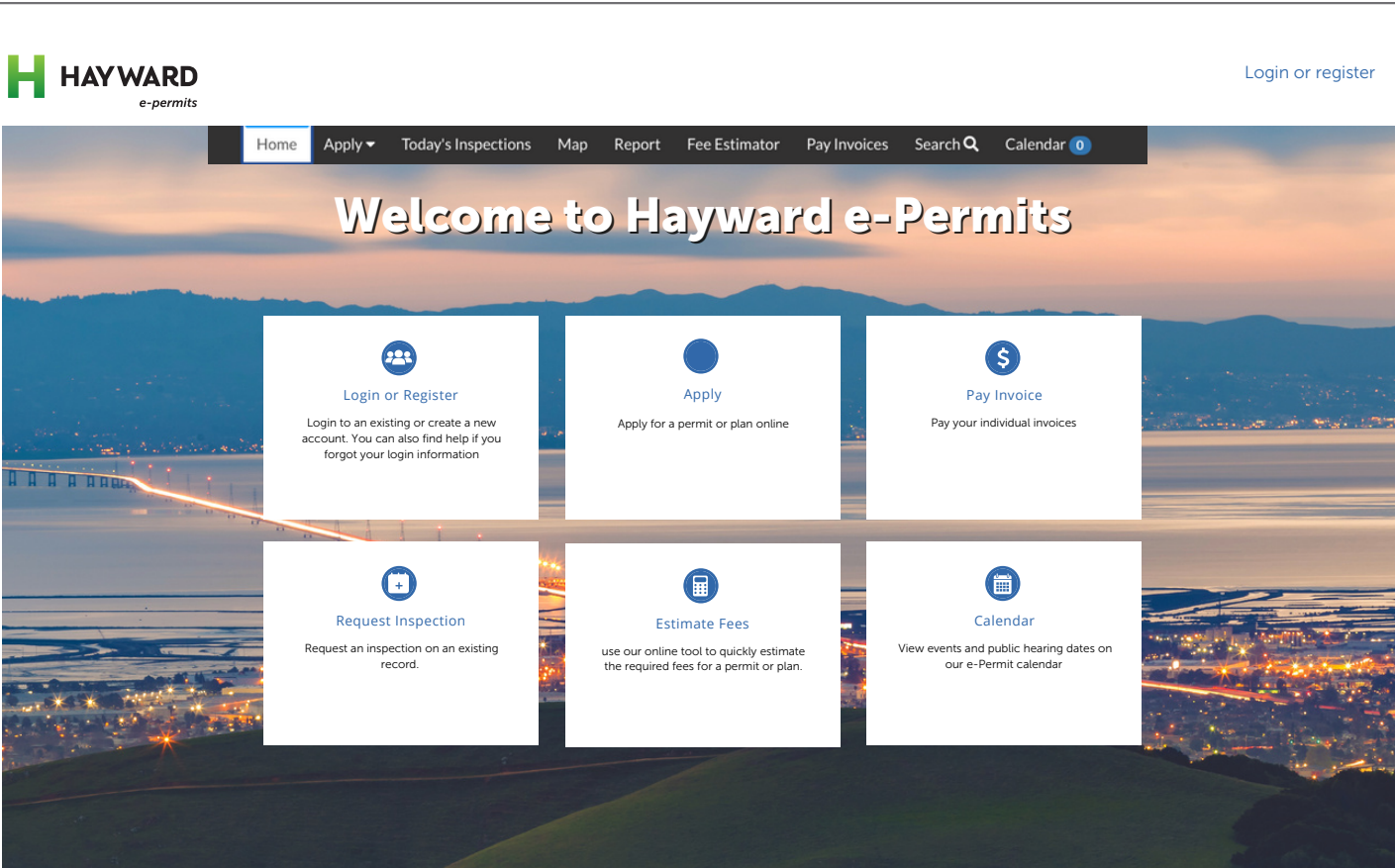




How to Submit a Plan Application



Helpful tips to get you started

Hayward e-Permits will improve the services provided by our Permit Center.

Hayward e-Permits is an online version of our Permit Center that allows you to apply for permits, schedule inspections, make payments, and more. To make sure you get the most out of this new software, follow these helpful tips

Check your web browser

Hayward e-Permits works best when using **Chrome** as your web browser.

Clear your caches

The cache is something we all have on our computers. It stores data so that future requests for that data can be sent faster. To clear your cache in Chrome:

- Click the Tools menu (three dotted lines in the upper-right corner).
- Select More Tools.
- Select Clear Browsing Data
- Click the Advanced tab.
- Set the Time Range set to All Time.
- Check all boxes (except Passwords and other sign-in data and Autofill data.)
- Click Clear data.
- Close and re-open all Chrome windows to save your changes.

Don't bookmark

As updates are made to the portal, old links can provide outdated information or not load properly. Refrain from bookmarking a particular permit submittal or case type in your browser.

Need more help?

Contact our Hayward e-Permits help desk for additional help with registering for a new account, updating an existing application, navigating the portal, and more.

e-permits@hayward-ca.gov

1

Visit the Permit Center on our website, www.hayward-ca.gov/permit-center and click one of the **E-PERMIT PORTAL** buttons

INTRODUCING HAYWARD E-PERMITS PORTAL!

Hayward's new online permitting system offers an easy, convenient way to submit permit applications for development projects, add contractors to your project, pay fees, download permits, schedule inspections, check your inspector's estimated time of arrival (ETA), see inspection results, and so much more without ever leaving your home or office. Learn more about our new system with our YouTube series below.

Click Here →

Click Here →

START AN APPLICATION

E-PERMIT PORTAL

E-PERMITS PORTAL HELP CENTER

PERMIT CENTER HOURS & LOCATION

Permit Center Location:
777 B Street, 3rd Floor Lobby
Hayward, CA 94541

Permit Center Office Hours:
Monday through Thursday, 9 a.m. - 1 p.m.
Closed Friday and holidays

Permit Center Contacts:
Building Division: (510) 583-4540
Fee Prepayment: (510) 583-4500
Permits: (510) 583-4505
Planning Division: (510) 583-4266 | Email
Code Enforcement Division: (510) 583-4643 or contact your code inspector directly or the telephone number shown on the letter you received.

VISIT THE E-PERMIT PORTAL

2

On the e-Permit Portal homepage, click one of the **LOGIN OR REGISTER** links

HAYWARD e-permits

Click Here →

Login or register

Home Apply Today's Inspections Map Report Fee Estimator Pay Invoices Search Calendar

Welcome to Hayward e-Permits

Click Here →

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

Apply
Apply for a permit or plan online

Pay Invoice
Pay your individual invoices

Request Inspection
Request an inspection on an existing record.

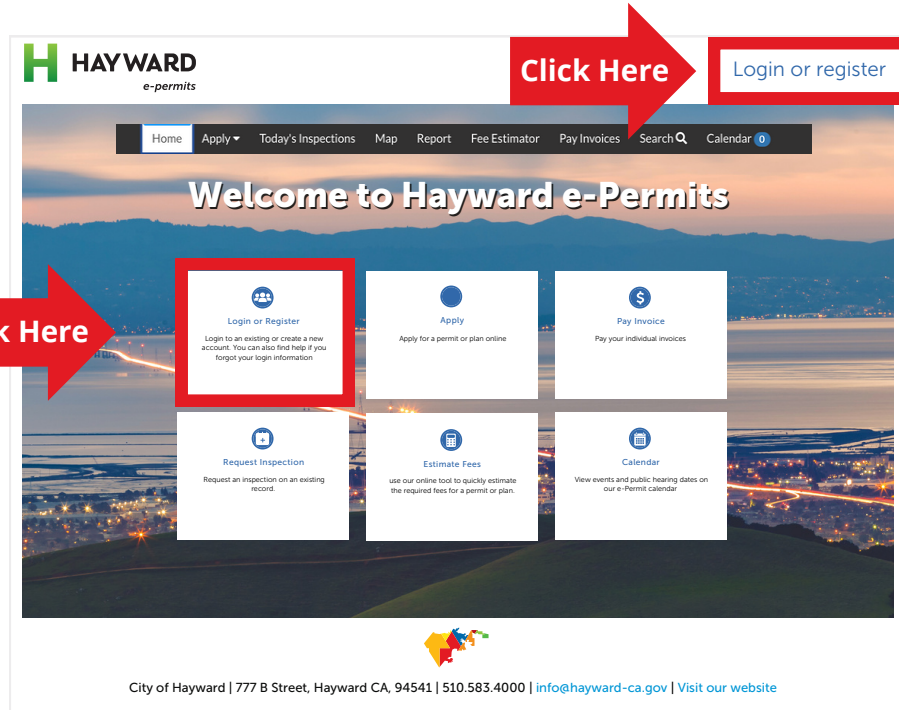
Estimate Fees
Use our online tool to quickly estimate the required fees for a permit or plan.

Calendar
View events and public hearing dates on our e-Permit calendar.

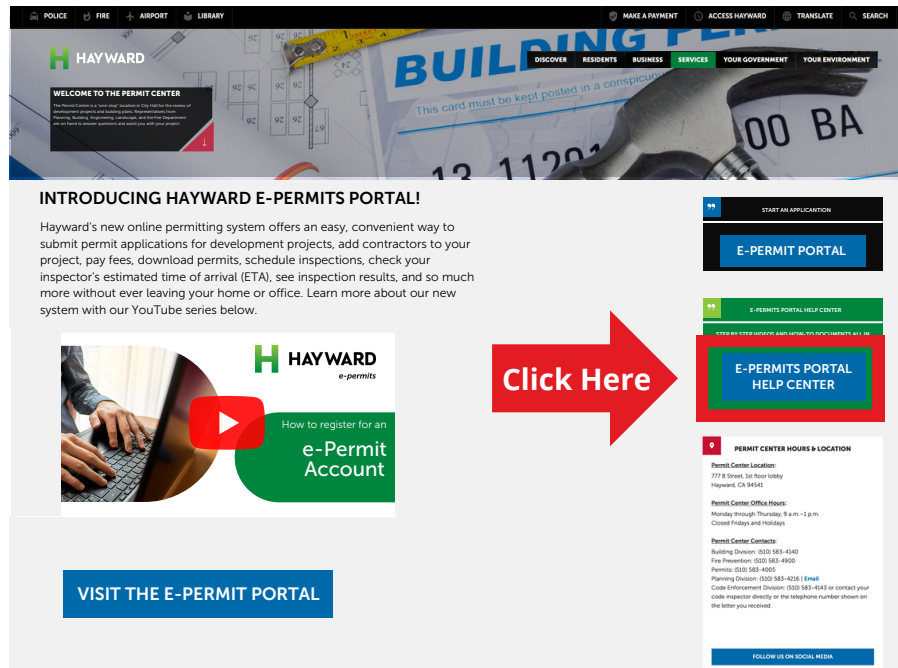
City of Hayward | 777 B Street, Hayward CA, 94541 | 510.583.4000 | info@hayward-ca.gov | [Visit our website](#)



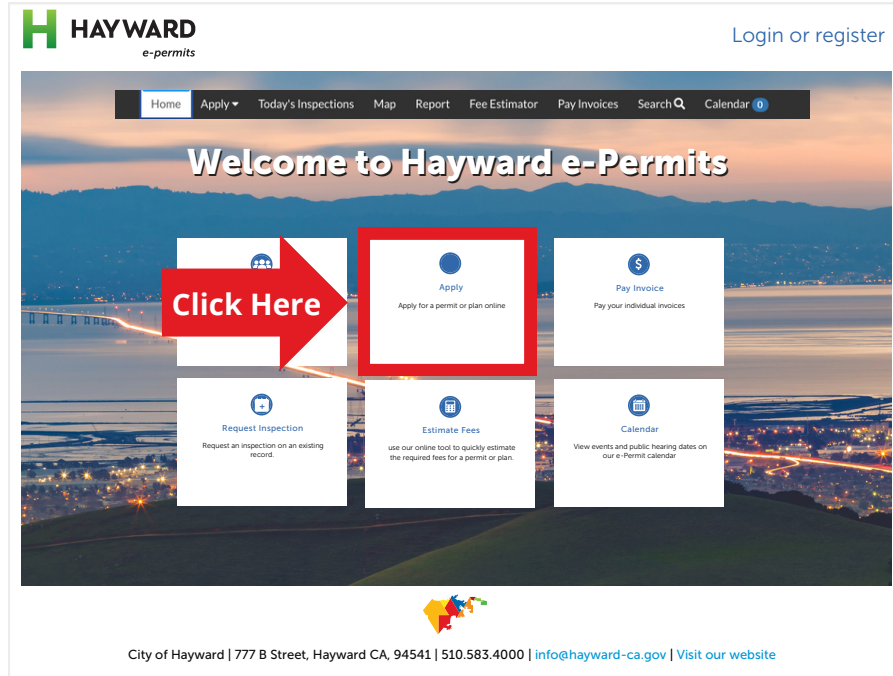
If you have not created an e-Permits Portal account, you will need to do so before scheduling your inspection



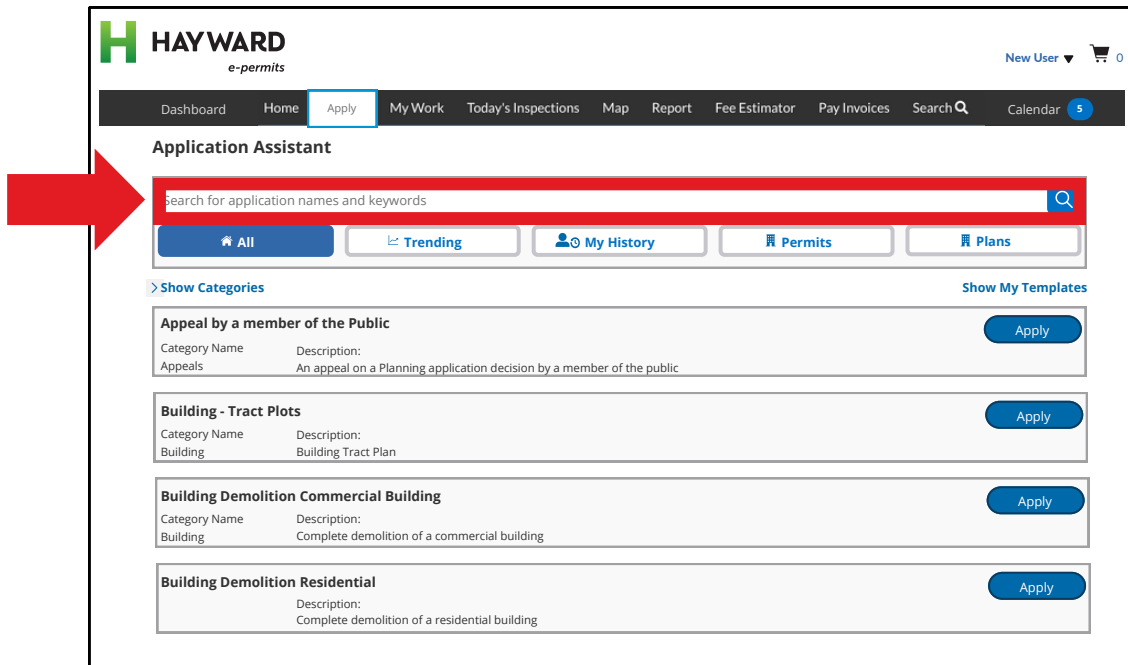
For help registering for an e-Permits Portal account, click on the **E-PERMITS PORTAL HELP** button on the Permit Center page



3 After you have signed in to your account, click the **APPLY** tile in the menu



4 On the **APPLICATIONS ASSISTANT** page, you can either search for the **PLAN APPLICATION** by entering the name in the search bar





Or you can select the **PLANS** button to sort the list and scroll through the **PLAN APPLICATIONS** available

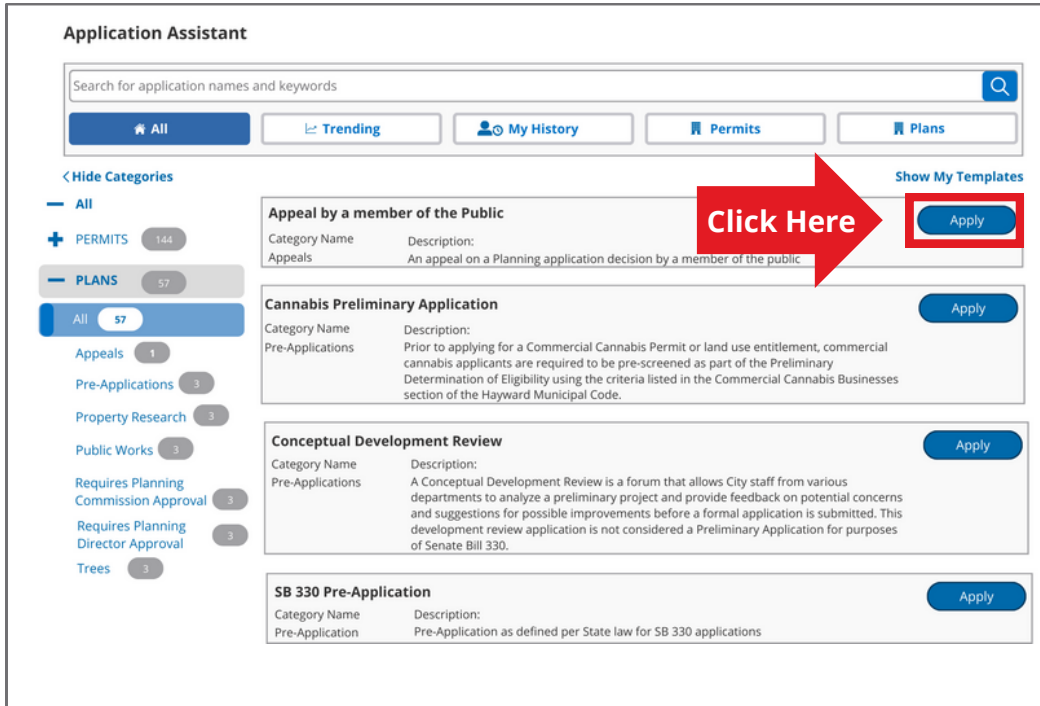
The screenshot shows the 'Application Assistant' page on the Hayward e-permits website. At the top, there is a navigation bar with 'Apply' selected. Below the navigation bar is a search bar and a row of filter buttons: 'All', 'Trending', 'My History', and 'Plans'. The 'Plans' button is highlighted with a red box, and a red arrow points to it with the text 'CLICK HERE'. Below the filters, there is a 'Show Categories' section with a list of application categories, each with an 'Apply' button. The categories listed are: 'Appeal by a member of the Public', 'Building - Tract Plots', 'Building Demolition Commercial Building', and 'Building Demolition Residential'.



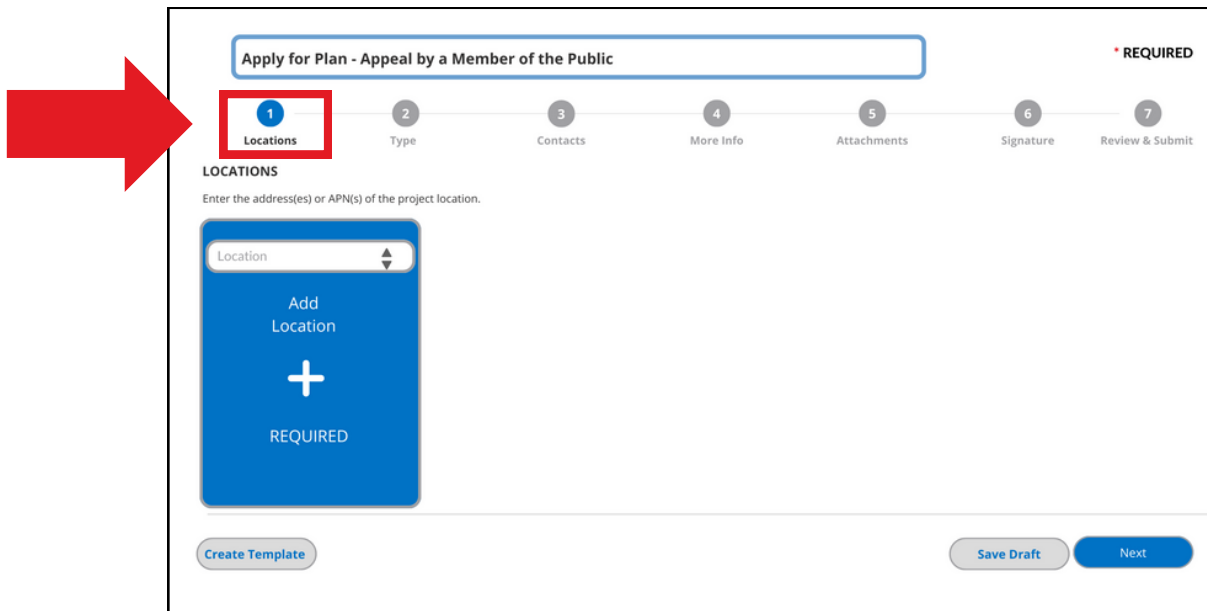
You can also select **SHOW CATEGORIES** to sort the list and scroll through the **PLAN APPLICATIONS** available

The screenshot shows the 'Application Assistant' page with the 'Show Categories' sidebar expanded. A red box highlights the sidebar, and a red arrow points to it with the text 'CLICK HERE'. The sidebar lists various categories with counts: 'All' (57), 'PERMITS' (144), 'PLANS' (57), 'Appeals' (1), 'Pre-Applications' (3), 'Property Research' (3), 'Public Works' (3), 'Requires Planning Commission Approval' (3), 'Requires Planning Director Approval' (3), and 'Trees' (3). The main content area shows a list of application categories, each with an 'Apply' button. The categories listed are: 'Appeal by a member of the Public', 'Cannabis Preliminary Application', 'Conceptual Development Review', and 'SB 330 Pre-Application'.

5 Once you have found the Plan you would like to apply for, click the **APPLY** button



6 The application has **SEVEN** screens that you will need to walk through, starting with **LOCATION**



7 To move through each screen, fill in the information in the **BLUE TILE** and click **NEXT**

Apply for Plan - Appeal by a Member of the Public * REQUIRED

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

LOCATIONS
Enter the address(es) or APN(s) of the project location.

Location

Add Location

+

REQUIRED

Create Template

Click Here Next

***** As you complete each section, you will see **GREEN** checkmarks on your tracker

Apply for Plan - Appeal by a Member of the Public * REQUIRED

✓ Locations ✓ Type ✓ Contacts ✓ More Info 5 Attachments 6 Signature 7 Review & Submit

Attachments
Please upload all required submittal documents as well as applicable optional documents. If you have questions about optional documents that may be required, reach out to a planner at (510) 583-4216 or planning.division@hayward-ca.gov. The Required Findings for Site Plan Review can be found in Section 10-1.3025 of the Hayward Municipal Code. If the property owner is not the applicant, an Owner Authorization Form is required.

Architectural Plans

Add Attachment

+

Supported: .pdf

REQUIRED

Required Findings

Add Attachment

+

Supported: .pdf

REQUIRED

Select Type

Add Attachment

+

Supported: .pdf, .jpg, .png, .jpeg, .gif, .tif, .doc, .docx, .xls, .xlsx, .text/plain, .dwg, .zip, .csv, .rtf

Back Save Draft Next



At any time, you can also, save your draft and come back to it later by clicking the **SAVE DRAFT** button

The screenshot shows the 'Apply for Plan - Appeal by a Member of the Public' form. At the top, a progress bar indicates steps 1 through 7: Locations, Type, Contacts, More Info, Attachments (current step), Signature, and Review & Submit. Below the progress bar, the 'Attachments' section contains three blue boxes for adding attachments: 'Architectural Plans', 'Required Findings', and a general 'Add Attachment' box. A red arrow points to the 'Save Draft' button at the bottom right of the form.



On the Review & Submit screen, review your entry carefully and **CLICK SUBMIT**

The screenshot shows the 'Review & Submit' screen. The progress bar at the top shows steps 1 through 7, with 'Review & Submit' (step 7) highlighted. A red arrow labeled 'CLICK HERE' points to the 'Submit' button. Below the progress bar, the form displays the following information:

Location:	
Location	777 b Street...
Basic Info:	
Type:	Site Plan Review
Description:	Site plan review
Applied Date:	12/05/2022
Contacts:	
Billing Contact:	New User



Congratulations! You have successfully applied for your Plan!

Plan Number: SPR 22-0002 Add to Cart

Plan Details | Tab Elements | Main Menu

Type: Site Plan Review	Status: Submitted - Online	Project Name:
Applied Date: 12/05/2022	Issue Date: 05/11/2022	Expiration Date: 01/10/2023
District: Hayward	Assigned To: Planner	Valuation:
Description: Site Plan Review	Finalized Date:	

Summary Locations Fees Inspections Attachments Sub-Records More Info

Progress

0% Completed

- Completed
- In Progress
- Not Started

Workflow

- Application Submittal Check
- Set up Escrow Account
- Payment Received
- Project Files and Routing Slip
- Notice of Receipt of Application

Available Actions

No Actions



Once you've submitted the application, you will be prompted to pay any flat fees that might be due. If the application involves an initial deposit, you will not be prompted to pay. A member of staff will reach out to you to coordinate payment.

Summary Locations Fees Inspections Attachments Sub-Records More Info

Progress

0% Completed

- Completed
- In Progress
- Not Started

Fees

\$0.00

[View Details](#) [Add to Cart](#)

Workflow

- Application Submittal Check
- Set up Escrow Account
- Payment Received
- Project Files and Routing Slip
- Notice of Receipt of Application
- Plan Review
- Decision Document(s)
- Notice of Decision

Available Actions

No Actions



Check the status of your application at any time by clicking the dashboard button in the toolbar, and locating your pending application in the **MY PLANS** section

HAYWARD
e-permits

New User 0

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

My Permits

Attention 0	Pending 0	Active 0	Recent 0	Draft 0
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▶ View my permits

My Plans

Attention 0	Pending 1	Active 0	Recent 1	Draft 0
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▶ View my permits

My Inspections

Requested 0	Scheduled 0	Closed 0
----------------	----------------	-------------

▶ View my permits

My Invoices

Current 0	\$0.00
Past Due 0	\$0.00
Total 0	\$0.00

▶ View my invoices

My Licenses

Draft 0

Need more help?

Contact our Hayward e-Permits help desk for additional help with registering for a new account, updating an existing application, navigating the portal, and more.

e-permits@hayward-ca.gov