



PLANNING, INSPECTIONS AND DEVELOPMENT SERVICES DEPARTMENT

Remote Services

Cary's Planning, Inspections and Development Services Department continues to process and review most applications and conduct inspections with some process adjustments during the COVID-19 event. We are committed to serving the development community and will follow up as processes and procedures evolve. The following outlines the minor process adjustments:

1. Most residential and commercial building inspections will continue, although adjustments may need to be made based on staffing levels, workload and risk assessments. Decisions will be made on a case-by-case basis.

Also, Cary has extensive virtual resources for many parts of the inspections process. For questions, call 311 or (919) 469-4000.

2. Cary receives many of its development applications and building permits through our electronic plan review portal, IDT: <https://townofcary.idtplans.com/secure/>. Routing and review periods may take longer during the event. All payments will need to be completed online or by calling our 311 Center. Applications and permits accepted through IDT include:
 - Development Plans
 - Plats
 - Building Permits
 - DRC Pre-application Conferences
 - Record Drawings
 - Sign Permits and Master Sign Plan Applications
 - Small Wireless Facilities
 - Temporary Uses
 - Zoning Verification Letter Requests
3. Residential trade permits will continue to be received through our "Building Permits Online" portal: <https://cary-egov.aspgov.com/Click2GovBP/index.html>
4. For applications not submitted online, please email the application to our 311 Center, 311@townofcary.org. Applications can be found on our [Application and Forms Page](#).
5. Express Plan Reviews and Special Projects One-hour Turnaround (SPOTs) will still be conducted by phone. The applicant shall be available by phone during their scheduled appointment in order to answer questions from the plans examiner. Applications and scheduling will still be done through IDT.

TOWN of CARY

316 North Academy Street • Cary, NC 27513 • PO Box 8005 • Cary, NC 27512-8005
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6. Development Review Committee (DRC) Pre-application Conferences are being hosted through WebEx. Applications and appointment scheduling will continue to be done through IDT: <https://townofcary.idtplans.com/secure/>
7. Annexation applications are being accepted and reviewed electronically. Staff are completing reviews and conduct initial case research. Annexation cases will not be scheduled for a Town Council agenda until Cary's meeting schedule resumes at a later date. If you have questions about the annexation process please contact Wayne.nicholas@townofcary.org
8. Rezoning applications are being accepted and reviewed electronically. Staff are completing reviews and conduct initial case research. Rezoning cases will not be scheduled for any public meetings including Neighborhood Meetings, Town Council meetings or Planning & Zoning Board meetings until Cary's meeting schedule resumes at a later date. For questions about the rezoning process, please contact Katie.drye@townofcary.org
9. Construction Packages requiring a Grading Permit should be emailed to Lisa Booze, lisa.booze@townofcary.org. Submittal of the 11x17 hard copy of the construction plans should be provided on site at time of first inspection.
10. Pre-construction meetings will be handled electronically. The assigned inspector will call the applicant to arrange the meeting.
11. Real Estate Plat Mylars for signature should be dropped off and picked up at Town Hall on Wednesdays at 3:00 PM. Approved mylars will be ready for pick-up the following Wednesday at 3:00pm.
12. Temporary Events and Temporary Uses: If you are planning to change the date of your event, please contact DRC@townofcary.org with your request to postpone. We will allow you to edit your application in [IDT](#) with a new date along with any changes and we will create a new review cycle.
13. Administrative Appeals and Appeals of Civil Penalties: If you wish to appeal an interpretation by a town official, a Notice of Violation (NOV) or to the amount of the civil penalty, you must mail a hard copy of the application to the Town Clerk. Also, please send an email of the application to debra.grannan@townofcary.org. Appeals must be submitted within 30 days of receipt of the NOV or action by the Town. Once the application is received, staff will contact the applicant to schedule a meeting to review the case.
14. Variances and Directors Modifications: If an encroachment into a setback or another modification to LDO dimensional standards is necessary to address a hardship or deal with a construction error, please submit a Variance or Director's Modification application along with a survey by email to justin.bucher@townofcary.org. Prior to submittal of a variance, a pre-application will be scheduled with a member of the Planning Department.

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