



BuildSA Training
GSABA Questions & Answers
Dec. 14, 2020

The Development Services Department (DSD) hosted a training call for homebuilders on Dec. 14, 2020 to help with the transition to BuildSA. Prior to the training session, the following updates were put into place for customer assistance:

- As of Nov. 30, 2020, we no longer accept email applications through the DSD License email. Permit applications must be submitted online through BuildSA. To create an online account customers need to apply on the [on-line permitting system](#).
- Hansen will be available from Dec. 15 to Jan. 31, 2021 to allow for Mechanical, Electrical and Plumbing (MEP) permits for which the NEW RESIDENTIAL building permit was already issued in Hansen.
- For quick reference materials and troubleshooting, visit our [BuildSA training website](#). We have just added the new [Get Started Guide for Permitting](#).
- For requests related to permits in Hansen, email DSDHansenPermitHelp@sanantonio.gov.
- Customers who need help setting up their on-line account or linking their Professional License, please email BuildSAOCMTeam@sanantonio.gov. For faster service, customers need to include the following:
 - License holder name
 - Contact phone number
 - License number
 - Username ID
 - Email address
 - Company name

Due to the transition, DSD is experiencing high call volumes and email requests. All requests will be responded to on a first come, first served basis. We appreciate your support and patience as we navigate through this together.

Please note the following *Questions and Answers* (Q&A) came from the training session and meant to be another resource to help guide you through the BuildSA transition. The Q&A are broken into the following sessions: Account Set Up • Linking Professional Licenses • Permits & Records • Inspections • Escrow Accounts • Fees • Digital Plan Room.

ACCOUNT SET UP

Q. We are a pool company with a General Contractor, Master Electrician and Master Plumber, all who are under the company umbrella – do they each need their own account?

A. Yes, they will all need their own account.

Q. What about home builders, are they under a company name, and not a person?

A. Any individual that holds a professional license will have their own ACA account. They will be associated to the company but should maintain their own account.

Q. Does a new account need to be set up different from an old account?

A. If you have an existing account, it can be used; however, if the contact information on your current account does not match the records that were converted from Hansen, we will need to assist you in related those records to your current account. Note: A Hansen log in will not work in BuildSA, you will need to create a new portal account in BuildSA.

Q. The license holder would like the emails to not go to him, how do we turn that off or can we?

A. At this time the Licensed Professional emails cannot be turned off. You can request to hold emails to other contacts by submitting the request to staff.

Q. Once application is submitted and is under review, how long does it take for approval?

A. Average initial reviews for new residential construction is three business days.

Q. So what if we submitted our permit in Hansen and then it was moved to Accela? There won't be mechanical contractors on that permit?

A. The Licensed MEP Contractor would be added using the ADD/REMOVE Amendment process. The Licensed Professional would need to be added to the Licensed Professional List. This process starts on Page 28 of the [handout](#). This handout will also help with creating an Escrow Account and managing authorized users

Q. Where is the Library for access for training links?

A. You can go to the [BuildSA website](#); customer-resources section.

Q. Who is considered a licensed professional for a homebuilder?

A. Those who are registered and have submitted their FBI background check is considered a License Professional. Please note the licensed professional can be a City or State license holder who is registered with the City.

Q. The Contractor's License Expiration date on the Account Management page is incorrect. How do I get this corrected?

A. The expiration date reflected can be the expiration date of the insurance, the state issued license OR the registration expiration. If you are required to update any of this information, you should have an option to amend or renew your license online at least 30 days prior. If you feel that the expiration is still incorrect, please send the information to buildsaocmteam@sanantonio.gov and we will be able to help you sort out the expiration dates.

Q. How would we find that out if we are the license holder? We have been submitting the plans with various people for at least a year.

A. A licensed professional is required to be registered in our system with the company they are associated with. You can search the system by license number to find out who the license belongs to. [This tutorial may be helpful.](#)

LINKING PROFESSIONAL LICENSES

Q. How do we link and add the plumbing, electrical and such contractor once you already submitted the permit?

A. To add your license professionals you can submit an add/remove amendment record. This [tutorial](#)

may be helpful. We have also created the new ["Get Started Guide for Permitting"](#) for your reference.

Q. The site does not recognize my Residential Contractor's License which I renewed about two months ago. What do I do?

A. It sounds like your license didn't come over from Hansen. We will need to recreate the registration record in Accela. Please send us your information and we review the details.

Q. Who do I call to assist me with merging my account?

A. If you've created a new account and it did not automatically match, we can assist you in making the records match to your new account. To correct the linking of your license, please email us at buildsaocmteam@sanantonio.gov and provide the following information:

- License holder name
- Contact phone number
- License number
- Username ID of Portal Account Created
- E-mail address
- Company Name

Q. How do I correct my entry in the new site if I entered it different than what is in the Portal? We are an electric company for new residential electrical. Who do I call to assist me with merging my account?

A. Same as the answer in prior question.

Q. How do we link up our permits to existing building permits?

A. If you've created your portal account information exactly as it was in Hansen, the permits and applications should automatically associate to the proper contacts and you should see them within ACA. Please note that not all permits were migrated from Hansen. If there is an issue, or you think that a record is missing from the association, please email us at buildsaocmteam@sanantonio.gov and include your license information for assistance.

Q. I am getting two emails every time we submit/pay etc. How can I get rid of the duplicate email?

A. If you already have an ACA account, it is recommended to submit the license registration directly from this account in ACA. This will ensure the license is linked correctly.

PERMITS & RECORDS

Q. What if we uploaded through the old portal and we just got approved. Will that information be transferred to the new system?

A. We are re-creating records in BuildSA as they became available.

Q. If the building permit was pulled under the old system, will we be able to pull plumbing permits under the new system?

A. BuildSA will create a combination permit for all building, electrical, mechanical, and plumbing fees and inspections will be part of the building permit. A separate trade permit is not needed.

Q. I have a building plan that is already reviewed but has not been issued. Do I go downtown to complete the process on this permit submittal?

A. We will re-create the record in BuildSA. You will need to pay the permit fees in BuildSA and pick up your paper plans at the One Stop once the fees have been paid.

Q. It was previously mentioned that Hansen would come back up for a short time. Do you know when that will be?

A. Hansen is available for the submission of MEP permits for new residential construction for which the building permit was already issued in Hansen. Hansen will be available from Dec. 15, 2020 through Jan. 31, 2021.

Q. If we are pulling an electrical permit, is there still an itemized list for permit items, i.e. switches, panel boards etc.?

A. Yes, a standalone MEP permit will continue to require a list of itemized permit items i.e. switches, panels, outlets, etc. This can be entered on the application at the time of submittal.

Q. So can an electrician and plumber pull their permit and associate it with our permit if we give them the permit number, or do we need to add them to the permit application before they can pull their permit?

A. A permit that requires a licensed professional will require the licensed professional to be part of the permit. For additional information, we have created the new ["Get Started Guide for Permitting"](#) for your reference.

Q. What exactly do I need to do to pull a permit and match and marry with the builder permit in the Hansen system?

A. If your building permit was issued in Hansen the MEP permit(s) can be pulled in Hansen. The system was turned back on and will be available from Dec. 15, 2020 to Jan. 31, 2021 to allow for building permits for new residential projects to be closed out in Hansen. If your building application was recreated in Accela or you need to submit a new building application, you are required to submit them in [BuildSA](#).

Q. I am having an issue with the ETJ tree permits. Not sure what to put for Type of Development since it is in a developed community?

A. To submit a tree permit in the ETJ you can select "Standalone no Construction" for *Type of Development*, then select Future Residential Development (Outside City Limits) OR Other for *What is the type of work associated with a standalone tree permit*. If Other is selected, enter Description of Work.

Q. Will we be able to see child permits associated with our permit?

A. Related permits are visible online. I am not sure exactly what you mean by child as terminology has changed between the two systems, but related records are visible.

Q. We are not able to add general contractor into portal for permits submitted. It doesn't give me an option to add contact information for general contractors. What is the process?

A. To add a general contractor to a permit, you should use the Add/Remove Contact Amendment record. You may find this Add/Remove [tutorial](#) helpful. We have also created the new ["Get Started Guide for Permitting"](#) for your reference.

Q. I have not been able to apply for a new residential building permit for our community in the county; per the non-annexation agreement, COSA requires permits. What do we do in those instances? The system generates an error message that states, "A permit is not required from the City of San Antonio since the property is located outside our jurisdiction."

A. This issue should be resolved by Dec. 18, 2020.

INSPECTIONS

Q. Finishing up a house, need finals so does this remain in the old system to complete job or is it going into new system. We should finish project in about 3 weeks.

A. If the permit was issued in Hansen before Nov. 30, 2020, you would call in your inspections in Hansen.

Q. How do we schedule an inspection?

A. You can schedule inspections on-line using the BuildSA site. You will need to be the licensed professional or delegate to schedule an inspection. Please see page 93 of the [ACA user guide](#).

Q. Is there a limit to the number of people the licensed professional can add in order for them to process permits or to schedule inspections?

A. No.

Q. Can we assign builders to receive inspection notification or will this go to the main account holder email address?

A. At this time, any contact on the permit will receive this notification.

Q. We are doing plumbing permits for residential irrigation. We are not able to schedule applications that are in ETJ on the portal and need help. We are also unable to check the inspection status. What should we do?

A. This issue has been resolved. You can submit irrigation permits in the ETJ in BuildSA.

Q. How do we get MEP inspections scheduled for jobs on the old system that have not completed? At this time, we have child permits in the old system.

A. Customers can log into Hansen (old system) to schedule inspections.

ESCROW ACCOUNTS

Q. If the account is set up and matched properly, should the escrow account link also?

A. Please note that the escrow account from Hansen does not transfer to Accela. If you have an escrow account in Hansen, you can only pay fees in Hansen. If you need to pay fees in Accela you will need to create a new escrow account. If you are no longer going to use the escrow account in Hansen, you can request a refund to close the escrow account.

Q. If we use a credit card to pay fees, do we need to set up an escrow account?

A. No, you do not need to set up an escrow account. You can pay by credit card. Please note that deposits to escrow using a credit card will be assessed a 3% surcharge. Credit card payments on permits do not have the 3% surcharge.

Q. How would we go about transferring our funds from our old escrow account to the new system escrow account?

A. There is no transfer function. You can request a refund from existing escrow and then fund the new escrow.

Q. I have not been able to create an escrow account, I keep getting an error message on the Accela website. I opened a ticket to escalate the issue but not heard back. What is the average time frame that I should wait to hear from someone? Also, if we requested a refund from our Hansen escrow what is the timeframe for us to get our refund?

A. The escrow issues experienced early in the release have been resolved.

Q. How do I request a refund in Hansen?

A. To request a Hansen refund, email DSDHansenPermitHelp@SanAntonio.Gov. We will process the requests on a first come, first serve basis.

Q. Is there a fee to close the Hansen escrow account?

A. No.

Q. Does the escrow account have to be under the contract license person for the delegates to be able to use the account or does each delegate need its own account?

A. You can be a delegate of the licensed professional to use their escrow account. Please note the permit must include the contact type of Escrow Owner and/or Authorized Agent. This [tutorial](#) may be helpful to learn how to pay fees using an escrow account.

Q. What are the steps to add funds into our new escrow account after it has been taken out of the old account?

A. You will need to make a deposit to the new escrow account. This [tutorial](#) may be helpful to learn how to create an escrow account and deposit funds online. We cannot transfer funds from Hansen to BuildSA.

Q. There is a place to deposit into the escrow with a credit card, but there aren't any fields to add the credit card information. What am I doing wrong?

A. Please go to Account Management to deposit. This [tutorial](#) may be helpful to learn how to create an escrow account and deposit funds online.

FEES

Q. Have fees changed at all? We got a review fee of \$200, which seemed off. They're usually about \$500?

A. The new residential fee structure has not changed. The commercial permit fee did go through a restructure causing some fees to change.

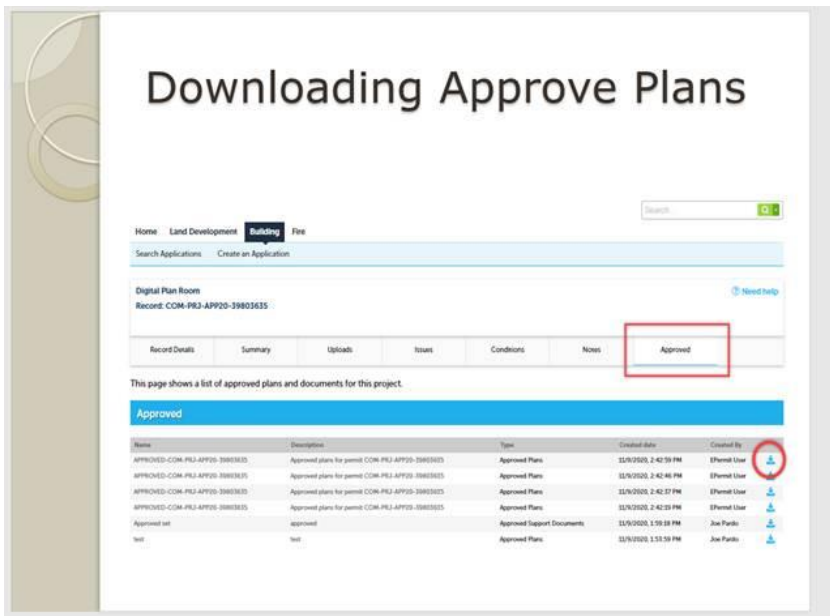
Q. We were told that we were being charged a \$10 fee per permit for the permits to be set up in the Hansen system. No one mentioned us having to pay a fee when we were told the Hansen team email was set up.

A. This was a training issue and we've communicated this to staff. In the future, there will be a \$10 convenience fee if staff submits an application in Accela BackOffice. Customers can submit an application using our online portal to avoid this convenience fee.

DIGITAL PLAN ROOM

Q. How do you find your approved plans? I may not be looking in the right place.

A. In Accela, approved plans can be found in the digital plan room, under the approved tab.



Q. Do we need to have plans on the site on the files that were transferred? Will the approved plans be available to print from this site?

A. Paper plans need to be available at the job site. For building permit applications submitted after Nov. 30, 2020 in BuildSA, plans will be available to download and print.