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DC DEPARTMENT OF BUILDINGS

NEW! Certificate of Occupancy Application Training-Certifi Platform

Overview and Process Flow for DOB Customers & Stakeholders

FY 23-24

Run of the Show

- Introduction of the Panel
- Please **MUTE** your microphones and turn off your camera
- **Place all questions you have in the chat,** if we are addressing your question, of course we want your feedback to make sure we have addressed your question fully, you can unmute and respond
- **All questions,** in today's training are specifically about the new platform, Certifi and an introduction to the platform. Any questions arise outside of the presentation please contact our customer service team www.dob@dc.gov

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Agenda

- What is Our Why? & Overview
- Understanding Applicant Process Flow
- New Features and Improvements
- Introduction of the New Platform

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CO

HOW IT WORKS

1 Apply

Search by property address, validate your identity, and select application type. Fill out the application form, upload all required documents, and select a date for your required C of O

2 DOB Reviews Your Application

DOB will review your application, and may request additional information with you. After review has been successfully completed, a draft C of O will be created for your approval.

3 Pay Fee and Download C of O

Once you approve the draft C of O, a payment request will be created. After you pay the fee, you may download the final version of your C of O.

What is Our Why?

We wanted to assist our customers with a more transparent process flow, so we developed a digital submission process of all Certificate of Occupancy Application types to:

- Create a User-Friendly Platform
- Increase Transparency
- Establish Predictability

Application Process - Change of Ownership

Application Process - All Other Types

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What is a C of O?

The purpose of a Certificate of Occupancy (C of O) is to ensure that the use of a building, structure or land in the District of Columbia conforms to the Zoning Regulations (DCMR Title 11) and the DC Construction Code (DCMR Title 12A), and the Green Building Act.

Per DCMR title 12A Section 110.3-no person can use a building, structure or land in the District of Columbia for any purpose other than a single-family dwelling, until a valid C of O has been issued.

What are you using this building/structure/land for?

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What are the types of C of O applications?

There are **six (6)** types of **C of O applications**:

- Ownership change
- Use change
- Occupant load change
- Revision
- Temporary occupancy
- New building/New construction

For new buildings, there are three (3) C of O subsets: conditional, completion of core and shell, and establishment of a new occupancy.

The new certificate of occupancy platform, **Certifi, will guide you** through each of these application types.

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Transition Plan For C of O Application

- **Launch Date: Monday October 23, 2023**
  - All new applications will need to be submitted via Certifi as of October 23, 2023

- Current in-progress applications must be completed, meaning all reviews approved, the fees paid, and the permit issued by Dec. 4th

- After Dec 4th, in-progress applications that are incomplete will be withdrawn by DOB, and applicants must submit a new application in Certifi.

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What's New for Applicants

- New Platform
  - Digitized Certificate of Occupancy application submission and review.
- Customer Dashboard and Tracking
- Early Inspection Scheduling
- Permit Look-up and Inspection Verification
- Draft Review Prior to Payment
- Automatic CO Permit Issuance

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Applicant Process Flow

Start

- Log into Certifi.
- Select 'Add new Application'.
- Enter the address of the property.

Track

- Review and respond to Hold for Corrections (HFC).
- Our Service Level Agreement (SLA) is seven (7) Business Days, the time while there is a Hold for Correction status will not count towards the SLA time.

Download

- Pay and download your Certificate of Occupancy.

Online Application

Step 1

- Enter the property address.

Step 2

- Select if you are the Property Owner, Business Owner, or Authorized Agent.

Step 3

- Are you changing a current Certificate of Occupancy? Or are you applying for the first time?

Step 4

- Describe the space that will be occupied.

Step 5

- Verify that all permits have the required inspections.

Step 6

- Upload documents and schedule the C of O Inspection.

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C of O Applicant Dashboard

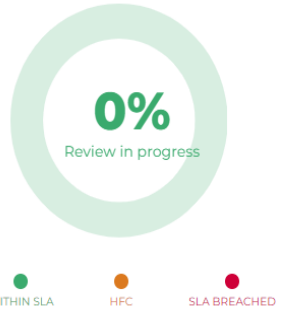
After Initial Submission of C of O Application

Check the overall review of the whole application review process. Each reviewing disciplines and agency's review information will be populated here.

APPLICATION SUMMARY
New Construction/ Establishment
Type of Certificate
Conditional

SUBMITTED ON
Oct 4 2023, 3:44 pm

OVERALL REVIEW PROGRESS AND SLA STATUS



WITHIN SLA HFC SLA BREACHED

REMAINING TIME
09 day(s) 07 hour(s) 56 min(s)

REVIEWING DISCIPLINES AND AGENCY WITH REVIEWERS AND REVIEW STATUSES

Intake
Reviewer Name - **Not assigned**
Status - **Review not started**

Zoning
Reviewer Name - **Not assigned**
Status - **Review not started**

Green
Reviewer Name - **Not assigned**
Status - **Review not started**

Structural/Fire
Reviewer Name - **Not assigned**
Status - **Review not started**

Inspections
Reviewer Name - **Not assigned**
Status - **Review not started**

DOEE
Reviewer Name - **Not assigned**
Status - **Review not started**

C of O Issuance
Reviewer Name - **Not assigned**
Status - **Review not started**

During the Review/Inspection Phase

Check the overall review of the whole application review process. Each reviewing disciplines and agency's review information will be populated here.

APPLICATION SUMMARY
Change/Revision
Owner/Business Change
Type of Certificate
Permanent

SUBMITTED ON
Aug 7 2023, 4:56 pm

OVERALL REVIEW SLA STATUS

WITHIN SLA HFC SLA BREACHED

REVIEWING DISCIPLINES AND AGENCY WITH REVIEWERS AND REVIEW STATUSES

Intake
Reviewer Name - **Monika New Intake**
Status - **Approved on Aug 8 2023, 4:08 am**

Zoning
Reviewer Name - **ZoningManager Zorgo**
Status - **Approved on Aug 8 2023, 5:27 am**

C of O Issuance
Reviewer Name - **Monika New Intake**
Status - **Approved on Aug 8 2023, 10:06 am**

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Applicant Inspection Scheduling

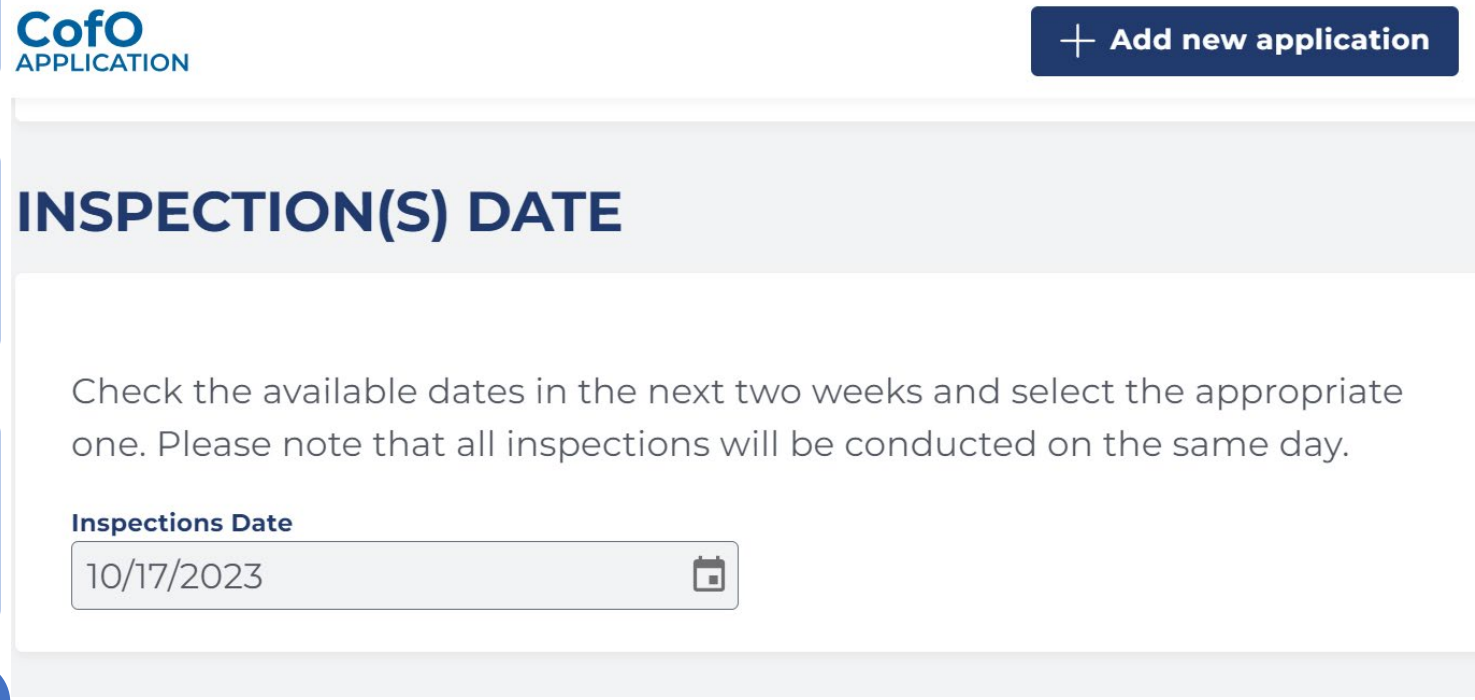
Single inspection event; you will not have multiple inspections completed

(C of O Inspection ONLY)

You can schedule and reschedule your inspection

You **CANNOT CANCEL** inspection once it is scheduled within the initial C of O application

There is no additional fee associated with the inspections portion of your C of O application. Included in the cost of your permit



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Preview Before You Pay

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We Want Your Feedback

- We want to hear from you, we will be collecting your feedback through satisfaction surveys after the initial launch on October 23, 2023
  - (30 days from the launch)

- If you experience any issues while using the Certifi platform, please email coapp@dc.gov.

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Let's look at the application process & common scenarios

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MURIEL BOWSER, MAYOR

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