



Welcome to the City of Hilliard's Paperless Permit Portal

Go Online to Get Started

- Go to <https://hilliardoh.portal.opengov.com/>
- Or go to www.hilliardohio.gov and on the Menu at the top of the screen click **Government** and select **Permits & Applications**

Become a User

- You will need to sign up as a user. Select **Sign Up** at the top right of the page and complete that process.
- The next time you will **Log In** with your username and password.
- If you forget your password, please go to support@opengov.com to have it reset. (This is a function of the software company and Hilliard City staff cannot reset your information.)

Applications

- In the search bar under "How May We Help You?" type in the permit or form you need and fill out and complete as instructed.
- Once the application is complete, it will be reviewed by staff. Any comments or questions from staff will automatically generate an email to the applicant.
- **New Businesses** or **Businesses Changing Location** should ensure the following are obtained:
 - ✓ **Zoning Certificate** for a change of use (you should be sure before purchasing property or signing a lease that your business is a legally permitted use).
 - ✓ **Building Permits** for any building or tenant retrofit/change requiring a permit.
 - ✓ **Sign Permits** for any temporary or permanent business signage.
 - ✓ Specific uses may require additional licensing such as a **Tobacco Retail License** or a **Massage License**.
- **Residences** may require the following prior to construction or use:
 - ✓ Fences require a **Fence Permit** prior to installation.
 - ✓ Sheds, patios, pavilions, pergolas detached garages and other accessory structures may require a **Zoning Certificate** and a **Building Permit** before construction.
 - ✓ Pools require a **Zoning Certificate**, **Fence Permit** and **Electrical Permit** prior to installation.
 - ✓ Home additions require a **Zoning Certificate** and **Building Permit(s)** prior to construction.
 - ✓ Home Occupations and Short-Term Residences require a **Zoning Certificate**.
- The **Planning Commission** and **BZA** have various applications for public review processes. Please contact Planning for assistance.

Payment & Plan Review

- Once your permit request is accepted, you will receive an email notification to pay for your review. You can make your payment online by credit card or e-check to begin the review process.

- Those who choose to make payments in person may hand deliver or mail a check to:
City of Hilliard, 3800 Municipal Way, Hilliard OH 43026
Please put your **Permit #** in the memo line of the check [Ex: *ELEC-YY-XXX*]
We do **NOT** accept cash payments.