



FREQUENTLY ASKED QUESTIONS

What is ConnectLCF?

ConnectLCF allows you to conduct business with the city online from the convenience of your office, home, or a mobile device. Once you have registered, you can apply for plans, permits and licenses.

Is registration required?

Registration is required for project applicants & contractors. Property owners are highly advised to register to access their property cases/permits.

Registration is not required for basic search functions.

Do I need to come in to city hall to apply for a plan case or a permit?

No, ConnectLCF is an online system where you can process your application from start to finish. There are Kiosk stations at City Hall for those who wish to come in to apply. Walk in applicants must still register and use the system to apply and upload plans.

How do I register?

Visit cityoflcf.org then click on the ConnectLCF button, click on Login or Register, then click on "Register Here." See Registration User guide for step by step instruction.

Can I change my username or password?

Your username cannot be changed. You can change your password through "Forgot My Password."

Can I add multiple people to one application?

Yes, multiple people can be added to applications, at the "Contact" section of the application process. Note, all individuals must have their own ConnectLCF account.

What submittals do I need to apply for a plan or permit?

From the ConnectLCF homepage click "Required Submittal" to see what to submit with your online application. Review it regularly as changes are made from time to time.

How do I manage my application?

ConnectLCF gives you access to your own dashboard. Where any updates to your applications, including inspections and invoices, can be found.

How can I pay for my invoices?

Invoices can be paid from your dashboard at the bottom right hand section or by using the "Pay Invoice" button on the ConnectLCF homepage (invoice number required).





How can I see my plan check corrections?

Please refer to the "View Plan Corrections/Resubmit" guide from the "How To Guides" on ConnectLCF homepage.

How can I request an inspection?

You may request an inspection after a permit has been issued for your project. To request an inspection, please refer to the "Request Inspection" guide from the "How to" dropdown on ConnectLCF homepage or by calling the inspection hotline at 818-790-8652.





FREQUENTLY ASKED QUESTIONS

GENERAL INQUIRIES

Building Division Counter Hours: 7:30am - 11:00am M-Th & 8:00am - 11:00am F.

Building Division counter and phones close at 11:00am M-F. If you would like to speak with Building Division staff directly, please call during counter hours. To speak with a Building Inspector please call or visit before 9:00am. They are in the field during the day doing inspections.

When do I contact Building and Safety vs when do I contact Planning?

Planning regulates the use of property, location, aesthetics, and allowable size of the buildings. This includes Zoning Clearance, Hillside Reviews, Director Reviews, Design Reviews, etc. Contact the Planning Division at 818-790-8881 for more information. Projects are typically reviewed by Planning prior to submitting to Building & Safety.

Building & Safety regulates the fire, life, and safety aspects of structures. This includes all Building Permits.

For Encroachment Permits contact Public Works Department at (818) 790-8882.

Can I apply for my Building Permit before I obtain an approved Zoning Clearance from Planning?

A Building Permit can be applied for concurrently when you apply for a Zoning Clearance. However, this is "at risk" for the applicant and a permit cannot be issued until all required entitlements from Planning have been approved. If the Zoning Clearance is not approved, not all fees paid to Building and Safety may be refunded, or if changes to previously reviewed plans are made, additional plan check fees may be required.

What is ConnectLCF?

ConnectLCF is the City's portal that allows you to conduct business with the city online from the convenience of your office, home, or a mobile device at any time. Once you have registered, you can apply for plans (Planning), permits (Building and Safety, Public Works) and licenses (Business License).



VISIT THE CONNECTLCF PORTAL →



How do I get a new address or change the address for my property?

New address assignment and change of address requests must be applied for and directly submitted to LA County Mapping, who review and approve requests on behalf of the City of La Cañada Flintridge. Contact Building & Safety at 818-790-8651 during counter hours for submittal instructions and the necessary City authorization letter.

I'm buying a house in La Cañada and would like to obtain permit records and plans for the property. How do I do that?

Copies of permits may be obtained through a Public Records Request. You may make the request on our website <https://cityoflcf.org/public-records-request/>. Please contact the City Clerk for more information on Public Records Request at 818-790-8880.

The city is not required by state law to maintain copies of single-family house plans for more than 90 days after the completion of work. Limited records are kept at the Community Development Department. You may visit Community Development and request to see the permit jacket and ask if plans are available. Plans are often protected by copyright laws - No photos or copies may be made.

I'm selling my house and would like to transfer the permits to the buyer. Can I do that?

This is determined on a case-by-case basis. Please call the Building and Safety Division to speak to a Permit Technician at 818-790-8651 during counter hours.

CONNECTLCF INQUIRIES

What is ConnectLCF?

ConnectLCF allows you to conduct business with the city online from the convenience of your office, home, or a mobile device, including outside of general office hours. Once you have registered, you can apply for plans, permits and licenses.

Is registration required?

Registration is required for project applicants & contractors. Property owners are highly advised to register to access their property cases/permits. Contact a Permit Technician to be added to your permits.





How do I register?

Visit www.cityoflcf.org then click on the ConnectLCF button, click on *Log In* or *Register*. See the *Registration User* guide for step by step instruction.

Can I change my username or password?

Your username cannot be changed. You can change your password through "Forgot My Password."

Can I add multiple people to one application?

Yes, multiple people can be added to applications, at the "Contact" section of the application process. Note, all individuals must have their own ConnectLCF account.

What submittals do I need to apply for a plan or permit?

From the ConnectLCF homepage click "Required Submittals" to see what to submit with your online application. Review it regularly as changes are made from time to time. Additional information may be required, as determined on a case-by-case basis.

How do I manage my application?

ConnectLCF gives you access to your own dashboard, where any updates to your applications, including inspections and invoices, can be found.

How do I find the permit I applied for?

Log in to the ConnectLCF account connected to the permit. Go to the "My Work" in the ConnectLCF Portal, then select "All" in the drop-down menu, then change the date range to "specified range", choose a date prior to when you applied for the permit and then click on the magnifying glass to search. All permits that you've applied for within that date range will appear.

Click on the permit number and it will take you to the permit.

How do I find my permit number?

Log in to the ConnectLCF account connected to the permit. Go to the "My Work" in the ConnectLCF Portal, then select "All" in the drop-down menu, then change the date range to "specified range", choose a date prior to when you applied for the permit and then click on the magnifying glass to search. All permits that you've applied for within





that date range will appear. Please contact a Permit Technician if this does not resolve the issue.

Please note that only the contacts listed in the permit will be able to access all information related to the permit.

How do I see the status of my permit?

Log into your ConnectLCF account, go to My Work, go to My Permits, and then click on the permit number. Once the permit has opened, the status is listed under the *Permit Details* at the top of the page.

How do I find out who my Plan Checker(s) are?

Log into your ConnectLCF account, go to My Work, go to My Permits, and then click on the permit number. Once you are in the permit scroll down and click on "Review" and each Plan Checker will be listed with the status of their plan check. For additional questions, please contact a Permit Technician at 818-790-8651.

Why can't I see my attachments or other information on my permits?

Only certain information on permits is visible to the general public. First check that you are signed in under the ConnectLCF connected to the permit. If you continue to have problems, please email a Permit Technician or call the Building Department at 818-790-8651 during counter hours.

PERMIT INQUIRIES

Who can pull a permit?

A licensed contractor or a homeowner may pull the permit and is required to meet the Contractors State License Board requirements. Please contact Building & Safety at 818-790-8651 during counter hours for more information.

Can I pull permits if there is an unrelated code case against a property?

Generally, when there is an active code enforcement case against a property no unrelated permits may be pulled unless the permit is to correct the code enforcement issue. However, you may proceed with the plan check process at your own risk.

Can I get a permit over the counter?

No. All permits must be applied for and pulled online through the ConnectLCF portal.





There is a Kiosk station at City Hall for those who wish to come in to apply. Walk in applicants must still register and use the system to apply. Please note the kiosk cannot upload required plans. Staff work to process all permits as quickly as possible.

Can I expedite my permit?

No. The City does not have expedited permits. All permits are processed in the order that they are received.

In the case of construction emergencies contact the Building and Safety Division at 818-790-8651 or 818-790-8880.

Can I start construction prior to the permit being Issued?

No. All permits must be issued prior to the commencement of construction. Penalties for unpermitted work do include permit fees being doubled, the potential for Administrative Citation(s) and ultimately, potential prosecution by the City.

Are Mechanical, Electrical, Plumbing and/or Sewer included in my Building Permit?

No. The City does not have combination permits; therefore, the applicant is required to apply for all trade permits separately.

Please Note: Please check with a Permit Technician for the processing time on simple permits.

Can I get one permit for work on 2 or more structures?

No. The adopted LA County Building Code requires separate permit(s) for each structure, including building permits, trade permits, demolition permits, etc.

Can I get a status update on a permit that I'm not the applicant on?

Public information is accessible through the online ConnectLCF portal. Please see the how to video "Search for Plans/Permits Without Logging in" by clicking

<https://cityoflcf.org/connectlcf-how-to-guides/>

Proprietary information and permitting specifics will not be disclosed to any persons and/or companies that are not listed on the permit. If you need direct access to a permit, please contact the applicant and request them to add you to the permit.





What are the Permit fees?

Fees vary based on a multitude of factors. Please see the Building and Safety Division fees in the Master Fee Schedule in the link below.

<https://cityoflcf.org/masterfeeschedule/>

For any additional questions please contact a Permit Technician during counter hours at 818-790-8651.

How do I pay?

Invoices can be paid from your dashboard at the bottom right hand section or by using the "Pay Invoice" button on the ConnectLCF homepage (invoice number required). Invoices may also be paid by check. Please contact the Finance Department for more information at 818-790-8880.

Please see the video on how to pay fees in this link: <https://cityoflcf.org/connectlcf-how-to-guides/>

How do I get a Building Plan Check or Building Permit refund?

If you qualify for a refund, contact a Permit Technician for more information during counter hours at 818-790-8651. Please note Building Plan Review Fee refunds are not granted after the plan check has begun.

How are School Impact Fees determined?

School impacts fees are determined and adopted by the relevant school district, either La Cañada Unified School District or the Glendale School District.

How do I pay School Impact Fees?

If the project is located within the Glendale School District (Sagebrush), you will need to pay the school district directly and provide a copy of the receipt to Building and Safety. The City collects applicable school impact fees on behalf of the La Cañada Unified School District.

How is the Permit Valuation determined?

The valuation is based off numerous factors, but typically the 2018 Marshall-Swift Valuation Sheet is used. Contact Building & Safety during counter hours at 818-790-8651 to speak to our Building Plan Checker if you have any questions.





What are the current timeframes to obtain my permit?

Timeframes vary based on the permit type and which departments / agencies have jurisdiction based on the scope of the permit. Please contact a Permit Technician for the current timeframes for plan check.

Reviews being conducted by outside agencies will need to be contacted directly by the applicant for their review timeframes.

How do I contact my Plan Checker(s)?

Email or call a Permit Technician and they will provide you with the Plan Checker(s) contact information.

When does my permit application expire?

All plan checks expire 12 months from the date of application unless an extension is granted.

All issued permits must obtain a passed inspection within 6 months of permit issuance, additionally passed inspections are required every 6 months and complete construction within 2 years. Please contact the Building Inspector assigned to your issued permit with any further questions; 818-790-8652.

How do I extend my permit application (plan check)?

With the Director of Community Development's approval, a permit application may be extended a maximum of two times with paid extension fee. Each extension fee is equal to 25% of the plan review fee and will extend the permit expiration date by 180 calendar days.

How do I extend my building permit?

Within 2-Years of Issuance Date:

With the Director of Community Development's approval, an expired issued permit application may be extended a maximum of two times with paid extension fee. Each extension fee is equal to 25% of the permit fee and will extend the permit expiration date by 180 calendar days.

After 2-Years of Issuance Date:

On a case-by-case basis and with the Director of Community Development's approval, you may apply for a new permit and the original permit's information will be transfer to the new permit with additional fees. Contact a Permit Technician for more information.





How do I submit revisions to an issued permit?

Contact a permit technician and request to submit for a permit revision. If the permit qualifies for revisions you will need to upload a revised set of plans with the changes clouded and delta, and a letter with a list of the changes and an updated permit description.

What is an Agency Referral?

Other agencies outside of the City's purview, such as LA County Public Health and LA County Fire Department, that require approval for your specific scope of work.

The agency referral is created to act as a guide to let the applicant know what other agency approvals are required for the scope of work and to provide submittal/contact information for those agencies. It is the responsibility of the applicant/owner/design team to obtain the approvals from the outside agencies and upload them to the permit's attachments in the portal for verification prior to permit issuance.

Where do I find the Agency Referral Sheet?

If required, the Agency Referral sheet is located in the permit's attachments in the ConnectLCF portal.

What departments are routed through the ConnectLCF permit(s)?

- Planning Division, City of La Canada Flintridge
- Public Works Department, City of La Canada Flintridge
- Construction & Debris, City of La Canada Flintridge
- Building Division, LA County
- Drainage & Grading Division, LA County
- Electrical Division, LA County
- Plumbing Division, LA County

What jurisdictions/departments have authority and/or require plan checks that the applicant has to submit separately to?

- Geotechnical and Materials Engineering Division (GMED), LA County
- Fire Prevention Bureau, LA County
 - Plan Check Unit
 - Fire Sprinkler Systems
 - Fuel Modification
- Sanitation District, LA County
- Department of Public Health - Environmental Health Division, LA County





- Survey/Mapping & Property Management Division, LA County
- South Coast Air Quality Management District
- Local Water and Irrigation Districts

What does GMED stand for?

Geotechnical and Materials Engineering Division (GMED).

How do I apply to GMED?

GMED requires a fee to be paid prior to beginning their plan check. If GMED review is required, the City of La Canada Flintridge will send the applicant the GMED invoice. Once the invoice is paid then the City will send the applicant the receipt and instructions to apply.

When will a GMED approval be required?

The City's appointed Building Plan Checker will determine if GMED is required based on the scope of the permit. After screening is completed an agency referral letter will be located in the permit's attachments tab listing all required reviews and approvals.

Typical triggers for GMED referrals include, but are not limited to deep pile foundations, basement walls, fault zones, liquefaction zones, or temporary shoring/soils conditions.

Will a soils report be required?

Soils reports are required for ALL commercial additions and new construction. For residential projects a soils report is only required if warranted based on the scope of work. Common triggers include deep pile foundations, basement walls, slope stability issues, or if shoring required.

Do I need a permit for my shed, trellis, or other accessory structure?

All structures greater than 120 sf and/or exceeds 12' in height require permits. Please contact a Permit Technician for more information. 818-790-8651. Please note that although a building permit may not be required, review and approval from the Planning Division may still be necessary. Contact the Planning Division at 818-790-8881.





When is an Annual Erosion Control Plan required?

All active grading projects must provide an updated erosion control plans in October, prior to start of the (N) rainy season per Section J110.8 of the LA County Building Code. Notification for required projects for implementation will be sent out in August of each year.

What are BMP's?

BMP (Best Management Practices for Construction Activities) are the minimum requirements per Code that all construction sites must comply with during the duration of the project. See Attachment A for more information.

When are you required to comply with BMP's?

BMP's must be complied with at all times, including when performing work that does not require a permit or awaiting permits for unpermitted work.

How is the setback for a pool determined?

The required setback for a pool is measured to the bond beam. For any further questions please contact the Building Inspectors at 818-790-8652.

Are cool roofs required for your City?

Effective 2023, LCF has implements the 2023 CalGreen cool roofs requirements. Visit our website for the Cool Roof Handout.

What is the wind speed for your City?

The wind speed for Risk Category II Building is 95 mph for exposure C. It was previously determined that the special wind region classification will not trigger a change to the required wind speed used in the area. Please refer to Chapter 26 of ASCE Standards 7-16 for more information.

INSPECTION INQUIRIES

How do I get my Construction Placard?

Visit Building & Safety during counter hours and we will provide the construction placard after the permit has been issued.





Do I need an inspection card?

The City does not issue inspection cards. All inspection information is located in the permit in the ConnectLCF portal and are completed electronically. An email copy of the inspection report is available to all contacts on the permit.

How do I schedule an inspection?

Log in to your ConnectLCF account go to the permit's page and request an inspection via the Inspections tab. A secondary option is to call 818-790-8652 and leave a message with the address, inspection type, and date of request.

See ConnectLCF How to Guides for instructional video on how to request schedule an inspection for your permit through the permit portal.

Can I get an inspection for the next day?

We do next day inspections when there is an opening for the inspection type. Inspections are scheduled in the order the requests are submitted. See FAQ regarding scheduling an inspection for more information.

How do I know if my inspection was scheduled?

Log into your ConnectLCF account, go to *My Work*, go to *My Permits*, and then click on the permit number. Once in the permit, click on the "Inspections" tab and all inspections scheduled and passed/failed will be listed.

How do I know my inspection time?

Inspection routes are created on the morning of the inspection. The Building Inspector's call the contractor's contact in the permit's portal to provide the timeframe; with a 2 hour window. You may also call 818-790-8651 the morning of the inspection during counter hours for your inspection time.

Can I request a specific time for an inspection?

We do not schedule specific times for inspections. When you request your inspections, you may indicate your preference of AM or PM and the Building Inspectors will try to accommodate; however, it is not guaranteed. No inspections will occur prior to 9:00 am.





Can I get a pre-inspection?

No, the City does not provide pre-inspection services. If there are questions prior to work, visit inspectors during counter hours.

How can I reach a Building Inspector to ask questions?

The Building Inspectors are available by phone and at the counter 7:30 am - 9:00 am M-Th and 8:00 am - 9:00 am F. Please note that we are half-staffed on Fridays. You may also call the inspection line at 818.790.8652 for general questions and an Inspector will return your call.

How do I schedule a pre-construction meeting?

When a pre-construction meeting is required, a permit technician will send instructions to all contacts on the associated permit.

