



Plan of Development and Subdivision Submission Guide

Customer Guide

[Registration for New Customer](#)

[Submitting a Plan of Development or Subdivision related Job](#)

[Response to Completeness Check Comments](#)

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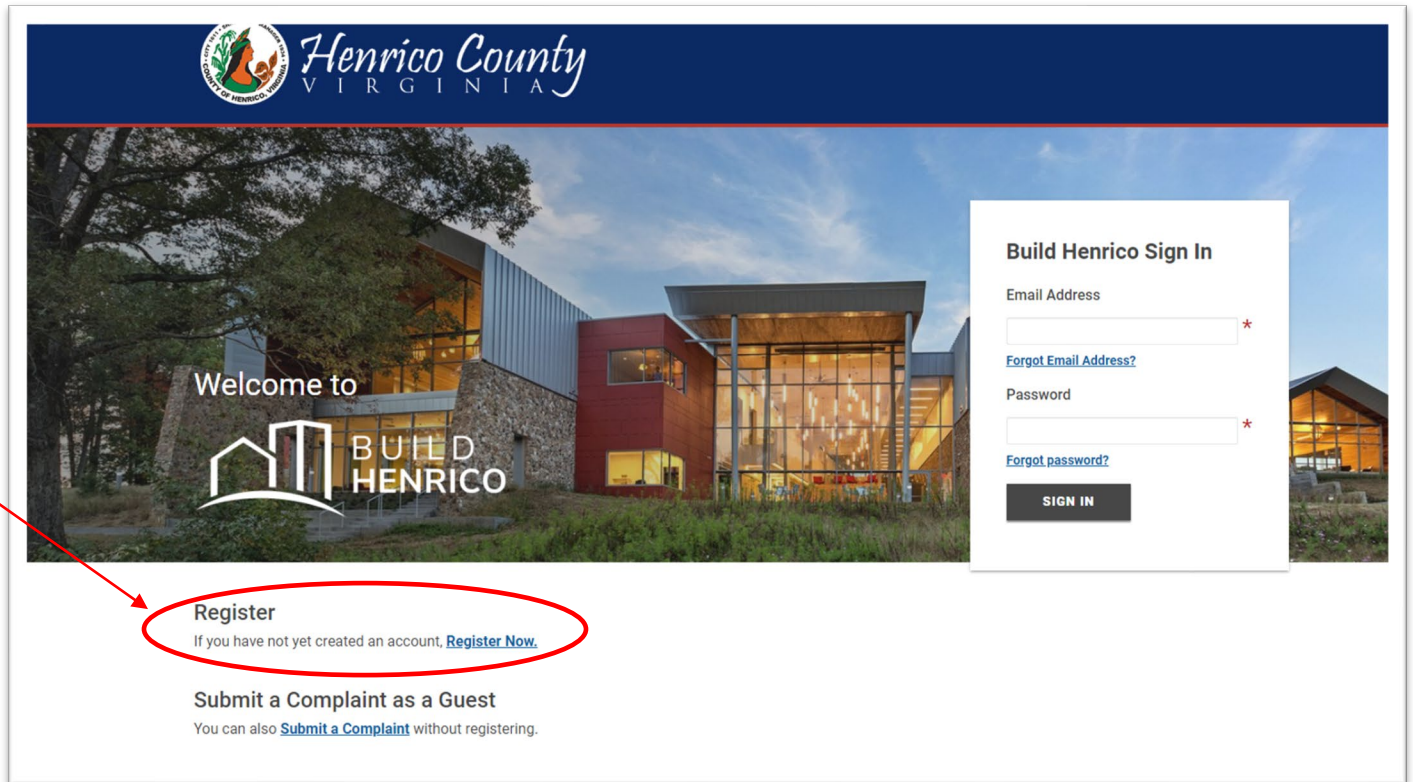
[Response to Referral \(review\) Comments](#)

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Registering as a New Customer:

1. Navigate to build.henrico.us
2. Click the **Register Now** link.





3. Fill out all required fields marked with an asterisk (*). Choose a security question and answer that you will remember. This will be the only way to reset your password in the future, if needed. Check "I'm not a robot". Click **Finish Registration**.

YOUR INFORMATION

* **First Name:**

* **Last Name:**

* **Phone Number:** () -

* **Email Address:** A valid email is required as your email address will be used to login to the system.

* **Confirm Email:**

MAILING ADDRESS

* **Address Type:**

* **Street Address:**

Address Line 2:

* **City / Town:**

* **State / Province:**

* **Country:**

* **Zip / Postal Code:**

CURRENT CUSTOMERS

If you are a current customer of Henrico County and have been provided a PIN, please enter below. Do not enter a contractor PIN number here. If you are a contractor and have a PIN, you will be prompted to enter it through the account activation link in your confirmation email.

PIN:

SECURITY QUESTION AND PASSWORD

The security question is used in case you forget your password. You will need to know the answer to this question in order to regain access to the system.


* **Security Question:**

* **Security Answer:**

* **Password:**

* **Confirm Password:**

Password must:
- be at least 8 characters
- contain at least two (2) letters (one upper case and one lower case)
- and one (1) number.

I'm not a robot 
reCAPTCHA
[Privacy](#) · [Terms](#)

Please be mindful that the information you share with the Henrico County through this website is a public record that may be subject to Virginia open records laws. The County may use the information you provide to contact you in the future about your requests.

Finish Registration

NOTE: Most applicants for Planning related Applications will not have a PIN Number.

4. Once you have clicked Finish Registration, the system will automatically send an email to the email address provided. To complete the registration, you must follow the instructions in the email.



5. Once you click the link, enter in your password and click **Activate**.

Activate your account

Email Address: smi120@henrico.us

*Password: Please re-enter the password you registered online with.

Activate

6. **Do not** complete screen(s) associated with contractor. Click Save and Return.

Tony Soprano

MY CONTRACTOR

*If you are not a contractor, click 'Save and Return' to complete account activation.
If you are a contractor, please follow the instructions below to create a new contractor account.*

Contractor PIN: **Associate to Existing Contractor**

To create a new contractor and associate it to your account, please click 'Register as a New Contractor'. You will be required to enter your contractor license information.

+ Register as a New Contractor

Save **→ Save and Return**

7. Congratulations, you have successfully activated your account!

Home

You have successfully activated your account.

Welcome to Build Henrico!

For information, guides, and tutorials please go to our [Help using Build Henrico page](#).

- Select 'Complaints' to report an issue to the County or see updates on your previous issues.
- Select 'Permits' to create and apply for a building, trade, demolition, elevator, sign, fire protection system, or other construction permit.
- For Planning and Development, please visit <https://henrico.us/planning>.

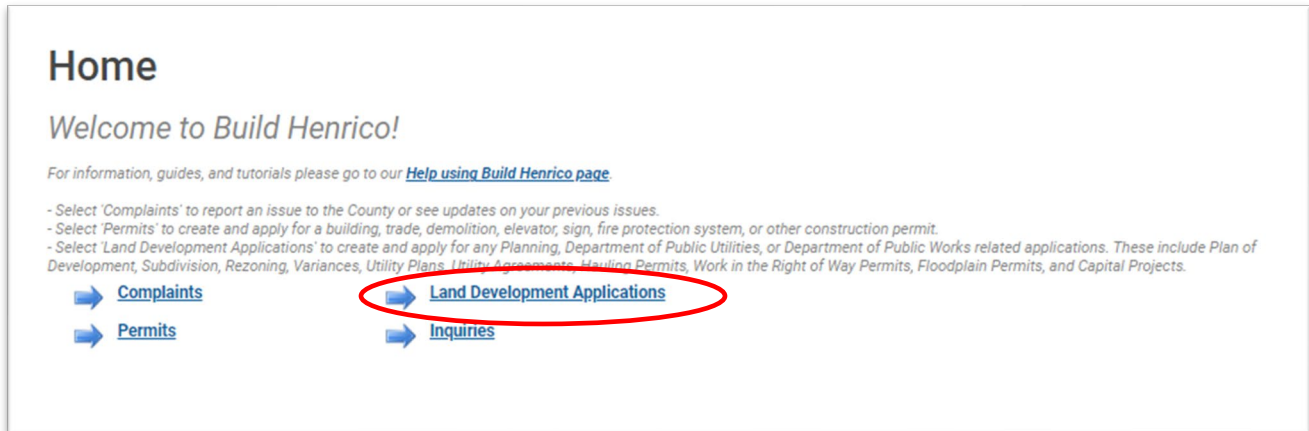
[Complaints](#) [Land Development Applications](#)

[Permits](#) [Inquiries](#)



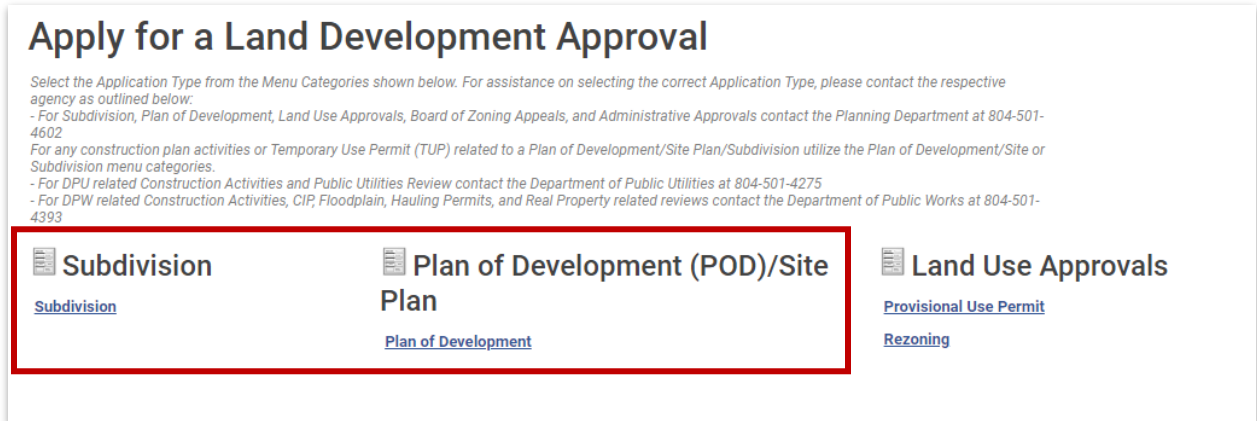
Creating a Submission (Plan Of Development or Subdivision):

1. Go to www.build.henrico.us and log in with your email address and password.
2. On the home screen, click **Land Development Applications**.



3. Choose which type of submission you would like (Subdivision or Plan of Development).

NOTE: If you are submitting for a development that includes both a POD and SUB: Submit POD first, then the SUB. This will allow you to associate the SUB with the POD



NOTE: The screenshots throughout may reference Plan of Development applications, however, the screens are identical to Subdivisions

Additionally – The fields outlined in this guide may not be required by the system in order to submit an application; they are, however, required by Planning and may hold up your application if not all fields are filled out appropriately.



4. Select and/or fill in all required information (Application Type Description, Application Type, Scope of Work, and Description of Activity). For scope of activity either select **New** or **Reconsideration** unless otherwise instructed by Planning Staff. If only one option is available, Build Henrico will automatically update the scope.

Plan of Development POD-2023-00016 (Draft)

APPLICATION INSTRUCTIONS

APPLICATION

Planning Application Name: Plan of Development

*Select the option that best describes the application: (None) ▼

*Select the type of application: (None) ▼

*Select the scope of activity: (None) ▼

*Description of Proposed Activity: [Text Area] [+]
[-]

Is this job a part of a project or another application?
 Project (None) Another Application

Zoning Information: [Text Area] [+]
[-]

Next

5. If part of another project or other application, choose appropriately and enter in the project name/ number and click the magnifying glass. After selecting the appropriate project, click okay. (Refer to the **When submitting for a subsequent plan review** section)

Is this job a part of a project or another application?
 Project (None) Another Application

Select the project by name: [Text Field]

or project number: [Text Field] 🔍

Zoning Information: [Text Area] [+]
[-]

Next

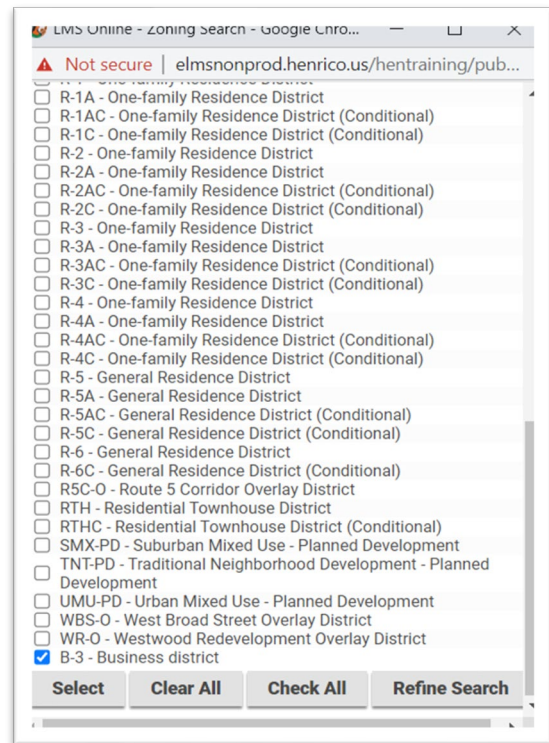
6. Click **Next**.



- Complete Acreage (to the hundredth decimal point), Religious Use, and Number of Seats, when applicable. Density and Number of Lots/Units should be filled out for Subdivisions. As the Number of Lots/Units is required, for all other submissions enter in 0.

A screenshot of a web form titled "ZONING". It contains several input fields: "Total Acreage" (with an asterisk), "Religious Use?" (checkbox), "Density", "Number of Seats (pertaining to restaurants, churches, schools, theatres/arenas)", "Number of Lots/Units Proposed" (with an asterisk), and "Number of Beds". Below these is a button labeled "Existing Zoning(s)". Underneath is a "Zoning Code" input field. A section titled "USE DATA" contains a "+ Add Use Data" button and a table with columns: "Building Number", "Stories", "Building Height", "Square Footage" (with an asterisk), and "Rooms/Units Type" (with an asterisk). At the bottom are "Back" and "Next" buttons.

- Click Existing Zoning, this be displayed in a pop-up window. Multiple Zoning types can be selected.





9. Use data is required for the types of development shown on the drop-down menu below that are proposing buildings. **If no buildings are proposed, skip this step.** Click the **+ Add Use Data** button and provide the required information and select the appropriate **Type** from the drop-down menu. If there are multiple buildings proposed, click **+ Add Use Data** button to add new rows. Identify the buildings by numbering them. Click **Next**.
 - a. If you clicked the **+ Add Use Data** button by mistake, clicking the red **X** to the right of the row will allow you to remove the row and/or close the window without requiring information.

10. Complete all required fields. Enter an address and select the address from the pop-up window. If there are multiple addresses on the site, add all the parcels and then select Primary Address. You may also add a parcel number in lieu of an address. Complete Specific Location when applicable. Select the appropriate Water Supply and Sewer Supply. If anything, other than County is chosen for Water and Sewer, documentation must be uploaded for the Health Department review. If this is not provided, the submission may be held up in initial reviews until it is provided. Click Next.



11. Upload all required and applicable optional documents. Click the + Upload Files button, select Document Type and add any additional comments if applicable. **If your site is part of a special fee waiver program and you have already received approval for a fee waiver by the applicable agency, the related fee waiver documentation must be uploaded at this time.** Once all application documents have been uploaded (indicated by **New**), click **Next**.

UPLOADED DOCUMENTS

+ Upload Files

<input type="checkbox"/>	File Name	Document Type	Comments
- (1) New Documents			
<input type="checkbox"/>	sample.pdf	POD/Site Plan - Construction Plan (POD/Site ... New	Add comment

Back Next

12. **Do not** add your Professional/Contractor. Add all parties involved under the Contacts section (described in the step below). Click Next.

Plan of Development POD-2023-00016 (Draft)

PROFESSIONALS/CONTRACTORS

+ Professional/Contractor

Professional/Contractor	Type

Back Next

13. Add all Contacts by clicking +Contact. These should include anyone associated with the application who needs to be notified of its status.

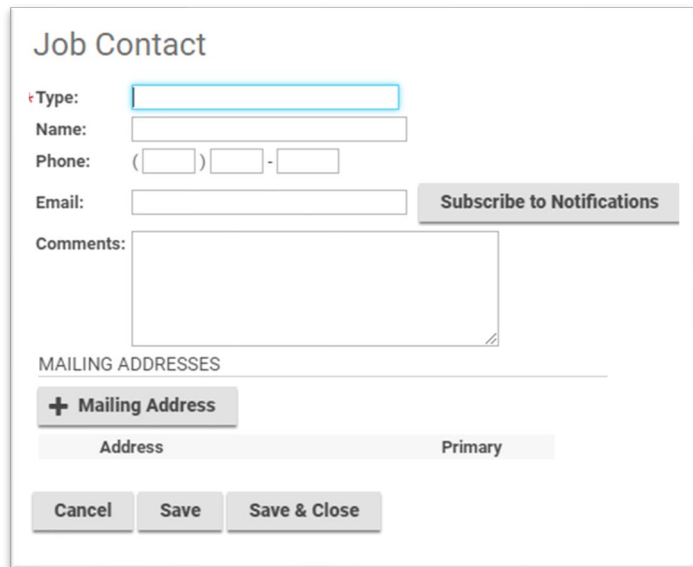
Plan of Development POD-2023-00016 (Draft)

+ Contact

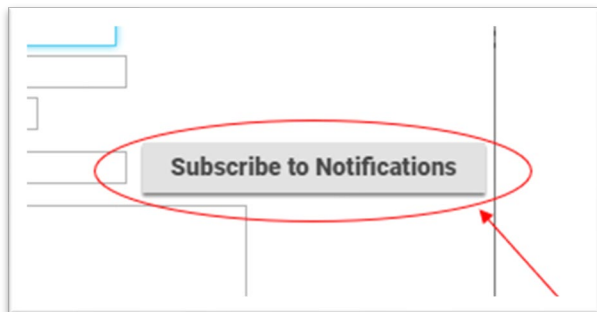
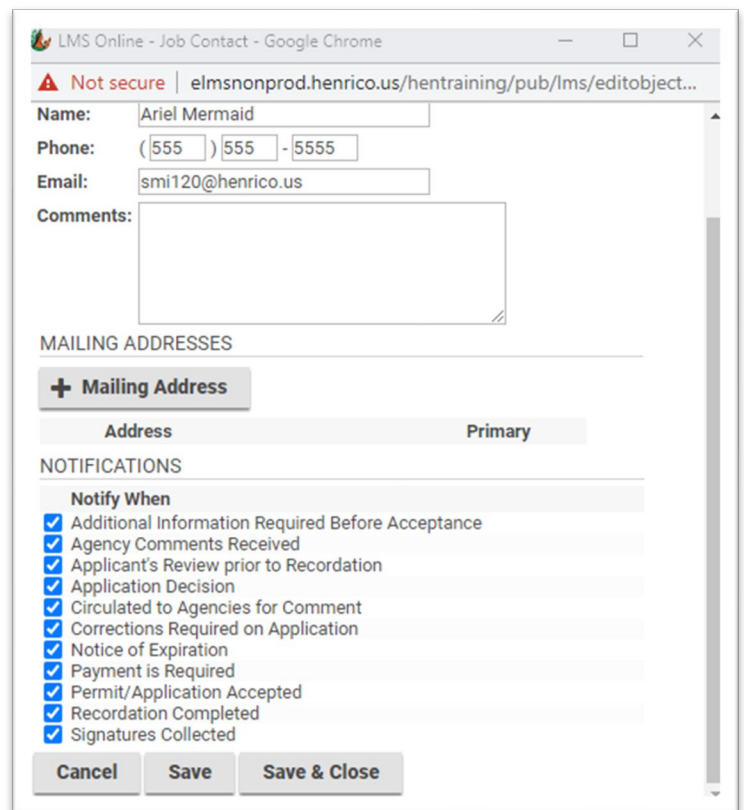
Name	Contact Type	Phone	Email	
Coco Chanel	Applicant	(123) 456-7890	sm120@henrico.us	✘
Mufasa Lion	Professional/Contractor	(555) 555-5555	mcm055@henrico.us	✘

Back Next

14. A pop-up window will be displayed with free form fields. Enter in the type of contact (e.g. Engineer/Surveyor, Owner, Representative, Developer) and the information necessary to receive notifications. Anyone associated with the job should have their contact information provided. For those included on the required signature documents, provide their contact information here.



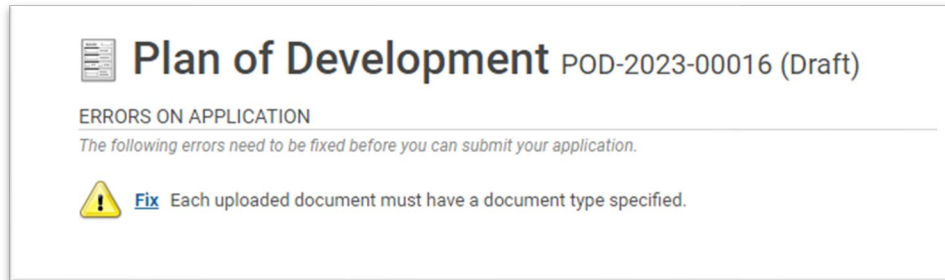
15. Click **Subscribe to Notifications** for every contact. **It is recommended to leave all items checked.** Click Save and Close. If this is not done now, it is possible to Subscribe to Notifications on the home page after submitting the project. In order to subscribe to those contacts that were not manually entered, double click their name on the list and follow the step to subscribe to notifications.

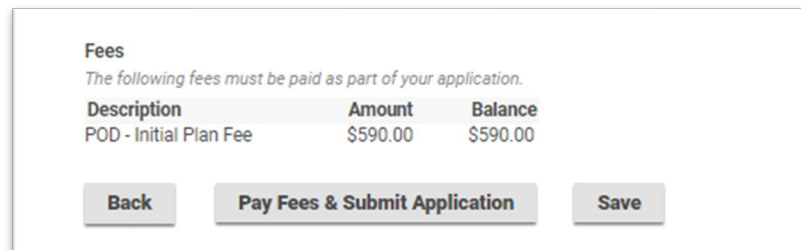
16. Once you are finished adding contacts for the job, click **Next**.



17. If there are any errors with the submittal, you should see a screen as shown below. Click the work Fix and it will take to you to the error needs to be corrected. Once fixed, you will need to move through the same screens again, clicking **Next** unless you need to revise anything.



18. In order to complete the submittal, the filing fee must be paid (if the process requires such). Choose one of the following options for payment information.
- If you (as the applicant) are paying the applicable filing fee**, click **Pay Fees & Submit Application** will take you to the Paymentus website. This is a secure Third-Party website used for payment. Enter in valid payment information and click **Continue**. Read the Paymentus Authorization Terms and click to authorize payment and agree to the terms. Click the blue button to pay.
 - If there is no filing fee**, simply click **Submit Application**.
 - For those projects that are part of a special fee waiver program with an approved fee waiver or are a County/Public Schools Project**, choose **Save** and call the Planning Department at (804) 501-4602 and to discuss the fee. Please have the Job number found at the top of the screen available. Once the fee has been adjusted, navigate to **Pay** and select the outstanding fee you wish to pay. This will take you to the Paymentus Website to complete the payment as outlined below. If the fee has been completely waived, log back into the system to finish the submission process by choosing **Submit Application**.
 - If someone other than the applicant will be paying the fee**, choose **Save** and refer to Build Henrico Planning Department Alternative Fee Payment Guide for further instructions. Please provide the Job number found at the top of the screen to whomever is making the payment, as the number is required for that process. Once the fee has been paid, you as the applicant will need to log back into the system to finish the submission process by choosing **Submit Application**.





19. Once the application has been submitted (based on the various payment options), you will see the screen below confirming the process was successful. If you select the **click here** link, it will take you to an overview of the submission.

CONFIRMATION

Submission Successful.

Application Number: POD-2023-00016


To view the information and status for this Planning Approval Application, [click here.](#)

20. This can also be found on the home screen under the **My Activities** tab. To see the details of your submission, click the paper icon next to the applicable case.

MY INSPECTIONS **MY ACTIVITIES** MY PROJECTS

[Show more...](#)

Henrico County will not be able to process your permit application until the Status column lists the permit as 'Submitted'.
- Changes can be made to any permit application that is in a 'Draft' status.
- Please call (804) 501-4360 to schedule inspections for permits in 'Amend' status.

Type	File Number	Location	Description	Status	Created Date	Submitted Date
 Plan of Development	POD-2023-00016	4301 E PARHAM RD, HENRICO, VA 23228	Plan of Development - Residential - Townhome	Submitted	Apr 11, 2023	Apr 11, 2023



Responding to Completeness Check Comments:

1. If the plans failed the completeness check and require more information, at least one email will be sent to the applicant, and any other contact associated with the Job at the time of submission, to notify of the need for revisions.
2. In order to resolve those items:
 - a. If a link was sent in one of the automated emails, clicking the link will take you to your home page on the Customer Portal.
 - b. You could also navigate to the My Activities tab and in the status of the applicable Job, you will see "Application Incomplete."

MY INSPECTIONS **MY ACTIVITIES** MY PROJECTS


[Show more..](#)

*Henrico County will not be able to process your permit application until the Status column lists the permit as 'Submitted'.
- Changes can be made to any permit application that is in a 'Draft' status.
- Please call (804) 501-4360 to schedule inspections for permits in 'Amend' status.*

Type	File Number	Location	Description	Status	Created Date	Submitted Date
 Plan of Development	POD-2023-00016	4301 E PARHAM RD, HENRICO, VA 23228	Plan of Development - Residential - Townhome	Application Incomplete	Apr 11, 2023	Apr 11, 2023

By clicking on the paper icon next to the Type for the applicable Job, comments will be displayed of items that need to be addressed to pass the Completeness Check. **Pay attention to this screen as it is the only one that will detail what information is needed.** Click **Next**.

3. This will now take you back through the 7 application screens. Click Next to advance screens. You must add/upload any additional information detailed on the screen in Step 4. If you do not, you risk the application being rejected again for an incomplete application.

 **Plan of Development** POD-2023-00016 (Application Incomplete)

Henrico County has determined that they need more information from you in order to process your application. See below for the information they have requested. Click the 'Next' button to enter the information.

ADDITIONAL INFORMATION NEEDED FOR APPLICATION COMPLETION

Need site plan


Next

Screen ID: 1578238

4. On the final screen, click **Re-Submit** to resubmit application or **Save** to save your work to return at a later time to complete and resubmit. If you have outstanding fees, those will need to be paid prior passing the Completeness Check.



5. Once you resubmit, you will see a confirmation screen.

 **Subdivision** SUB-2023-00042 (Submitted)

CONFIRMATION

Submission Successful.

Application Number: SUB-2023-00042

To view the information and status for this Planning Approval Application, [click here](#).



Responding to Initial Review Comments:

1. If the plans failed the initial review and require more information, at least one email will be sent to the applicant, and any other contact associated with the Job at the time of submission, to notify of the need for revisions.
2. An additional email from County Staff will be sent with a deficiency memo detailing items that need to be resolved prior to the plan(s) being accepted for routing.
3. In order to resolve those items:
 - a. If a link was sent to you in one of the automated emails, clicking the link will take you to your home page on the Customer Portal. If an email was not sent to you, sign into your customer portal.
 - b. Navigate to the My Activities tab and in the status, you will see “Application Revisions”
4. By clicking on the Submit Revision link in the far-right column, **you will begin the process of resubmitting the plan(s) for initial review.**

MY INSPECTIONS		MY ACTIVITIES		MY PROJECTS			
Show more...							
<i>Henrico County will not be able to process your permit application until the Status column lists the permit as 'Submitted'. - Changes can be made to any permit application that is in a 'Draft' status. - Please call (804) 501-4360 to schedule inspections for permits in 'Amend' status.</i>							
Type	File Number	Location	Description	Status	Created Date	Submitted Date	
Subdivision	SUB-2023-00042	2728 HUNGARY RD, HENRICO, VA 23228	Subdivision - Residential - Single Family	Applicant Revisions	Apr 17, 2023	Apr 19, 2023	Submit Revision

5. Click on the **Submit Revisions** link. Enter your response in the mandatory response box and upload any documentation requested.

Development Approval SUB-2023-00042

Status: Applicant Revisions Activity Date: May 12, 2023
 Expiration Date:

Job Description: SFR homes

CORRECTIONS REQUIRED

File Name	Review	Correction	Corrected
<p>*Please provide your response:</p> <div style="border: 1px solid #ccc; height: 50px; width: 100%;"></div>			

6. Click **Submit**.



Responding to Referral (review) Comments:

1. Throughout the referral/review process, an email will be sent to the applicant, and any other contact associated with the Job at the time of submission, to notify of the completion of an agency's review.
 - a. Once all mandatory review agencies have completed their referrals (reviews), a Referral Summary with the next steps in the review process will appear at the bottom of the Referral page within the specific Job.
2. At any point in the process, you can log into the Customer Portal to review the status of the referral job and issued comments.
3. On the Customer Portal:
 - a. Navigate to My Activities.
 - b. Select applicable Job.
 - c. Navigate to Referrals tab.
 - d. Select the applicable referral (there may be multiple if multiple submissions have occurred).

Status:	Applicant Revisions	Activity Date:	Jun 9, 2023		
		Expiration Date:			
<p>DETAILS DOCUMENTS CONTACTS PROCESSES PROJECT ACTIVITY REFERRALS</p>					
Referral Type	Referral Number	Created Date	Request Sent	Response Due Date	Status
POD/Site Plan/Subdivision - Construction Plan	POD-2023-00214-001	Jun 5, 2023	Jun 5, 2023	Jun 17, 2023	Closed
POD/Site Plan/Subdivision - Construction Plan	POD-2023-00214-002	Jun 9, 2023	Jun 9, 2023	Jun 21, 2023	Waiting for Response
POD/Site Plan/Subdivision - Construction Plan	POD-2023-00214-003	Jun 9, 2023	Jun 9, 2023	Jun 21, 2023	Closed

Select **View Documents** for each agency's comments which will prompt a pop-up window with the applicable documents available for download. Select **Download** to view the actual documents.

- e. Once all mandatory Agencies have completed their referral responses, a completion date will appear at the top of the screen. Additionally, at this time a Summary Recommendation and Referral Summary will be located at the bottom of the Referral page.

Referral POD-2023-100502-001

Referral Type: POD - Plan of Development - Original Plan
 Completion Date: Sep 26, 2023

Review Agency	Response Due	Referral Response	Response Comments	Response Closed	Response Documents
Building Construction and Inspections	Oct 12, 2023	Comments - cannot recommend approval		Sep 26, 2023	View Documents
Division of Police (Internal)	Oct 12, 2023	Comments - cannot recommend approval		Sep 26, 2023	View Documents
Planning - DRD	Oct 12, 2023	Comments - cannot recommend approval		Sep 26, 2023	View Documents

SUMMARY RECOMMENDATION
 Plans must be resubmitted for review prior to recommendation on agenda.

REFERRAL SUMMARY
 Plans must be resubmitted to address comments prior to Agencies being able to recommend approval for the Director's Agenda.

The summary will include the next steps for this submission process/guidance on resubmission or when to submit for signature would be included here.

- i. VDOT and the Health Department comments will likely be outstanding after the referral is "completed" as they follow review timelines under State Code.



4. To address the comments, log in to your account and follow steps 3 – 6 in the **Responding to Initial Review Comment** section. In addition to uploading plans and documents as requested, you must upload a response to comments letter outlining your responses to each Agency's review comments.
5. Click **Submit**.
6. Once you submit, you will receive a confirmation screen.

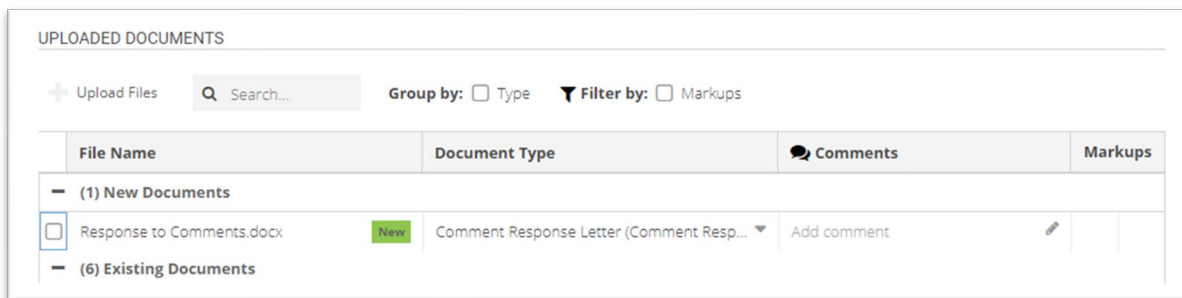


When and how to Resubmit Plans:

1. Plans on an agenda which require Director's or Planning Commission approval OR other plans which require an approval letter (Site Plan without Notice or Final Plats) should not be resubmitted for construction plan review until the approval is granted unless resubmission is necessary to obtain approval.
2. If plans do not need a prior approval letter (e.g. Minor Site Plan), resubmission can occur at any time.

For resubmission of a different Application Type (construction plan, plat check, landscape plan, etc.), a new Job will need to be created, associating it with the original project.

1. If the submission is part of an existing project/development, on the first screen of the application wizard, you should search for the project to associate it with.



2. In order to associate the new submission with the appropriate job, you will need to search for the appropriate case number or name and click okay.

