



## Lenox, Massachusetts

### Inspectional Services

#### On-Line Permitting

Lenox will no longer accept paper permit applications or drawings. If you do not have a computer or if you need assistance using a computer, both are available. A computer station is located outside of the Building Inspection Department office on the 1<sup>st</sup> floor at Town Hall. A second computer station is located on the 2<sup>nd</sup> floor at the Lenox Library located on 18 Main Street and is available during regular Library hours. Assistance can be obtained by calling the Building Inspection Department office at 413-637-5503 ext. 3 during regular office hours. Office hours; Tuesday through Friday from 8 AM to 4 PM, evening hours Wednesday 5 PM to 7 PM and Friday 4 PM to 6 PM.

**APPLICANTS WHO REGISTER**, (this takes less than 5 minutes) will have the ability to do the following:

- Have some of the information auto-fill on the permit application.
- Will have the ability to view the status of their permits.
- Edit the application before the permit is issued.
- Add attachments (plans, pictures, specs, etc.) to the application.
- On-line chat with the inspectors.
- Pay for the permit.
- Print the permit as soon as it has been issued.
- View the inspection results.

**APPLICANTS WHO DO NOT REGISTER**, may still apply and pay for permits (plumbing, gas and electrical and some small building permits), but non-registered applicants will not have the ability to do any of the above mentioned items.

Applicants are no longer required to obtain approvals from other town departments prior to submitting a permit application. Approvals from conservation, ZBA, electrical, plumbing and gas inspectors, the fire department, D.P.W. and the health department are now acquired by email through the online permit program.

Applicants now have the option to pay for their permit on-line with a check routing number and account number or Master Card or Discover Card (additional fee). On-line payment is highly encouraged, but the town will accept checks made out to Town of Lenox, 6 Walker Street, Lenox, MA 01240. Checks can be mailed or delivered to the Inspection Department. **Please submit one check for each permit application.**

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#### STEPS TO FOLLOW

**Pop up blockers:** All Pop up blockers must be shut off.

**Apple Product Users, Please**

[Click Here](#)

**prior to registering.**

Please review the Registration Guide prior to creating your account with Full Circle Technologies, Inc.

[Registration Guide](#)

[Click to](#)

Create your account with Full Circle Technologies, Inc.

Click [Registered User](#) to apply for a permit as a Registered User.

Click [Non-Registered User](#) to apply for a permit as a Non-Registered User.

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**Fee Schedules:** Click Fee Schedules to access a drop down menu listing Building, Electrical and Plumbing & Gas Inspector. Select a trade and the fee schedule for that trade will appear.

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Click [Home Page Guide](#) to review how to utilize the functions on your Home Page.

**Please request all inspections at least 24 to 48 hours in advance by using only the online permitting program. Directions for how to request an inspection are in the Home Page Guide.**

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## **INSPECTIONS FOR RESIDENTIAL BUILDING PERMITS:**

Construction or work, for which a *permit* is required, shall be subject to inspection by the *building official* and such construction or work shall remain accessible and exposed for inspection purposes until *approved*. Approval as a result of an inspection shall not be construed to be an approval of a violation of the provisions of this code or of other ordinances of the jurisdiction. Inspections presuming to give authority to violate or cancel the provisions of this code or of other ordinances of the jurisdiction shall not be valid. It shall be the duty of the *permit* applicant to cause the work to remain accessible and exposed for inspection purposes. Neither the *building official* nor the jurisdiction shall be liable for expense entailed in the removal or replacement of any material required to allow inspection.

### **Preliminary inspection:**

Before issuing a *permit*, the *building official* is authorized to examine all buildings, structures and sites for which an application has been filed.

### **Required inspections:**

- **Footing and foundation inspection.** Footing and foundation inspections shall be made after excavations for footings are complete and any required reinforcing steel is in place. For concrete foundations, any required forms shall be in place and any required reinforcing steel prior to the inspection. Materials for the foundation shall be on the job, except where concrete is ready mixed in accordance with ASTM C 94, the concrete need not be on the job.
- **Foundation Drainage Inspection.** A foundation drainage system inspection and approval shall be made prior to backfilling the foundation to ensure compliance with IRC 2009 section R405.
- **Foundation Waterproofing and or Damp proofing Inspection.** A foundation waterproofing and or damp proofing inspection and approval shall be made prior to backfilling the foundation to ensure compliance with IRC 2009 section R406.
- **Concrete slab and under-floor inspection.** Concrete slab and under-floor inspections shall be made after in-slab or under-floor reinforcing steel and building service equipment, conduit, piping accessories and other ancillary equipment items are in place, but before any concrete is placed or floor sheathing installed, including the subfloor.

- **Lowest floor elevation.** In flood hazard areas, upon placement of the lowest floor, including the basement, and prior to further vertical construction, the elevation certification shall be submitted to the *building official*.
- **Frame inspection.** Framing inspections shall be made after the roof deck or sheathing, all framing, *fire blocking*, *fire caulking* and bracing are in place and pipes, chimneys and vents to be concealed are complete and the rough electrical, plumbing, heating wires, pipes and ducts are *approved*.
- **Lath and gypsum board inspection.** Lath and gypsum board inspections shall be made after lathing and gypsum board, interior and exterior, is in place, but before any plastering is applied or gypsum board joints and fasteners are taped and finished.

**Exception:** Gypsum board that is not part of a fire-resistance-rated assembly or a shear assembly.

- **Energy efficiency inspections.** Inspections shall be made to determine compliance with IEBC 2009 with Mass. Amendments. In Stretch Code communities, compliance with 780 CMR Appendix AA shall include, but not be limited to, inspections for: envelope insulation *R*- and *U*-values, fenestration *U*-value, duct system *R*-value, and HVAC and water-heating equipment efficiency.
- **Other inspections.** In addition to the inspections specified above, the *building official* is authorized to make or require other inspections of any construction work to ascertain compliance with the provisions of this code and other laws that are enforced by the department of building safety.
- **Final inspection.** The final inspection shall be made after all work required by the *permit* is completed and approved.

Here are a few recommendations and directions anyone can follow if an Apple product is being used with our permitting program:

**1. Be aware that** Apple products usually come pre-installed with the browser Safari.

A browser is a tool used to access the Internet and our recommended browsers are Internet Explorer (Version 9 and 11), Firefox, and Chrome. Note that Safari is not one of the recommendations. In order to use the program more smoothly you can download any of these browsers quickly and for free! Essentially, it is not that Apple products are not compatible for applicants it is truer that the browser that is being used may or may not be compatible.

**2. In order to download a browser** you must first search it and find the "download" button. After successfully installing the program you will be able to use the browser to successfully do things like apply for permits, pay fees, print out your permit, request an inspection, and much more.

**3. When requesting an inspection** you must first disable the pop-up blockers. In order to do this you may enter the type of inspection and description and click "submit". The browser then make you aware that there is a pop-up and an option to allow it. Allow the pop-up and continue requesting your inspection.

Another way is to go into the browsers settings to disable pop-ups.

-The location of the Chrome settings is on the upper right hand side under "Settings", "show advanced settings", "privacy", "content settings", and scroll down to Pop-Ups and disable them.

-Firefox options are under tools in the upper right hand corner. Go into the "Content" tab and de-select "Block Pop-Up Windows".

-Internet Explorer options are also under tools then "Internet Options". Go to the tab "Privacy" and de-select "Turn on Pop-Up blocker".

Be aware that the settings location and steps may vary depending on the version of the browser.

**4. After the inspection is submitted** a new window will appear that has the option to "Click Here to Generate Mail" which will send you to your email provider, (Gmail, Yahoo, outlook, Verizon, Hotmail, etc.) Once you send the email to the inspectors they will discuss with you via email or through other means of communication when the inspection will be scheduled.

**5. When it comes to mobile devices**, such as tablets and smartphones, the browser behaves differently. It is not recommended to use mobile browsers but if it is more convenient for you to do so then the suggestion would be to use the mobile version of Firefox and Chrome.

# Create Your Account with Full Circle Technologies, Inc.

**BERKSHIRE ONLINE PERMITTING PROGRAM**

Please use Internet Explorer 8 or 9, Firefox, or Chrome for optimal performance.

User Name:

Password:

**LOGIN**

New user? [Create your account](#)  
Forgot password? [Retrieve your password](#)

**Step 1:** Click on Create your account.

**Step 1:**

**Step 2:** Complete the Registration Form.

**Step 2a:** Select one of the choices at the top of the form that best describes you.

**Step 2b:** Every box marked with \*\* must be completed.

**Step 2c:** When this form is completed click on Register.

**Step 2a:**

**Step 2:**

**BERKSHIRE ONLINE PERMITTING PROGRAM**

**Applicant Registration Form**

Tell us about yourself ☐ Homeowner ☒ Contractor (Excluding 81-R/Architects/Engineers)  
☐ 81-R/Architects/Engineers ☐ Certificate of Inspection

** Applicant Name	<input type="text"/>	Lic #	<input type="text"/>	Type	SELECT	Expiration Date	<input type="text"/>
Business Name	<input type="text"/>	Lic #	<input type="text"/>	Type	SELECT	Expiration Date	<input type="text"/>
W.Comp.Insurance Company Name	<input type="text"/>	W.Comp.Policy Number	<input type="text"/>	W.Comp.Policy Expiration Date	<input type="text"/>		
** Phone Number	<input type="text"/>	Alt. Phone Number	<input type="text"/>				
** Address	<input type="text"/>						
** City	<input type="text"/>	** State	<input type="text"/>	** Zip	<input type="text"/>		
** Email Address	<input type="text"/>						

**Choose your User Name and Password**

\*\* Choose your User Name  **CHECK YOUR USER NAME**

\*\* Use only alpha characters and numbers. Do not use spaces, underscores, punctuations or special characters like /, \, \* in the User Name or the Password. The name should not exceed 20 characters.

\*\* Enter your password

\*\* Re-enter your password

\*\* Pick a secret question

\*\* Your secret answer

Please Note: \*\* Indicates Mandatory Fields.

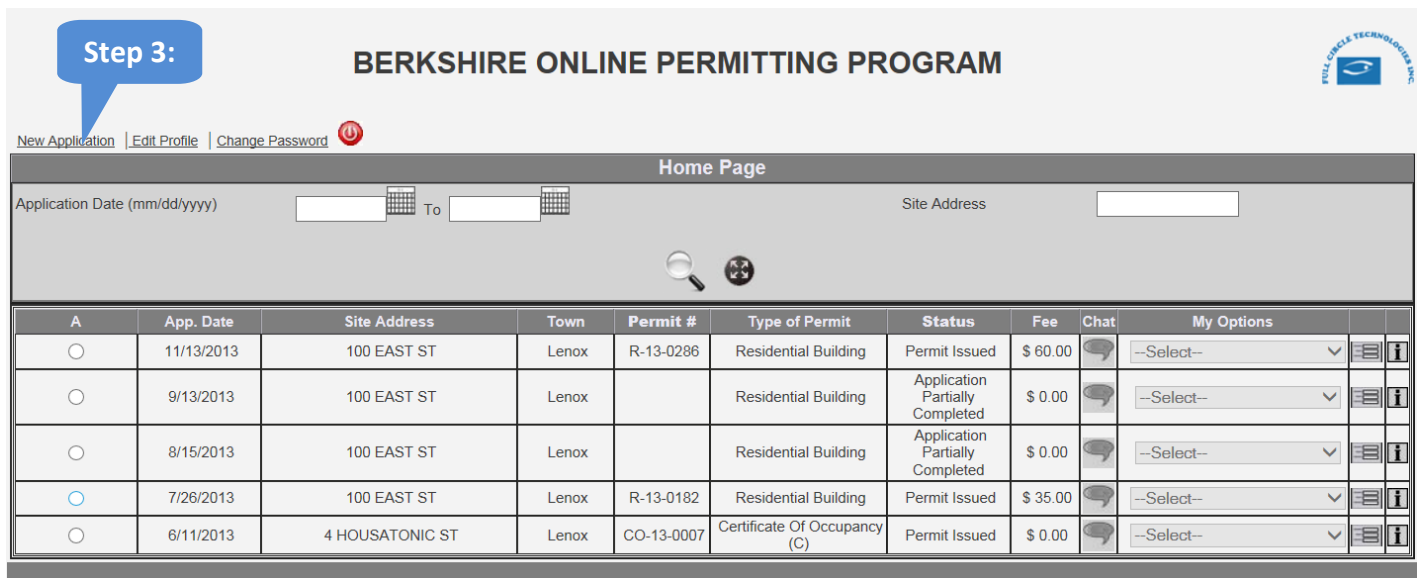
**Register** **Exit**

**Step 2b:**

**Step 2c:**

Clicking on the Register tab will submit your registration and will return you to your Home Page in the Full Circle Technologies, Inc. online permitting program.

**Step 3:** Click on New Application to apply for a permit.



**BERKSHIRE ONLINE PERMITTING PROGRAM**

New Application | Edit Profile | Change Password

Home Page

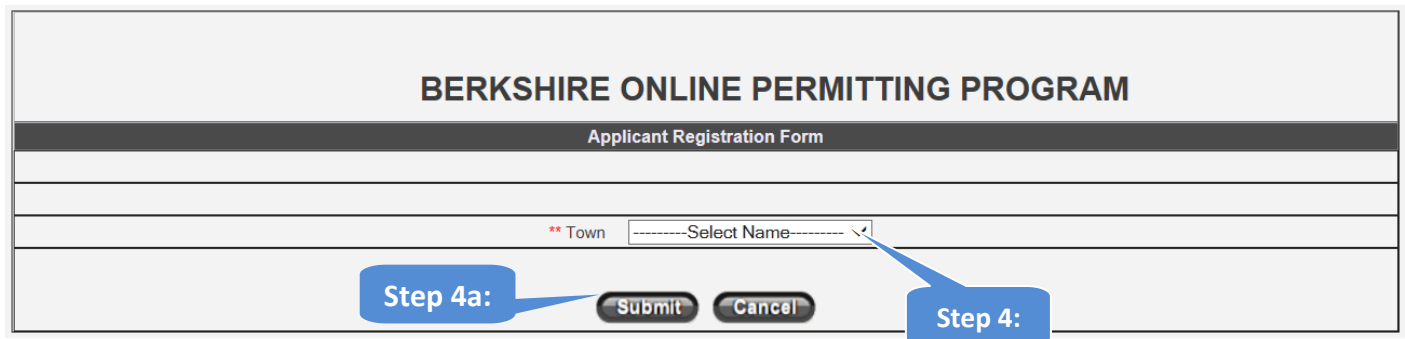
Application Date (mm/dd/yyyy)  To

Site Address

A	App. Date	Site Address	Town	Permit #	Type of Permit	Status	Fee	Chat	My Options
<input type="radio"/>	11/13/2013	100 EAST ST	Lenox	R-13-0286	Residential Building	Permit Issued	\$ 60.00		--Select--
<input type="radio"/>	9/13/2013	100 EAST ST	Lenox		Residential Building	Application Partially Completed	\$ 0.00		--Select--
<input type="radio"/>	8/15/2013	100 EAST ST	Lenox		Residential Building	Application Partially Completed	\$ 0.00		--Select--
<input checked="" type="radio"/>	7/26/2013	100 EAST ST	Lenox	R-13-0182	Residential Building	Permit Issued	\$ 35.00		--Select--
<input type="radio"/>	6/11/2013	4 HOUSATONIC ST	Lenox	CO-13-0007	Certificate Of Occupancy (C)	Permit Issued	\$ 0.00		--Select--

**Step 4:** Click on the “V” in the pull down window and select the town where you are applying for a permit.

**Step 4 a:** Click the submit button.



**BERKSHIRE ONLINE PERMITTING PROGRAM**

Applicant Registration Form

\*\* Town

**Step 4a:**

**Step 4:**

### Condominium Owners:

**Before proceeding to "Step 5", please go to the last two pages of this guide to review the proper method in using the "Select Street Name" and "Select Street No" sections of Step 5 of this guide as it pertains solely to condominiums.**

**Step 5:** Click on “Select Street Name” pull down menu and select the street.

**Step 5a:** Click on “Select Street No” pull down menu and select the street number.

**Step 5b:** Complete all of the boxes on this form.

**Step 5c:** Select the correct permit application for the work that you are doing. ( See Example)

**Step 5d:** After selecting your permit application, click on the “Next” button. The permit application that you selected will now appear on your screen. Complete the permit application and submit.

**Example:**

Residential Permit: Build a new one or two family dwelling or add to, alter or repair a one or two family dwelling. Build an accessory structure re: detached garage, utility shed, gazebo etc.

Commercial Permit: Build a new multi-family dwelling or add to, alter or repair a a multi-family dwelling. Build an accessory structure. Build a new commercial building or add to, alter or repair a commercial building. Building an accessory structure.

The image shows a web form titled "New Applicant Registration". The form contains several fields and sections:

- Street Name:** A dropdown menu labeled "Select Street Name" with a checkmark. A callout "Step 5:" points to it. To its right is a button labeled "No Street Address/New Owner".
- Street No.:** A dropdown menu labeled "Select Street No" with a checkmark. A callout "Step 5a:" points to it. Below this field are two red instructions: "\*\* Use site address only" and "Page will refresh after selecting street name".
- Division/Lot No./Unit No.:** A text input field.
- OWNER Name:** A text input field.
- Address:** A text input field.
- City:** A text input field. A callout "Step 5b:" points to this field.
- State:** A text input field.
- Zip:** A text input field.
- APPLICANT Name:** A text input field.
- Telephone:** A text input field with a hyphen separator.
- E-mail:** A text input field.
- Date Of Application:** A date input field showing "1/26/2014".
- Type of Application:** A dropdown menu labeled "Type of Application" with a checkmark. A callout "Step 5c:" points to it.
- Buttons:** "Next" and "Cancel" buttons at the bottom.
- NOTE:** "\*\* Indicates Mandatory Field".

Callout "Step 5d:" points to the "Next" button.

## **Birchwood Village Condominiums**

### **Clifden Court and Wexford Court**

**Step 1:** Click on the **V** in the Street Name pull down window and select the street.

**Step 2:** Click on the **V** in the Street No. pull down window and select 30, 40, 50 or 85 depending on what building you are looking for. (**Review the list below.**)

30 for building 1, units 1 through 6.      40 for building 2, units 1 through 6.

50 for building 3, units 1 through 6.      85 for building 4, units 1 through 6.

**Step 3:** Click on the **V** in the Map No. pull down window and select your building and unit from the list of numbers provided. (**Review Example below.**)

(Example) 8\_0\_6 – 4 – 1 – 0. The 4<sup>th</sup> number is your building and the 5<sup>th</sup> number is your unit number. Select the row of numbers that pertain to your building and unit.

### **Rolling Hills Condominiums**

**Step 1:** Click on the **V** in the Street Name pull down window and select the street.

**Step 2:** Click on the **V** in the Street No. pull down window and select **0**.

**Step 3:** Click on the **V** in the Map No. pull down window and select your building and unit from the list of numbers provided. (**Review Example below.**)


(Example) 8\_0\_6 – **4 – 1** – 0. The 4<sup>th</sup> number is your building and the 5<sup>th</sup> number is your unit number. Select the row of numbers that pertain to your building and unit.








Check your Online Permitting Home Page often, for Status updates, fees and chats

## BERKSHIRE ONLINE PERMITTING PROGRAM



[New Application](#) [Edit Profile](#) [Change Password](#) 

Home Page										
Application Date (mm/dd/yyyy)		<input type="text"/>	To	<input type="text"/>	Site Address					<input type="text"/>
 										
A	App. Date	Site Address	Town	Permit #	Type of Permit	Status	Fee	Chat	My Options	
	3/14/2013	3 BRUNELL AVE	Lenox		Residential Building	Preliminary	\$ 0.00		-Select- 	

### New Application


Click on *New Application* at the top left side of your Home Page. At the top of the page in the *Select Name* pull down window, select the Town you will be working in, *click Submit* and a new *Applicant Registration* form will open.

### Edit Profile


Allows a registered user to edit the information they submitted when registering as a new user.

### Change Password


A registered user can change their password.


Clicking on  will exit the online permitting program.


Application Date (mm/dd/yyyy)	<input type="text"/>	To	<input type="text"/>
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Search for previous permits issued to you. Select a start and end date and click .

Site Address	<input type="text"/>
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Search for previous permits issued to you by site address. Type in site address and click .

Clicking on  will initiate a search and will also return you to the previous screen.

Clicking on  will expand the home page to a full screen

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### An explanation for each column heading located in the lower portion of the Home Page window

**Column A)** Select a permit by clicking in the circle in the column heading “A” .... on the far left side of the home page.


**App. Date)** will show the date that the application was submitted.


**Site Address)** will show the owner’s address that was submitted on the permit application.

**Town)** will show the name of the town that the permit application was submitted in.



**Permit #)** the permit number will be displayed in this column when the permit is issued.

**Type of Permit)** the type of permit that you selected, (commercial, residential, electrical, plumbing etc.) on your permit application will be displayed in this column.

**Status)** the status of your **permit** application will be displayed in this column. Check the status column often for updates. If additional information is required, (Waiting for Additional Info) will appear in the Status column. The inspector will send you a chat  and explain what additional information is required. To view the chat, click on it.

**View the Checklist for your permit)** If the Building Official determines that your permit application requires approval from additional town departments, the Building Official will notify the various departments through the online permitting program to review and approve your permit application. A permit will not be issued until approval has been granted by all of the selected departments. To view the checklist for your permit, select the permit by clicking in the circle in the column heading “A” .... on the far left side of the home page. Click on  icon on the far right of the screen and a Status box will open showing what departments have or have not signed off on your permit application.


**Fee)** the permit fee for each permit is established by the Inspector and will appear in the **Fee column**. Review My Options for paying the permit fee. The permit fee ***must be paid*** prior to a permit being issued.

**Chat)** Clicking on  will open a chat box that allows you and the inspector to chat. New chats from the inspectors will appear  in color in the Chat column. Click on the chat button. Review the chat and respond.

**My Options)** Select the permit by clicking in the circle in the column heading “A” .... on the far left side of the home page. That will activate the *My Options* pull down window on the far right of the home page. The options in this pull down window will vary depending on where the permit application is in the approval process.

**Attaching a Document to your permit application)** Select the permit that you want to add a document to by clicking in the circle in the column heading “A” .... on the far left side of the home page. That will activate the *My Options* pull down window on the far right of the home page. Click on the pull down menu and click on add attachment and follow the directions.

**Check List)** to view the Check List for a permit application. Select the permit by clicking in the circle in the column heading “A” .... on the far left side of the home page. On the far right of the home page under the heading, “My Options” .... click on the pull down menu. Select view checklist.

**Viewing Your Permit Application)** Select the permit by clicking in the circle in the column heading “A” .... on the far left side of the home page. Clicking on  will open your permit application allowing you to review or amend the application. To close application, click the submit button.

**Permit Issued)** When Permit Issued appears in the **Status column**. Select the permit by clicking in the circle in the column heading “A” .... on the far left side of the home page. On the far right of the home page under the heading, “My Options” .... click on the pull down menu. Select print permit. A copy of the permit is required to be on the jobsite. Review the list of required inspections listed on the permit.

**Requesting an inspection)** Select the permit by clicking in the circle in the column heading “A” .... on the far left side of the home page. On the far right of the home page under the heading, “My Options” .... click on the pull down menu. Select **Request an Inspection**. Request more than one date and time for the inspection. You will receive a chat from an inspector confirming the date and time of the inspection.