



# TOWN OF MIDDLETON

## *Office of the Inspector of Buildings*

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The Town of Middleton Inspectional Services Department will be implementing an on-line permitting system for all building, electrical and plumbing permits beginning on Friday, October 6th. The Town is partnering with Citizenserve on this e-government solution which will streamline the Town's permitting process for homeowners and contractors.

The online permitting system can be accessed from the Town of Middleton's recently upgraded website, at:

<https://www2.citizenserve.com/Portal/PortalController?Action=showHomePage&ctzPagePrefix=Portal&installationID=211>

The new online permitting system requires applicants to create their own unique user name and password when first registering. Once established as a registered user, the contact information for homeowners and contractors will be retained and will be automatically populated when subsequent applications are submitted. Applicants will be able to upload all documents, licenses, insurance information and plan documents directly to the permitting website via internet enabled devices. Upon the submission of required documents, the application process is managed entirely online with Inspectional Services staff overseeing each step of the approval process and requesting supplemental information as required. The online system is available to applicants on a 24/7 basis. The Town is implementing these changes to improve the permitting experience for users and reduce permit processing times.

Staff is available to support users during the transition to the new online permitting portal. All permit related questions should be directed to Lisa Brown at the Inspectional Services Department at 978-777-2850.