

DEAD, DYING, & HAZARDOUS (DDH) TREE PERMITS

HOW TO APPLY FOR A DDH TREE REMOVAL PERMIT VIA ACCELA CITIZEN

If you need assistance, please contact the Arborist Division at arborist.dpcd@atlantaga.gov or 404-330-6874.



CREATING AN ACCOUNT IN ACCELA CITIZEN

New users requesting permits via Accela Citizen must first register for a free Citizen Access account. Once registered, users can access a complete history of applications, access invoices and receipts, check the status of pending permits, and more.

To create an account, visit the Accela Portal [HERE](#) and follow these steps:

1. Click **Register** in the top right corner.
2. Complete the required information and click **Submit**.



SUBMITTING AN APPLICATION FOR A DDH TREE REMOVAL PERMIT

NOTE: Complete the steps above first and make sure that you have your Accela login credentials ready before proceeding.

GETTING STARTED

1. Sign in to your Accela account.
2. Hover over the *Create New* button.
3. Under the drop-down list, select **Building, Trade, or Tree Permit**.
4. Read the Applicant Responsibility Terms and check "I have read and accepted the terms."
5. Click **Continue Application**.
6. Scroll down and click on **Select Arborist Record Type**.
7. From the two options, select **Arborist Dead Dying Hazardous Tree**.
8. Click **Continue Application**.

PART ONE: APPLICANT INFO

9. Disregard the "Show Map" button.
10. Enter the street number and street name where the tree is located and click **Search**.
11. The parcel number and owner's name will populate automatically. Click on **Continue Application**. If parcel number/owner's name does not populate, contact the Arborist Division at arborist.dpcd@atlantaga.gov. Do not enter address under owner's name.



DEAD, DYING, & HAZARDOUS (DDH) TREE PERMITS

HOW TO APPLY FOR A DDH TREE REMOVAL PERMIT VIA ACCELA CITIZEN

If you need assistance, please contact the Arborist Division at arborist.dpcd@atlantaga.gov or 404-330-6874.

PART TWO: ARBORIST INFO

12. Under the *Arborist* section, click the blue **Select from Account** button, and a pop-up window will open. If a tree company is known, please enter the company's information. If a tree company has not been selected or is unknown, select **Associated Contact** and your information will populate. Then, click **Continue**.
13. Under the *Applicant* section, click the blue **Select from Account** button, and a pop-up window will open. Select **Associated Contact** and your information will populate. Then click **Continue**.
14. Click **Continue Application**.

PART THREE: APP-SPECIFIC INFO

15. Disregard "An application must be added."
16. Under *Upload Tree Pics*, click **Add**, and upload the pictures in the window that opens. Photos must be uploaded with the application. Please include multiple photos if required to capture the overall tree and any defect(s) of concern.
17. Under *Tree Specs Required*, click **Add a Row**, and enter the required information including comments about each tree. Enter information for one tree at a time.
18. Click **Continue Application**.
19. Accela will generate an application number beginning with "BA-2023____." This is your permit application number, which can be used to track your application.

HOW TO UPLOAD DOCUMENTS

You may upload associated documents directly to Accela Citizen. An Accela account is not required for uploading. To upload, click [HERE](#) and follow the steps below. Files must be in JPEG, PDF, or Microsoft Word format.

1. Click **Search Permits/Complaints** under *Building*.
2. Enter street number and street name.
3. Click **Search**.

OR

1. Click **Search Permits/Complaints** under *Building*.
2. Enter the permit number under *Record Number*, which is the same as your permit application number.
3. Click **Search**.

NOTE: If you search by address, you will see a list of permits corresponding to your address; click on the permit number corresponding with the records you are uploading. If you search by permit number, your search will take you directly to the permit page. Follow the steps below to complete upload of photos:

1. Click **Record Info**.
2. Click **Attachments**.
3. Click **Add**.
4. Click **Add** in the pop-up window and select files from your computer.



DEAD, DYING, & HAZARDOUS (DDH) TREE PERMITS

HOW TO APPLY FOR A DDH TREE REMOVAL PERMIT VIA ACCELA CITIZEN

If you need assistance, please contact the Arborist Division at arborist.dpcd@atlantaga.gov or 404-330-6874.

? TROUBLESHOOTING

- If your property address is not found, please contact the Arborist Division at arborist.dpcd@atlantaga.gov for assistance. Some addresses, such as those for new subdivisions, may not be listed in Accela.
- The parcel number and owner name should automatically populate. If the parcel number does not populate, please contact the Arborist Division at arborist.dpcd@atlantaga.gov. The owner's name may populate as a previous owner, but this will not affect your application.
- Please include the name of the Arborist or tree company conducting the work if known. If private arborist is not known, enter the owner's name.
- Only the **property owner, owner's agent, or private arborist with the owner's consent** may submit the permit application. The applicant should include their contact information in the application.
- We recommend hiring ISA-Certified Arborists to assess and care for trees. The National Arbor Day Foundation provides a list of certified arborists by zip code here: treesaregood.org/findanarborist

✓ HOW TO CHECK THE STATUS OF A PERMIT

You may check the status of approvals and any actions required. You are not required to have an Accela account to check the status of a permit. To check your status, click [HERE](#) and follow the steps below:

1. Click **Building Permit Tracker**.
2. Enter street number and street name.
3. Click **Search**.

