



Trust Account Users

Contractors who already have a trust account or would like to set up a trust account will be able to submit over-the-counter permit applications electronically.

1. What is a trust account and how does my company set one up?

- a. Trust accounting is a process that allows a contractor to deposit money with Building Services to be held in a trust account. The trust account enables the contractor to obtain permits without personally coming into the office.
- b. A check must be used to start and continually replenish the trust account.
- c. To start a trust account, please send in the following:
 - Check of desired amount
 - **Memo field must say: "Trust account for SG-XXXX"**
 - Mail or drop off to:
 - Attn: Building Services
 - 281 N College Ave, Fort Collins CO 80524
- d. It is the responsibility of the contractor to keep track of his/her balance and assure that he/she maintains a balance to cover requested permits. **Permits cannot be issued if there are not enough funds.**

2. Sign Contractors: How do I submit a permit application once a trust account has been set up?

- a. Permit applications are submitted via email to Zoning@fcgov.com or in-person on a flash drive. Applications will be reviewed for completeness within 24 hours and processed within 3 business days. Please note during higher volumes this time may change. Please contact the Zoning office for questions at the above email, or 970-416-2745.
- b. It is mandatory that the contractor submits the permit application to the Zoning department prior to commencing work on the job.

3. How do I monitor my trust balance?

- a. Contractors need to create an account on Citizen Access monitor their trust balance. Please see instructions below for creating an account:
 - Visit <https://accela-aca.fcgov.com/CitizenAccess/Default.aspx?culture=en-US>
 - On the right side of the page, create a login and follow prompts. Please be sure to use the exact company name you have with our jurisdiction to ensure activation of account is correct. You will receive an email once your account has been activated and ready for use.
- b. Once logged in, click on "Account Management" and trust transactions will be at the bottom.

4. How do I get a copy of my permit?

- Zoning will email you your issued permit, and you may:
- Log in to Citizen Access account.
- Click on permit to be downloaded (permit numbers will be in lightblue).
- Click "Record Info" drop down and choose "Attachments."
- Click on "Building Permit" (light blue) and download.