TO: Applicants for Tree Ordinance Review Applications

FROM: Keith Mars, City Arborist
Development Services Department

DATE: March 15, 2017

SUBJECT: Instructions for Online Application and Fee Payment

Overview
As of March 2, 2017, Tree Ordinance Review Applications (TORA) can be submitted and paid using Austin Build + Connect (AB+C). Since February 2017 there have been three significant changes to the TORA process:

1. Residential TORA is fully incorporated into residential Plan Review;
2. Digital permits have replaced the paper-based, hand-written permits; and
3. Online application and fee payment capabilities.

The online application process can be used for all TORA submittals except for requests associated with residential construction. Those requests must be submitted through the Residential Plan Review process and a separate TORA is not required.

Instructions for new online TORA
First, an AB+C account must be created via the Austin Build Connect website. See this document for instructions on creating an account and using AB+C. Please complete the application as thoroughly and accurately as possible.

Step 1 of 7
Commercial, public, or residential refer to the tree(s) location.

Application Type
Step 2 of 7
Select yourself as the applicant using the drop-down box.

Step 3 of 7
Provide a brief description of the proposed work. Please be as specific as possible.

Step 4 of 7
This must be a real property address. Do not include street type. Multiple addresses cannot be used. Select search after entering the house/street number and street name. If the return yields multiple entries select the address with the best match.

Property Search
Enter all or some of the fields below to search for your property.

If you are having trouble finding your address try typing in a portion of the address (Example: William instead of William Cannon). The search function will bring back all the addresses with the entered.

House Number: 505
Street Name: Barton Springs
**Step 5 of 7**
Confirm the submitted information is accurate. If so, select “submit your application”. This online application portal is used for multiple permit types and some are ready to submit at this step. However, TORAs require a few additional steps.

**Step 6 of 7**
Complete this section to the best of your knowledge.
**Step 7 of 7**

Please upload as much information as possible that communicates the application request. For dead, diseased, or imminent hazard trees submit at least two photos to validate the tree species and health or structure defect. If the condition is not obvious please include an ISA Tree Risk Assessment or a report containing similar content per the ANSI A300 Part 9 Tree Risk Assessment publication.

**Billing Submittal**

All applications will need to perform this task even if there are no fees associated, such as a request for a dead, diseased, or imminent hazard tree(s).

**Application Submitted and Next Steps**

City Arborist staff will conduct a completeness check to ensure the application is complete and ready for review. The applicant will be notified by e-mail if corrections are needed or if the application has been accepted for review. Once accepted for review, the applicant will be notified by e-mail on the outcome within 10 business days. If approved, you can access and print the permit from your AB+C account.