



PROCESS TO OBTAIN A RESIDENTIAL OCCUPANCY PERMIT

1. **Submit completed Residential Occupancy Permit Application and \$60 inspection fee for an apartment/condo/duplex, or \$80 for a single-family home. Permits are required for rental properties only.**
 - Application and fee should be submitted via our Online Portal: <https://www2.citizenserve.com/Portal/Clayton> as soon as you receive notice that a unit will become vacant. You may submit applications without tenant information. Permit applications at this stage will not expire. The City requires at least 24-hours to process applications. You cannot receive an inspection before your application has been processed.
 - We accept Visa, Mastercard and Discover. Our Credit Card Authorization Form, which can be found on the City's website: <https://www.claytonmo.gov/home/showdocument?id=32>, may also be used to submit payment. Payments made using this method should be directed to: applicationsbd@claytonmo.gov.
 - Other acceptable forms of payment are cash, if exact, and checks made payable to: "City of Clayton."

2. **Schedule Final Occupancy Inspection/Reinspection.**
 - It is the responsibility of the owner or managing agent to arrange an inspection appointment. Scheduling can be done either via our Online Portal: <https://www2.citizenserve.com/Portal/Clayton>, or by e-mail: inspectionsbd@claytonmo.gov.
 - When scheduling an inspection, be sure to elect a "Final Occupancy" inspection; and provide the address including unit number, contact name and phone number as well as the desired inspection date. Also, indicate a preference for AM or PM, if applicable.

ONLY INSPECTION REQUESTS MADE BEFORE 4:00 PM CAN BE PLACED ON THE SCHEDULE FOR THE NEXT BUSINESS DAY.

3. **Inspection Performed.**
 - The space must pass inspection ***BEFORE*** a tenant is permitted to move-in. The fee for inspecting an occupied apartment, condo, or duplex unit is \$120.00 and \$160, if a single-family home.
 - If the space does not pass the initial inspection, schedule a reinspection after all noted violations are corrected. Violation notices are e-mailed to the managing agent/applicant. You may have someone accompany the inspector to take note of any violations.
 - Inspection approvals are valid for 90 days from the date of the approved inspection. Tenancy information must be provided within this timeframe. Otherwise, the space will require a new application, fee and inspection.

4. **Tenancy Information.**
 - If not already submitted at the time of application, provide this information as an "Online Message" via our Portal, or e-mail the tenant names and/or occupancy date to our office at: applicationsbd@claytonmo.gov. Please provide the first and last name of each tenant, including children and unrelated residents, prior to tenant move-in.

5. **Permit Issued.**
 - Once the space passes inspection and tenancy information has been provided, we will both e-mail the issued permit to the managing agent and mail a copy to the tenant/(s.)
 - Tenants planning for their children to attend a Clayton school will be required to provide a copy of their Residential Occupancy Permit to register with the Clayton School District.
 - Occupancy permits properly issued will terminate upon a change in tenancy, or five years after the original date of issue. A new permit will be required for such units.

If you have questions, please contact the Building Division at: 314-290-8452, or via e-mail:
applicationsbd@claytonmo.gov.