



**Town of Natick, Massachusetts**  
13 East Central Street Natick, Massachusetts 01760



## **Town of Natick Electronic Permitting and Licensing**

May 20, 2022

This Quick Facts and FAQ document has been developed to help Applicants understand Natick's new electronic permitting/licensing system. This document will be continuously updated, after the launch of the permitting/licensing system on May 23<sup>rd</sup> to ensure the most up to day information and answers are accessible to applicants.

### **Quick Facts**

- Town staff is here to help although despite applications being submitted online portal – please contact the applicable department or email [permitting@natickma.org](mailto:permitting@natickma.org)
- Your ViewPoint account established for other communities in Massachusetts can also be used in Natick
- Once an application is submitted, new information can be loaded at a later date, and staff comments will be entered into the online portal, all of which are accessible in your account for the project.
- Application fees can be paid online either by credit card (3% processing fee) and E-Check (\$2.25 flat fee), or by a paper check (delivered in-person or mail).

### **Frequently Asked Questions (FAQ)**

How long will it take to set up a ViewPoint account?

Less than a few minutes to set up a new ViewPermit Account. You will need to create a username and password and provide your name, mailing address, phone number, and email address. Please see Sign Up instructions to learn how to set up an account.

If I have a ViewPoint account with another community, do I have to create a new one?

Once you have created a ViewPoint account, it can be used for Natick and other communities. If you already have a ViewPoint account for another community in Massachusetts, you can use the same account to apply for permits and licenses in Natick.

Can I still submit a paper copy of a permit or license application?

No, the goal is to reduce paper and make all information accessible electronically. However, suppose you do not have access to a computer/tablet/smartphone or have technology issues. In that case, you are more than welcome to come to the Community & Economic Development (CED) Department at 13 East Central Street, Natick – two public kiosks are available for public use.

- The Town is not trying to discourage applications, but application submittal attached to an electronic account – paper applications would not be able to be entered into the account.

When do I pay the permit or license fee?

The fee will be due either at the time of application submittal, once an application is deemed complete, or before issuing a permit or license. Each application is different and is based on the process of the various permit/licensing granting authority.

If I receive a notification about paying an application fee. How do I pay for it?

- Log into your ViewPoint account with your email and password (recommended for security opening a new window to access the ViewPoint account).
- Follow the steps on the page to enter your payment (credit card or e-check) information.

Is there a fee associated with the online payment of an application fee?

Yes, the Town of Natick provides two options for application fee payments online.

- Credit Card payment is accompanied by a 3% fee per total transaction
- E-Check payment is accompanied by a \$2.25 flat fee per total transaction

What if I don't want to pay with a credit card or an E-Check?

Although credit cards or E-Check are the preferred payment methods, applicants can drop off or mail a paper check to cover the application fee.

- Note: Application review or the issuance of a permit/license (dependent upon permit/license grantor) may not commence until an application fee has been submitted or

Can I make amendments to my application later?

After an application has been submitted through the online portal, additional information can be added.

What if I have to apply to multiple departments for permitting and licensing?

- One or multiple permits/licenses are great! ViewPoint can manage multiple applications.
- In some cases, it may be beneficial to contact the permit/licensing granting authority point of contact to see if there is a specific order for application submittal.
- The ViewPoint portal uses the property address or Assessors Map/Lot number. Therefore, if you have multiple permits for one property, they can all be accessible by one search.

What happens to MuniCity, the former program Natick used for Building Permits?

Great news, all permits in the MuniCity program have been transferred to ViewPoint.

- Note: if you do not see a permit previously granted under the MuniCity software, don't hesitate to get in touch with the Building Department – in a few cases, the projects did not perfectly match property addresses. Town staff is working to correct this issue. There was an 84 percent transfer success rate for property application matches.

What if I have questions during the submittal of an application or the permitting/licensing process?

If at any time you have questions, please get in touch with the respective permitting/licensing department or email [permitting@natickma.org](mailto:permitting@natickma.org).