

NEW PROCEDURE IMPLEMENTATION FOR OpenGov SOFTWARE

FOR ALL APPLICATIONS, INSPECTION REQUESTS, OR CODE-RELATED COMPLAINTS

The Building/Codes Division will go live with our new software, OpenGov, starting December 6, 2021.

Code Enforcement complaints can be submitted via the citizen's portal or by phone during business hours. However, with our new online portal, we will no longer accept permit applications or building inspection requests via phone or email.

All citizens will need to create an account on OpenGov before submitting any requests, complaints, or applications. If you are **NOT** familiar with the process or software, there will be a step-by-step informational tab located on the home page of the portal below.

<https://eastridgetn.viewpointcloud.com>

For those that need assistance in person with your requests, our team can help you submit your information and set up your account at City Hall.

We appreciate your cooperation and patience as we continue to digitize our records to better serve you!

As always, if you have any questions, a member of our team would be happy to help you!

