

# HOW TO APPLY FOR A ZONING CLEARANCE PERMIT ONLINE



**COUNTY** *of* **VENTURA**  
Resource Management Agency  
**PLANNING DIVISION**

# GO TO THE VC CITIZEN ACCESS WEBSITE



Website link: <https://vcca.ventura.org/>

# Click "GO TO CITIZEN ACCESS NOW"

- ▶ This will take you to a screen where you can "LOG IN" or "CREATE AN ACCOUNT"
- ▶ If you already have an account, you can log in
- ▶ If you do not have an account, click the "CREATE AN ACCOUNT" button at the lower right; see next slide



The screenshot shows the Sign In page. The title is "Sign In". There are two input fields: "USER NAME OR E-MAIL: \*" with the placeholder text "name@example.com", and "PASSWORD: \*". A red arrow points to the "USER NAME OR E-MAIL" field. Below the password field is a link for "Forgot Password?". There is a blue "Sign In" button. Below the button is a checked checkbox labeled "Remember me on this device". At the bottom, there is a link for "Not Registered?" and a button labeled "CREATE AN ACCOUNT".

# If you already have an account, skip this page

1. **Login Information:** To create an account, complete the required information, double check your email address, check the box and click "Continue."
2. **Select Contact Type:** For example, select "Applicant"
3. Additional information will populate; complete the required fields then click "Submit"

1

### Login Information

**STEP 1 OF 2: ACCOUNT DETAILS**

\* Required Fields

USER NAME: \*  
name@example.com

E-MAIL ADDRESS: \*  
name@example.com

Must enter a E-mail Address:

PASSWORD: \*  
.....

TYPE PASSWORD AGAIN: \*

ENTER SECURITY QUESTION: \*  
Select

ANSWER: \*

I have read, understand, and agree to the [Terms of Service](#)

**CONTINUE**

2

### Select Contact Type

**STEP 2 OF 2: CONTACT DETAILS**

CONTACT DETAILS FOR:  
Select

**Back**

3

### Select Contact Type

**STEP 2 OF 2: CONTACT DETAILS**

CONTACT DETAILS FOR:  
Applicant

\* Required Fields

FIRST: \*

MIDDLE:

LAST: \*

NAME OF BUSINESS:

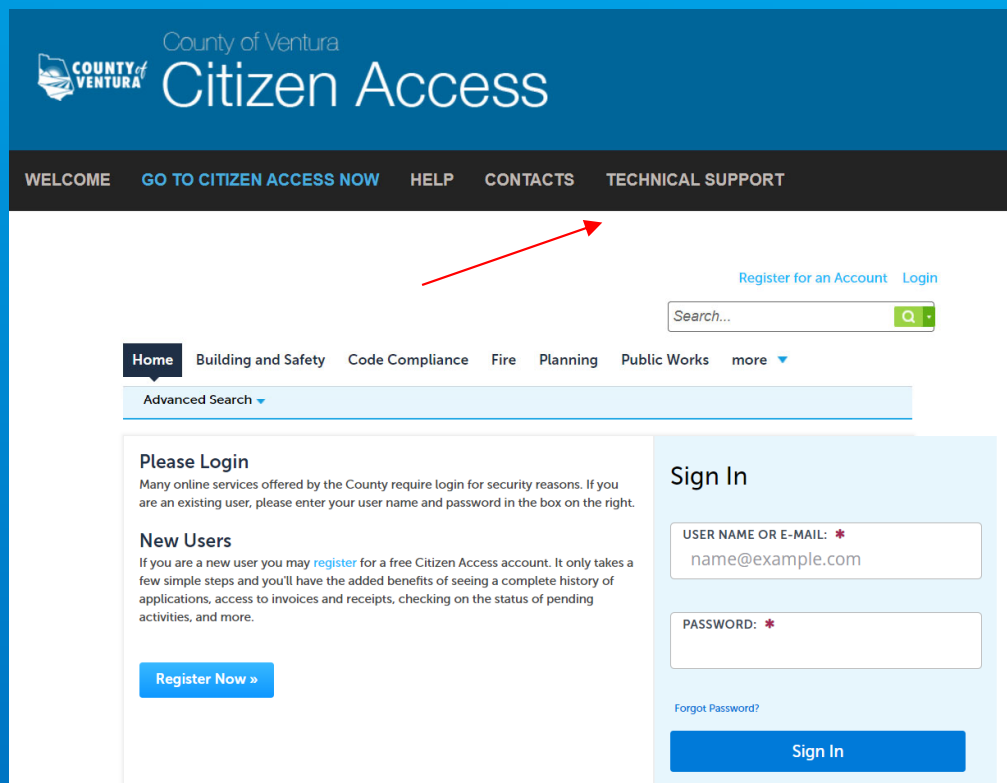
ADDRESS LINE 1: \*

ADDRESS LINE 2:

CITY: \*

# Technical Support

- ▶ If at any point, you have trouble logging in or accessing the system, click on the “TECHNICAL SUPPORT” link at the top of the page.
- ▶ Fill out and submit the form that appears on the left side of the screen and you will be contacted by the tech team to help fix your problem.



## Technical Support

Please use this Technical Support contact form when experiencing technical issues that aren't covered in the Help menu option. Please provide all requested information. We will be in contact with you within one business day after receiving your information.

**Questions and/or requests for further information related to various permits/programs should be directed to the appropriate department. Contact information for each department associated with Citizen Access can be found under the Contacts menu option.**

Name \* required

Email \* required

Type of Issue\* required  
Select... ▾

Type of Internet Browser\* required  
Select... ▾

Describe the Issue: \* required

# You are now logged in. This is the Home Page.

The screenshot shows a user's home page with a navigation menu and two main content areas. The navigation menu includes 'Home', 'Building and Safety', 'Code Compliance', 'Fire', 'Planning', 'Public Works', and 'more'. Below the navigation menu, there are links for 'Dashboard', 'My Records', 'My Account', and 'Advanced Search'. The main content area features two cards: 'Saved in Cart (0)' with a 'View Cart' button, and 'My Collection (0)' with a 'View Collections' button. Both cards display messages indicating that there are no items in the cart or collections. At the bottom, there is a 'Work in progress' section with a 'View All Records' button and a table with columns for 'Record Name', 'Record ID', 'Module', 'Creation Date', and 'Action'. The table currently shows 'No records found'.

Announcements

Collections (0) Cart (0) Account Management Logout

**Home** Building and Safety Code Compliance Fire Planning Public Works more ▾

Dashboard My Records My Account Advanced Search ▾

Hello,

**Saved in Cart (0)** [View Cart](#)

There are no items in your shopping cart right now.

**My Collection (0)** [View Collections](#)

You do not have any collections right now.

**Work in progress** [?](#) [View All Records](#)

Record Name	Record ID	Module	Creation Date	Action
No records found				

# To apply for a permit, click on "Planning," then "Create an Application"

The screenshot shows a web application interface with a dark navigation bar at the top containing links: WELCOME, GO TO CITIZEN ACCESS NOW, HELP, CONTACTS, and TECHNICAL SUPPORT. Below this is a secondary navigation bar with links for Collections (0), Cart (0), Reports (2), Account Management, and Logout. A search bar is located on the right side of this bar. The main navigation menu includes Home, Building and Safety, Code Compliance, Fire, Planning (highlighted with a red arrow), Public Works, and more. Below the main navigation, there are two primary actions: Create an Application (highlighted with a red arrow) and Check/Research Permits. The 'Records' section shows 'Showing 0-0 of 0' and a table with columns: Date, Action, Record Number, Record Type, Description, Project Name, Status, and Short. The table content is 'No records found.' Below the table is a 'Search for Records' section with instructions: 'In the General search you can enter information to search for records by:' followed by a bulleted list: Record Number and/or, Record Type and/or, and Site Address or Parcel Number.

WELCOME GO TO CITIZEN ACCESS NOW HELP CONTACTS TECHNICAL SUPPORT

Collections (0) Cart (0) Reports (2) Account Management Logout

**Planning**  
Counter Hours - 8:00 AM - 2:00 PM

Home Building and Safety Code Compliance Fire **Planning** Public Works more

Create an Application Check/Research Permits

### Records

Showing 0-0 of 0

Date	Action	Record Number	Record Type	Description	Project Name	Status	Short
No records found.							

### Search for Records

In the General search you can enter information to search for records by:

- Record Number and/or
- Record Type and/or
- Site Address or Parcel Number

- ▶ Read and review the general disclaimer
- ▶ Check in the box if you accept
- ▶ Click “Continue Application”

The screenshot shows the 'Planning' section of a website. At the top right, there are links for 'Collections (0)', 'Cart (0)', 'Reports (2)', 'Account Management', and 'Logout'. Below these is a search bar with the text 'Search...' and a magnifying glass icon. The main navigation menu includes 'Home', 'Building and Safety', 'Code Compliance', 'Fire', 'Planning' (which is highlighted with a dark blue background), and 'Public Works'. Below the navigation menu, there are two buttons: 'Create an Application' and 'Check/Research Permits'. The 'Create an Application' button is highlighted with a light blue background. Below the buttons, there is a section titled 'Online Application' with a welcome message and instructions. A 'General Disclaimer' box is visible, containing text about the accuracy of the website's information. Below the disclaimer, there is a checkbox labeled 'I have read and accepted the above terms.' and a blue button labeled 'Continue Application »'. Two red arrows point to the checkbox and the 'Continue Application »' button.

Collections (0) Cart (0) Reports (2) Account Management Logout

**Planning**  
Counter Hours - 8:00 AM - 2:00 PM

Search...

Home Building and Safety Code Compliance Fire **Planning** Public Works more ▾

Create an Application Check/Research Permits

**Online Application**

Welcome to Agency's Online Permitting System. Using this system you can submit and update information, pay fees, schedule inspections, track the status of your application, and print your final record all from the convenience of your home or office, 24 hours a day.

This application is associated with planning and zoning review conducted by the Resource management Agency's Planning Division. If you are seeking plan check or permit application Building and Safety or another department – please select the appropriate Department above and restart your application.

Please "Allow Pop-ups from This Site" before proceeding. You must accept the General Disclaimer below before beginning your application.

**General Disclaimer**  
While the Agency attempts to keep its Web information accurate and timely, the Agency neither warrants nor makes representations as to the functionality or condition of this Web site, its suitability for use, freedom from interruptions or from computer virus, or non-infringement of proprietary rights. Web materials have been compiled from a variety of sources and are subject to change without notice from the Agency as a result of updates and corrections.

I have read and accepted the above terms.

[Continue Application »](#)



▶ Click the “Planning” triangle (also known as the dropdown)

▶ Select desired record type from the list

▶ Click “Continue Application”

**Planning**  
*Counter Hours - 8:00 AM - 2:00 PM*

Search...

Home Building and Safety Code Compliance Fire **Planning** Public Works more ▾

Create an Application Check/Research Permits

Select a Record Type

Choose one of the following available record types. For assistance or to apply for a record type not listed below please contact us.

Search

▼ Planning

- Cultural Heritage
- Planning Film Permit
- Planning Ministerial Tree Permit
- Planning Mobile Home Park Rent Request
- Tree Mitigation Fund
- Zoning Clearance

[Continue Application »](#)

# Step One (page 1 of 2)

Read about the different types of zoning clearances and select the type (and any subtype, if applicable) that fits your project.

**Zoning Clearance**

1 Type of Zoning Clearance	2 Property Information	3 Contacts	4 Required Documents	5 Review	6	7
----------------------------	------------------------	------------	----------------------	----------	---	---

**Step 1: Type of Zoning Clearance > Select a Type**  
**If you submit an application for a discretionary permit on this platform your application will be deemed null and void.**

Please contact the Planning Division if you should have any questions while completing your online Zoning Clearance Application. The Planning Division can be reached at 805-654-2488 or email at [plan.counter@ventura.org](mailto:plan.counter@ventura.org).

Please Note: In order to receive a permit from the Planning Department (Known as a Zone Clearance), you must fill out an application packet and submit as part of your application. An incomplete packet may cause delays in processing your permit. Please ensure that the application has the signature of the property owner; if the applicant is different from the property owner, please also submit a completed agent authorization form, which is found at the end of the application packet. Application Packet can be found here ([ZC application](#))

**Change of Use:** Select this Zoning Clearance type if you are moving a commercial business into an existing commercial or industrial building tenant space.

**Construction/Demolition:** Select this Zoning Clearance type for construction and demolition projects.

**Emergency Shelter:** Select this Zoning Clearance type if you are proposing an emergency shelter.

**Home Occupation:** Select this Zoning Clearance type if you are opening a home based business.

**Inauguration of Use:** Select this Zoning Clearance type if you are inaugurating a new use at a site under an existing conditional use permit, planned development permit, or other discretionary permit.

**RHD:** Select this Zoning Clearance type if you are proposing a multi-family residential project in the Residential High Density (RHD) Zone.

**Wireless Communication:** Select this Zoning Clearance type if you are proposing a modification to an existing Wireless Communication Facility.

\* indicates a required field.

**Type:**

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**ZONING CLEARANCE DATA**

\*Zone Clearance Type:  ←

Construction/Demolition Type: \*  ←

# Step One (page 2 of 2)

Enter detailed description and additional fields if questions appear below. (If questions don't appear, ignore the "Home Occupation" text)

Click "Continue Application"

**Zoning Clearance**

1 Type of Zoning Clearance	2 Property Information	3 Contacts	4 Required Documents	5 Review	6	7
----------------------------	------------------------	------------	----------------------	----------	---	---

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\* indicates a required field.

**Type:**

---

**ZONING CLEARANCE DATA**

\*Zone Clearance Type:  ←

Construction/Demolition Type: \*  ←

# Project Information

- ▶ Enter the property Street No. and Street Name (without the street suffix, such as Rd, Ave, etc.) and click on search. If a match is found to the address, the Parcel Number and Owner Information will automatically populate.
- ▶ You may also look up property through the parcel number (APN) first. Use 10 digits with no dashes.
- ▶ If the parcel has no assigned address, enter 0 into "Street No." field and enter the nearest street for "Street Name"
- ▶ \*Please fill in the owner's email and phone number fields if the applicant and owner are not the same.
- ▶ Click "Continue Application"

Zoning Clearance

1 Type of Zoning Clearance	2 Property Information	3 Contacts	4 Required Documents	5 Review	6	7
----------------------------	------------------------	------------	----------------------	----------	---	---

Step 2: Property Information > Project Location \* indicates a required field.

Address

\*Street No.:  \*Street Name:

City:  State:  \*Zip:

Parcel

Please enter your 10 digit parcel number without spaces or dashes.

\*Parcel Number:

Owner

Owner Name:  ?

Address:

Address Line 2:

Address Line 3:

City:  State:  Zip:  Country:

Phone:  Phone 2:

[Continue Application »](#)

# Add Contact For APPLICANT (page 1 of 2)

To add a contact, click either of these options:

-“Select from Account” opens a window with possible associated contacts with this application, typically the owner and the applicant (must include the email address). See next slide for more info

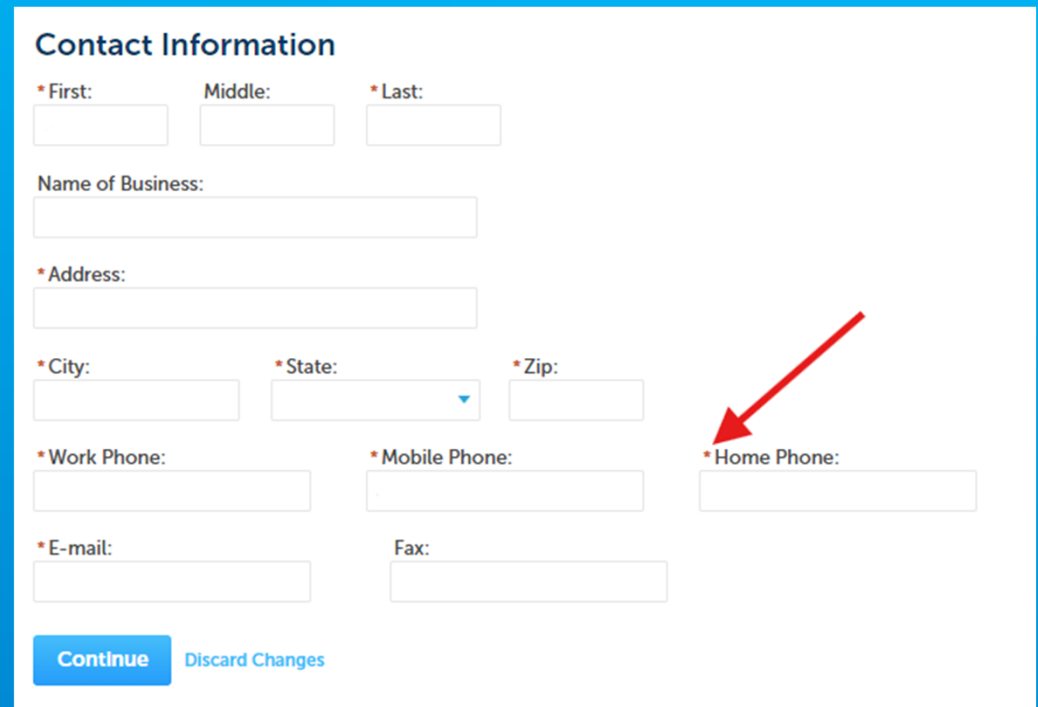
-“Add New” opens a window to add a new contact (must include the email address)

Click “Continue Application”

The screenshot displays the 'Planning' section of a web application. At the top, there are navigation links for 'Collections (0)', 'Cart (0)', 'Reports (2)', 'Account Management', and 'Logout'. Below this is a search bar and a breadcrumb trail: 'Home > Building and Safety > Code Compliance > Fire > **Planning** > Public Works > more'. A secondary navigation bar contains 'Create an Application' and 'Check/Research Permits'. The main content area is titled 'Zoning Clearance' and features a progress bar with seven steps: 1. Type of Zoning Clearance, 2. Property Information, 3. **Contacts**, 4. Required Documents, 5. Review, 6, and 7. Below the progress bar, the current step is 'Step 3: Contacts > Enter Applicant Information'. A note indicates that an asterisk (\*) denotes a required field. The 'Applicant' section contains the instruction: 'To add a new contact, click the Add Contact link. To edit a contact, click the Edit link.' There are three buttons: 'Select from Account' (highlighted with a red arrow), 'Add New' (highlighted with a red arrow), and 'Save and resume later'. A 'Continue Application »' link is located at the bottom right, also highlighted with a red arrow.

# Add Contact For APPLICANT (page 2 of 2)

- ▶ When selecting “Contact from Account,” please ensure that all fields with an asterisk (\*) are filled out. Additionally, phone numbers must not contain any spaces.
- ▶ Press “Continue” when complete.



**Contact Information**

\* First:  Middle:  \* Last:

Name of Business:

\* Address:

\* City:  \* State:  \* Zip:

\* Work Phone:  \* Mobile Phone:  \* Home Phone:

\* E-mail:  Fax:

A red arrow points to the Home Phone field.

# Upload Documents (page 1 of 2)

The attachment page is where you upload required documents relevant to your project, which include a Zoning Clearance application signed by the property owner and a set of plans (site plan, floor plans, and elevations). A copy of the application and plan instructions are available on our website at: [vcrma.org/ministerial-permits](http://vcrma.org/ministerial-permits)

Then click "Add" here

Home Building and Safety Code Compliance Fire **Planning** Public Works more ▾

Create an Application Check/Research Permits

Zoning Clearance

1	2 Property Information	3 Contacts	4 Required Documents	5 Review	6 Pay Fees	7
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**Step 4: Required Documents > Upload Documents** \* indicates a required field.

**Attachment**

Be advised that Zoning Clearance applications require submission materials.

Zoning Clearance Application Packets can be found on the Planning Division's website at <https://vcrma.org/ministerial-permits> and include additional information about application instructions, materials required for application submittals, and sample materials.

If you are applying for a Home Occupation Zoning Clearance, a list of required documents is available at <https://vcrma.org/home-occupation-business>.

If you are applying for a Wireless Communication Zoning Clearance, a list of required documents is available at <https://vcrma.org/wireless-communication-facilities-permit-application>.

If the required documents are not provided, project processing will be delayed.

The maximum file size allowed is 1000 MB.  
ade;adp;bat;chm;cmd;com;cpl;exe;hta;htm;html;ins;isp;jar;js;jse;lib;lnk;mde;r are disallowed file types to upload.

Name	Type	Size	Latest Update	Action
No records found.				

**Add** ←

Save and resume later

Continue Application >

Click "Add" here →

**File Upload** ×

The maximum file size allowed is 1000 MB.  
ade;adp;bat;chm;cmd;com;cpl;exe;hta;htm;html;ins;isp;jar;js;jse;lib;lnk;mde;r are disallowed file types to upload.

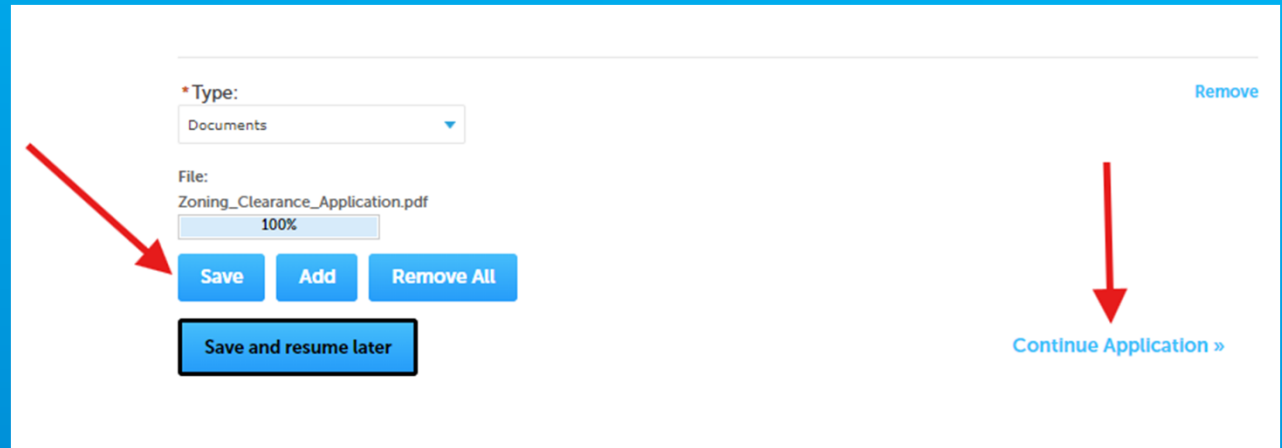
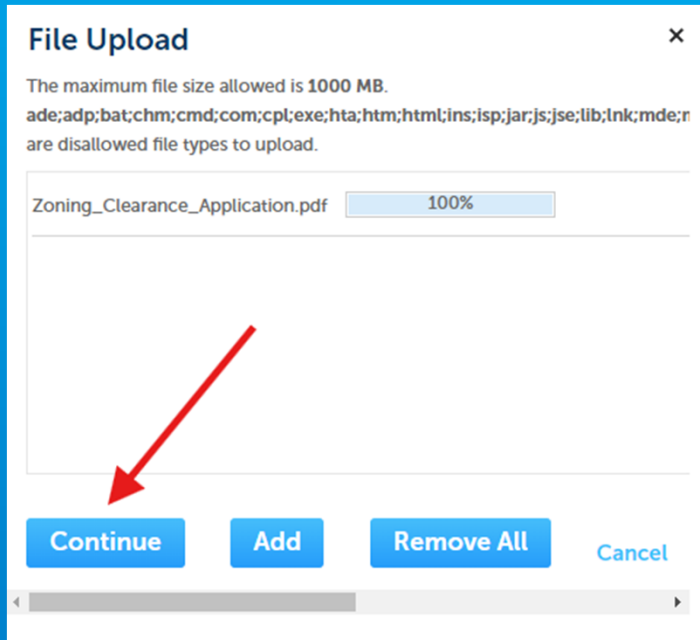
Continue **Add** Remove All Cancel

Note: You can repeat this process if you have multiple files to upload. Files should typically be in PDF format.

# Upload Documents (page 2 of 2)

Once you have added all the files you want to upload, click "Continue"

Then click "Save" and "Continue Application"

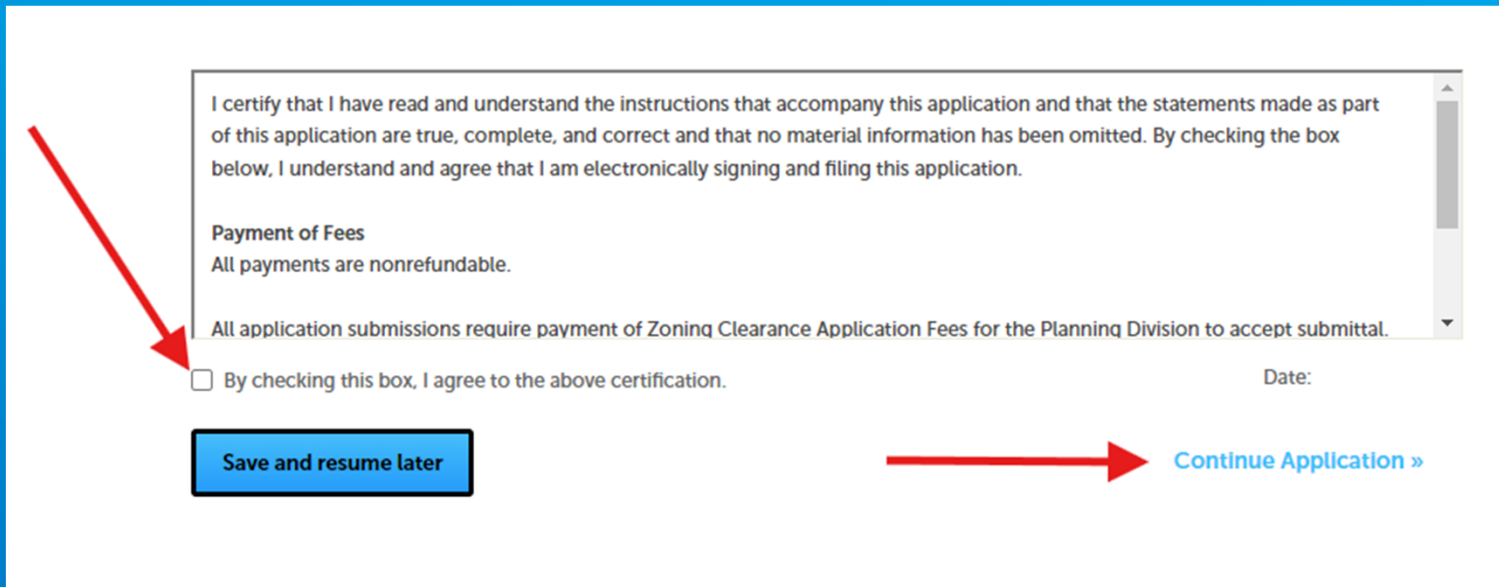




# Review

Review the information you have entered from the previous pages. If you'd like to edit any part of your application, you can do so by clicking "Edit" next to the applicable section.

If all the information looks correct, scroll to the bottom of the page, read and review the permit certification section & click the checkbox if you agree.



I certify that I have read and understand the instructions that accompany this application and that the statements made as part of this application are true, complete, and correct and that no material information has been omitted. By checking the box below, I understand and agree that I am electronically signing and filing this application.

**Payment of Fees**  
All payments are nonrefundable.

All application submissions require payment of Zoning Clearance Application Fees for the Planning Division to accept submittal.

By checking this box, I agree to the above certification. Date:

[Save and resume later](#) [Continue Application »](#)

Click  
"Continue  
Application"

# Pay fees (page 1 of 2)

Please note that payment of fees is required at this point. An application **cannot** be accepted for continued processing unless fees have been paid.

**Your record number will be listed at the bottom and a confirmation email will be sent. Example: "ZC24-XXXX"**

Reference this number when inquiring about your application.

If your case number looks like "24TMP-XXXXXX", the case has not been paid and fully submitted.

Zoning Clearance

1	2	3 Contacts	4 Required Documents	5 Review	6 Pay Fees	7 Record Issuance
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**Step 6: Pay Fees**

Listed below are Application Fees from the Planning Division's Fee Schedule. Be advised that supplemental fees may be assessed based on the type of permit requested. A Planning Division staff member will inform you whether supplemental fees are required once the application is reviewed. For a complete list of fees, please refer to the Planning Division's Fee Schedule, which is available online at <https://vcrma.org/planning-permit-fees>.

Where a project scope of work requires multiple requests not included in the table below, staff may add supplemental fees as needed during preliminary review of the application. A project's applicant will be notified of these supplemental fees once they are applied by staff.

If you have questions about fees or your application, please call us at 805-654-2488 for assistance.

**Application Fees**

Fees	Qty.	Amount
Application Fee	1	\$50.00

**TOTAL FEES: \$50.00**  
Note: This does not include additional supplemental fees which may be assessed later based on the scope of work.

[Check Out >](#) ←

# Pay fees (page 2 of 2)

On many types of Zoning Clearances, the fee you pay when you initially submit through Citizen is the \$50 application fee.

The full fees that are customary for that type of Zoning Clearance will be assessed after the case is received by the Planning Division, and your application fees will be applied towards the full fees.

If additional fees are required, your case status will be changed to "Payment Required" and you'll receive a notification email. The additional fees may be paid by anyone with a Citizen Access account by following these steps:

- a. Go to [vcca.ventura.org](http://vcca.ventura.org) and log onto your Citizen Access account
- b. Select Planning at the top of the page
- c. Put in your Record Number (Example: ZC20-0000)
- d. Select Payments and then Fees in the dropdown
- e. Select Pay Fees and then Checkout

If you have any questions or need assistance,  
please email us at [plan.counter@ventura.org](mailto:plan.counter@ventura.org)

Or call us at

(805) 654-2488

or

(805) 654-2451 (Spanish)

THANK YOU!

