

# Development Review Process – New Applications

**Application Process & Submittal Tips**

# Submittal Deadline Adjustment

Effective for all applications submitted after January 1, 2023

2022

- Application Submittal Deadline Monday at 12:00 PM

2023

- Application Submittal Deadline Monday at 12:01 AM

## Application Submittal

- Anytime **PRIOR** to Monday **12:01 AM**
- Submittals received after 12:01 AM will be processed at the following applicable review cycle

## Intake

- Case number created, fees assessed, invoice sent to the applicant
- Case progresses to Staff for Completeness Review

## Completeness Review

- Completeness Review shall be **finished by Friday** following the application submittal date
- Staff ensures all documents and information listed on the checklist have been included and submitted with the application
- Applicant will be notified via the **MyGovernmentOnline Customer Portal** indicating if the application has been deemed complete or incomplete
- If incomplete, correspondence will include a detailed list of missing documents, information, and other items (**non-payment of fees by 12 PM on Friday will automatically deem the application incomplete regardless if all required documents are received**)
- If deemed complete, the application will move to the Technical Review (1<sup>st</sup> Review)
- If deemed incomplete, the application will not be reviewed until a complete application is received (applicant resubmits with the remaining required documents/payment).

# Helpful Tips & Information

## MyGovernmentOnline

- Applications are only accepted online only through [MyGovernmentOnline](#) – Emailed documents will NOT be accepted
- If creating a new account, please note that MyGovernmentOnline requires a phone call verification step before your account can be activated

## Application

- Please visit [Shot Clock Waivers – Georgetown Planning Department](#) for information on the Shot Clock Waiver and determine ahead of application submission if you would like to take advantage of waiving the Shot Clock Process
- Once logged in, select the Planning & Zoning tab to “Apply Online”
- Ensure you are choosing Georgetown as your Jurisdiction (not Williamson County)
- Prepare documents and attachments as per the applicable application checklist
- Ensure all documents are **combined properly** (into PDF format - **Flattened**) as per the sections listed within the checklist
- Ensure file names align with the applicable checklist – File name format is outlined within each checklist

## Technical Issues

- If you encounter technical issues with your application, please reach out directly to [planning@georgetown.org](mailto:planning@georgetown.org) (**PRIOR** to the 12:01 AM Monday deadline) –We have intake staff who are closely monitoring emails during business hours specifically looking to troubleshoot application issues
- If technical issues are out of our scope, please reach out to **MyGovernmentOnline** at **(866) 957-3764**