

# Permit Portal Help!!

If you are having trouble entering permits into our system, please use the information below to help guide you. **Make sure you are using an up to date web browser such as Google chrome, Microsoft Edge, Fire Fox or Safari. Do not use Internet Explorer.**

Start by entering the information for the address. These are search fields, not just text fields. You will need to enter information and wait for the drop down menu to generate your selection, then click to select. If nothing generates in the drop down you may have entered something differently than our system recognizes. Try entering partial information and seeing if that helps. Click on your selection.

Ex. 9901 Clayton Road, try entering 990 and waiting for a second, your options will generate.

## Property Information

Search properties:

990	x
<b>ASSESSOR INFORMATION WITHHELD</b> Parcel: 21M330193 9906 OLD WARSON RD	
<b>BOULEVARD INVESTMENT CO</b> Parcel: 19M310424 9909 CLAYTON RD	
<b>BOULEVARD INVESTMENT CO</b> Parcel: 19M310644 9909 CLAYTON RD	
<b>CLAYBELL INN INC</b> Parcel: 19M310161 9901 CLAYTON RD	

Once you click to select the parcel you are applying for, it should look like this.

<b>Property Information</b> Search properties:	
<input type="text"/>	x
<b>LADUE CITY OF</b> Parcel: 19L510131 9345 CLAYTON RD	<b>Remove</b>

When entering contractor information it is important that the entry matches how it is in our system. If you have trouble getting your contractor name to generate in the drop down, try entering partial information so that a list will generate. Then click to select your company.

## Contractor(s)

Search contractors:

Tre	x
<b>Awtrey Heating and Cooling</b>	
<b>David Streeter</b>	
<b>Gamma Tree Experts</b>	
<b>Gills Tree Service</b>	
<b>Happy Tree Service</b>	
<b>Pete Tres</b>	
<b>Rays Tree Services</b>	
<b>Trinity Tree &amp; Landscapes</b>	

Once you click to select the contractor, it should look like this.

<b>Contractor(s)</b> Search contractors:	
<input type="text"/>	x
<b>ABCD BUILDERS</b>	<b>Remove</b>

**\*If you do not see this red icon next to your selections, then you have not properly chosen the parcel or contractor. Your permit will be rejected by the system.**

All other text fields need to be filled in. When entering project cost DO NOT enter a \$ symbol, comma or decimal. Your fee should be entered as a round number Ex. \$10,000 should be entered as 10000

If you have tried all of these steps and are still having trouble getting your permit accepted, please email the building department at [building@cityofladue-mo.gov](mailto:building@cityofladue-mo.gov)