



Trust Account Users

Contractors who already have a trust account or would like to set up a trust account will be able to submit over-the-counter permit applications electronically.

1. What is a trust account and how does my company set one up?

- a. Trust accounting is a process that allows a contractor to deposit money with Building Services to be held in a trust account. The trust account enables the contractor to obtain permits without personally coming into the office.
- b. To start a trust account, the contractor would provide Building Services with a check in the amount he/she chooses. A check must be used to start and continually replenish the trust account.
- c. It is the responsibility of the contractor to keep track of his/her balance and assure that he/she maintains a balance to cover requested permits. **Permits will not be processed or accepted if there are not enough funds.**

2. How do I submit a permit application once a trust account has been set up?

- a. Permit applications are submitted online through the [online submission form](#), and applicants will receive an email confirmation of receipt. Applications will be processed in a target time of 24 – 72 hours. Please note during higher volumes this time may change. Please contact our office for questions at 970-416-2740.
- b. It is mandatory that the contractor submits the permit application to the Building Services department prior to commencing work on the job (except for emergency work such as water heater repair or replacement, or furnace repair or replacement in the winter). Any emergency work requires the permit be obtained within 24 hours of the work or the next business day, whichever comes first.

3. How do I monitor my trust balance?

- a. Contractors need to create an account on Citizen Access monitor their trust balance. Please see instructions below for creating an account:
 - Visit <https://accela-aca.fcgov.com/CitizenAccess/Default.aspx?culture=en-US>
 - On the right side of the page, create a login and follow prompts. Please be sure to use the exact company name you have with our jurisdiction to ensure activation of account is correct. You will receive an email once your account has been activated and ready for use.
- b. Once logged in, click on “Account Management” and trust transactions will be at the bottom.

4. How do I get a copy of my permit?

- Log in to Citizen Access account.
- Click on permit to be downloaded (permit numbers will be in light blue).
- Click “Record Info” drop down and choose “Attachments.”
- Click on “Building Permit” (light blue) and download.