A Zoning Verification Letter* is an official letter issued by the City of Tempe Planning Division that allows property owners, lenders, or prospective buyers to obtain written confirmation of the zoning of a property or properties. The letter will provide a general description of the zoning district, references to any applicable zoning/development standards, and any planning entitlements related to the property in question.

*Letters do not verify compliance with development standards, parking, or certify legal non-conforming status; nor do letters verify building or zoning code violations. Letters do not include copies of Certificates of Occupancy.
Please note the following:

- The approximate turnaround time for letters is 10 business days after the request is accepted.
- The Zoning Verification Letter request is per project. A project with multiple parcels may be processed as one application if it is part of one single project or development.
- Developments originally processed separately will require multiple applications and fees.
- The Zoning Verification Letter will not verify compliance with development standards, parking, or certify legal non-conforming status.
- Copies of Certificates of Occupancy (CO) will not be included with the Zoning Verification Letter. To obtain a copy of a CO, contact Building Safety to submit a Public Records Request at (480) 350-4311 or permitcenter@tempe.gov.
- The Zoning Verification Letter will not verify building or zoning code violations. To obtain this information, contact Building Safety or Code Compliance at (480) 350-4311.
- ZVL requests are accepted via Accela Citizen Access Portal. Requests by email, mail, fax, or in person will not be accepted.
Zoning Verification Letter Requests (How to) Guide

This step-by-step guide will assist you with the Zoning Verification Letter request and retrieval process.

STEP 1 – Login

- If you have not already done so, please create an account with Accela’s Citizen Access (ACA) Portal.
- Once an account is created, proceed by logging in with your new credentials.

STEP 2 – Dashboard

- The dashboard is where you can view items in your cart and applications in progress.
- Click the home button to start a brand-new application or navigate to the following URL if the home button is not visible: https://epermits.tempe.gov/CitizenAccess/Default.aspx
### STEP 3 – Create an application

- Under the “Planning & Signs” header, select “Create an Application”.

<table>
<thead>
<tr>
<th>What would you like to do today?</th>
<th>To get started, select one of the services listed below:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>General Information</strong></td>
<td><strong>Building Safety</strong></td>
</tr>
<tr>
<td>Lookup Property Information</td>
<td>Create an Application</td>
</tr>
<tr>
<td>Search for a Licensee</td>
<td>Search Applications</td>
</tr>
<tr>
<td></td>
<td>Schedule an Inspection</td>
</tr>
<tr>
<td><strong>Enforcement</strong></td>
<td><strong>Private Development Engineering</strong></td>
</tr>
<tr>
<td>Search Applications</td>
<td>Create an Application</td>
</tr>
<tr>
<td></td>
<td>Search Applications</td>
</tr>
<tr>
<td></td>
<td>Schedule an Inspection</td>
</tr>
<tr>
<td><strong>Planning &amp; Signs</strong></td>
<td><strong>Engineering Dry Utilities</strong></td>
</tr>
<tr>
<td>Create an Application</td>
<td>Create an Application</td>
</tr>
<tr>
<td>Search Applications</td>
<td>Search Applications</td>
</tr>
<tr>
<td>Schedule an Inspection</td>
<td>Request an Inspection</td>
</tr>
<tr>
<td><strong>Traffic Complaints</strong></td>
<td><strong>Transportation &amp; Residential Parking</strong></td>
</tr>
<tr>
<td>Submit a Complaint</td>
<td>Create an Application</td>
</tr>
<tr>
<td></td>
<td>Search Applications</td>
</tr>
</tbody>
</table>
STEP 4 – Review the terms

- Please read and review the terms within the window.
- If you agree to the terms, check the box “I have read and accepted the above terms” and click “Continue Application” to proceed.

![Online Application]

**Online Application**

An incomplete submittal will cause delays in processing. For additional information about the application process, please visit [Planning's Applications, Forms and Permits site](#).

**NOTICE:** All Planning and Sign submittals require staff review before a decision is rendered. You will be notified of the application status via email or phone, or you can check the status through our online portal. If there are any questions, please contact us at (480)350-4311.

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

**General Disclaimer**

While the City of Tempe ("City") attempts to keep its Web information accurate and timely, the City 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 and information (collectively "Materials") have been compiled from a variety of sources and are subject to change without notice from the City as a result of updates and corrections.

- I have read and accepted the above terms.

[Continue Application »]
STEP 5 – Selecting a record type

- Click the “Planning” drop-down header and select the “Zoning Verification Letter” button.
- Click “Continue Application” to proceed.

STEP 6 – Location Information

- You can confirm the location of the request by using the interactive map, typing in the address, or typing in the Assessor Parcel Number (APN).
- At any time throughout the application process you can save your progress and resume the application at a later time by clicking “Save and Resume Later” on the bottom right hand corner of the screen.
- Use one of the following methods to confirm the location of the request:
  - Search by Map Option
    - To use the map, click “Show Map” and type in the address into the search bar or manually select a parcel within the map.
    - Once you have a parcel highlighted, click “Use Location” in the pop-up window.
Confirm that the location information is correct in the pop-up window and click “Select”.

The location information will now automatically populate.

- **Search by Address Option**
  - Provide the address for your subject property under the “Address” header and click “Search”.
  - If you find that the Search by Address result list comes up with no results, try leaving the “City”, “State”, and “Zip” fields empty or try the Search by Parcel option.
- Confirm that the location information is correct in the pop-up window and click “Select”.

- The location information will now automatically populate.

  - **Search by Parcel Number Option**
    - Provide the parcel number for your subject property under the “Parcel” header and click “Search”.

- [Image: Parcel Search Result List]
  - [Image: Associated Addresses]
  - [Image: Associated Owners]
- Confirm that the location information is correct in the pop-up window and click “Select”.

- The location information will now automatically populate.
STEP 7 – Contacts

- If you want to select the contact associated with your ACA account, under the Contact header, click “Select from Account”.

- Select the “Associated Contact” button to auto-fill the contact with your information.

- If you want to add a contact that is not associated with your ACA account, under the Contact header, click “Add New”.

• Fill in all required information in the pop-up window and click “Continue”.

```plaintext
Contact Information
First: * 
Middle: 
Last: *
City: of 
Name of Business: City of Tempe
Primary Phone: 480-350-4311
Alternate Phone: Alternate Phone 2:
E-mail: nplaninfo@tempe.gov
Address Line 1: 31 E 5th St
Address Line 2: 
City: State: Zip: 
Tempe AZ 85280- 

Continue Clear Discard Changes
```

• Verify that the information is correct and click “Continue Application” to proceed.

```plaintext
Contact
To add new contacts, click the Select from Account or Add New button. To edit a contact, click the Edit link.

✔ Contact added successfully.

City of Tempe
planning@tempe.gov
Home phone: 480-350-4311
Mobile Phone:
Work Phone:
Fax:

Continue Application »
```
STEP 8 – Project Details

- Enter the name of the development site under the “Application Name” field.
- Any additional details pertinent to the request can be included in the “Detailed Description” text box.
- Click “Continue Application” to proceed.

STEP 9 – Attachments (Optional)

- Attach any documentation that may assist with your request (site plans, aerial maps, etc.)
- Once all attachments have been uploaded (if any), click “Continue Application” to proceed.
STEP 10 – Review

- Review your application and verify that all information is correct.
- Once you have confirmed the information is correct, click “Continue Application” to proceed.
STEP 11 – Payment

- Verify that the number of applications and the fee amount is correct.
- Click “Check Out” to proceed to your cart or click “Continue Shopping” to add additional applications to your shopping cart.

![Application Fees Table]

<table>
<thead>
<tr>
<th>Fees</th>
<th>Qty.</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Zoning Verification Letter</td>
<td>1</td>
<td>$345.00</td>
</tr>
</tbody>
</table>

TOTAL FEES: $345.00
Note: This does not include additional inspection fees which may be assessed later.

![Checkout and Continue Shopping Buttons]

STEP 12 – Cart

- Confirm that the items in your cart are correct and click “Checkout” to proceed or click “Edit Cart” to edit the quantity and remove items from the cart or click “Continue Shopping” to add additional applications to the cart.

![Checkout, Edit Cart, and Continue Shopping Buttons]

Click on the arrow in front of a row to display additional information. Items can be saved for a future checkout by clicking on the Save for later link.

PAY NOW

525 S MILL AVE, TEMPE AZ 85281 United States
1 Application(s) | $345.00
Zoning Verification Letter
19TMM-002549

Total due: $345.00

Total amount to be paid: $345.00
Note: This does not include additional inspection fees which may be assessed later.

![Checkout, Edit Cart, and Continue Shopping Buttons]

Click on the arrow in front of a row to display additional information. Items can be saved for a future checkout by clicking on the Save for later link.
STEP 13 – Payment Information

- You can pay the fee with a credit card or bank account.
- The system will prompt you to fill out different information based on which payment method you choose.
- Fill in all required information and click “Submit Payment” to proceed.

**Payment Options**

Amount to be charged: $345.00
- Pay with Credit Card
- Pay with Bank Account

**Credit Card Information:**

- Card Type: *
- Card Number: *
- Security Code: *
- Name on Card: *
- Exp. Date: 01 2019

**Credit Card Holder Information:**

- Auto-fill with: City Tempe
- Country: United States
- Street Address: *
- City: *
- State: *
- Zip: *
- Phone: *
- E-mail: 

[Submit Payment]
STEP 14 – Receipt

- Your application has been successfully submitted.
- A confirmation email will be sent to the email address on record for the ACA account.

![Email Receipt]

Please do not reply to this email

CITY OF TEMPE

Planning Division

Your Zoning Verification Letter request for the subject property has been received! The approximate turnaround time for requests is up to 10 business days from the date of submittal. Your next notification will occur when the letter is available to download on the City of Tempe Accela Citizen Access Portal.

Thank you!

City of Tempe

Community Development Staff

- You can click the link of your newly created ZVL tracking number to review your application, view the receipt, and check the status of your request.

![Receipt]

525 S MILL AVE, TEMPE AZ 85281 United States

- Click on the “View Details” link to open the receipt.

![Record ZVL190089: Zoning Verification Letter]

- It is recommended that you save/print a copy of the receipt for your records.
- Zoning Verification Letters have an approximate processing time of 10 business days.
Step 15 – Document Retrieval

- Your Zoning Verification Letter is complete and ready for you to download!
- An email notification will be sent to the email address on record for the ACA account notifying you that the letter is ready.

```
Please do not reply to this email

CITY OF TEMPE
Planning Division

Your Zoning Verification Letter request has been completed. The letter and pertinent documents are available for download on the City of Tempe Accela Citizen Access Portal.

Thank you!
City of Tempe
Community Development Staff
```

- Navigate to the home screen of your ACA account.
• Under the “Planning & Signs” header, select “Search Applications”.

- Look for the record that matches your request with an “Issued” status and click the record number link.
- Click the “Record Info” drop down button and select “Attachments”.

- Click the PDF link to download the PDF (Please be patient as the file may take a while to download).
Zoning Verification Letter Requests (How to) Guide

- If you are using Internet Explorer, this download notification will appear on the bottom of the screen:

![Internet Explorer download notification]

- If you are using Google Chrome, this download notification will appear on the bottom of the screen:

![Google Chrome download notification]

If you have issues or questions at any point throughout the Zoning Verification Letter Request process, please contact the Planning Division at (480) 350-4311 or planning@tempe.gov. Thank you for doing business in Tempe!