

# Step by step guide for users of the Plant City - MaintStar Customer Service Portal

Version 21.9.38 and newer

Powered by

**MaintStar**

28 Hammond  
Irvine California 92618

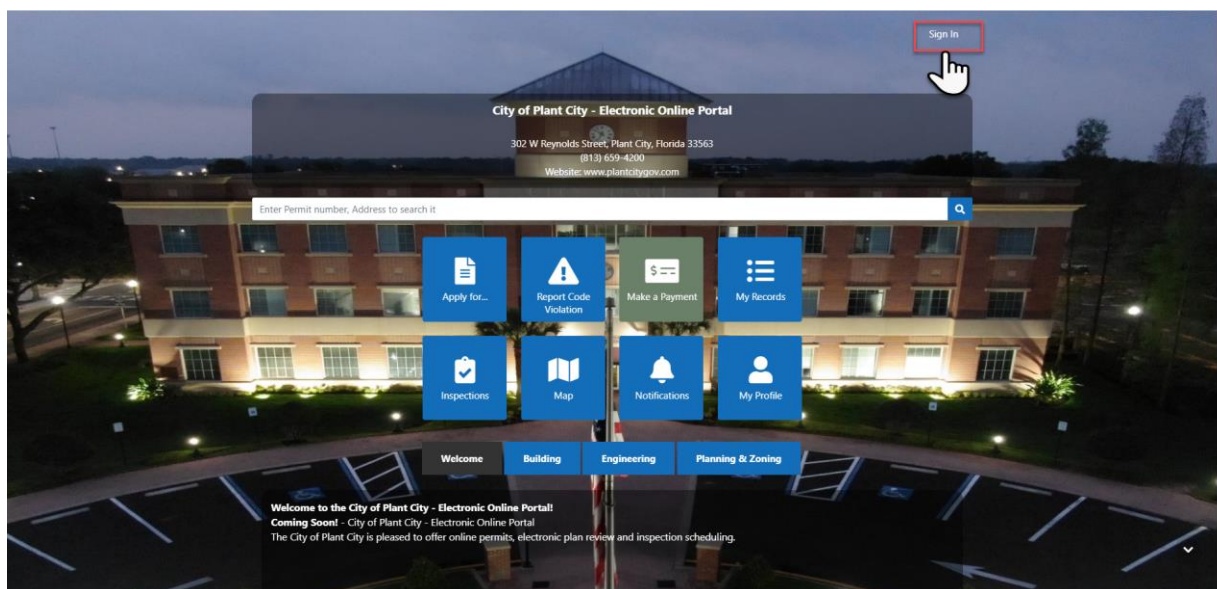
Phone: 800-255-5675  
Email: <http://maintstar.com>

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# 1. Log on to

<https://h8.maintstar.co/plantcityportal/>

# 2. Home screen



The welcome screen is your entry into the Plant City-MaintStar Customer Service Portal. In the upper right you can sign in with your registration.

The Blue and Green Blocks are your entry points to:

**Apply For:** Permits Licenses and Inspections.

**Report Violations:** Submit a complaint to report an issue

**Make a Payment:** pay fees due

**Make a Payment:** Make payment to billed invoices.

**My Records:** Keep track of all requested record transactions.

**Map:** View Building Permits and Planning cases on a map.

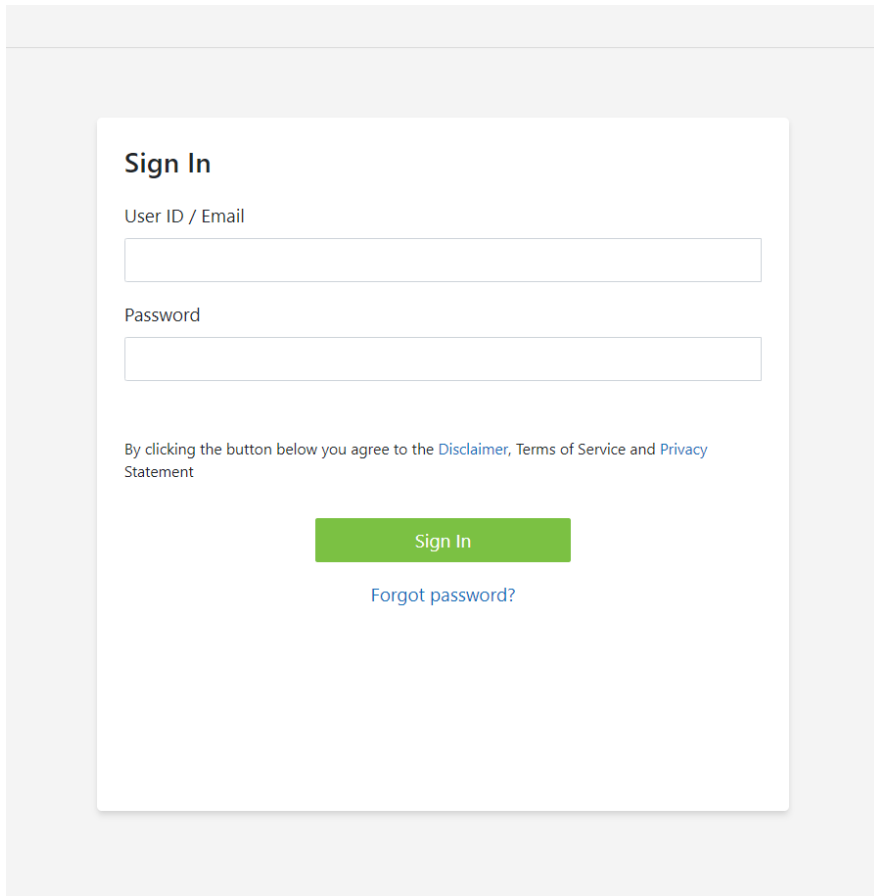
**Notifications:** View communications about your records from the plant city staff.

**My Profile:** Access your personal profile.

### 3. Signing in

To use the system, you must first sign in with your registered Id and password.

Click the sign in button on the upper right of the screen. You will be taken to the sign in screen shown below. Enter your Id and password.

A mockup of a web application's sign-in screen. The screen has a light gray background. In the center, there is a white rectangular box with a subtle drop shadow. Inside this box, the title "Sign In" is at the top left. Below it are two input fields: the first is labeled "User ID / Email" and the second is labeled "Password". Below the input fields, there is a line of text: "By clicking the button below you agree to the [Disclaimer](#), [Terms of Service](#) and [Privacy Statement](#)". At the bottom of the box is a green rectangular button with the text "Sign In" in white. Below the button, there is a blue text link that says "Forgot password?".

Sign In

User ID / Email

Password

By clicking the button below you agree to the [Disclaimer](#), [Terms of Service](#) and [Privacy Statement](#)

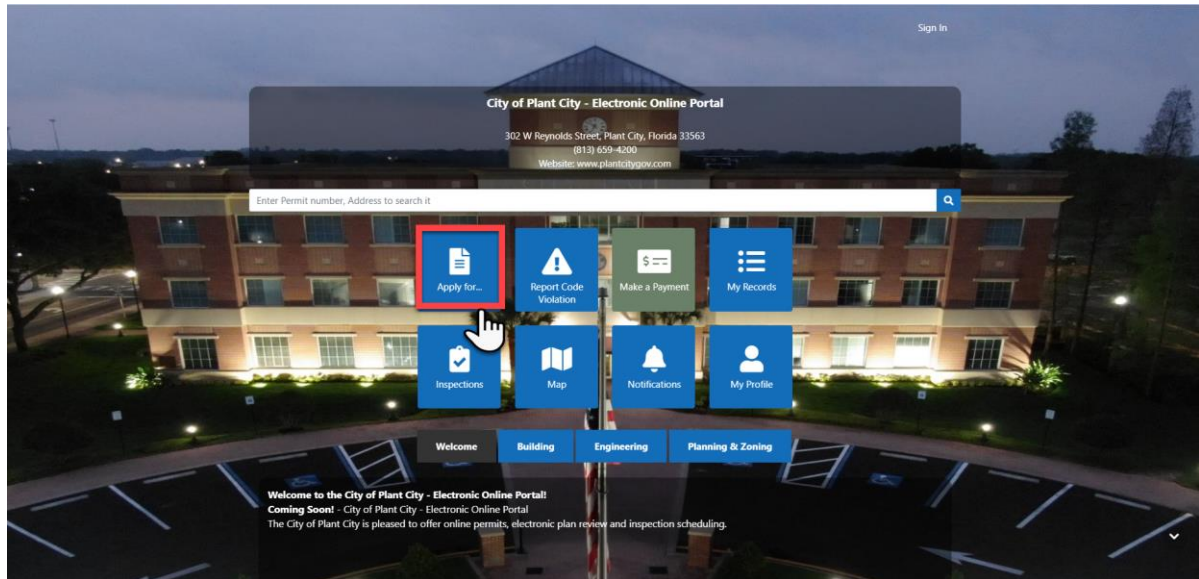
Sign In

[Forgot password?](#)

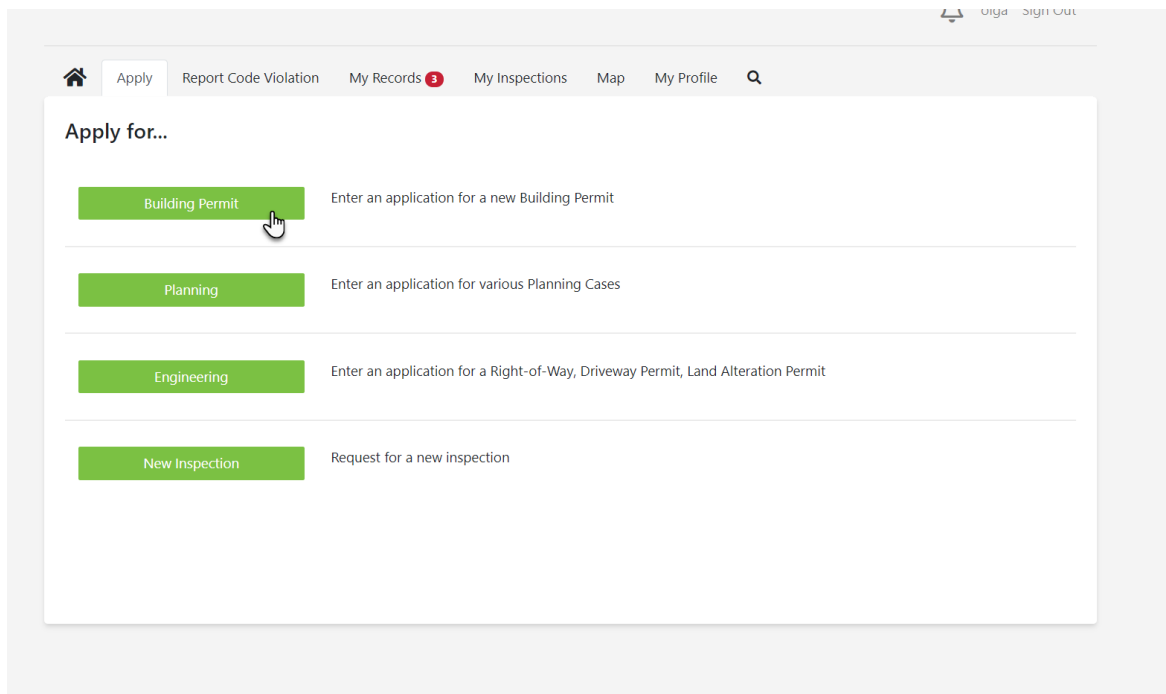
## 4. How to submit a request for a Permit

Once your credentials are approved you can apply for a permit:

Click the **APPLY FOR** Block on the main screen.



Select Permit, Planning, Business Tax, Engineering, all entry screens are similar.



I'd like to apply for a Building Permit

Select Type (required)

Fence

Please enter Street Address Parcel/Folio Number

3414 GROVE BLOSSOM, Pl

Specify Address or Parcel number of

☐ Please check here to continue

If your address is not found as Apply as

Test Licensed Professional

Choose who you want to apply from

**Contacts**

Here you can specify addition contacts involved in you case

Add Additional Contact

**Details**

Estimated Cost (required)

\$1,300

Description (required)

new fence gate TEST TEST TEST

Filter as you type for permit type selection. Or click from drop down

Select the Type of permit or other record to submit. In this example we will choose “permit.” Continue down the page filling in each field as you go. Required fields are indicated in red.

At the bottom, attach a project plan, Photo or other pertinent file. If job address or lot number are not found, describe them in the job description and Plant City staff will contact you to resolve the issue.

Description (required)

Install new picket fence and gate around property.

In consideration of the issuance of a permit by the Building Division of the City of Plant City, Florida, I hereby agree to do the proposed work described in accordance with the applicable ordinances, regulation and codes of Plant City, Florida.

I, THE UNDERSIGNED HAVE MET ALL THE REQUIREMENTS OF CHAPTER 440.10 & 440.38 FLORIDA STATUTES, FBC 2020 7th EDITION.

Notice: IN ADDITION TO THE REQUIREMENTS OF THIS PERMIT, THERE MAY BE ADDITIONAL RESTRICTIONS APPLICABLE TO THIS PROPERTY THAT MAY BE FOUND IN THE PUBLIC RECORDS OF THIS COUNTY AND THERE MAY BE ADDITIONAL PERMITS REQUIRED FROM OTHER GOVERNMENTAL ENTITIES SUCH AS WATER MANAGMENTS DISTRICTS STATE AGENCIES OR FEDERAL AGENCIES. (Chapter 553.79 Florida Statutes)

Application is hereby made to obtain a permit to do the work and installations as indicated. I certify that no work or installation has commenced prior to the issuance of a permit and that all work will be preformed to meet the standards of all laws regulating construction in this jurisdiction. I understand that a separate permit must be secured for ELECTRICAL WOKE, PLUMBING, SIGNS, WELLS, POOLS, FURNANCES, BOILERS, HEATERS, TANKS AND AIR CONDITIONERS, etc.

☐ Check if Roof Mounted

☐ Check if in Flood/ Hazard Area

☒ Check if PRIVATE PROVIDER

Comm / Res (required)

Residential

Attachments

Document Type	File
NOC (required)	<div>Upload</div>
<div>Add Attachment</div>	

Continue

Clear

Add Attachment

If you submit a request for a permit but miss some needed information the system will prompt you on the missing items in Orange and Red as shown below.

The screenshot shows a permit application form with several sections. A yellow warning box in the top right corner contains a triangle icon and the text "Please complete all required fields". Two red arrows originate from this box: one points to the "Add Additional Contact" button in the "Contacts" section, and the other points to the "Add File" button in the "Attachments" section.

**Permit Filled as:**  
Applicant: C00005, Shea Homes, 1000 Summerset Drive, Rio Vista, CA 94571

**Contacts**  
Required Contacts: Property Owner  
ADD ADDITIONAL CONTACT

**Details**  
Job Description: Build a new home on village lot.

Lot #: 34555

Square Footage: 3500

Zoning: 1

Project Cost: 385,000

**Attachments**  
Required Attachments: Project Plan  
☐ Check here to continue if your project does not require plans or certificates  
ADD FILE

Buttons: CONTINUE, CLEAR

Footer: Disclaimer Help, Version: 9.7.48



## 5. Reviewing your application

Once you have satisfied the application requirements you will be able to review your application. Be sure to check any requirement checkboxes that will be on the review.

You can go back if you need to edit something to continue with Submit.

Specify Address or parcel number on your property

☐ Please check here to continue if your Address/Parcel is not found and add it into Description field

If your address is not found and you believe the one you entered is correct please contact the City Building Department at 813-659-4200

Apply as

Test Licensed Professional -

Choose who you want to apply for

**Contacts**

Here you can specify additional contacts

[Add Additional Contact](#)

**Details**

Estimated Cost (required)

\$1,300

Description (required)

new fence gate TEST TEST

In consideration of the issuance of a permit by the Building Division of the City of Plant City, Florida, I, THE UNDERSIGNED HAVE HEREBY AGREED TO DO THE PROPOSED WORK DESCRIBED IN ACCORDANCE WITH THE APPLICABLE REGULATION AND CODES OF PLANT CITY, FLORIDA. (required)

Notice: IN ADDITION TO THE REQUIREMENTS OF THIS PERMIT, THERE MAY BE ADDITIONAL PERMITS REQUIRED FROM OTHER GOVERNMENTAL AGENCIES OR FEDERAL AGENCIES. (Chapter 440.10, F.S.)

Application is hereby made to obtain a permit to do the work and installation indicated. I certify that no work or installation has commenced prior to the issuance of a permit. I understand that a separate permit must be secured for ELECTRICAL WORK, PLUMBING, SIGNS, WEEDS, POOLS, FURNANCES, BOILERS, HEATERS, TANKS AND AIR CONDITIONERS, etc.

☐ Check if Roof Mounted

☐ Check if in Flood/ Hazardous Area

☐ Check if PRIVATE PROPERTY

Comm / Res (required)

Residential

**Attachments**

Document Type

NOC (required)

File

house.png [remove](#)

**Review**

Please check and review all information. Click 'Submit' button if you want to submit Request or 'Back' to change entered data or cancel a submission

Building Permit type: Fence - Gate

Submitter: Test Licensed Professional -

Estimated Cost: \$1,300.00

Description: new fence gate

Comm / Res: Residential

Estimated cost: \$64.00

**Estimated Fees**

Fee	Amount
HCRF/DCA SURCHARGE - Fence	\$2.00
DBPR/BCAI - Fence	\$2.00
P & Z Review	\$20.00
Fence	\$40.00

**Declarations:**

☒ In consideration of the issuance of a permit by the Building Division of the City of Plant City, Florida, I hereby agree to do the proposed work described in accordance with the applicable regulation and codes of Plant City, Florida. (required)

☒ I, THE UNDERSIGNED HAVE MET ALL THE REQUIREMENTS OF CHAPTER 440.10, F.S. STATUTES, FBC 2020 7th EDITION. (required)

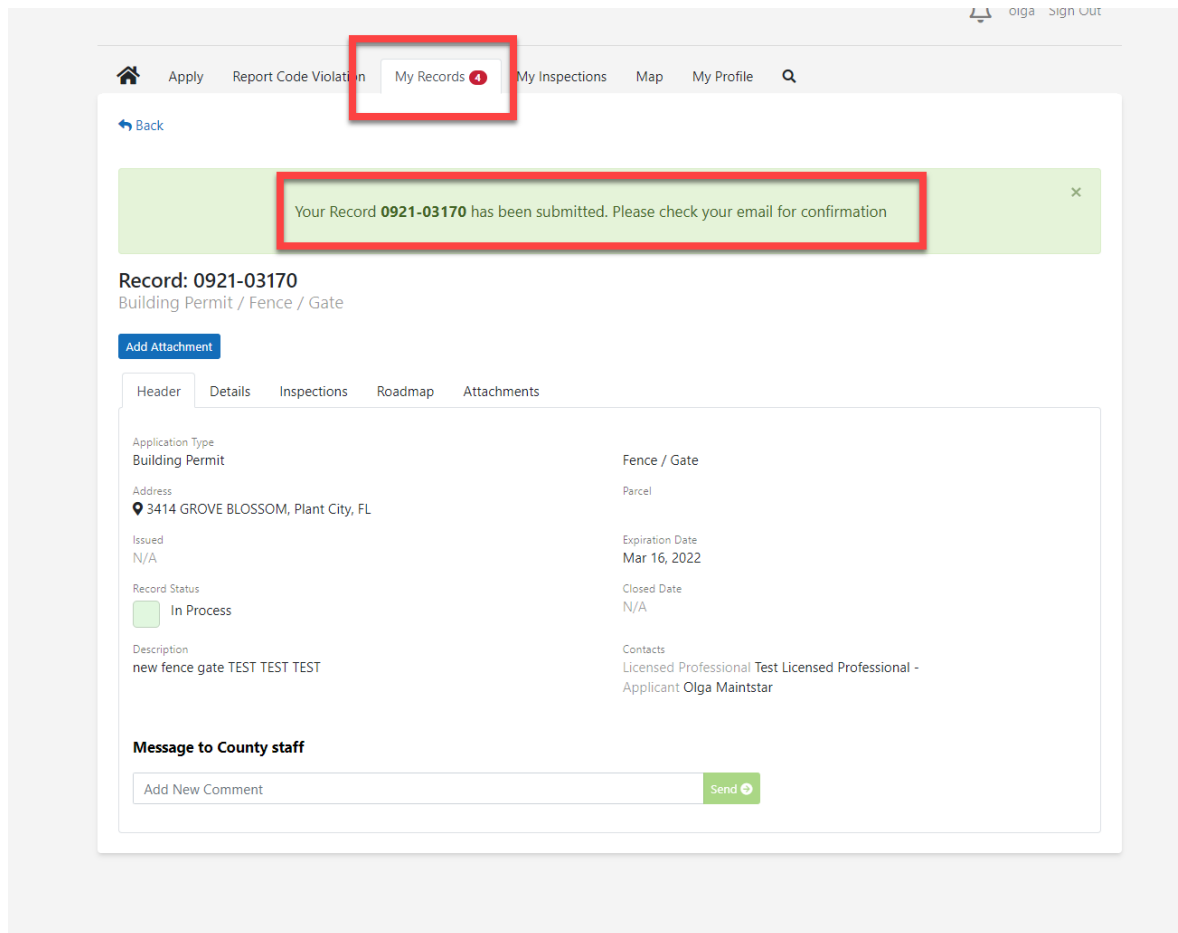
**Notice:** IN ADDITION TO THE REQUIREMENTS OF THIS PERMIT, THERE MAY BE ADDITIONAL PERMITS REQUIRED FROM OTHER GOVERNMENTAL AGENCIES OR FEDERAL AGENCIES. (Chapter 440.10, F.S.)

Application is hereby made to obtain a permit to do the work and installation indicated. I certify that no work or installation has commenced prior to the issuance of a permit. I understand that a separate permit must be secured for ELECTRICAL WORK, PLUMBING, SIGNS, WEEDS, POOLS, FURNANCES, BOILERS, HEATERS, TANKS AND AIR CONDITIONERS, etc.

[Submit](#) [Back](#)

1. Review your submission
2. View the fees required.
3. Check the declarations
4. Submit or go back to make corrections

## 6. Your Submitted Application:



Your submitted application shows the record number and the status. Each section of the application record is in a separate panel.

The system will calculate the fees based on the information you submitted.

You should go to the Plant City office and pay fees for this permit in person, or pay on line.

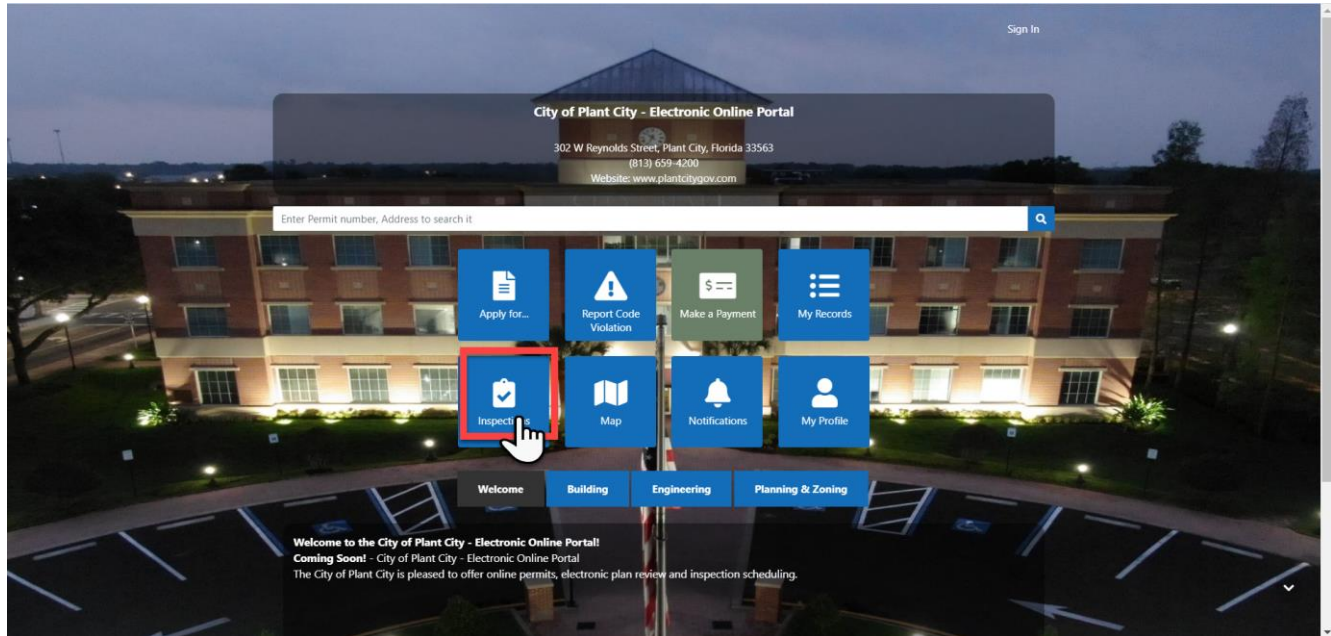
Once your fees are paid the permit will be issued at the office.

Your next step would be to schedule inspections when you are ready.

## 7. Requesting Inspections

When you are ready, you can call for an inspections for your construction project.

Click on the **Inspection** block.



Request for a new inspection

Request New Inspection

Apply Report Code Violation My Records My Inspections Map My Profile

All Active Closed

Permit #

Inspection #

Status

Reset Filter

Inspection #	Type	Record #	Scheduled	Closed	Status	Result
TK21-52409	FINAL BUILDING	0921-03170 3414 GROVE BLOSSOM, Plant City, FL			Open	
TK21-28710	FOOTER	0121-00235 3302 AARON ELIAS CT, Plant City FL, 33566-0301	May 25, 2021 AM		Open	Unschedule
TK21-28709	FOOTER	0121-00235 3302 AARON ELIAS CT, Plant City FL, 33566-0301	May 25, 2021 AM		Open	Unschedule
TK21-4107	FINAL BUILDING	0121-00235 3302 AARON ELIAS CT, Plant City FL, 33566-0301			Open	
TK21-4106	Trades Complete before finals	0121-00235 3302 AARON ELIAS CT, Plant City FL, 33566-0301			Open	
TK21-4105	DRYWALL	0121-00235 3302 AARON ELIAS CT, Plant City FL, 33566-0301			Open	
TK21-4104	INSULATION - BUILDING	0121-00235 3302 AARON ELIAS CT, Plant City FL, 33566-0301			Open	
TK21-4103	SHINGLES	0121-00235			Open	

The Inspection request screen will appear.

- Select the record number of your permit. If you have several in process you will see a list to choose from. After you select the right permit record, you can then select the inspection type on the next line.
- The inspections required for the permit will be in the Inspection type drop down. Select the one you want to request.
- You can then request a morning or afternoon inspection.
- Click submit.
- The Office staff will process the request and you will see the status in the inspections when it is scheduled.

The screenshot shows a web application interface for requesting an inspection. The form is titled "I'd like to request an inspection for ..." and includes the following fields and elements:

- Select Permit Number:** A dropdown menu showing "0121-00235 - Accessory Dwelling Res - 3302 AARON ELIAS CT, Plant City FL 33566-0301". A red callout box points to this field with the text "Select Permit number and inspection type".
- Select Inspection Type(s):** A dropdown menu showing "102 - FOOTER".
- Requested Date:** A text field containing "09/27/2021". A red callout box points to this field with the text "Record requested date and am/pm".
- Requested Time:** A text field containing "AM".
- Comments:** A text area containing "call first".
- Add attachments:** A button labeled "Add File".
- Submit and Clear buttons:** A green "Submit" button and a blue "Clear" button.

The form is part of a larger application with a top navigation bar containing links like "Apply", "Report Code Violation", "My Records", "My Inspections", "Map", and "My Profile". The footer includes "MAINT:STAR" and "Version: 21.9.68".

The Inspections tab will show the inspection and the scheduled data and time:

The Inspection requested time and date cannot be guaranteed due to inspector's schedule. The staff will do their best to accommodate your request.

## 8. Inspection results

When the inspection is completed, the results will be updated, and you can see them on your inspection tab. In cases where the inspection fails, a **Reinspect** button will be shown.

Click the **Reinspect** button to schedule a reinspection when you are ready.

The screenshot shows the 'My Inspections' page with a navigation bar at the top containing links: Home, Apply, Report Code Violation, My Records, My Inspections (active), Map, and My Profile. A green button 'Request for a new inspection' is at the top left. Below it are filters for 'All', 'Active', and 'Closed'. There are input fields for 'Permit #', 'Address', 'Inspection #', and 'Type', along with a 'Reset Filter' button. The main content is a table with the following columns: Inspection #, Type, Record #, Scheduled, Closed, Status, and Result.

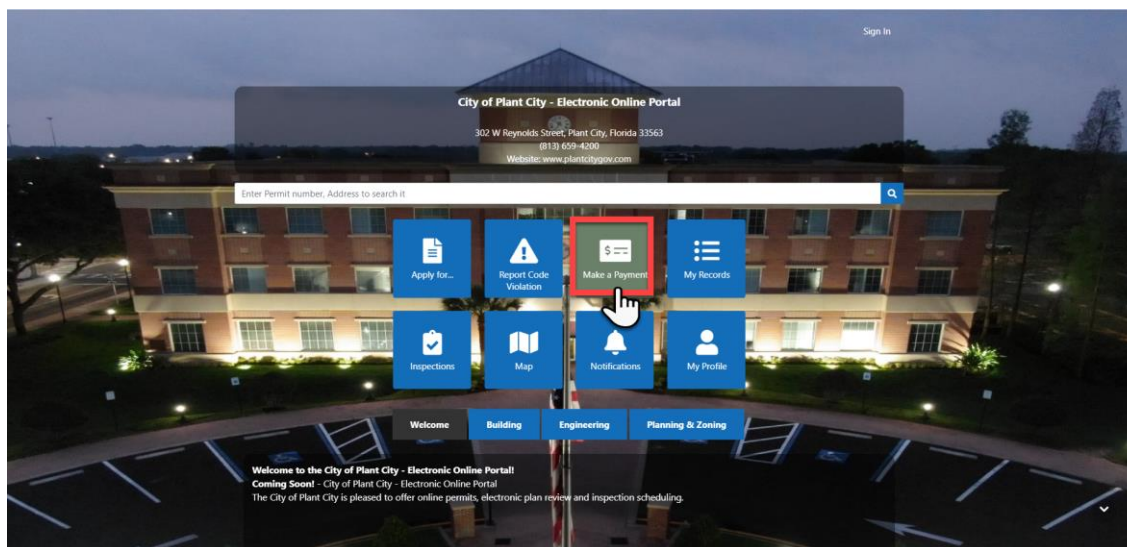
Inspection #	Type	Record #	Scheduled	Closed	Status	Result
TK21-54074	FOOTER	0121-00235 3302 AARON ELIAS CT, Plant City FL 33566-0301		11:40 PM	<input type="checkbox"/> Closed	<input type="checkbox"/> Fail <span>Reinspect</span>
TK21-52409	FINAL BUILDING	0921-03170 3414 GROVE BLOSSOM, Plant City, FL			<input checked="" type="checkbox"/> Open	
TK21-28710	FOOTER	0121-00235 3302 AARON ELIAS CT, Plant City FL 33566-0301	May 25, 2021 AM		<input checked="" type="checkbox"/> Open	<span>Unschedule</span>

A red callout box with the text 'Click to schedule Reinspection' points to the 'Reinspect' button in the first row of the table.

The screenshot shows a form titled 'I'd like to request an inspection for ...'. It has a 'Back' link at the top left. The form contains two dropdown menus: 'Select Permit Number' (showing '0121-00235 - Accessory Dwelling Res - 3302 AARON ELIAS CT, Plant City FL 33566-0301') and 'Select Inspection Type(s)' (showing '102 - FOOTER'). Below the dropdowns is an 'Add attachments' section with an 'Add File' button. At the bottom are two large buttons: 'Submit' (green) and 'Clear' (blue).

## 9. Paying Fees

If you are notified that you have fees that need to be paid, click the green **MAKE A PAYMENT** menu button.

The image shows a 'Check Invoice' form within the portal. It features a 'Back' link at the top left. The title 'Check Invoice' is centered. Below the title is an input field containing the invoice number 'INV21-4721'. At the bottom of the form are two buttons: a green 'Check' button and a blue 'Clear' button.

Enter the invoice number. Then, enter your credit card information and press submit.

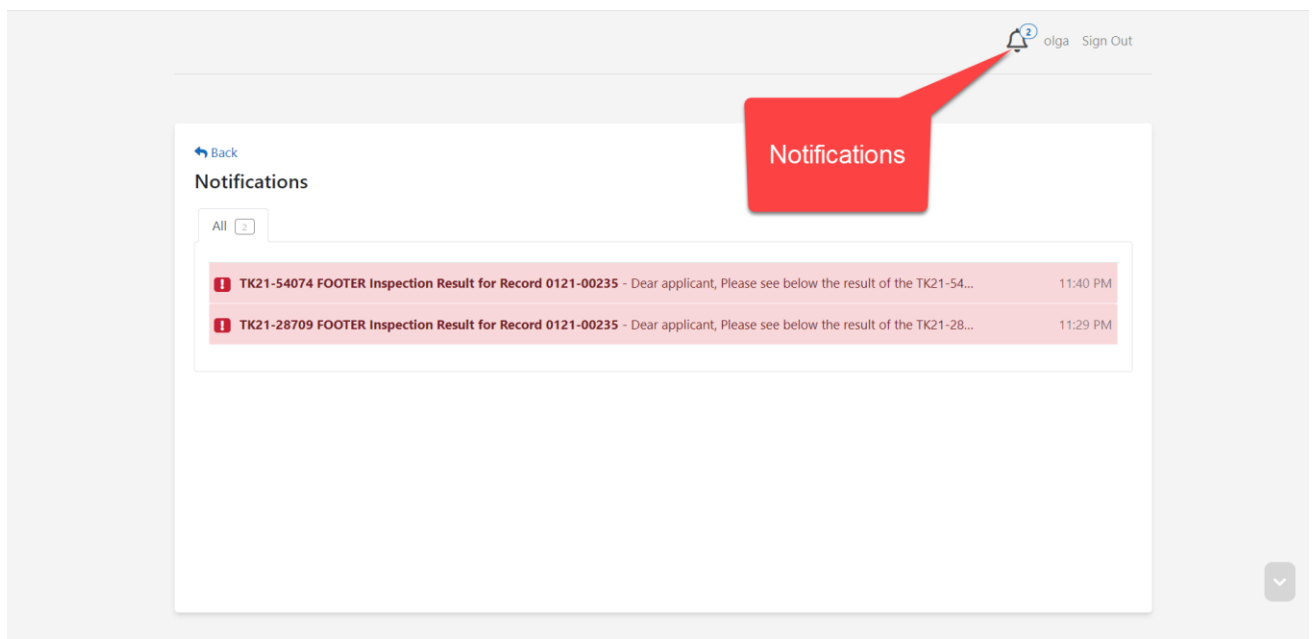


## 10. Notifications

When the Plant City Staff has something to communicate to you, you will see a number on the little notification bell at the top of the screen.

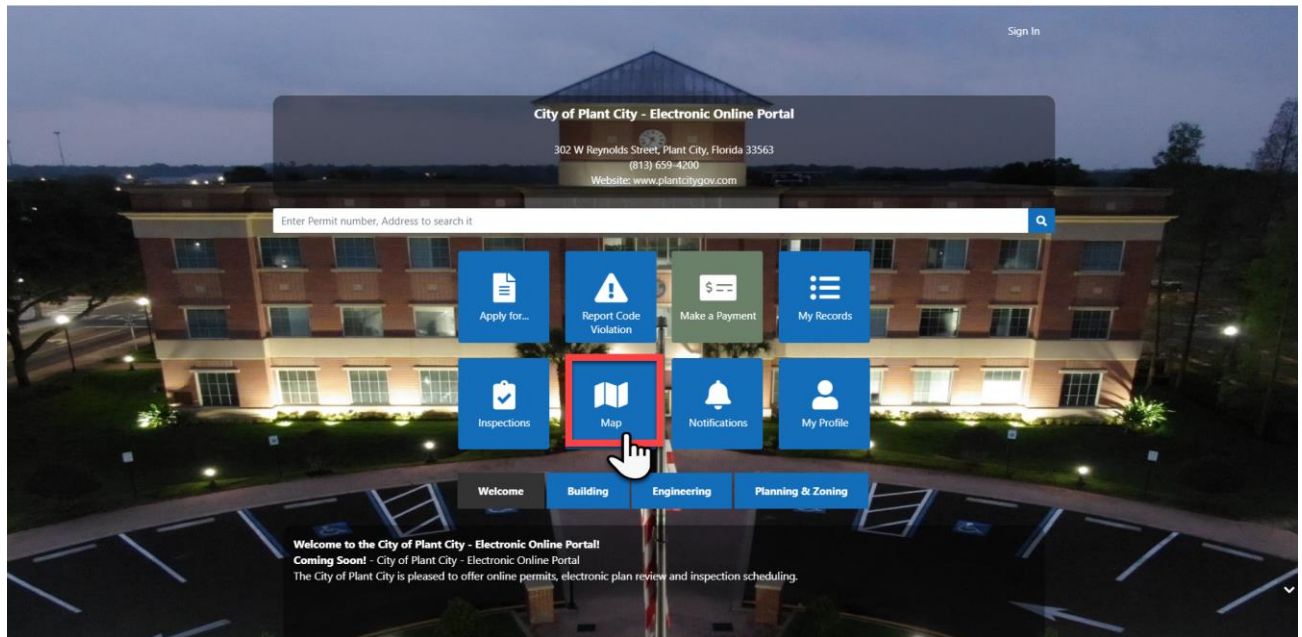
Click the bell and you will see the notices.

You can also see your notifications from the notification's icon on the home screen.

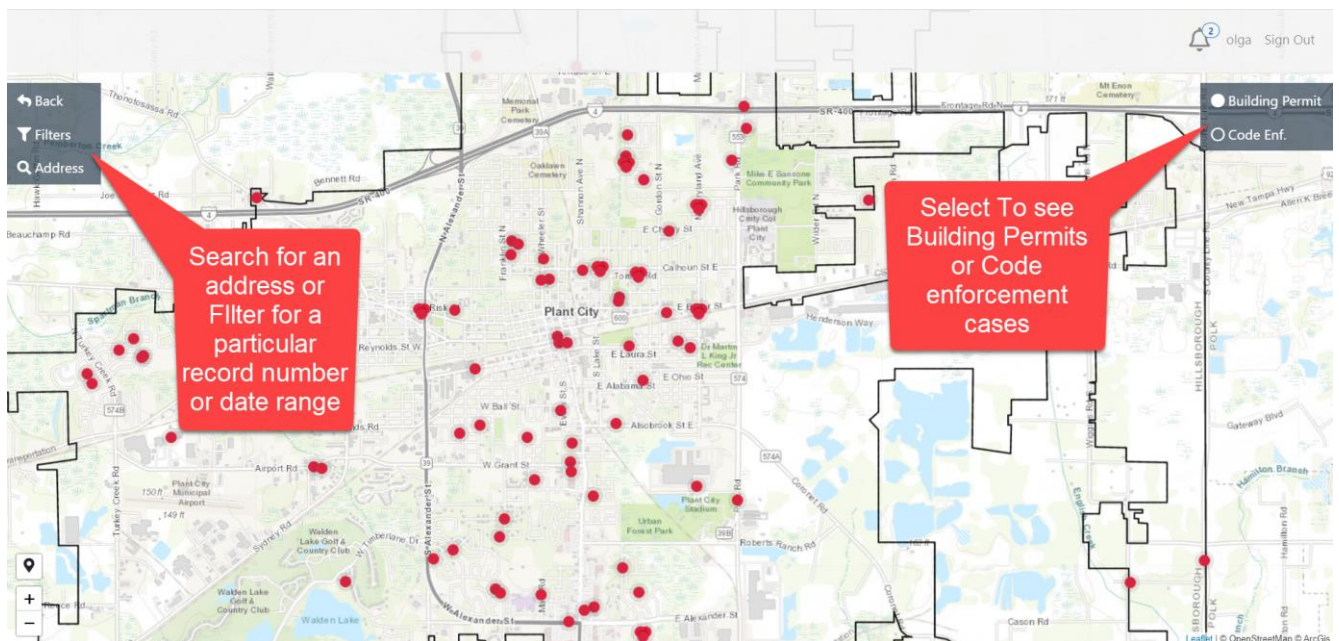


# 11. The map

In your MY Record screen, you can view records for Building permits or Code enforcement cases on a map. Click the map icon to open the map.



The MAP will display



Click on a dot to see details of a Permit or Code violation case.

Details about this record will be displayed in the panel on the right.

910 E DR MARTIN LUTHER KING JR BLVD,  
Plant City, FL 33563-5769

**Record**  
0621-01882

**Status** In Process

**Type**  
Building Permit / Addition Res

**Received Date:**  
Jun 10, 2021

**Description:**  
Master bed and bath suite

## Disclaimer

### General

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