



Communicate with City Staff about your permit using Chatter!

Take advantage of the Chatter feature in Salesforce to streamline communication with City staff regarding your permits, licenses, and more. All Chatter interactions are seamlessly recorded on the respective permit or license in our back office. This ensures that if additional staff members need to be engaged with your permit, they will have complete access to all communications, facilitating a more efficient and collaborative process.

How do I use Chatter?

1. Access your permit portal account by logging in, and then navigate to the specific application on the Aspen Permit Portal. Simply click on the corresponding tab located at the top of the Home Page.
2. Then, on the right side of your application locate the comment box with the text *Share an update...*
3. Initiate your message to City staff by typing '@' followed by the person's name you wish to contact. Feel free to tag multiple recipients, including City staff and registered portal users.

How do I know who to contact regarding the status of my application?

To ensure clarity and efficiency in managing your application, please refer to the Details and Related tabs within the Applicant Portal for comprehensive oversight. Here's a breakdown of the statuses and corresponding actions:

1. **New Application Status:**
 - Your application is in the queue, and no one has claimed ownership of the permit.
 - For inquiries, reach out to our dedicated [building support specialist](#).
2. **Application Completeness Status:**
 - Engage with the Permit Owner if your application is in this status.
3. **Permit Review Status:**
 - Communicate directly with the assigned reviewer through the Applicant Portal.
 - To identify the reviewer, navigate to the Related tab, scroll to Reviews, and click on View All. Look for the assigned reviewer under the "Owner" column.

For further assistance and specific queries related to your permit review, contact the appropriate referral agency:

- **Building:** builderoftheday@aspen.gov
- **Engineering:** engineeringhelp@aspen.gov
- **Historic Preservation:** planneroftheday@gmail.com
- **Fire:** jan@aspenfire.com
- **Parks:** joseph.pewitt@aspen.gov
- **Recycling:** eh@aspen.gov
- **Sanitation:** chip.aspensan@outlook.com
- **Water Efficient Landscaping:** megan.killer@aspen.gov
- **Utilities:** utilitiespermitting@aspen.gov
- **Zoning:** comdevzoning@aspen.gov