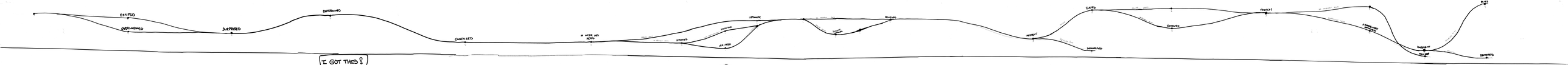

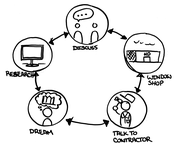

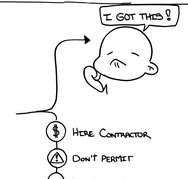

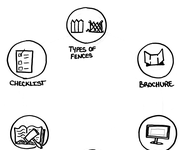

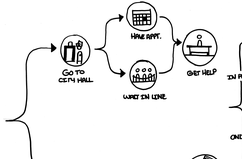

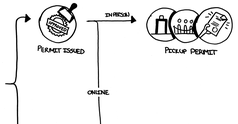

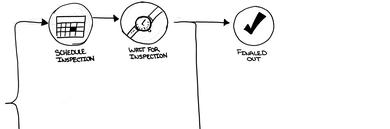

. . . I'm concerned about privacy and security
. . . I want my kids to be safe when they play
. . . I want my dog to stay when I let him out

I am excited to find out more about designs and what's involved with construction, as I drove past great, mid-century style backyard fences every weekend. I've explored them a lot, and would probably end up hiring a contractor. I might be overwhelmed by all this information.

While considering my fence, I discover I need a permit. I might have stumbled upon the City of Orlando permit website as my research, or a paper contractor or artist worker may have told me. Nonetheless, I am surprised by this discovery.

Even though I know I need to hire a contractor, build illegally without a permit, or give up entirely, I am determined to personally build the fence with a gate!

Now that I know I need a permit, I look out more information including what zoning applies to me, relevant city rules and acceptable types of fences. I look at lots of required documents on the city website for an idea of what I'm getting into. I'm short on information and I'm not confident about what I need to do next.

I am in over my head! I have to fill out a form, find my lot's survey, draw plans, pick great out my fence specs. Even once I've satisfied my site requirements, I'm not confident I've done everything correctly.

I'm stressed by this process, and I don't do it all on my own. So I decide to reach out to the city for help. Along city City Hall, I might have discovered the option to navigate an appointment and later to schedule with work versus IRL. As I might walk in and become actively waiting in line. Alternately, I may make an app call to the open-busy situations work at home. Either way, I feel exhausted after I've found the information I need. Ready to submit!

I'm happy that submission process. I'm so glad to be finished in person. I submit my forms, receive some initial information, and pay the fee through their self-service kiosk. I might submit my fees via email which they send me picture of and take home. For me, in person was my communication task from the city. Then there's a slightly confusing exchange in which I must set up an account, upload my documents, and pay online. I submit my payment. I feel relieved.

For a short amount of time, waiting for approval feels reasonable, but after a while, I might become impatient. I regularly check my permit's status online.

I'm excited to get my permit! I'm ready to start building! I'm ready to start building! I'm ready to start building!

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