TO/24 is the City’s new enhanced and integrated virtual service system for property owners, residents, businesses, design professionals, and contractors seeking authorization from City departments for a range of activities relating to residential and commercial development and business operations. TO/24 will provide customers with 24-hour online access to submit Building & Safety and Planning applications, research permits and approvals, initiate and execute plan check submittals, schedule inspections, view status and results, make payments, access parcel-specific historical records, and more.
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CONTACT US FOR SUPPORT

energov@toaks.org

(805) 449-2518
ONLINE SERVICES

PERSONAL ONLINE ACCOUNT
TO/24 is an online service account that provides remote access to the City of Thousand Oaks Virtual Land Use Service to manage, request, and process a variety of permits. The online account is available 24 hours a day, 7 days a week. Services include:

- The ability to submit Building Permit and Planning Entitlement applications, Public Works Grading, Paving and Encroachment Permit applications online.
- Allows applicants to review status, submit digital plans, and make corrections, as needed.
- Consolidates services currently provided through various technological programs into a single system.
- Improves the planning entitlement submissions process and helps to standardize the electronic plan review as a collaborative, efficient and digital solution for development projects.

REGISTER

NEW ACCOUNTS
Visit www.toaks.org/TO24 and click on Virtual Land Use Service link and register by clicking on the “Guest” link located at the top right corner. Select the “Register” link from the menu and complete the registration. An email verification process will be required to activate your account.

FORGOT YOUR PASSWORD?
Visit www.toaks.org/TO24 and click on Virtual Land Use Service link and select the “Guest” link located at the top right corner. Select the “Register” link from the menu and select the “Reset it” link.

NEED TO MANAGE AN ACCOUNT?
Log into your account by visiting www.toaks.org/TO24 and click on Virtual Land Use Service link and SELECT the “Guest” link located at the top right corner. Select the “Log In” link from the menu and log in. Upon logging in, select your name from the right corner and select “My Account” to update the information.

CHANGED YOUR EMAIL?
Contact support with your existing account information. The email update will be processed by the City team.

LOCKED OUT OF YOUR ACCOUNT?
The system automatically locks your account for increasing time intervals when the password is entered incorrectly three consecutive times.
WHAT IS VALUATION?
Valuation is the cost of materials and labor for the permit scope of work (i.e., contractor, contract costs, etc.). Valuations costs do not include design costs, financing costs, real estate costs, etc.

ACCESS TO APPLICATIONS
Application status and detailed information can be found on the “Dashboard” of the Virtual Land Use Service online account. Login is required.

APPLICATIONS & PERMIT INFORMATION
Permits are limited to one application per structure. Each trade permits are separate permits. Each permit will receive a separate permit number.

Example:
Building Permit = BLD-2021-0001
Electrical Permit = ELE-2021-0002
Mechanical Permit = MEC-2021-0003
Plumbing Permit = PLB-2021-0004

PROJECT ADDRESS INFORMATION
Each application shall include property addresses that have legally recognized by the City of Thousand Oaks, Public Works Department.

PROJECT ADDRESS INFORMATION
APPROVED ADDRESS
Existing approved addresses must be used when submitting for a building permit. New addresses cannot be used until the Public Works Department has reviewed and approved any proposed address.

UNAPPROVED ADDRESS
Using unapproved addresses may cause delay in approvals or denials of applications.

APPLICATION ADDRESS NOT FOUND
If your address is not found in the system during the application found, these are possible reasons:

1. This property is not located in the City of Thousand Oaks jurisdiction
2. The address is not registered with the City of Thousand Oaks Public Works Department
3. The address is incomplete. Include all address components (i.e. prefixes, suffixes, directions, etc)
**FILE TYPES: PDF**

**FILE TYPES**
The TO/24 system accepts PDF files only. Any secured, locked, or restricted PDF files will not be allowed and may lead to delays of review and approval.

**FILE NAMES**
File names with special characters are not acceptable and will lead to file viewing errors. Characters like *%!&@!/ will cause errors and should not be included. Dashes (-), underscores (_), and periods (_) are acceptable in file names. It is strongly recommended to limit file names to 50 characters or less.

**CAN I UPLOAD MORE THAN ONE FILE OF THE SAME CATEGORY?**
The TO/24 system requires files to be categorized (i.e., application, site plan, structural, etc.). The system does not allow multiple files of the same categories to be uploaded. Keep note when responding to plan review corrections, only the files with corrections will be accept new files. Files that do not have corrections or require changes can not be modified once submitted.
TRANSFER OF PERMITS TO TO/24 VIRTUAL LAND USE SERVICES

Effective November 14, 2022 the City of Thousand Oaks will transition the legacy (original system) permit system to a new Virtual Land Use Service titled TO/24.

Existing applications and permits will be migrated to online services that include:
- Reformatted Application and Permit Numbers
- New Application Submittals
- Electronic Plan Review
- Online Payments
- Application Status Tracking
- Downloading Records
- Scheduling Inspections

CUSTOMER STEPS TO ACTIVATE LEGACY APPLICATIONS AND PERMITS BEGINNING NOVEMBER 14, 2022.
1. Create an online profile by either:
   a. New customers can register and create an online portal at www.toaks.org/TO24
   b. OR; Contact Community Development Department
2. Contact Community Development to activate legacy permit in the new system and connect online account with the application/permit.
3. A reformatted permit number will be issued.
4. Online Services will then become available.

EXAMPLE PERMIT NUMBER FORMAT CHANGE:
Legacy Permit = 21-0001 (Original Format)

New Permit Number Format
Building Permit = BLD-2021-0001-B-0-0-0
Electrical Permit = BLD-2021-0002-E-0-0-0
Mechanical Permit = BLD-2021-0003-M-0-0-0
Plumbing Permit = BLD-2021-0004-P-0-0-0