



*This issue of Building Edmonton was sent out on April 2, 2019*

## **Safety Code Permit Application: Expiry & Cancellation**

The City of Edmonton's Safety Codes Permits and Inspections section is implementing a Cancellation of Application for Permit Procedure (CAPP) to help better manage inactive applications for all safety codes permits ( building permits and trade permits).

While the majority of safety codes permit applications ("applications") are processed in an orderly fashion, a number fail to be issued due to incorrect or missing information. Managing abandoned or discontinued applications through a transparent standard procedure allows safety codes to permit applicants ("applicants") to more effectively monitor their projects and permit issuers to focus on more productive tasks. Here's how it works.

An application to our office is screened for adequate minimum submission of information at the time of being **received**. When that minimum threshold is met, the application is **accepted**. Upon application queuing and assignment, a permit issuer/plans examiner for the project ("plans examiner") reviewing the application may find that more information is needed. Generally, requests for more information are project-specific and composed so that upon receipt of the information, a determination can be made that the application and any required drawings, documents and details altogether represent a code-compliant construction intention, and thus the safety codes permit may be issued.

Effective May 1, 2019, the new process for when additional information is required on applications will be as follows:

**MORE INFORMATION REQUIRED - ORIGINAL NOTIFICATION** The plans examiner will send a notification of request for more information to the applicant identified on the application.

**REMINDER - SECOND NOTIFICATION (30 days)** If the information request is unfulfilled, a second notification reminding of outstanding items will be sent to the applicant after 30 days from the date of the first notification. If submitted information is deemed unacceptable or insufficient, the plans examiner will provide an update.

**WARNING - THIRD NOTIFICATION (60 days)** If the information request is unfulfilled, a third notification will be sent to the applicant after 30 days from the date of the second notification. This notification will warn that the application risks cancellation after an additional 30 days has passed if the outstanding requested information is not satisfactorily submitted. If submitted information is deemed unacceptable or insufficient, the plans examiner will provide an update.



**EXPIRY - FOURTH NOTIFICATION (90 days)** If the information request remains unfulfilled or information submitted is deemed unacceptable or insufficient, fourth and final notification will be sent to the applicant after 30 days from the date of the third notification. This notification will advise that as the application has been incomplete or inactive for at least 90 days, it has been deemed abandoned and is expired.

The plans examiner will revisit the project within 10-15 business days of being advised that all requested information is submitted. If a review of the information results in reappraisal and adjustment of the request for more information, the plans examiner may provide an additional 30 day period to allow more time for the applicant to fulfill the amended request for more information.

The applicant may--at any time before expiry and within 7 days after notification of expiry of the application-- request expiry deferral by writing to the plans examiner, quoting the City File Project number and outlining a reasonable plan for fulfilling the information request. One deferral of up to 90 days may be granted (from date deferral) is allowed for the information to be satisfactorily provided, taking into consideration that applicable code update and transition period provisions and limitations take precedence.

If no deferral is allowed, the application will be cancelled. The applicant or property owner may at any time submit a written request to cancel the permit application. Upon cancellation of the application or withdrawal of the application by the owner or permit applicant, fees may be refunded in accordance with Bylaw 15894. Work started without an appropriate permit(s) in place is subject to penalty.

**If you have any questions, please contact:**

**Commercial Building Permit Applications**

Roger Clemens, [roger.clemens@edmonton.ca](mailto:roger.clemens@edmonton.ca) or Jeff Salame, [jeff.salame@edmonton.ca](mailto:jeff.salame@edmonton.ca)

**Residential Building Permit Applications**

Brent McMillan, [brent.mcmillan@edmonton.ca](mailto:brent.mcmillan@edmonton.ca) or Jeff Salame, [jeff.salame@edmonton.ca](mailto:jeff.salame@edmonton.ca)

**Trade Permit Applications**

Chad Rich, [chad.rich@edmonton.ca](mailto:chad.rich@edmonton.ca)



## Zoning Bylaw Renewal

Over the next two years, we'll be creating a new [City Plan](#) for Edmonton that guides how we change and grow into a city of 2 million. Renewing the Zoning Bylaw will help make sure that our zoning regulations are designed to support these [city-building goals](#).

A report on the principles and approach for the Zoning Bylaw Renewal project is scheduled to go to City Council's Urban Planning Committee on April 9, 2019. [Visit our webpage](#) to learn more about the project, how you can get involved, and to sign up for our [mailing list](#) to receive project updates.

If you have any questions, email [zoningbylawrenewal@edmonton.ca](mailto:zoningbylawrenewal@edmonton.ca).

## What We Heard - Website Improvement

We heard from you! The Customer Oriented Website Enhancement (COWe) project will be using your feedback to make changes to planning and development content on edmonton.ca. The website survey released in December 2018 and January 2019 editions of Building Edmonton provided valuable feedback to guide changes to edmonton.ca.

Survey respondents provided an average score of 2.74 out of 5 for overall satisfaction (with "5" representing excellent satisfaction). When asked to rank the importance of changing different aspects of the website, respondents ranked improving finding and organizing information as slightly more important than improving the process and technical information. Feedback mostly centred on two themes; information on applications for development and building permits, and the ability to find information related to permits on the website.

The COWe project will be incorporating survey feedback by ensuring that planning and development content is updated to reflect information needed to apply for permits and information is better organized and easier to find. Changes to the website content will focus on information related to Development Permits, Building Permits, and Safety Codes Inspections.

Changes to the website will occur over the following months and will be announced in Building Edmonton.

For more information about this project, please contact [uftransformation@edmonton.ca](mailto:uftransformation@edmonton.ca)

## [Safety Codes Inspections Efficiencies Project \(SCIE\)](#)



## Urban Form Business Transformation (UFBT) - April Update

We are now well into year two of the Urban Form Business Transformation (UFBT) Initiative. This year, we will be finalizing and launching many pieces of the six Process Improvement Projects that you've been providing input to or following along with. This month we want to highlight the completion of the Building Better Together pilot project.

### Project Updates:

- **[Building Better Together](#)**: The team has completed the [pilot project](#). It provides valuable insights for the enhancement of the Client Liaison Unit. More details on the Client Liaison Unit are coming in May.
- **[Customer Oriented Website Enhancements](#)**: The team is excited to share the results of the feedback survey that informs the improvements to planning and development services web pages on edmonton.ca.
- **[Knowledge Library](#)**: The team is continuing to create a one-stop-shop for staff to find information that they need to provide consistent service. We anticipate that the content governance policy and procedure will be in place early April.
- **[Safety Codes Inspections Efficiencies](#)**: The team has been testing the predictive modeling tool to understand which non-mandatory inspections should be included in the October 2019 implementation. After a lot of research and testing, we are ready to share which non-mandatory inspections we are moving forward with to determine risk level setting for October 2019 implementation. [Click here](#) here to read our spring update and information on how you can get involved.
- **[Subdivision Process Improvement](#)**: The team is working to implement changes to the endorsement process. The endorsement process ensures that all subdivision conditions have been met before the landowner can register their plan at the Land Titles Office. Improving the endorsement process by shortening timelines and allowing online submissions will speed up the process. Checklists for the new process will be rolling out in Spring 2019 followed by automation of the process.
- **[Rezoning Redesign](#)**: The team is working to design a formal pre-application meeting service that will provide clarity on application requirements and proactively identify potential issues. This work will be complemented by work in Spring focused on improved clarity with the application submission requirements.

Thank you for your ongoing support of the UFBT initiative. Should you have any questions or comments, please email the team at [uftransformation@edmonton.ca](mailto:uftransformation@edmonton.ca).