



Building, Planning and Land Development Online Applications and Permits

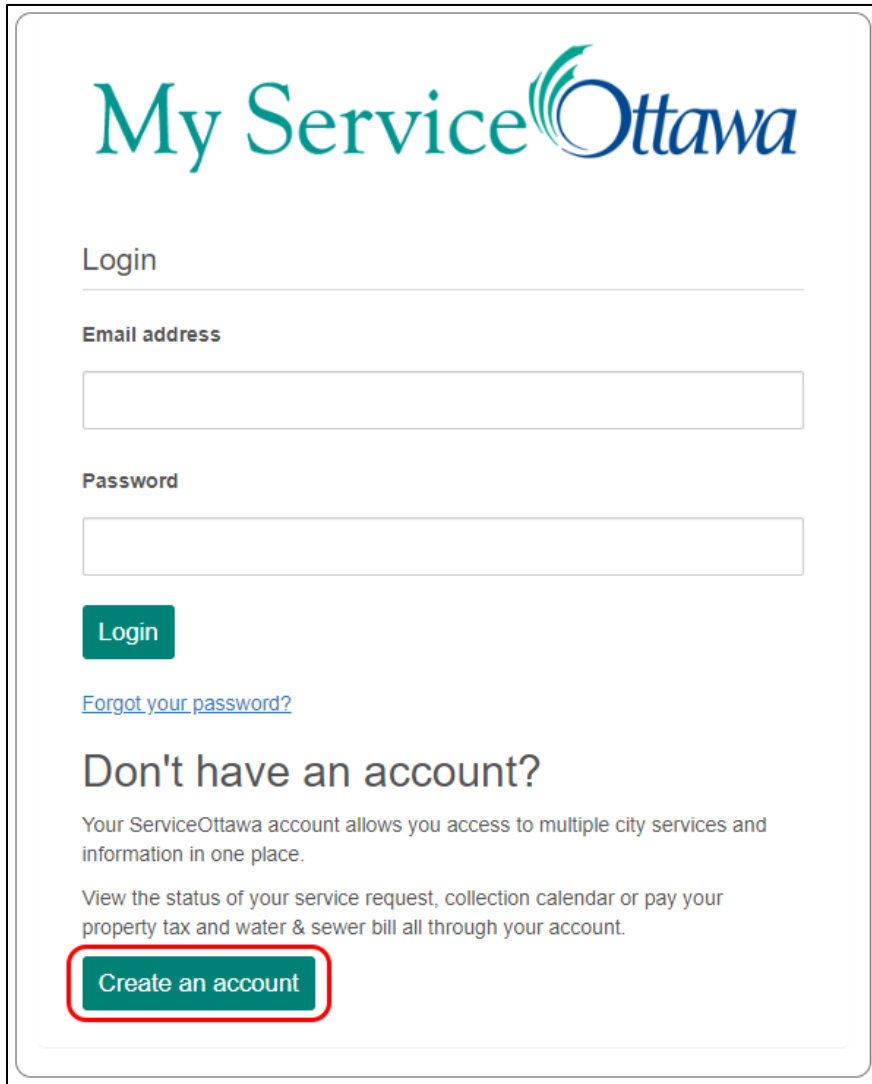
Customer Portal User-Guide

Agency Letter of Approval

The Agency Letter of Approval (ALA) application is for establishments that serve or sell alcohol for on-site consumption and require a Liquor Sales License issued by the Alcohol and Gaming Commission of Ontario (AGCO). This application allows the City of Ottawa Building Code Services to facilitate the review of Ontario Building Code (OBC) and City of Ottawa Zoning By-Law requirements.

To submit an Agency Letter of Approval online application and access the Customer Portal, an account with My ServiceOttawa (MySO) and registration with the new Building, Planning and Land Development system is required. If you already have a MySO account, you may login using your existing account.

1. To create a MySO account, access the website at: <https://ottawa.ca/en/serviceottawa>. Once on the MySO page, select the “**Create an account**” button (the last button on the page) to begin. Follow the instructions to create and activate your MySO account, then continue to follow the “Building, Planning and Land Development System Registration” instructions.



My Service Ottawa

Login

Email address

Password

Login

[Forgot your password?](#)

Don't have an account?

Your ServiceOttawa account allows you access to multiple city services and information in one place.

View the status of your service request, collection calendar or pay your property tax and water & sewer bill all through your account.

Create an account

Building, Planning and Land Development System Registration

To access the system, you must first complete a one-time registration process (described immediately below) for the services listed under “**Building, planning and land development**”.

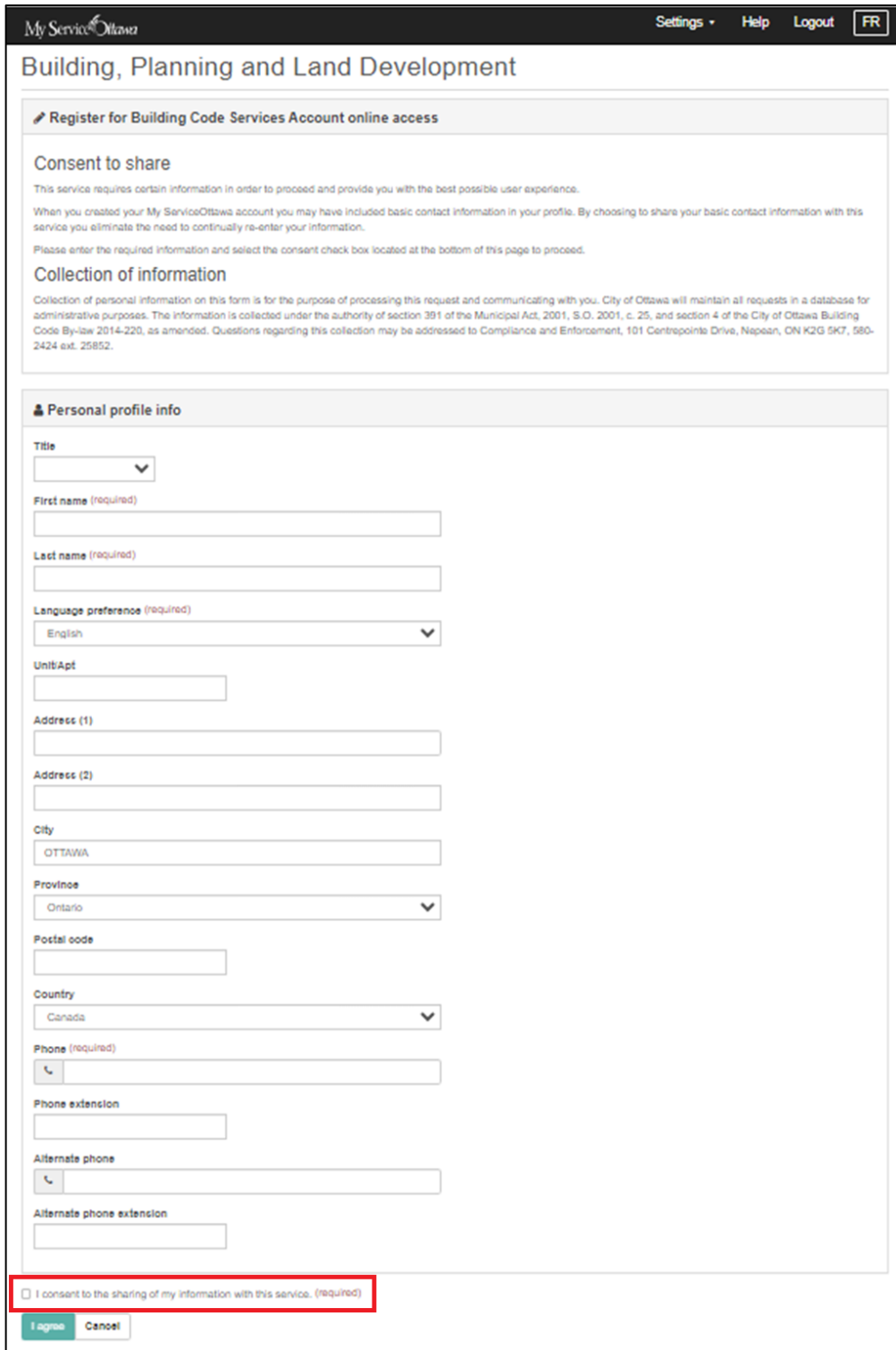
- From the **“Building, planning and land development”** service widget, select the **“Apply, manage and pay for”** link to access the system and begin the registration process.

The screenshot shows the My Service Ottawa dashboard. At the top, there is a navigation bar with 'Settings', 'Help', 'Logout', and a language selector 'FR'. Below the navigation bar is the 'Dashboard' header and a 'Welcome' message. The main content area is titled 'Services' and contains several widgets:

- Garbage and recycling**: Includes a link to 'Update your address'.
- Water utility bill**: Includes a link to 'Register your water utility account'.
- Property Tax and Vacant Unit Tax**: Includes a link to 'Add your property tax account'.
- Service requests**: Displays a table with tracking numbers and statuses, and a button to 'Submit new request and view history'.
- Pet registration and renewals**: Includes a link to 'Register or renew'.
- eSubscriptions**: Includes a link to 'Sign up'.
- Open air fire permits**: Includes a link to 'Apply for or renew'.
- Building, planning and land development**: Includes a link to 'Apply, manage and pay for'.

The 'Building, planning and land development' widget and its 'Apply, manage and pay for' link are highlighted with a red box.

- The system registration requires a complete profile. Create your profile here by completing all the required fields, then check the “I consent to the sharing of my information with this service” checkbox and select the “I agree” button.



My Service Ottawa Settings • Help Logout FR

Building, Planning and Land Development

Register for Building Code Services Account online access

Consent to share

This service requires certain information in order to proceed and provide you with the best possible user experience.

When you created your My ServiceOttawa account you may have included basic contact information in your profile. By choosing to share your basic contact information with this service you eliminate the need to continually re-enter your information.

Please enter the required information and select the consent check box located at the bottom of this page to proceed.

Collection of information

Collection of personal information on this form is for the purpose of processing this request and communicating with you. City of Ottawa will maintain all requests in a database for administrative purposes. The information is collected under the authority of section 391 of the Municipal Act, 2001, S.O. 2001, c. 25, and section 4 of the City of Ottawa Building Code By-law 2014-220, as amended. Questions regarding this collection may be addressed to Compliance and Enforcement, 101 Centrepointe Drive, Nepean, ON K2G 5K7, 580-2424 ext. 25852.

Personal profile info

Title
▼

First name (required)

Last name (required)

Language preference (required)
English ▼

Unit/Apt

Address (1)

Address (2)

City
OTTAWA

Province
Ontario ▼

Postal code

Country
Canada ▼

Phone (required)

Phone extension

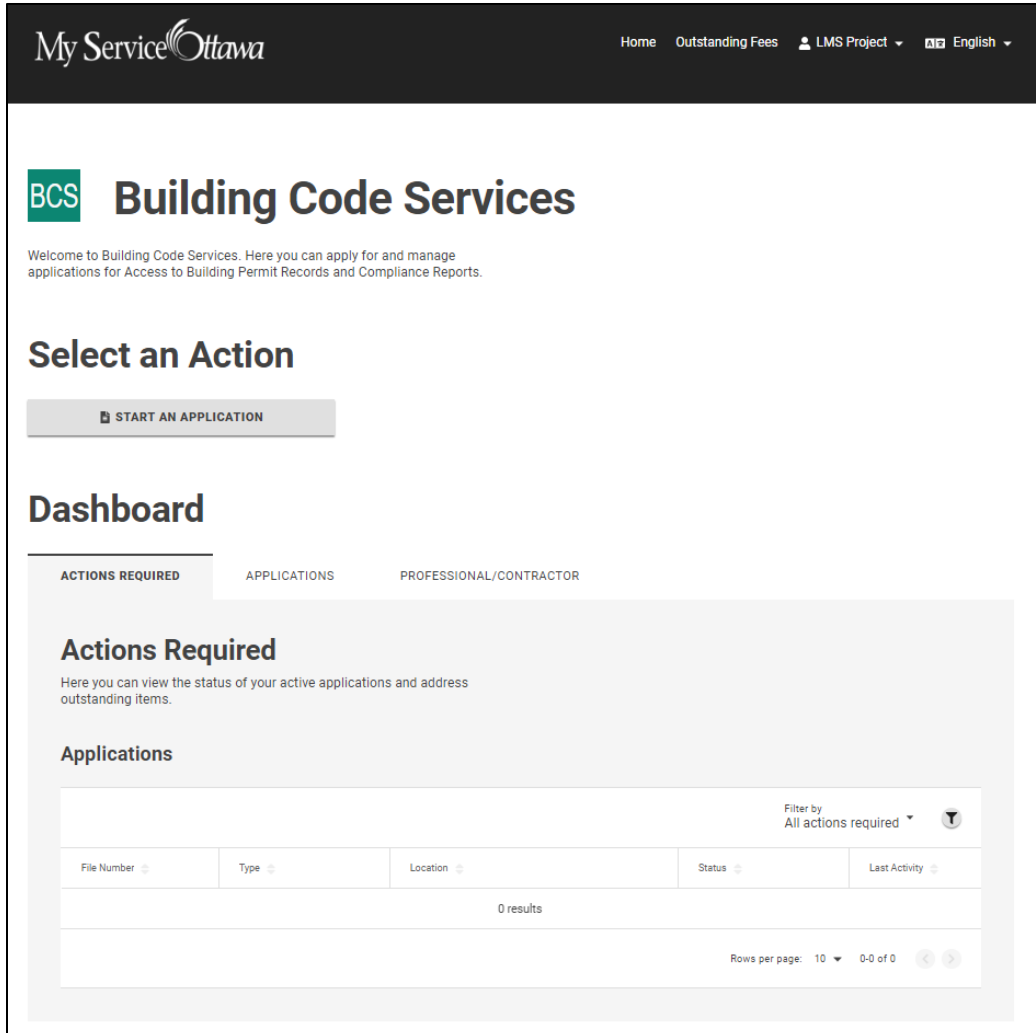
Alternate phone

Alternate phone extension

I consent to the sharing of my information with this service. (required)

I agree Cancel

4. Once the registration process is complete, you will be immediately redirected to the “**Building Code Services**” home page where you may now begin to submit applications through the online Customer Portal.



The screenshot shows the 'My Service Ottawa' website interface for 'Building Code Services'. The header includes navigation links for 'Home', 'Outstanding Fees', 'LMS Project', and 'English'. The main content area features a 'Select an Action' section with a 'START AN APPLICATION' button. Below this is a 'Dashboard' section with three tabs: 'ACTIONS REQUIRED', 'APPLICATIONS', and 'PROFESSIONAL/CONTRACTOR'. The 'ACTIONS REQUIRED' tab is active, displaying a sub-section for 'Actions Required' with a description and an 'Applications' table. The table has columns for 'File Number', 'Type', 'Location', 'Status', and 'Last Activity', and currently shows '0 results'. A filter dropdown is set to 'All actions required'.

My Service Ottawa Home Outstanding Fees LMS Project English

BCS Building Code Services

Welcome to Building Code Services. Here you can apply for and manage applications for Access to Building Permit Records and Compliance Reports.

Select an Action

START AN APPLICATION

Dashboard

ACTIONS REQUIRED APPLICATIONS PROFESSIONAL/CONTRACTOR

Actions Required

Here you can view the status of your active applications and address outstanding items.

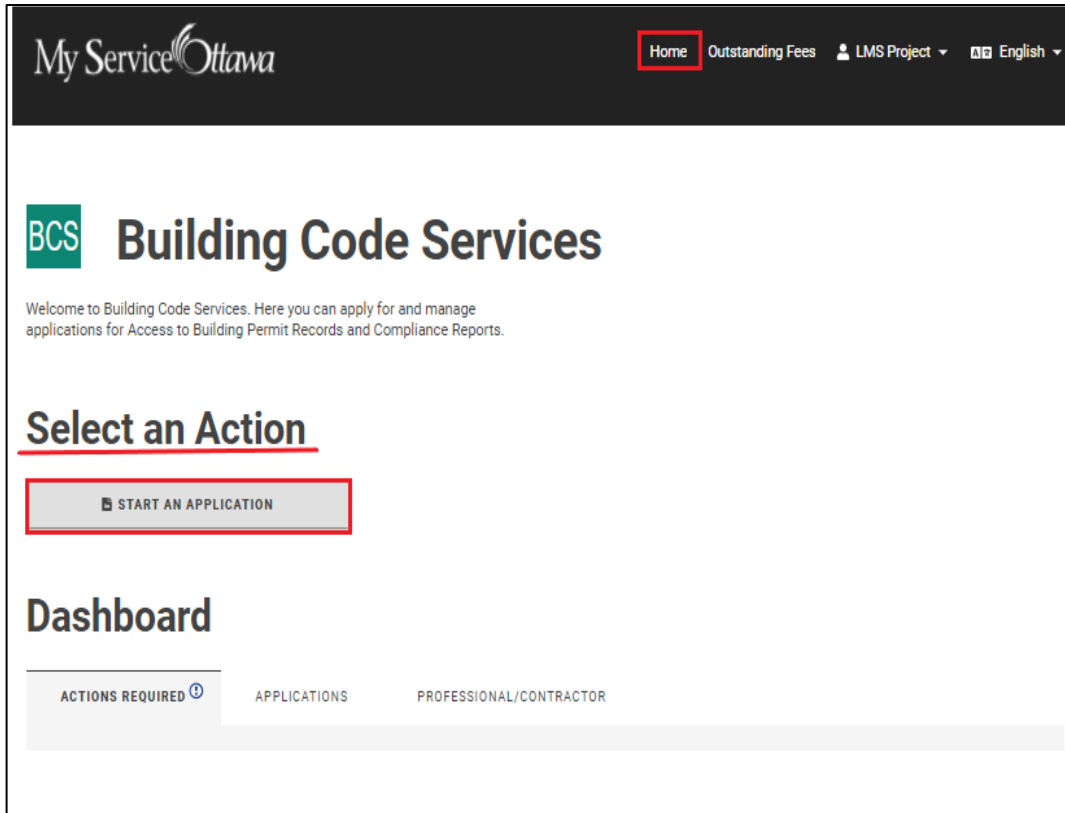
Applications

File Number	Type	Location	Status	Last Activity
0 results				

Filter by: All actions required

Rows per page: 10 0-0 of 0

5. From the **Building Code Services** Home page, under “**Select an Action**”, select the “**Start an Application**” button.



My Service Ottawa

Home Outstanding Fees LMS Project English

BCS **Building Code Services**

Welcome to Building Code Services. Here you can apply for and manage applications for Access to Building Permit Records and Compliance Reports.

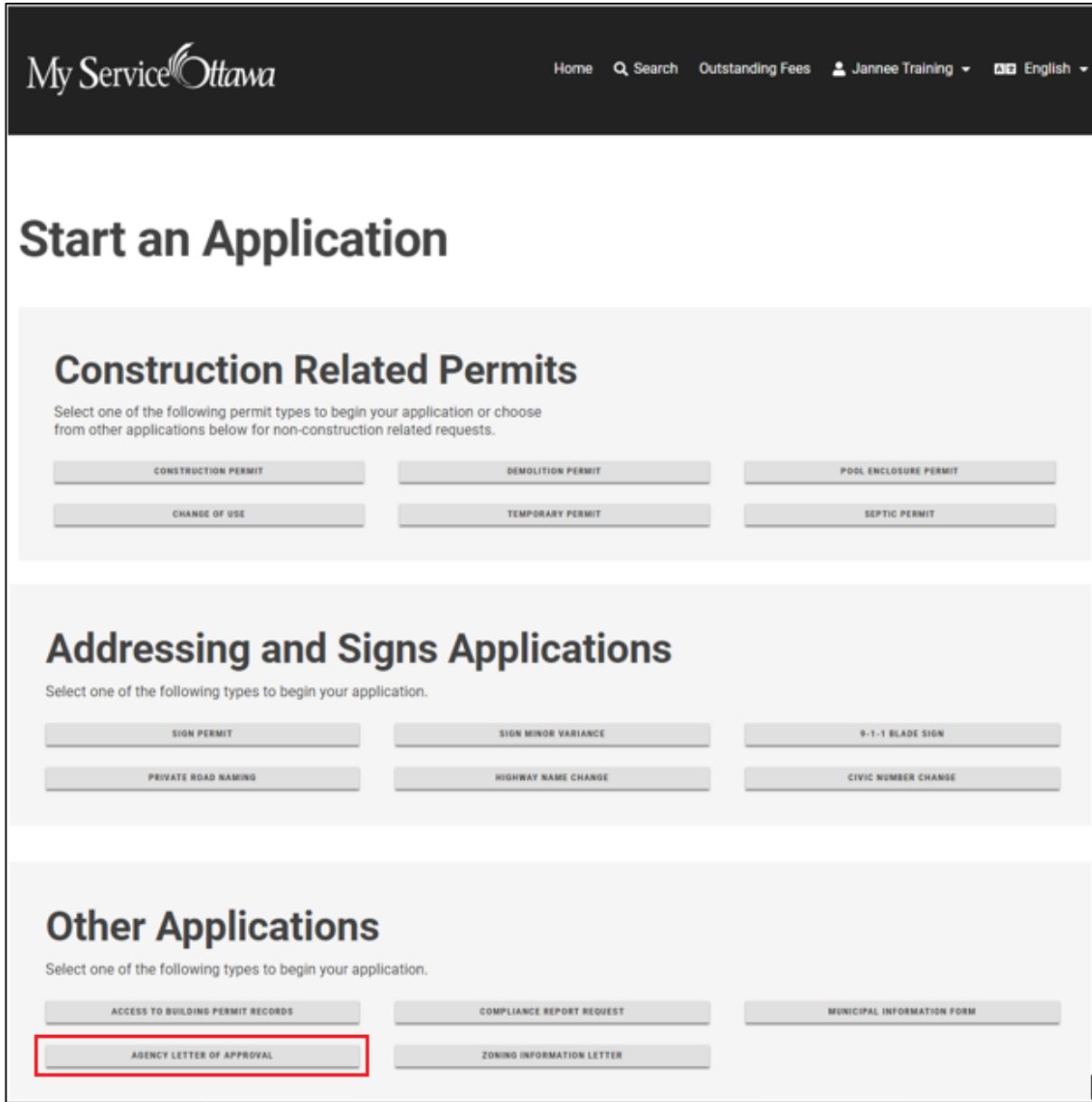
Select an Action

START AN APPLICATION

Dashboard

ACTIONS REQUIRED APPLICATIONS PROFESSIONAL/CONTRACTOR

6. From the **Start an Application** page, select the desired application type using the available application type buttons to start the application. The available buttons represent all application types that are currently available to be submitted online.



My Service Ottawa Home Search Outstanding Fees Jannee Training English

Start an Application

Construction Related Permits

Select one of the following permit types to begin your application or choose from other applications below for non-construction related requests.

- CONSTRUCTION PERMIT
- DEMOLITION PERMIT
- POOL ENCLOSURE PERMIT
- CHANGE OF USE
- TEMPORARY PERMIT
- SEPTIC PERMIT

Addressing and Signs Applications

Select one of the following types to begin your application.

- SIGN PERMIT
- SIGN MINOR VARIANCE
- 9-1-1 BLADE SIGN
- PRIVATE ROAD NAMING
- HIGHWAY NAME CHANGE
- CIVIC NUMBER CHANGE

Other Applications

Select one of the following types to begin your application.

- ACCESS TO BUILDING PERMIT RECORDS
- COMPLIANCE REPORT REQUEST
- MUNICIPAL INFORMATION FORM
- AGENCY LETTER OF APPROVAL**
- ZONING INFORMATION LETTER

7. The **Getting Started** page initiates the process for all application types. Read the “Getting Started” information and note the default option of **Commercial** is selected. Once the Getting Started page is saved, a unique file number (located directly after the main heading) will be immediately generated. You may save or delete your application at any time using the “Save” or “Cancel” buttons at the end of each application step page. Then select the “Next” button.

The screenshot displays the 'My Service Ottawa' website interface for an 'Agency Letter of Approval' application. At the top, there is a navigation bar with links for Home, Search, Outstanding Fees, Jannee Training, and English. The main heading is 'Agency Letter of Approval'. Below this, a table provides application details:

File Number	Description	Location
ALA-2024-000478	Commercial	-

To the right of the table, the 'Status' is listed as 'Draft'. Below the table, the 'Getting Started' section provides instructions and a list of requirements:

- Upon submittal of the ALA application, email notification to the following groups will occur:
 - Business Information Officer (BIO)
 - Fire Prevention
 - Ottawa Public Health
- The following documents are required for submission:
 - Floor Plan (seating plan) indicating tables, chairs washrooms, exits etc.
 - Site Plan
- Inspections must be arranged with Fire Prevention (613)580-2424 ext. 15371 and Ottawa Public Health (613)580-6744
- A Municipal Information Form application is also required to be submitted and can be done from the Other Applications section.
- Application Fees are due after all required information has been confirmed. An email notification will be sent advising when payment is due.
- If using a keyboard, the tables in this section can be navigated using the Tab and arrow keys.
- A red asterisk (*) indicates a mandatory field.

At the bottom of the page, there is a dropdown menu for 'Application Description' with 'Commercial' selected. Below this, there are three buttons: 'PREV', 'SAVE', and 'CANCEL', followed by a 'NEXT' button.


Next, a series of numbered steps will be outlined to take you through the submission process including, application, location, occupant load, contacts, documents and contacts. The number and details of steps required is based on the application type chosen and will differ by type. You can track your progress using the steps tab group located immediately after the “Status” heading. Complete each step by reading the information and instructions, then completing all required actions, then selecting the “Save” and “Next” buttons located at the end of the page.

NOTE: Additional information on completing each step may be available in other Customer Portal User Guides.

8. Complete the **Application** step by reading the information and instructions, then completing all required actions, then selecting the “Save” and “Next” buttons located at the end of the page.

The screenshot shows the 'My Service Ottawa' interface for an 'Agency Letter of Approval'. At the top, there is a navigation bar with 'Home', 'Search', 'Outstanding Fees', 'Jannee Training', and 'English'. The main header includes the 'My Service Ottawa' logo and the title 'Agency Letter of Approval'. Below the title, there is a table with columns for 'File Number', 'Description', and 'Location', containing the values 'ALA-2024-000478', 'Commercial', and '-'. To the right, the 'Status' is 'Draft'. A progress bar below shows seven steps: 'GETTING STARTED' (completed), 'APPLICATION' (current step), 'LOCATION', 'OCCUPANT LOAD', 'DOCUMENTS', 'CONTACTS', and 'FINISH' (completed). The 'Application' section is titled 'Step 2 of 7' and contains a form with the following elements: 'Applicant is *' with radio buttons for 'Authorized Agent', 'Property Owner' (selected), and 'Professional/Contractor'; a text area for 'Work Description *' with the value 'Liquor License for New Bar and Grill'; and a prompt to 'Describe the nature of your request or the work you are proposing to complete.' At the bottom, there are buttons for 'PREV', 'SAVE', 'CANCEL', and 'NEXT'.

- Complete the **Location** step by reading the information and instructions, then select and confirm the property address and complete all required actions. Then select the “Save” and “Next” buttons located at the end of the page.



Agency Letter of Approval

File Number	Description	Location
ALA-2024-000478	Commercial	-

Status

Draft

GETTING STARTED

APPLICATION

LOCATION

OCCUPANT LOAD

DOCUMENTS

CONTACTS

FINISH

Location

Step 3 of 7

Select a property

To locate the property, enter the address in the Address Bar and select the Search button.


Multiple properties can be selected on the map by using a mouse, zooming in, and selecting a property parcel. All selected parcels appear highlighted.

For a construction permit application, additional addresses, including the main address can be added under details in the unit addresses section.

If you are a keyboard user upon completing a search, Tab to the address card to verify the Primary Location. Then Tab to and select the Confirm Selection button to confirm the Primary Location.

Use the Additional Information field (located near the end of this page) to optionally add additional information you would like to include in your application.

If the property does not have an address assigned, please contact addressingandsigns@ottawa.ca.



Confirm selection

Select the Confirm Selection button to proceed. If multiple properties are selected, choose a Primary Address from the following dropdown list. A primary address must be selected.

✓ CONFIRM SELECTION

Selected Properties

- 101 CENTREPOINTE DR, Ottawa, ON

Choose a Primary Address
Because there are multiple addresses for the properties selected, you must choose a primary address for this location.

Primary Address
 101 CENTREPOINTE DR, Ottawa, ON

Choose a primary address for this application.

Additional Information

If required, enter additional information.

Additional Location Information

← PREV

SAVE


DELETE

NEXT →

10. Complete the **Occupant Load** step by using the drop-down options available for each field, then selecting the “Save” and “Next” buttons located at the end of the page.

The screenshot shows the 'My Service Ottawa' portal interface for an 'Agency Letter of Approval' application. The application details are: File Number ALA-2024-000478, Description Commercial, and Location 101 CENTREPOINTE DR, Ottawa, ON. The status is 'Draft'. A progress bar indicates the current step is 'OCCUPANT LOAD' (step 4), with previous steps 'GETTING STARTED', 'APPLICATION', and 'LOCATION' completed, and subsequent steps 'DOCUMENTS', 'CONTACTS', and 'FINISH' pending. The 'Occupant Load' section contains three input fields: 'Establishment Name*' with the value 'Ottawa Bar & Grill', 'Indoor Seats' with the value '40', and 'Outdoor Seats' with the value '12'. Each of the last two fields has a note: 'Enter the requested Indoor/Outdoor Occupant Load.' At the bottom, there are four buttons: 'PREV', 'SAVE', 'CANCEL', and 'NEXT'.

11. Complete the **Documents** step by reading the information and instructions provided. Mandatory attachment types for the application will be noted in the Attachment Type grid with a checkmark. Select the **+ Upload Files** button or use the “Drop Files Here” feature, to upload the required documents. Select the “Save” and “Next” buttons located at the end of the page.

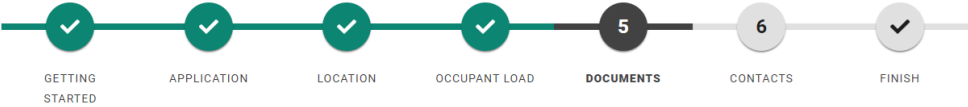


Agency Letter of Approval

File Number: ALA-2024-000478
 Description: Commercial
 Location: 101 CENTREPOINTE DR, Ottawa, ON

Status

Draft



Documents

Please upload any relevant documentation below. Any documents required to complete this application will be marked with a checkmark in the far-left column.

Attachment Types

Attach electronic copies of the documents listed below. (Required documents must be attached before the application can be submitted.)

Required	Attachment Type	Description	Sample Form
✓	Fire Safety Plan	Plan outlining fire safety for an Agency Letter of Approval. New	
	File Note	Notes on a particular application.	
	Site plan	Plan of the property including size and location of all relevant structures	
✓	Floor/Seating Plan	Plan of floor and seating for an Agency Letter of Approval or construction permit application.	


Upload

+ Upload Files

File Name	Document Type	Comments
Drop Files Here		

← PREV
SAVE
DELETE
NEXT →

12. Complete the **Contacts** step by reading the information and instructions provided. Select the **+ Add Contact** button to add the required contact of Property Owner to the application. Select the “Save” and “Next” buttons located at the end of the page.



Agency Letter of Approval

File Number	Description	Location
ALA-2024-000478	Commercial	101 CENTREPOINTE DR, Ottawa, ON

Status

Draft

✓

GETTING
STARTED

✓

APPLICATION

✓

LOCATION

✓

OCCUPANT LOAD

✓

DOCUMENTS

6

CONTACTS

✓

FINISH

Contacts

This section can be used to manage contacts and notifications related to this permit. We would recommend adding your contractor, designer, architect or engineer, if applicable.

The following contact type(s) are required:

- Property Owner

+ ADD CONTACT
⌵

	Contact Type *	Name	
<input type="checkbox"/>	Property Owner	Jannee Training New	<input type="checkbox"/>
<input type="checkbox"/>	Applicant	Jannee Training	<input type="checkbox"/>
<input type="checkbox"/>	Professional / Contractor	LMS Corp	<input type="checkbox"/>


← PREV

SAVE

CANCEL

NEXT →

13. Complete the final **Finish Application** step by reading the disclaimer and selecting the “I acknowledge the disclaimer”. Select the “Save” and “Submit” buttons.




Agency Letter of Approval

File Number	Description	Location
ALA-2024-000478	Commercial	101 CENTREPOINTE DR, Ottawa, ON

Status

Draft



GETTING STARTED

APPLICATION

LOCATION

OCCUPANT LOAD

DOCUMENTS

CONTACTS

FINISH

Finish Application

Disclaimer *

By acknowledging this disclaimer, I consent to the collection of my personal information on this form for the purpose of processing and communicating with me. I understand that the City of Ottawa will maintain all requests in a database for administrative purposes. Questions regarding this collection may be addressed to (613)580-2424 ext.29312

I acknowledge the disclaimer.

← PREV

SAVE

CANCEL

SUBMIT

14. The **Activities** page will appear, displaying a notification at the top of the page with an application number, confirming that your application has been submitted. The page includes a summary of the application details and the option to withdraw the application.

My Service Ottawa Home Search Outstanding Fees Jannee Training English

Your application ALA-2024-000478 has been submitted.

Agency Letter of Approval

File Number: ALA-2024-000478 | Description: Commercial | Location: 101 CENTREPOINTE DR, Ottawa, ON

Status
Submitted

Activities

Outstanding Fees
Fees for this application are awaiting payment. **PAY**

Provide supplemental documents
Provide additional documentation related to your application or permit. **PROVIDE**

Resolve Holds
A document or explanation is required before this permit can be issued/completed. **RESOLVE**

DETAILS | DOCUMENTS

Summary

Submitted Date	Application Date	Issued Date	Completed Date
Feb 14, 2024	-	-	-
Applicant Type	Applicant	Type	Work Type
Property Owner	Jannee Training	Commercial	Not Applicable
Primary Work Scope	Work Description		Project
Not Applicable	Liquor License for New Bar and Grill		-
Primary Location	Specific Location		
101 CENTREPOINTE DR, Ottawa, ON	-		

Occupant Load

Establishment Name: Ottawa Bar & Grill

Indoor Seats Requested	Outdoor Seats Requested
40	12

Contacts

Edit contacts or add new contacts.

UPDATE CONTACTS

Name	Contact Type	Phone Number	Email Address	Mailing Address	Prime
Jannee Training	Applicant	(613) 580-2400	janneetraining@gmail.com	101 Centrepointe Dr Nepean	
Jannee Training	Property Owner	(613) 580-2400	janneetraining@gmail.com	101 Centrepointe Dr Nepean	
LMS Corp	Professional / Contr...	(613) 580-2400	lmscorp@gmail.com	101 Centrepointe Dr Nepean	✓

WITHDRAW