Building, Planning and Land Development Online Applications and Permits

Online Customer Portal User-Guide

To apply for a permit through the Customer Portal, you must be in the **Building, planning and land development** service widget, located on the main dashboard in My ServiceOttawa.

Depending on your application type, submission requirements and steps may vary however, the process remains the same for any permit.

1. From the Customer Portal Home page, under Select an Action, select the **Start an Application** button.
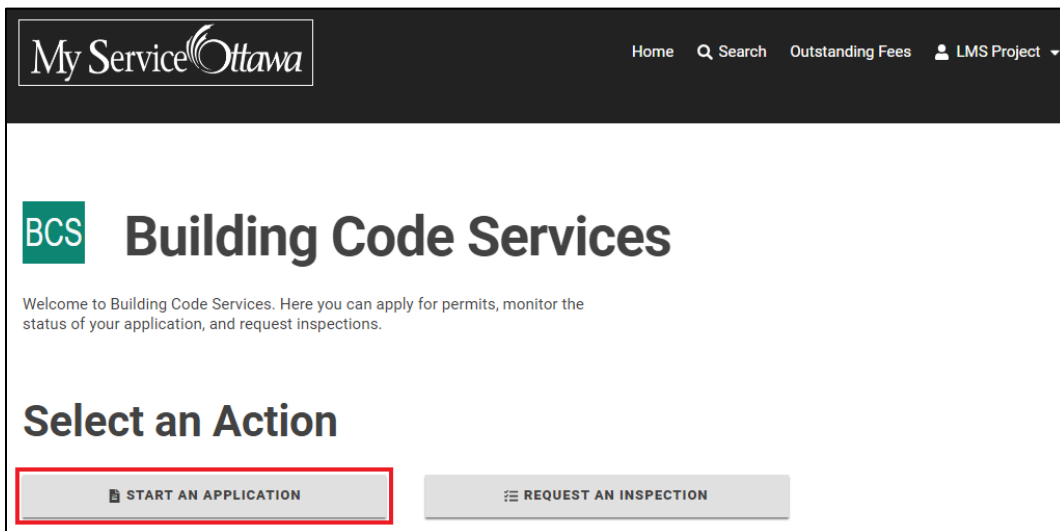
2. Select the desired application type to start the application process from the options available. Each application type that can be submitted online will be displayed as its own button, categorized by type.

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

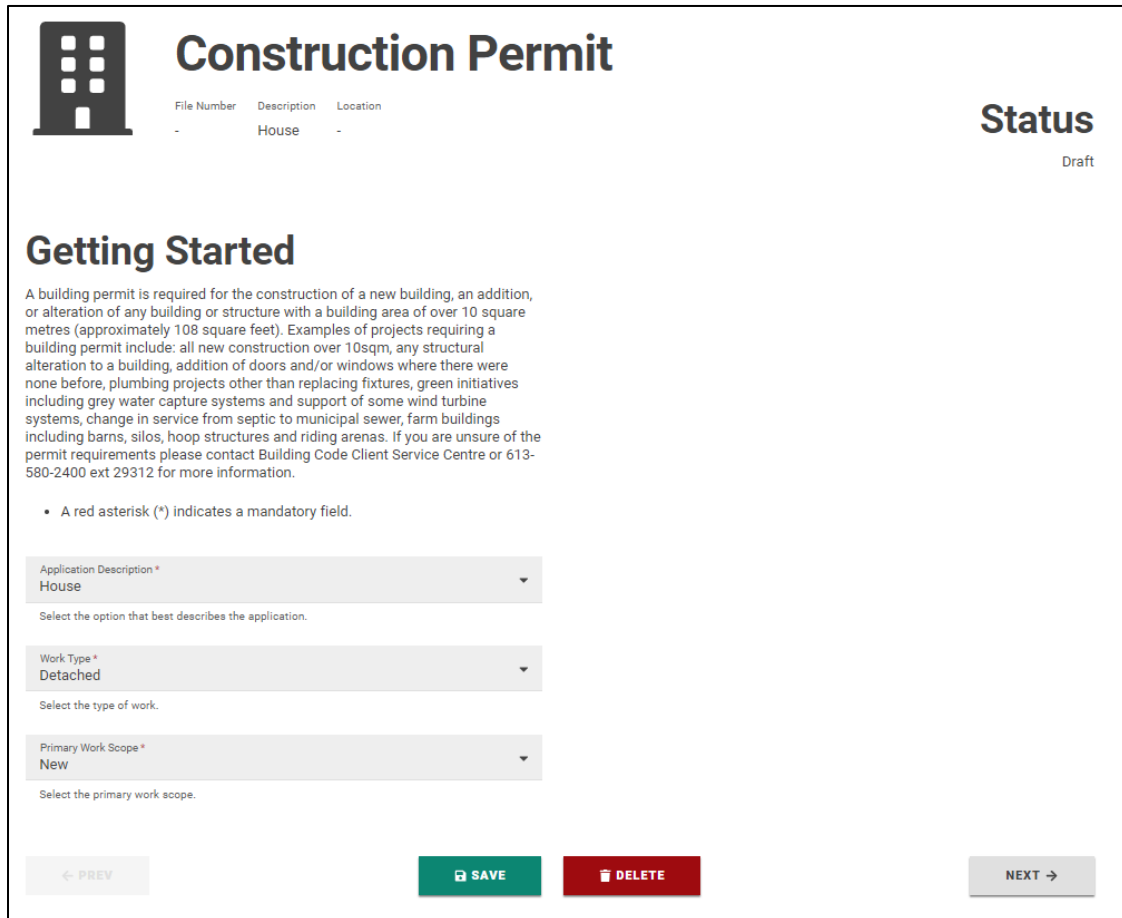Select one of the following types to begin your application.

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	

3. The Getting Started page initiates the process for all application types. A status of Draft will be immediately generated once the application has started. Begin by completing the drop-down fields and selecting the available options.

Construction Permit

File Number | Description | Location
- | House | -

Status
Draft

Getting Started

A building permit is required for the construction of a new building, an addition, or alteration of any building or structure with a building area of over 10 square metres (approximately 108 square feet). Examples of projects requiring a building permit include: all new construction over 10sqm, any structural alteration to a building, addition of doors and/or windows where there were none before, plumbing projects other than replacing fixtures, green initiatives including grey water capture systems and support of some wind turbine systems, change in service from septic to municipal sewer, farm buildings including barns, silos, hoop structures and riding arenas. If you are unsure of the permit requirements please contact Building Code Client Service Centre or 613-580-2400 ext 29312 for more information.

- A red asterisk (*) indicates a mandatory field.

Application Description *
House
Select the option that best describes the application.

Work Type *
Detached
Select the type of work.

Primary Work Scope *
New
Select the primary work scope.

← PREV   🖫 SAVE   🗑 DELETE   NEXT →

4. Select the **Next** button to move to the next step or, the **Save** button to save your application to come back to it at a later time.

5. A series of steps will be outlined to take you through the submission process. The number of steps required is based on the application type chosen and will differ by type.
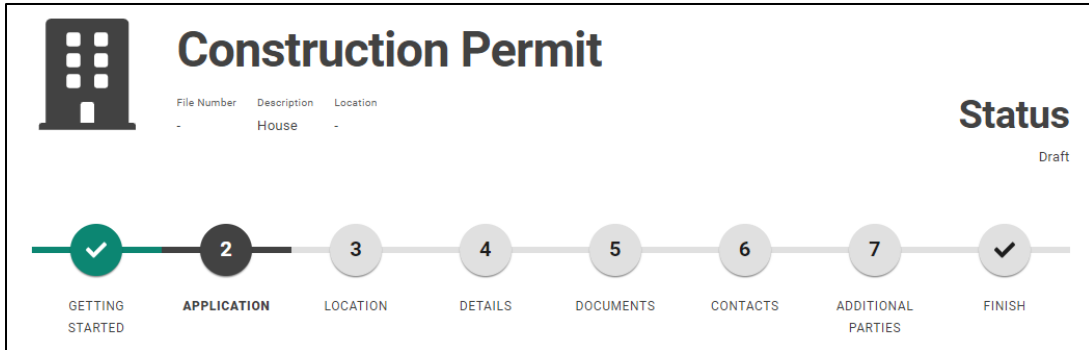
A green coloured step indicates a completed step, black indicates the current step and grey indicates an incomplete step.

6. Select the Applicant using the radio buttons available and a work description of the job on the Application step.

7. Search for an address in the **Search for an Address** search field on the map on the Location step. One or more addresses can be selected.

8. Select the **Confirm Selection** button once an address has been selected to apply.

If multiple addresses are available for the property selected, a primary address must be chosen from the drop-down list provided on screen. A **Choose a Primary Address** field will generate if this is applicable. Select the drop-down arrow to choose a primary address from the list.

Select the "Additional Information" to complete on the Details step to provide further information in the application. Required fields on this step will vary based on the application type chosen.

9. Upload all required attachment types on the Documents step by selecting the **Upload** button. Required documents are noted by a checkmark in the Required column of the Attachment Types grid.

Additional documents can be uploaded as required.

10. Select the required **Document Type** field in the upload grid to select the document type that is being uploaded. Required types are noted by a red asterisk next to the type required.

11. Select the **Add Contact** button to add additional contacts to the job on the Contacts step. Any required contacts will be noted in the step description.

12. Select an individual or business to be invited to partake in various steps of the submission process on the Additional Parties step. All invited parties must have a prior My ServiceOttawa account. Permissions can be granted to the individual or business through the permissions checkboxes.

13. Select the **Send Invite** button to send an email notification to the individual or business informing them they have permissions and access to the application.

14. Select the disclaimer acknowledgement checkbox to activate the **Submit** button on the Finish step. A unique file number will now be generated for the application.

Finish Application

Disclaimer *

This application meets all the requirements of clauses 1.3.1.3 (5) (a) to (d) of Division C of the Building Code, if applicable. The application is made by the owner or authorized agent, and all required schedules are submitted, if applicable. The property owner is aware of this application and supports it. Payment has been made of all fees that are required, under the applicable by-law, resolution or regulation made under clause 7(1)(c) of the Building Code Act, 1992, to be paid when the application is deemed complete, if applicable. This application is accompanied by the information and documents prescribed by the applicable by-law, resolution or regulation made under clause 7(1)(b) of the Building Code Act, 1992 which enable the chief building official to determine whether the proposed building, construction or demolition will contravene any applicable law, if applicable. The proposed building, construction or demolition will not contravene any applicable law, if applicable. The information contained in this application, attached schedules, attached plans and specifications, and other attached documentation is true to the best of my knowledge. If the owner is a corporation or partnership, I have the authority to bind the corporation or partnership. Personal information contained in this application and schedules is collected under the authority of subsection 8(1.1) of the Building Code Act, 1992, and will be used in the administration and enforcement of the Building Code Act, 1992. Questions about the collection of personal information may be addressed to: a) the Chief Building Official of the municipality or upper-tier municipality to which this application is being made, or, b) the inspector having the powers and duties of a chief building official in relation to sewage systems or plumbing for an upper-tier municipality, board of health or conservation authority to whom this application is made, or, c) Director, Building and Development Branch, Ministry of Municipal Affairs and Housing 777 Bay St., 2nd Floor. Toronto, M5G 2E5 (416) 585-6666. Personal information collected is for the purpose of processing an application. Please refer any questions concerning the collection of this information to the Municipal Freedom of Information and Protection of Privacy Core Office at 613-580-2424, ext. 21898.

☑ I acknowledge the disclaimer.

← PREV   🖫 SAVE   🗑 CANCEL   SUBMIT

15. Select the **Submit** button to send the application to the City of Ottawa. A confirmation of the submission will appear at the top of the application's Activities page and the **Status** will be noted as 'Submitted".

Construction Permit

File Number	Description	Location	Status
CON-2024-000783	House	110 LAURIER AVE OUEST/WEST, Ottawa, ON	Submitted

Activities

Outstanding Fees
Fees for this application are awaiting payment.   PAY

Request an inspection
Request an inspection for this permit.   REQUEST

16. The newly submitted application can be found on the Applications tab on the main Building Code Services dashboard page when the Home menu is selected. A submission confirmation notification, if selected in your account profile, will also be sent to the email on file.

17. An email notification will also be sent to the applicant, if the "Application Submitted" notification type was selected in the account profile.

City of Ottawa / Ville d'Ottawa

Application Accepted / Acceptation de votre demande

LMS Project,

Your application CON-2024-000115 110 LAURIER AVE OUEST/WEST, Ottawa, ON has been accepted. We are currently working on your request and will contact you once our initial review has been conducted.

If you have any questions regarding this process please contact us at:

- buildingpermits@ottawa.ca (Building related information)
- addressingandsigns@ottawa.ca (Sign related information)
- municipalinformationform@ottawa.ca (Municipal Information)

Thank you.

Votre demande CON-2024-000115 110 LAURIER AVE OUEST/WEST, Ottawa, ON a été acceptée. Nous travaillons présentement sur votre demande et nous vous contacterons une fois que notre revue initiale est complète.

Si vous avez des questions à propos de ce processus, veuillez communiquer avec nous par courriel :

- Permisdeconstruction@ottawa.ca (Information liée aux immeubles)
- Adressageetenseignes@ottawa.ca (Information liée aux enseignes)
- Formulairederenseignementsmunicipaux@ottawa.ca (Information municipale)

Merci

City of Ottawa / Ville d'Ottawa