Building, Planning and Land Development Online Applications and Permits

Online Customer Portal User-Guide

To apply for a Master Plan application through the Customer Portal, you must be in the **Building, planning and land development** service widget, located on the main dashboard in My ServiceOttawa.
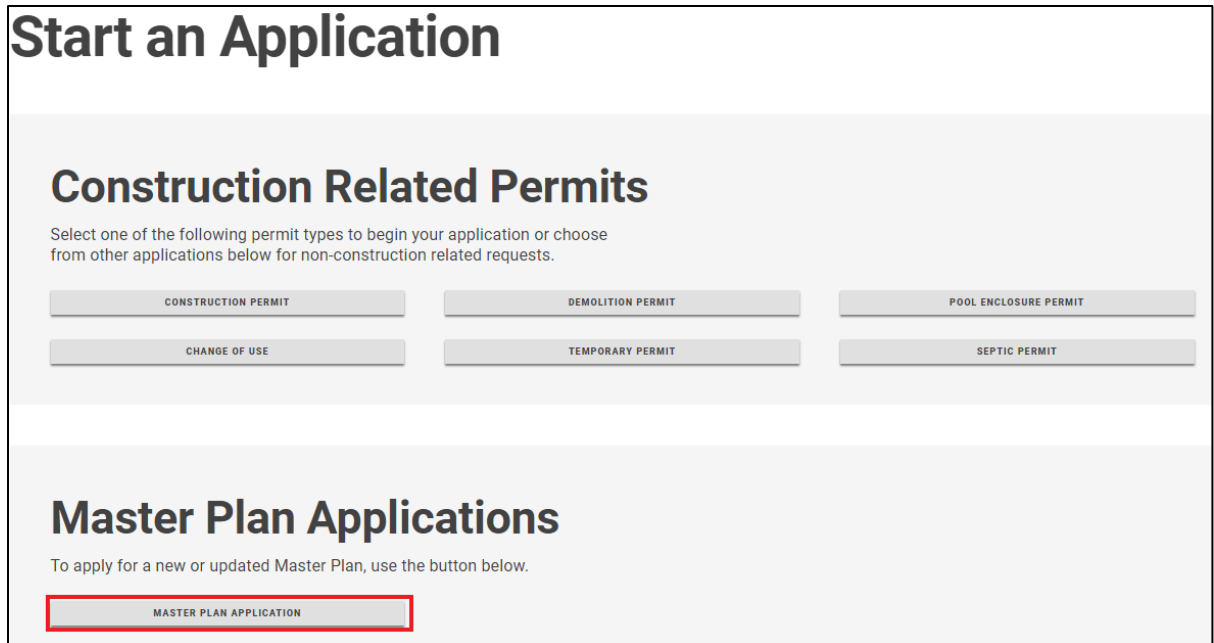
The Master Plan program is only available to large volume builders who construct the same model home on multiple occasions. This applies to Detached, Semi-Detached and Rowhouse construction only.

Before being able to apply for a Master Plan through the online Customer Portal, builders must be first identified as a Master Builder within the City of Ottawa's internal approval system. To identify as a Master Builder, contact City staff at 613-580-2424 ext. 29312 or visit your nearest Client Service Centre in person.

1. From the Customer Portal Home page, under Select an Action, select the **Start an Application** button.
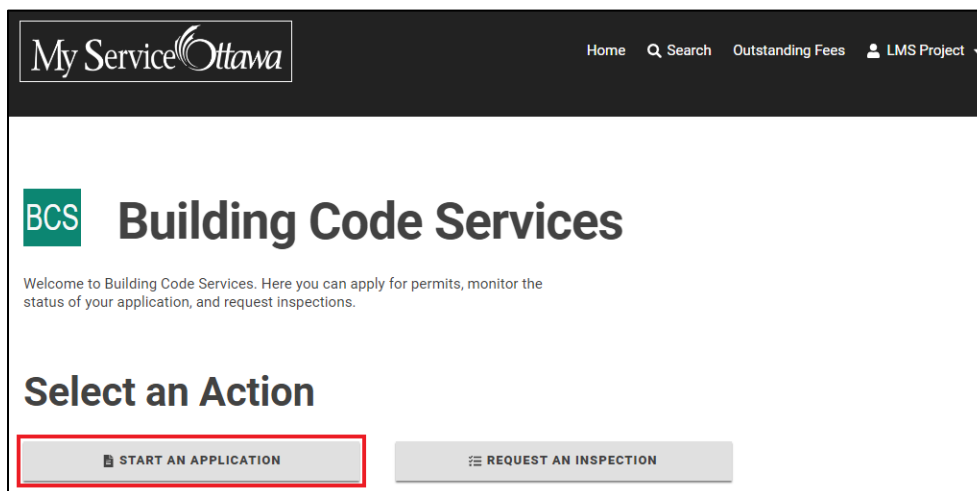
2. Select the **Master Plan Application** button, under the Master Plan Applications section, to begin the application process. Only those who have been identified as a Master Builder with the City of Ottawa, will have this option available to them.

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

Master Plan Applications

To apply for a new or updated Master Plan, use the button below.

MASTER PLAN APPLICATION

3. The Getting Started page initiates the process. 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.

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 in a row with the identified task, to take you through the submission process.
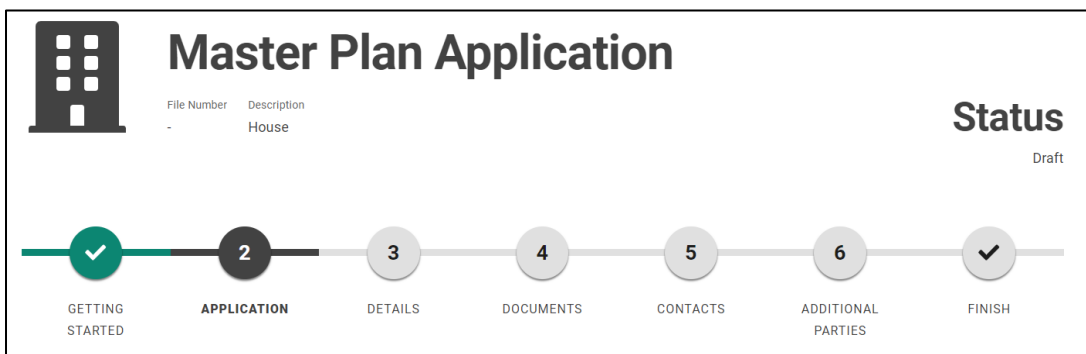
A green coloured step indicates a completed step, black indicates the current step and grey indicates an incomplete step.

6. On the Application step, the Applicant will be identified as a Professional/Contractor. If multiple profiles are available, a drop-down list will be generated where the appropriate Professional/Contractor can be selected.

7. Select the **Next** button to continue.

8. On the Details step, provide the mandatory information including Footprint Model name, number of storeys and floor area in square meters.

Elevations and Options can be added using the drop-down lists available by selecting the respective **Add** buttons under each section.

9. Select the **Next** button to continue.

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

Additional documents can be uploaded as required.

11. On an uploaded document, 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 in the drop-down list.

Upload

	File Name		Document Type		Comments
	(1) New Documents				
☐	Sample Document.pdf	New	Select Document Type ▼		Add Comment

* Elevation A Drawings (Elevation A Drawings)
Elevation B Drawings (Elevation B Drawings)
Elevation C Drawings (Elevation C Drawings)

Optional comments can be added in the **Add Comment** field.

12. Select the **Next** button to continue.

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

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.

Step 5 of 7

+ ADD CONTACT

	Contact Type *	Name	
☐	Professional / Contractor	LMS Architects	✎
☐	Applicant	Jackk Training	✎

← PREV   🖫 SAVE   🗑 DELETE   NEXT →

14. 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.

    Searching for an individual or business can be in the **Add a Party** section. **Permissions** can be granted to the individual or business through the permissions checkboxes.

15. 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.

16. Select the **Next** button to continue.

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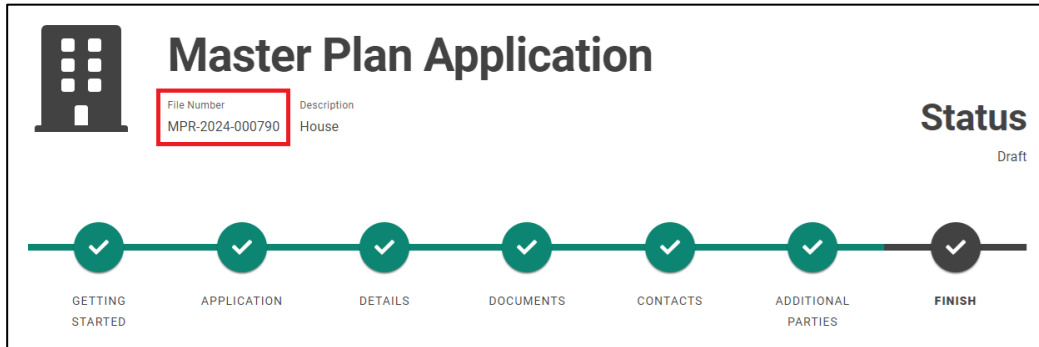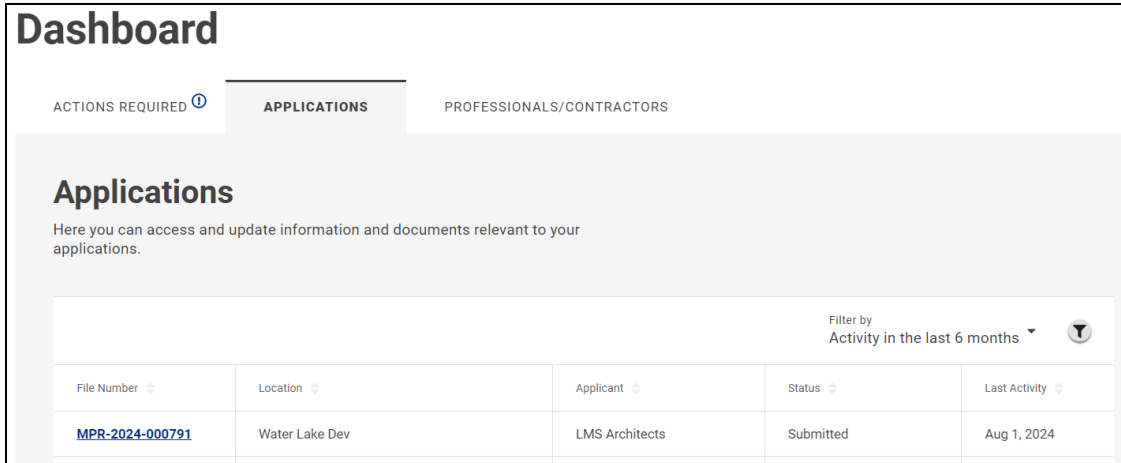

18. Select the **Submit** button to send the application to the City of Ottawa. A confirmation of the submission will appear at the top of the application's Activities page.
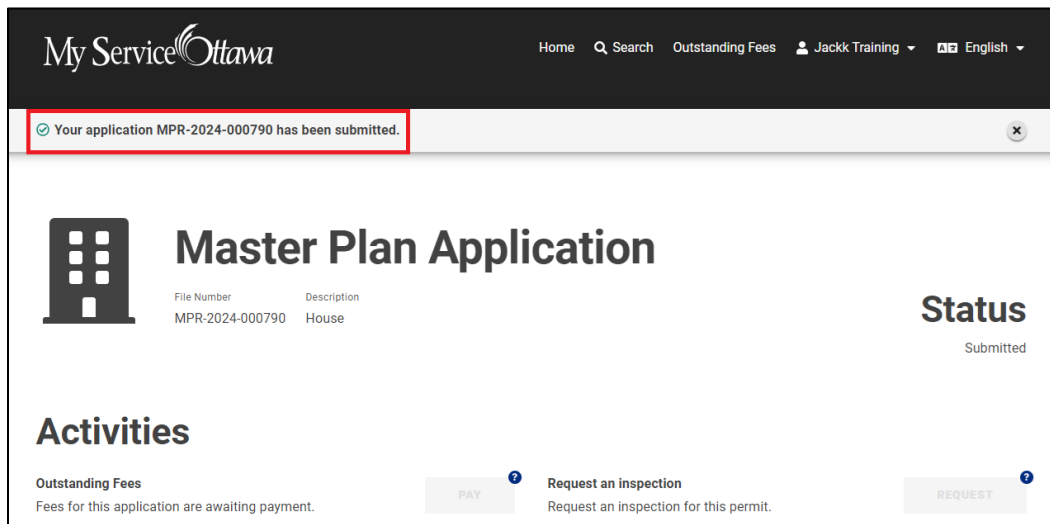
19. The newly submitted application can be found on the Applications tab on the main Building Code Services dashboard page when the Home menu is selected. The Footprint Model Name will appear under the Location column.

A submission confirmation notification, if selected in your account profile, will also be sent to the email on file.