

Building, Planning and Land Development Online Applications and Permits

Customer Portal User-Guide

Required Documents

Each application may require supporting documents which can be uploaded using the online Customer Portal.

Depending on your application type, documents may or may not be a mandatory requirement. Mandatory documents will be marked via a check mark under the **Required** column. Additional information is required to explain the **Attachment Type** and **Description** in their respective columns.

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
	Tree Information Report	Tree information report for infill permit applications.	
✓	Plans (iv)	Architectural Plans, Elevation Drawings, EEDS, Floor Joist Layout, Grading Plan, MVDS, Roof Truss Layout	
	Informed Consent Agreement	Agreement between neighbouring property owners regarding construction work.	
	Committee of Adjustment Decision	Approval or Refusal documents from a related Committee of Adjustment application.	
✓	Schedule 1	Form used to identify the designer and their qualifications for design of the proposed construction project	
	Septic Permit	Approved permit for a septic system.	

All *required* documents must be added to the application during the Documents step in the application process. You may also upload any other supporting documents to further assist in your application process. All documents submitted will be reviewed by staff.

If no required documents have been identified, you may upload any supporting documents of your choosing or you may proceed to the next step.

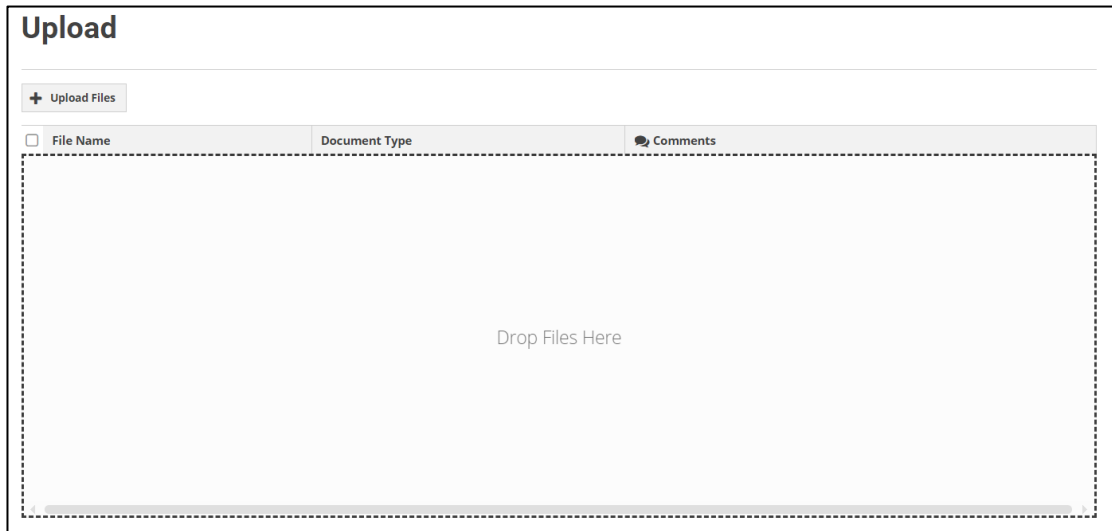
Upload Application Documents During Submission

There are two options available to upload documents:

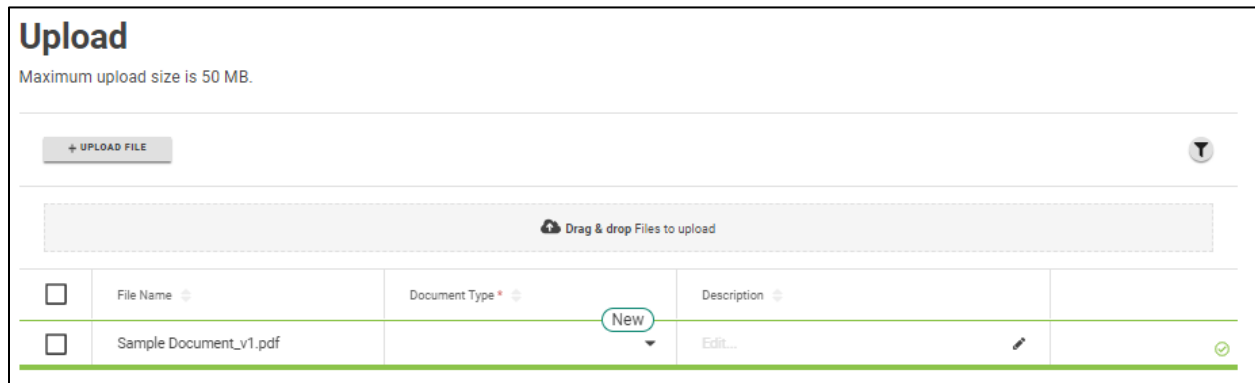
1. Select the **Upload Files** button to browse for and upload a file(s) from your computer.

OR

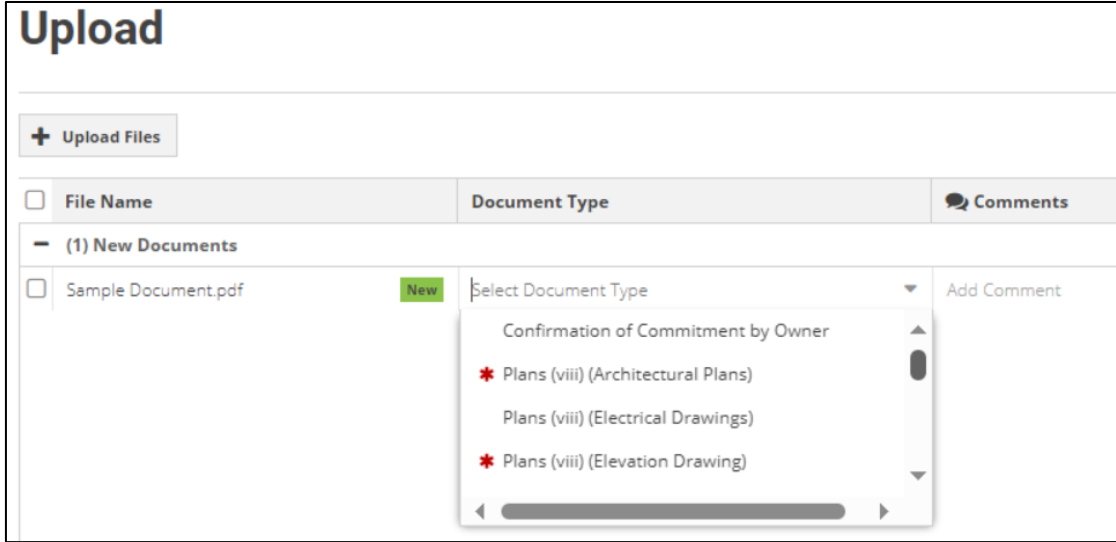
2. From your computer, open a folder containing the file you wish to upload, select the file, and then drag and drop files to **Drop Files Here** section.



Once a document has been successfully uploaded, it will appear under the Upload section in a table. Additional information is required to explain the **Document Type** which can be selected from the drop-down list in the Document Type column. A Description of the document being attached can also be entered in the Description text box.



The Document Type must match the required attachment type previously indicated. All required document types are noted with a red asterisk when the drop-down list is selected.



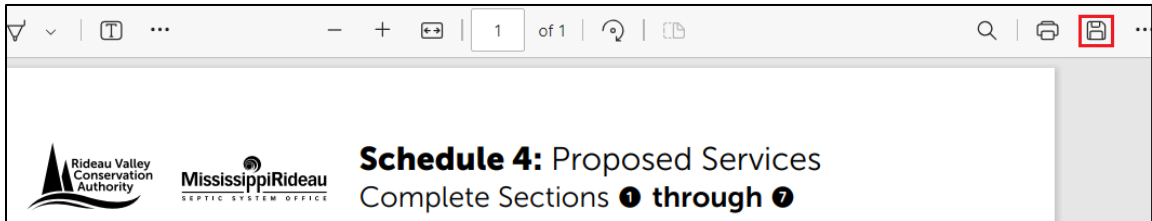
Sample Form Documents

The **Sample Form** column may have sample forms available for download for some attachment types. These sample forms are documents that require completion as part of the submission process. These sample forms will be noted by a link with a download icon within the Sample Form 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
✓	Schedule 6 - Soil and Water	Document used to describe the soil and water table conditions	New
✓	Sewage System Drawings (1)	Set of working drawings that accompany a new the sewage system application	
✓	Schedule 8 - Fixture Unit Co	Document used to describe the fixture unit count	
	Schedule 13 - Site Amendm	Document used to describe site Amendments	
✓	Schedule 5 - Sewage System	Document used to describe the sewage system details	

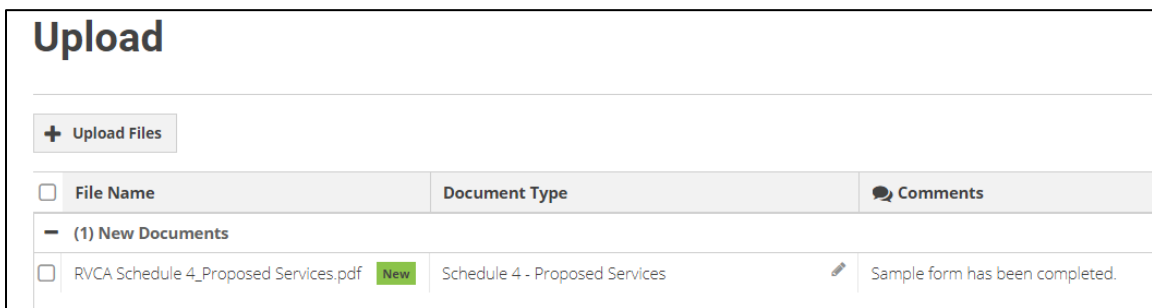
When sample forms are available,

1. Select the **Download icon** next to the attachment type. A new tab will open with a fillable document ready for completion. Complete the form with as much information as possible.
2. Once complete, save the form by selecting the **Save icon** at the top right corner.



Save the form to a location on your computer and exit out of the tab.

3. Navigate back to your online Customer Portal account and upload the saved document. Ensure the correct Document Type is selected to match the document.



Document Deletion

If a document has been uploaded in error, check the checkbox preceding (in the column to the left of) the File Name column.

The document row will be highlighted in yellow, and a **Delete** button will then be available at to top right of the table. Selecting this Delete button will remove the uploaded document.

Upload

1 item selected Delete

<input type="checkbox"/>	File Name		Document Type		Comments
- (2) New Documents					
<input checked="" type="checkbox"/>	Sample Document.pdf	New	Plans (viii) (Architectural Plans)		Architect plans
<input type="checkbox"/>	Sample Document_v1.pdf	New	Plans (viii) (Elevation Drawing)		Add Comment