

Building, Planning and Land Development Online Applications and Permits

Customer Portal User-Guide

Uploading Documents when Further Information is Required.

When a permit or application is submitted through the online Customer Portal, City staff review the submission for accuracy and completion. At times, additional information is required before the application can be deemed complete.

When further information is required, an email notification will be sent to the applicant informing them of this requirement. Only those who has enrolled in email notifications will receive them.

City of Ottawa / Ville d'Ottawa

Provide Further Information / Information additionnelle requis

LMS Project,

You are being notified to provide additional information for your application CON-2024-000115 - 110 LAURIER AVE OUEST/WEST, Ottawa, ON. The review of your application will proceed once the required information is received.

Click link below for more information regarding this notification.

[View](#)

Cette notification vous est envoyée pour vous demander de plus amples renseignements sur votre demande CON-2024-000115 - 110 LAURIER AVE OUEST/WEST, Ottawa, ON. Nous procéderons à l'examen de votre demande lorsque nous aurons reçu les renseignements nécessaires.

Veillez cliquer sur le lien ci-dessous pour en savoir plus sur cette notification.

[Afficher](#)

Alternatively, checking the **Actions Required** tab on the dashboard will inform applicants of this requirement by the updated status of Revisions Required in the status column next to the application file number.

Dashboard

ACTIONS REQUIRED ¹ APPLICATIONS PROFESSIONALS/CONTRACTORS

Actions Required

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

Applications


Filter by All actions required

File Number	Location	Applicant	Status	Last Activity
CON-2024-000115	110 LAURIER AVE OUEST/WEST, Ottawa, ON	LMS Project	Revisions Required	Jan 16, 2024

To proceed with uploading additional documents to your application,

1. Select the View link within the email notification or select the file number for the application in the Actions Required tab.
2. The application will open directly to the **Additional information required** box, providing instruction on what information or documentation is required to deem the application complete.

Construction Permit



File Number	Description	Location
CON-2024-000115	House	110 LAURIER AVE OUEST/WEST, Ottawa, ON

Status

Application Incomplete

Additional information required

Your application requires additional information prior to acceptance. Please ensure that all necessary steps have been completed by reviewing your application details and providing new documentation as indicated below.

Please provide an updated elevation drawing that includes height measurements.

Review the comments from City staff and gather the information to provide a response. A complete response to staff must be provided in order to move the application forward.

3. Select the **Next** button to proceed.
4. Select step 5 – Documents – to proceed to the documents step to upload the missing documentation.

ⓘ Additional information required

Your application requires additional information prior to acceptance. Please ensure that all necessary steps have been completed by reviewing your application details and providing new documentation as indicated below.

Please provide an updated elevation drawing that includes height measurements.

✓
GETTING STARTED

2
APPLICATION

3
LOCATION

4
DETAILS

5
DOCUMENTS

6
CONTACTS

7
ADDITIONAL PARTIES

✓
FINISH

5. Select the **Upload Files** button or **Drag and Drop** files to upload new documents to your application.

Upload

+ Upload Files

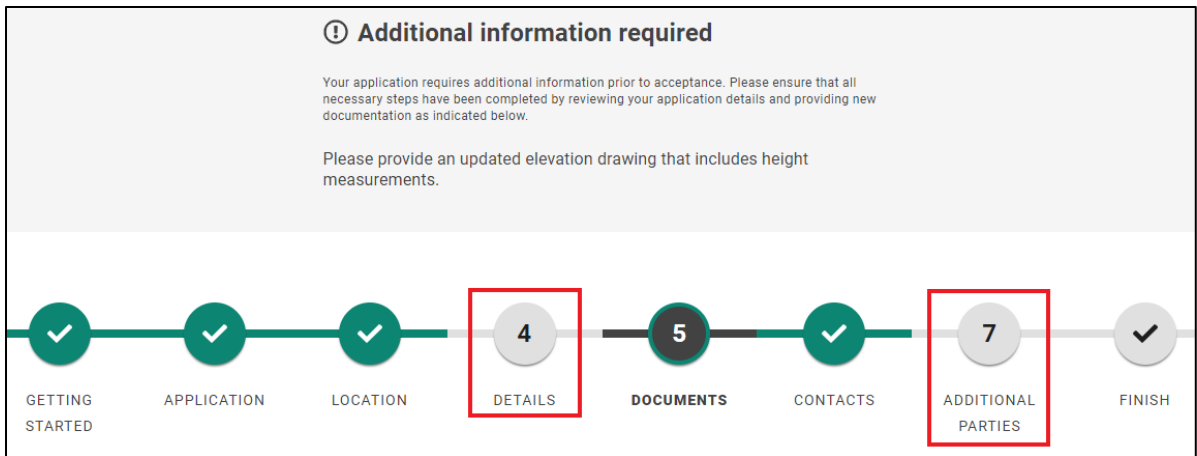
<input type="checkbox"/> File Name	Document Type	Comments
- (10) New Documents		
<input type="checkbox"/> Document 2_v2.pdf New	Plans (iv) (Mechanical Ventilation Design Summary & L...	Mechanical plans ✎
<input type="checkbox"/> Document 2_v2.pdf New	Plans (iv) (Energy Efficiency Design Summary)	Energy Efficiency summary ✎
<input type="checkbox"/> Document 2_v3.pdf New	Plans (iv) (Floor Joist Layout)	Add Comment ✎

All of the previously submitted documents will be visible and accessible to you. Any previously uploaded documents can be deleted at this time as well.

To replace any documents, select the checkbox next to the file name and select the Delete button. A new document can be uploaded in its place.

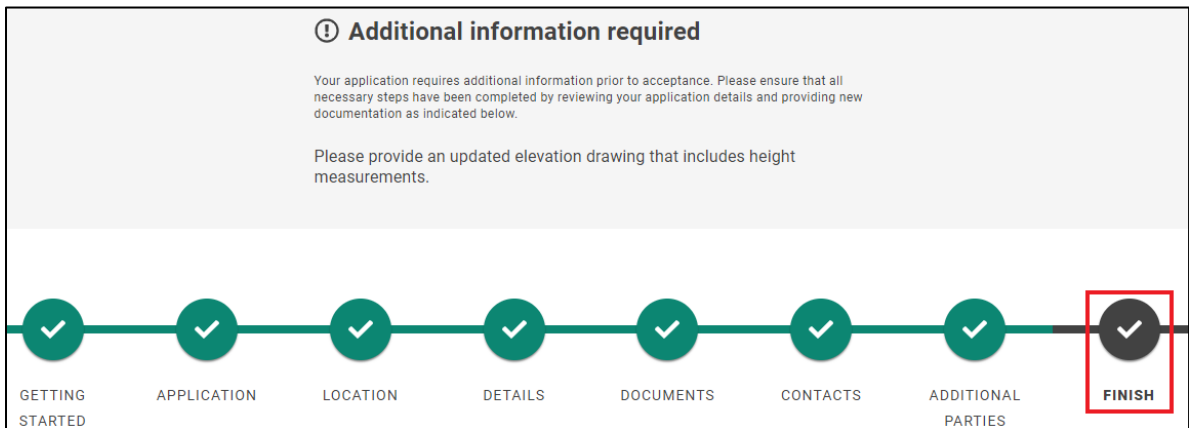
6. Select the **Next** button once all required documentation has been uploaded.

7. Select and review all remaining steps outlined in grey to ensure accuracy of information and to make updates where required.




All process steps must have a green checkmark indicated, before the final step of Finish can be selected.

8. Select the **Finish** step to finalize the additional information and submit your application.



The applications Activities page will be shown with a confirmation of your submission.

✔ Your application CON-2024-000115 has been submitted.
✕



Construction Permit

Status

Submitted

File Number	Description	Location
CON-2024-000115	House	110 LAURIER AVE OUEST/WEST, Ottawa, ON

Activities

Outstanding Fees

Fees for this application are awaiting payment.

PAY

Request an inspection

Request an inspection for this permit.

REQUEST

The application will also be removed from the Actions Required tab as the requirement has been completed.

Dashboard

ACTIONS REQUIRED
APPLICATIONS
PROFESSIONALS/CONTRACTORS

Actions Required

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

Applications

Filter by
 All actions required ▼

File Number	Location	Applicant	Status	Last Activity
0 results				

Rows per page: 10 ▼ 0-0 of 0 ◀ ▶