

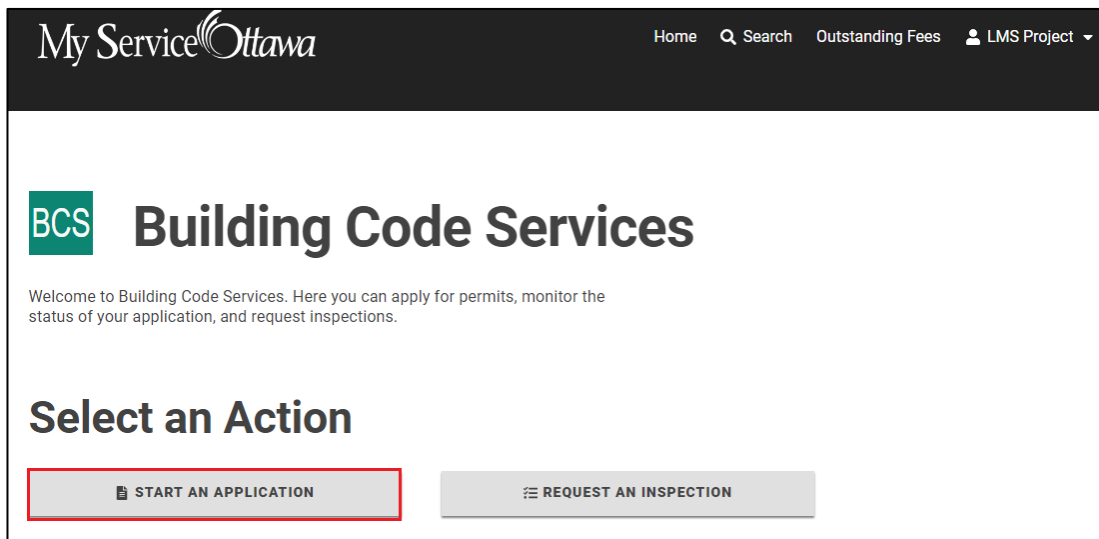
Building, Planning and Land Development Online Applications and Permits

Customer Portal User-Guide

Submit An Access to Building Permit Records Online

To submit an online application for an Access to Building Permit Records (ABPR), you must be in the **Building, planning and land development** service widget, located on the main dashboard in My ServiceOttawa (MySO). A MySO account is required to access and submit applications on the Building Code Services online Customer Portal.

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



- From the Start an Application page, select the desired application type of Access to Building Permit Records, by selecting the button type, under the **Other Applications** section at the bottom of the page.

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

- The **Getting Started** page initiates the process for all application types. A unique file number (located directly after the main heading) will be immediately generated once an application has started.



Access to Building Permit Records

Status

Draft

File Number
 ABPR-2024-000417

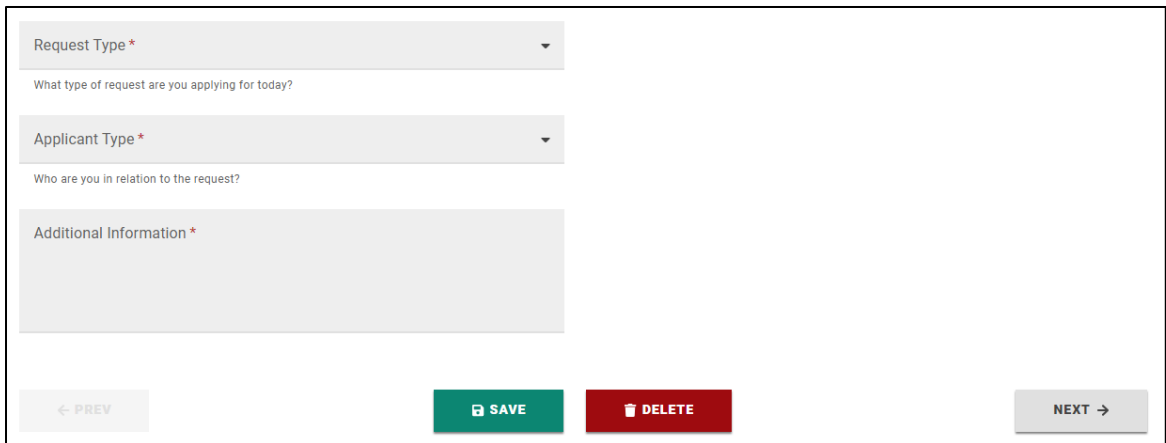
Applicant
 LMS Project

Getting Started

The City of Ottawa's Access to Building Permit Records program (ABPR), allows general access to building and sign permit records, while ensuring that the access to the information requests respect the intent of the Copyright Act, without the necessity of a formal request under the Municipal Freedom of Information and Protection of Privacy Act. Through the ABPR program clients can also request copies of the permit application, permit, plans, inspection reports, occupancy permit, and outstanding orders.

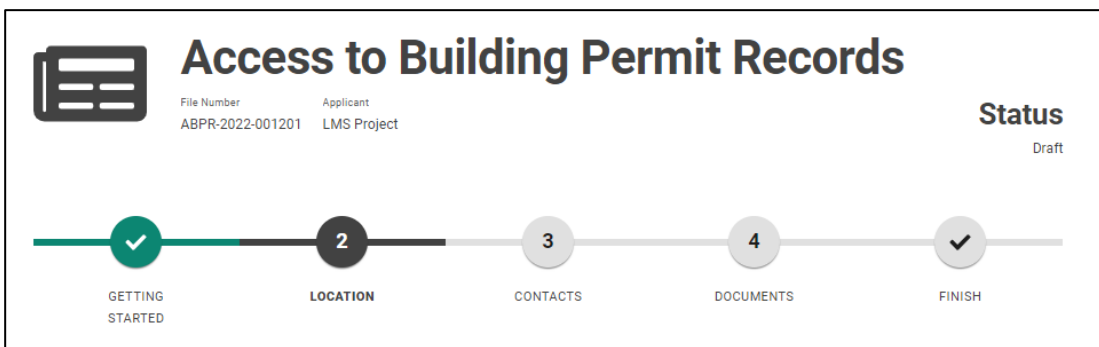
- Application Fees are due after all required information has been confirmed. An email notification will be sent advising when payment is due.
- The City cannot guarantee that the information you are requesting will be located.
- Additional Cost for reproduction of documents may apply.
- Note: All fees related to this program are non-refundable
- Please list documents requested under 'Additional Information' (e.g. building plans, inspection reports, site plan, building permits, occupancy permit etc.)
- If using a keyboard, the tables in this section can be navigated using the Tab and arrow keys.
- Required fields are marked with an asterisk (*)

4. Read the **Getting Started** information and complete the required fields using the drop-down options provided.



You may save or delete your application at any time using the **Save** or **Delete** buttons at the end of each application step page.

5. Select the **Next** button to proceed.
6. A series of steps will be outlined to take you through the submission process including, location, contacts, and documents.



A green coloured step indicates a completed step, black indicates the current step and grey indicates an incomplete step.

Follow through each step by reading the information and instructions provided and completing all required actions. All mandatory fields are marked by a red asterisk. Select the Next button located at the end of the page, to proceed through the steps.

7. The **Finish** step in the process, titled **Application Summary**, can only be accessed once all steps have been completed with green circles on all process steps.

Acknowledgment of the disclaimer is required to submit the application. Read the disclaimer information and select the “I acknowledge the disclaimer” checkbox.

GETTING STARTED LOCATION CONTACTS DOCUMENTS **FINISH**

Application Summary

Disclaimer *

I, the undersigned, 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 compliance and enforcement (613)580-2424 ext.25852. I acknowledge that use and reproduction of building plans may be subject to the Copyright Act and if I am the current property owner, I further acknowledge that I intend to use and reproduce the building plans for renovation/maintenance or similar purposes that would grant me an implied copyright license. ALL FEES ARE NON-REFUNDABLE- The City cannot guarantee that the information you are requesting will be located.

I acknowledge the disclaimer.

← PREV SAVE DELETE SUBMIT ?

Once the disclaimer is checked, the **Submit** button will become activated and the application can be submitted.

8. A notification will appear at the top of the page with an application number, confirming that your application has been submitted.

My Service Ottawa Home Search Outstanding Fees LMS Project English

✔ Your application ABPR-2024-000417 has been submitted.

Access to Building Permit Records

File Number	Applicant	Status
ABPR-2024-000417	LMS Project	

Submitted

A confirmation email, if the email notification of Application Submitted type was selected, will be sent to the email provided in your profile.

City of Ottawa / Ville d'Ottawa

Application Submitted / Demande soumise

Applicant:

This Email is to inform you that we have successfully received your application (**File Number:** ABPR-2022-001203 - 110 LAURIER AVE W, OTTAWA, ON). Our team will be reviewing your submission for completeness. We may contact you for further information to support your application.

Once your application has been accepted, you will receive a similar notification prompting you to complete the application process by submitting payment online. Please note that your application is not deemed to be received until all applicable fees are paid.

If you have any questions regarding this process please contact us at buildingpermits@ottawa.ca.

Ce courriel vise à vous informer que nous avons bien reçu votre demande (**numéro de dossier :** ABPR-2022-001203 - 110 LAURIER AVE W, OTTAWA, ON). Notre équipe examinera votre soumission pour s'assurer qu'elle est complète. Nous vous contacterons si des informations additionnelles sont requis.

Lorsque votre demande aura été acceptée, vous recevrez une notification similaire vous invitant à terminer le processus en soumettant votre paiement en ligne. Veuillez noter que votre demande ne pourra pas être acceptée tant que tous les frais applicables n'auront pas été payés.

Si vous avez des questions à ce propos, veuillez communiquer avec nous par courriel buildingpermits@ottawa.ca.

City of Ottawa / Ville d'Ottawa

To add email notifications to your profile, select the My Profile menu in the top business menu bar, and scroll to the Notifications section. Select the checkboxes to add or remove notifications, then save your selections.