

March 30, 2020

Sent Via EMAIL

TEMPORARY SERVICE DELIVERY MODEL FOR PERMITS AND INSPECTIONS

With the closing of City Hall to the public on March 19, the Building Division has reviewed its delivery model and is modifying service levels in order to continue to serve the public while reducing the risks associated with the COVID-19 virus. Effective March 31, 2020 and continuing until further notice, the City of Windsor Building Division is implementing strategic modifications to our operations in order to do our part in mitigating the spread of COVID-19.

Permit Applications

We are continuing to accept all permit applications online through the E-Services Building Permits page on the City's website (www.citywindsor.ca).

Plans Review

All applications already submitted will continue to be reviewed by our Plans Examination staff working from home. Please be advised that due to many factors we cannot guarantee review timelines.

Permit Issuance

Once an application has completed the review process, the applicant will be notified by email that their permit is ready for issuance and payment is required. Building permit payments will be processed on Tuesdays and Thursdays only. Payment will not be processed in person. Please contact our Cashier at (519) 255-6267 Ext. 6134 or buildingcashier@citywindsor.ca if you have any questions on our processing requirements.

Inspection Scheduling

We are continuing to book all inspection types and requests. Inspections of occupied buildings may be performed via remote/video methods. We are discouraging requests for inspections that can be performed at a later date without adverse impact.

Our Dispatch remains in operations and can be reached by phone at **(519) 255-6453**. Calls to Dispatch will be answered Monday through Friday between 8:00 am and 2:00 pm for next-day service. Depending on the nature of the inspection requests, it may be scheduled as an *In-Person Site Inspection* or a *Virtual/Remote Inspection*.

Callers requesting an inspection will be screened to determine the most suitable inspection type for their request.

Inspections

We are continuing to perform *In-Person Site Inspections* and have added *Virtual/Remote Inspection* to our services. This innovative option has been included as a temporary measure intended to reduce staff and public risk of COVID-19 exposure.

Inspectors may ask questions to determine the most suitable inspection type for their request.

Timing

As our offices are closed to the public, the mandated timelines for permit review and inspection are not applicable as per Ontario Building Code Part 1, Division C, Sentence 1.3.1.3.(8). & 1.3.5.3.(5).

Scheduling of inspections for next day service is available until 2:00 pm, and remains subject to staff availability.

Summary

The Building Division is committed to providing all regular services to the construction industry by making adjustments where necessary and embracing new methods of practice and utilizing available technologies. We strive to remain open for business and to continue to fully serve our customers and community.

We look forward to the day when our industry can return to normal operations. Until then, thank you for your cooperation and understanding.

Sincerely,



John Revell
Chief Building Official

DL/jm