

April 08, 2021

Sent Via EMAIL

INDUSTRY UPDATE

SERVICE DELIVERY MODEL FOR PERMITS AND INSPECTIONS

Updated and effective as of April 8, 2021, 12:01am.

On Thursday April 07, 2021, The Provincial Government declared a third 'State of Emergency' and announced the Province of Ontario will move into a 4 week 'Stay at Home Order' effective 12:01am, April 8, 2021.

In order to continue to do our part in mitigating the spread of the COVID-19 virus, the Building Division will continue to maintain strategic modifications to our service delivery as outlined below:

BUILDING DIVISION SERVICES

Building Division – Inquiries

In-person Building Division inquiries will not be available. Please contact our Permit Services Clerk at (519) 255-6267 Ext. 6862 or email buildingdept@citywindsor.ca for all inquiries.

Building Permit Application – Submissions

Building Permit Application submissions will continue to be accepted online through the E-services building permit page located on the City's website www.citywindsor.ca.

Building Permit Application - Plans Review

Building Permit Applications will continue to be reviewed by our Plans Examination Staff.

Building Permit Application – 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 Application – Payments

Building permit payments will **ONLY be processed on Tuesdays and Thursdays**. Payments will not be processed in person and payment-processing timelines may be temporarily delayed. As noted in the 'ready for issuance' email notification, **permit applicants will be contacted** and will receive an **email notification when payments are processed**.

Inspection Scheduling

Our Dispatch can be reached by phone at (519) 255-6453 or email dispatch@citywindsor.ca. Emails and calls will be answered Monday through Friday between 8:00 am and 2:00 pm.

Depending on the type of the inspection request, the inspection may be scheduled as an In-Person Site Inspection or a Virtual/Remote Inspection.

Inspections

In-person site inspections will only be performed when there are **no** workers on site. When this cannot be accommodated, other safety measures will be required in order for the inspection to be performed.

We are committed to providing support and assistance to all permit holders through each stage of the building permit process. We will strive to continue to be responsive to the construction industry's needs, and above all, we will continue to take all necessary precautions regarding staff, site and community safety. We thank you for your continued patience, understanding and cooperation.

Sincerely,



John Revell,
Chief Building Official