

December 22, 2020

Sent Via EMAIL

---

**INDUSTRY UPDATE**  
**SERVICE DELIVERY MODEL FOR PERMITS AND INSPECTIONS**  
*EFFECTIVE December 26, 2020 – January 23, 2021*

---

In an effort to slow the spread of COVID-19, the Government of Ontario announced effective December 26, 2020 at 12:01am the Province will move into an Ontario-Wide Shutdown. The shutdown will remain in effect until January 23, 2021 for South-Western Ontario, including the City of Windsor.

At this time, the Province is permitting construction activities to remain open for business. As the city moves from Grey-Lockdown Level to the Province-Wide Shutdown, the Building Division will continue to remain open for business and maintain the strategic modifications that are in place for the Building Division operations. These modifications will remain in place in order to do our part in mitigating the spread of the COVID-19 virus. The Building Division services are outlined below.

In all our efforts, we will 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.

---

### **BUILDING DIVISION SERVICES**

#### **Building Division – Inquiries**

In-person Building Division inquiries will not be available during the Grey-Lockdown Level. Please contact our Permit Services Clerk at (519) 255-6267 Ext. 6862 or email [buildingdept@citywindsor.ca](mailto: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](http://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 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](mailto:buildingcashier@citywindsor.ca) if you have any questions on our processing requirements.

#### **Inspection Scheduling**

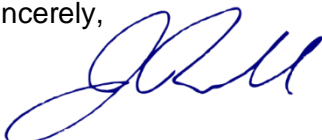
Our Dispatch can be reached by phone at (519) 255-6453 or email at [dispatch@citywindsor.ca](mailto:dispatch@citywindsor.ca). Calls will be answered Monday through Friday between 8:00 am and 2:00 pm for next-day service. Depending on the type of the inspection requests, the inspection may be scheduled as an In-Person Site Inspection or a Virtual/Remote Inspection. The Requestor will be asked a series of questions to determine the most suitable inspection type for their inspection request.

#### **Inspections**

In-person site inspections will ideally 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.

Thank you for your continued assistance and cooperation.

Sincerely,



---

**John Revell**