

May 04, 2022

SERVICE DELIVERY MODEL FOR PERMITS AND INSPECTIONS

EFFECTIVE May 04, 2022

In keeping with the current restrictions to mitigate the spread of the COVID-19 Virus, the Building Department will maintain strategic modifications to our service delivery as outlined below:

BUILDING DEPARTMENT SERVICES

Building Department – Inquiries

Please contact the Building Department at (519) 255-6267 or email buildingdept@citywindsor.ca.

In-Person Meetings and Inquires:

- Available by pre-arranged appointment only.
- Email buildingdept@citywindsor.ca to schedule an in-person appointment.
- Please note - walk-in appointments will be accepted as the appointment schedule allows.

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 the permit is ready for issuance and payment is required.

All Payments

On-line Payment:

Depending on the type of payment being made on-line payments are available through the MyWindsor online service or Cloudpermit.

- Follow steps relating to making a payment as indicated in Cloudpermit or in the email notification received.

In-Person Payment:

- Available by pre-arranged appointment only.
- Email buildingdept@citywindsor.ca to schedule an in-person appointment.
- Please note - walk-in appointments will be accepted as the appointment schedule allows.

Payment By Mail:

- Acceptable Payment Method – Cheque (made payable to the 'City of Windsor').
- Clearly indicate the address relating to the payment, permit number or relating description.
- Do not Send Cash in the Mail
- Mail to:
Building Department C/O Cashier 350 City Hall Square West, Suite 210, P. O. Box 1607, Windsor, Ontario, Canada N9A 6S1.

Inspection Scheduling

Contact Building Dispatch 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 4:00 pm.

Inspections

Depending on the type of the inspection request, the inspection may be scheduled as an In-Person Site Inspection or a Virtual/Remote Inspection. **In-person site** inspections will be performed on construction sites and, **Virtual/Remote** Inspections will be performed live from an off-site location. The requestor can indicate their preferred option at time of scheduling and the Inspector may make adjustments based on their requirements for the inspection.

In all our efforts, 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. Thank you for your continued assistance and cooperation as restrictions and stages continue to be updated.

Sincerely,



John Revell,
Chief Building Official