

June 13, 2022

## **SERVICE DELIVERY MODEL FOR PERMITS AND INSPECTIONS**

***EFFECTIVE June 13, 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](mailto:buildingdept@citywindsor.ca).

##### **In-Person meeting requests and Inquiries:**

- For faster service pre-arranged appointments are encouraged.
- To schedule an in-person appointment please email [buildingdept@citywindsor.ca](mailto:buildingdept@citywindsor.ca).
- Walk-in inquiries will be addressed on a first-come-first serve basis and as the appointment schedule and staffing availability permits.

#### **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 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:**

- Cashier availability is limited, for faster service pre-arranged appointments are strongly encouraged.
- To schedule an in-person payment appointment please email [buildingdept@citywindsor.ca](mailto:buildingdept@citywindsor.ca).
- Walk-in payments will be handled on a first-come-first serve basis and as the appointment schedule and staffing availability permits.

#### **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](mailto:dispatch@citywindsor.ca).

Emails and calls will be answered Monday through Friday between 8:00 am and 4:00 pm.

In all our efforts, we 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.

Sincerely,



**John Revell,**  
Chief Building Official