

AFFORDABILITY AND CHOICE TODAY (A•C•T) STREAMLINED APPROVAL PROCESS PROJECT

One-Stop Development Information and Applications Centre

**Department of Planning and Development, City of Ottawa
Ottawa, Ontario**

Prepared for:

Federation of Canadian Municipalities

Canadian Home Builders' Association

Canadian Housing and Renewal Association

Canada Mortgage and Housing Corporation

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FOREWORD

The project documented in this case study received funding assistance under the Affordability and Choice Today (A•C•T) Program. A•C•T is a joint initiative, managed by the Federation of Canadian Municipalities, the Canadian Home Builders' Association, and the Canadian Housing and Renewal Association, together with the funding agency Canada Mortgage and Housing Corporation. The A•C•T Program is administered by the Federation of Canadian Municipalities.

A•C•T, which was launched in January 1990, was designed to foster changes to planning and building regulations and residential development approval procedures in order to improve housing affordability, choice and quality.

Through A•C•T, grants are awarded to municipalities, private and non-profit builders and developers, planners and architects to undertake innovative regulatory reform initiatives in municipalities across Canada. Three types of projects are awarded grants under the A•C•T Program: Demonstration Projects, Streamlined Approval Process Projects, and Case Studies (of existing initiatives).

- *Demonstration Projects* involve the construction of innovative housing that demonstrates how modifications to planning and construction regulations can improve affordability, choice and quality.

- *Streamlined Approval Process Projects* involve the development of a method or an approach that reduces the time and effort needed to obtain approvals for housing projects.
- *Case Study* grants are awarded for the documentation of existing regulatory reform initiatives.

Change and innovation require the participation of all the players in the housing sector. A•C•T provides a unique opportunity for groups at the local level to work together to identify housing concerns, reach consensus on potential solutions, and implement action. Consequently, a key component of A•C•T-sponsored projects is the participation and cooperation of various players in the housing sector in all phases of each project, from development to realization.

All projects awarded a grant under the A•C•T Program are documented as case studies in order to share information on the initiatives and the benefits of regulatory reform with other Canadian communities. Each case study discusses the regulatory reform initiative, its goals and the lessons learned. Where appropriate, the cost savings resulting from modifications in various planning, development, and construction regulations are calculated and reported.

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PROJECT OVERVIEW

In 1989, the City of Ottawa's recently reorganized Department of Planning and Development established a "one-stop" Development Information and Applications Centre. The overall objectives of this initiative were to:

- Streamline development approval processes and procedures
- Clarify requirements
- Provide technical information and assistance
- Identify other approvals relevant to the application at the initial application stage
- Provide a responsive, timely service to the development sector and the general public

Specifically, the Development Information and Applications Centre's mandate encompasses the following:

- Provide comprehensive development-related information concerning municipal regulations and policies, development agreements and the overall development approval process.
- Receive and verify the completeness of all applications, ensuring that all necessary approvals are in place and all fees and levies are collected prior to the issuance of permits, including plan examination and permit approval services for applications that qualify for 24-hour construction permits.
- Track, by computer, all building permit and development control applications in order to provide information to departmental clients and staff pertaining to the status of

applications, including general information on deficiencies or referrals; and monitor and advise applications at variance with established performance measures.

The Centre receives an average of 3,000 permit applications each year, depending on the level of building activity. Clients now receive technical information and assistance on submission requirements, including building code and zoning by-law requirements and other approvals necessary relevant to the application. This allows clients to be aware of the many requirements pertaining to their applications from the outset, and to determine the appropriateness of applying for approvals concurrently (thereby further reducing the time required to process the permit) or consecutively.

Along with the establishment of the Development Information and Applications Centre, various materials and tools were created, including:

- Permit application checklists for use by plan-checking staff
- Policy and procedure manuals on the various approval processes
- User-friendly application forms
- Information brochures describing the various approval processes
- A computerized system to track applications
- A 24-hour permit service for some types of projects
- A rigorous staff training and development program on excellence and customer service

In 1990, the City of Ottawa's Department of Planning and Development was awarded an A•C•T grant so that the benefits of the one-stop Development Information and Applications Centre could be shared with other municipalities.

The project fostered renewed cooperation between the City of Ottawa and the building community, as well as within the Department. Furthermore, it has

contributed to a reduction in the time and effort required to obtain a building permit, thereby improving housing affordability. Through several initiatives, including the staff training and development program on excellence and customer service, the project has improved the standard of service to the public, thereby substantially reducing the number of complaints received about building permit delays.

1.0 PROJECT DESCRIPTION

1.1 Project History

A study prepared for the City of Ottawa in 1985, *Results Articulation and Strategy Review—Buildings Branch Directorate*,¹ included recommendations to establish a one-stop information centre, improve the level of service to the public, increase the coordination between the various divisions of the Buildings Branch, and computerize property histories, zoning information and permit applications for tracking purposes. The study suggested that the Branch increase its assistance to “do-it-yourselfers” and be more responsive to the concerns of clients. In this way, the Branch could be more effective in carrying out its mission.

As a result of this review and the City of Ottawa’s 1987 Corporate Development Initiative, which included a strong focus on improving the levels of service to the public, the one-stop centre project was initiated.

As part of this initiative, a Planning and Development Task Force was formed by the City with the following mandate:

- To evaluate the existing organizational structure of the Branch and its management processes, and to examine their relevance and adequacy
- To develop recommendations on the Branch’s structure, staffing, management processes and practices, and information systems that would ensure an up-to-date and effective organization

- To develop a plan for the implementation of any recommendations, including timing and allocation of resources

The City of Ottawa’s Community Development Department was reorganized into the Department of Planning and Development, and as part of the new Department, the Development Information and Applications Centre was established in 1989.

The overall objectives of this initiative were to:

- Streamline development approval processes and procedures
- Clarify requirements
- Provide technical information and assistance
- Identify other approvals relevant to the application at the initial application stage
- Provide a responsive, timely service to the development sector and the general public

Specifically, the Centre was given the mandate to carry out the following:

- Provide comprehensive development-related information concerning municipal policies and regulations, development agreements, and the overall development approval process.
- Receive and verify the completeness of all applications, ensuring that all necessary approvals are in place and all fees and levies are collected prior to the issuance of permits, including providing plan examination and

¹ Impacts Management Inc. (Ottawa: September 1985).

permit approval services for applications that qualify for 24-hour construction permits.

- Track, by computer, all building permit and development control applications in order to provide information to departmental clients and staff pertaining to the status of applications, including general information on applications or referrals; and monitor and advise applications at variance with established performance measures.

1.2 Designing the Centre

To be successful, an initiative such as the Development Information and Applications Centre requires the cooperation of the building industry throughout its development, particularly as the building industry is the Centre's principal client. The City consulted the industry through the Building Industry Liaison Development (B.I.L.D.) Committee. This committee, which consists of contractors, builders, architects, building owners and managers, real estate agents and lawyers, was established in 1985 by City Council to facilitate a regular interchange of ideas, information and concerns between the Department of Planning and Development and the public it serves. (See Section 3.3 for more details on the B.I.L.D. Committee.)

For example, at key points in the Centre's development, initiatives such as new permit application forms and permit application checklists were presented to the B.I.L.D. Committee to ensure that the new processes would address their concerns.

Staff participation also played a key role in the process of designing the Development Information and Applications Centre. To ensure that all key areas would be addressed, the Planning and Development Task Force included six major task groups: Field Inspection; Permits, Approvals, Applications and Information; Support Services; Development Control; Planning Implementation; and Heritage. The task groups, composed of Branch staff, met regularly over a period of one year to provide input into the reorganization of the Department of Planning and Development and the formation of the Centre. Internal communications were also improved during the establishment of the Centre, with a greater focus on staff meetings and formal written procedures and policies. In addition to regular staff meetings, a newsletter was initiated during the development stage to keep staff up-to-date and to ensure that all changes could be implemented consistently.

2.0 THE DEVELOPMENT INFORMATION AND APPLICATIONS CENTRE

2.1 Organizational Structure

Initially, the Centre was made up of four divisions: the Development Information Division, the Applications Division, the Permit Tracking Division, and the Planning Administration Division. The Centre's operations and structure are continually being expanded and refined; in 1994 it had three divisions. The first two divisions remained the same, while the Permit Tracking and Planning Administration divisions were combined to create the Operations Control Division, because of the similarities of their functions. The respective mandates of the three divisions are presented below.

2.1.1 Development Information Division

The Development Information Division provides the development industry and the general public with comprehensive development information relating to zoning, site plan, and other by-laws; agreements; policies; and the overall development approval process. This division responds to inquiries from its clientele which includes homeowners, tenants, architects, lawyers and developers; and provides referrals to other agencies and bodies such as the Committee of Adjustment. It also responds to technical circulations pertaining to planning and development matters.

It is also the Development Information Division's role to receive and process all applications to register Special Needs Homes (such as halfway houses and homes for battered women), including

the administration of the annual renewal process for these types of applications.

2.1.2 The Applications Division

The Applications Division consists of the Reception/Switchboard Section and the Counter Section. These sections are the elements of the Centre that are most visible to the public. The reception area is designed to provide a comfortable place for clients to be seated, with natural light and a number of plants. Coffee is provided, information brochures (described in Section 2.2) are on display, and building-related videos can be viewed. A drafting table and public telephone are also available in the reception area to make the client's visit as productive and convenient as possible.

The Reception/Switchboard Section provides client contact points during business hours for the Development Information and Applications Centre and the other five branches of the Department of Planning and Development. Clients are "screened" to ensure that they are either introduced to the application processes or given an appropriate referral to other staff. This section also provides general information and assistance pertaining to all aspects of the Department, and provides clients with a consistent contact, which fosters positive Department-client relations.

The Counter Section receives all applications for construction permits and planning approvals, and verifies their completeness in order to expedite the development approval process. This section also provides comprehensive

technical and administrative advice and information on application requirements, other required approvals, and the overall development approval process; ensures that all approvals are in place and that all necessary fees and levies have been collected prior to issuance of permits; and processes refunds.

Applicants submit their applications at the public Counter Section that is now staffed by technical personnel. Formerly, applications were received by clerical staff. This staffing initiative has substantially improved the level of service to all clients who call or visit to receive information or to submit applications. Technical personnel can also provide one-on-one explanations of the technical requirements associated with the development approval process, including building code and zoning by-law requirements. The staffing change has significantly reduced the number of return visits by clients and has allowed for the introduction of a 24-hour plan examination, and permit approval services at the Counter, for qualifying applications. (See Section 2.2 for a detailed description of the types of projects which are eligible for the 24-hour permit service.)

2.1.3 The Operations Control Division

The Operations Control Division consists of the Permit Tracking and the Planning Administration sections, with the former focusing on all *building* services and the latter on all *planning* services.

The Permit Tracking Section tracks and monitors, by computer, the flow of all construction, demolition, and pool enclosure applications. It prepares regular reports on the status of all applications (including fast-track and same-day), and flags applications when they are at variance with established performance standards. It prepares and maintains data on construction permits issued and on the value of construction. The Permit Tracking Section maintains a continuous flow of applications through the plan review process, and provides information to departmental clients, the public and staff pertaining to the status of applications (including general information on deficiencies or referrals). This section also coordinates and maintains a “bring-forward” system for applications to ensure they are kept up-to-date.

The Planning Administration Section provides administrative support to the Department’s Land Development Branch, carrying out the following activities:

- Tracking all planning applications and providing information on their status
- Circulating and advertising zoning by-laws and other planning applications, and reporting on zoning by-law appeals
- Monitoring the signing of site plan control agreements
- Coordinating the distribution and sale of Zoning By-law Z-2K (the City’s comprehensive zoning by-law) and quarterly updates

- Preparing regular project status reports on planning applications received and on the status of outstanding by-laws, projects and activities, and distributing them throughout the Department of Planning and Development and to elected officials

The Early Notification Program

In order to ensure public awareness of impending changes to local municipal regulations or major development proposals that may affect area land uses, an Early Notification Program has been established. On-site information signs are the program's primary method of notification, together with the sending of a notification package to each identified concerned community group in the area and to the Ward Councillor. The Planning Administration Section coordinates and monitors the Early Notification Program; it receives responses from affected citizens, and distributes them to the appropriate staff members. This section ensures that the Department complies with the Ontario Planning Act requirements for public notification of planning hearings.

2.2 The Centre's Initiatives

The project has reduced the time and effort required to obtain permit approvals, and improved the level of service to the building industry and the general public, by the use of tools such as those described following.

Internal Operations

- Permit application checklists
- Policy and procedures manuals on the various approval processes (discussed in Section 1.0)

Service to the Building Industry and General Public

- User-friendly application forms
- A series of information brochures describing the various approval processes
- A computerized system to track applications (discussed in Section 1.1)
- A 24-hour permit service
- A rigorous training and development program for staff on excellence and customer service

Permit Application Checklists

Permit application checklists were developed for use by plan-checking staff for same-day permits. Appendix A contains a sample of the same-day permit checklist.

In addition, permit application checklists were developed for use with permit applications for all other projects regulated by parts 3 and 9 of the Ontario Building Code.²

² Types of residential projects regulated by Part 3 of the Ontario Building Code include buildings used for assembly and institutional occupancies, and all buildings exceeding 600 m² in building area or three storeys in building height. Part 9 of the Ontario Building Code regulates buildings of three storeys or less in building height, having a building area not exceeding 600 m². Such buildings include singles, semi-detached dwellings, duplexes and row housing.

Both checklists contain sections on:

- Architectural drawings
- Mechanical drawings
- Electrical drawings
- Structural drawings
- Additional requirements
- Approvals and fees

Clients are provided with a copy of the completed checklist for their permit applications. If a submission appears to be complete, the checklist indicates the number of weeks within which the client should expect to receive a written report of the results of the plan review. The telephone number of the Permit Tracking Section is also provided should the client wish to follow up on the application in the meantime. Appendix B contains a sample of the Part 9 permit application checklist.

User-Friendly Application Forms

Application forms for permits were redesigned to be user-friendly. The forms contain sections on the following:

- The location of the work
- A description of the work
- A description of the existing building, where appropriate
- Identification of those involved in the work, including the applicant, property owner, tenant and contractor

Separate application forms were developed for all classes of work, including demolition, construction, restricted construction, and revisions to permits. Appendix C contains an example of an application form for a permit to construct.

Information Brochures

A series of information brochures, each one explaining a different approval process, was developed by the Centre, with input from all branches of the Department of Planning and Development, and from other departments where appropriate. The brochures were produced in French on one side and in English on the other, and were written in a way that would be easily understood by all users, including building professionals and the general public. Appendix D contains a list of the brochures available for distribution.³

For example, the brochure *Fireplaces and Wood Stoves*, a portion of which is presented in figure 1, provides the client with clear information on how to apply for a construction permit, how it will be processed, and the probable length of time required to obtain a permit. It also provides a sample of the drawings required.

³ Copies of the brochures may be obtained by writing to the Director, Development Information and Applications Centre, City of Ottawa, 111 Sussex Drive, Ottawa, Ontario K1N 5A1.

Figure 1. Excerpt from *Fireplaces and Wood Stoves*

A Construction Permit is required for the installation of a wood stove or fireplace.

Applications for construction permits are available at the Development Information and Applications Centre public information counter, 7th floor, City Hall. You must submit the application and the appropriate fee (see Fee Schedule brochure), along with 2 copies of the following drawings:

1. site plan (if there is exterior work).
2. a plan of survey (if there is exterior work) for a Same Day Permit.
3. floor plan of the room in which the fireplace or wood stove is to be installed.
4. cross section of the fireplace or wood stove.

A copy of the manufacturer's installation instructions is required.

If you are doing other construction or renovation at the same time, only one construction permit is required.

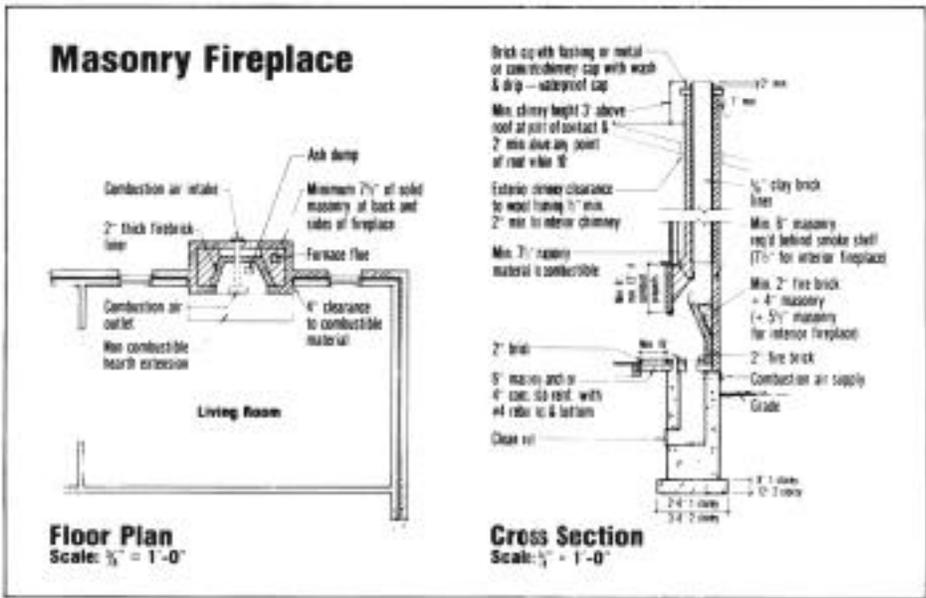
Same Day Permit Service may be available, contact the Development Information and Applications Centre.

Your application will be checked for compliance with the Zoning by-law, the Ontario Building Code, and other applicable regulations.

Most construction permits for fireplaces and wood stoves can be issued the same day.

This publication is intended to provide general information only. The original by-laws, acts, regulations and other relevant documents should be consulted for detailed references. Please refer to the Telephone List and contact:

- Development Information and Applications Centre



Source: City of Ottawa, Department of Planning and Development

24-Hour Permit Service

The 24-hour or “same-day” permit service is available for certain types of projects. This service was originally introduced

one day a week, then two, and now five days a week. Presented in the figure below are the building categories and scopes of work that qualify for the 24-hour permit service.

Figure 2. 24-Hour Permit Service

Building Category	Scope of Work
Single-family/Semi-detached dwellings	<ul style="list-style-type: none">• Interior alterations• Exterior alterations (e.g. decks, carports, additions)• Detached accessory buildings• Fireplaces, wood stoves and chimneys
Duplexes	<ul style="list-style-type: none">• Interior alterations• Exterior alterations (as above)• Detached accessory buildings
Row housing, Apartment buildings	<ul style="list-style-type: none">• Interior alterations
Commercial/Industrial	<ul style="list-style-type: none">• Interior alterations, tenant fit-up
Swimming pool enclosures	<ul style="list-style-type: none">• Any work

Certain exclusions apply, due to more extensive review and research requirements, in cases such as:

- Dwelling units are being added or demolished.
- There is an increase in floor area (except for single-family and semi-detached dwellings, and duplexes).
- A change of use occurs.
- A fire alarm system is installed.
- Heritage, Design Committee or Committee of Adjustment approval, for example, is required.
- Development could result in an increase in electrical requirements, necessitating an Ottawa Hydro assessment.

Excellence and Customer Service Training

Staff need to be involved in, and committed to, the whole process of improving client service. As part of the service improvement initiative, the entire Department of Planning and Development participated in excellence and customer service training. Management worked with staff to develop and implement the concept of the one-stop centre, incorporating many of the staff's ideas. In 1989, an intra-branch committee, chaired by the Director of the Development Information and Applications Centre, was established to review and coordinate the implementation of initiatives related to permit application and issuance. The committee meets as required.

3.0 THE COMMUNITY AND THE KEY PLAYERS

3.1 The City of Ottawa

Given that Ottawa is a relatively mature urban area, and the fact that the supply of vacant land is at a premium, much of Ottawa's future growth will be based on redevelopment and infill. Growth and development must be fitting of a nation's capital, but sensitive to the needs of Ottawa's residents. Ottawa has a successful heritage conservation program that preserves and integrates old development with new.

In the early 1990s, the population of the City of Ottawa was approaching 306,000. According to the 1991 City of Ottawa Official Plan, population growth to the year 2001 will likely be moderate, and the population will age overall, with the majority of Ottawa's residents becoming middle-aged and older as the baby-boom generation moves through its lifecycle.

The aging of the population will also be accompanied by the ongoing trend toward families having fewer children and by the continued loss of young families to local municipalities bordering Ottawa. With an increasing number of small households in the city, there will be a strong demand for small dwellings, which will have to be satisfied within existing communities. By the turn of the century, it is expected that one- and two-person households will represent the majority of households in Ottawa. Regional projections estimate that Ottawa will likely require a net of approximately 36,000 additional residential units between 1986 and 2011, and that the majority of the new units will be apartment-oriented.

In 1988, the City signed a "partnership" agreement with the Ontario Minister of Housing in which one of the stated objectives was to increase the supply of affordable housing. The agreement requires that the municipality establish appropriate planning policies and standards to enable at least 25 percent of new residential units to be affordable housing (defined as housing that is affordable to households with incomes up to the 60th percentile). Affordable housing policies have been incorporated into Ottawa's new Official Plan. The Development Information and Applications Centre assists in the coordination of such permit applications.

3.2 The Department of Planning and Development

The Department of Planning and Development is responsible for the processing of all planning applications and building permits for the City of Ottawa, for providing comprehensive development-related information on zoning and other by-laws, and for notifying the public of these issues as required. The Department consists of the Development Information and Applications Centre and five other branches: Departmental Services, Development Permits, Inspections and By-Law Enforcement, Land Development, and Community Planning. Appendix E contains an organizational chart of the Department.

3.3 The Building Industry Liaison Development Committee

The Building Industry Liaison Development Committee is an informal working group that facilitates the free exchange of information, ideas, and concerns relating to activities in the City of Ottawa departments of Planning and Development, Finance, Housing, Engineering and Works, and Economic Development. It is not intended to be a decision-making committee nor to take a consolidated stance on issues.

Membership from the development industry consists of representatives of the following organizations:

- Ottawa-Carleton Home Builders' Association
- Ottawa Construction Association
- Ottawa Regional Society of Architects
- County of Carleton Law Association
- Ontario Association of Landscape Architects

- Building Owners and Managers Association
- Association of Professional Engineers of Ontario
- Association of Registered Interior Designers of Ontario
- Real Estate Board of Ottawa-Carleton

Meetings of the B.I.L.D. Committee were initially held frequently, but now take place approximately every three months. Agendas for meetings are prepared by Department of Planning and Development staff. B.I.L.D. Committee input is sought for various reports prepared by City staff. When consensus is not reached within the B.I.L.D. forum, and when Council approval is required on an item under discussion, the concerns of the industry are reported to the members of City Council. A B.I.L.D. newsletter is distributed to Committee members and to its member associations.

4.0 REGULATORY REFORM INITIATIVES AND IMPACT ON COST, CHOICE AND QUALITY

The City of Ottawa's Development Information and Applications Centre receives an average of approximately 3,000 permit applications each year, depending on the level of building activity. Clients now receive technical information and assistance on submission requirements, including building code and zoning by-law requirements and other relevant approvals. This allows the client to be aware of the many requirements pertaining to the application from the outset, and to determine the appropriateness of applying for approvals concurrently (thereby further reducing the time required to process the permit) or consecutively. This project has also resulted in the creation of a 24-hour permit service for some types of projects.

A number of factors have contributed to the success of the Centre, including commitment of senior management to the project, staff involvement on an ongoing basis, effective internal communications, the identification of clear objectives, staff training, monitoring of and follow-up on project implementation, and strong industry involvement.

The various initiatives undertaken in conjunction with the formation of the Centre have contributed to a reduction in the time and effort required to obtain permits, by streamlining procedures and clarifying ambiguous requirements, thereby reducing housing costs. Furthermore, this project has significantly improved the standard of service to the public, as is evident by the substantial reduction in the number of complaints received about building permit delays.

The project has also fostered renewed cooperation between the City of Ottawa and the building community, as well as within the Department, through participation in forums such as the B.I.L.D. Committee.

The City of Ottawa's Development Information and Applications Centre can serve as a model for other communities interested in streamlining their approval processes and improving the level of client service. In fact, several Canadian municipalities, including Quebec City and Vancouver, have shown an interest in learning more about the Centre. Some are considering similar initiatives. Locally, the City of Ottawa and neighbouring municipalities have compared systems for approving and issuing building permits to learn from each other's experience.

APPENDICES

SAME DAY PERMIT CHECKLIST

1. Room Height and Area			9.5.2-7	9. Wood Frame Walls			
<input type="checkbox"/> (a) Ceiling Height/Room Area			9.5.2-7	<input type="checkbox"/> (a) Stud Size and Spacing		9.23.10,	
<input type="checkbox"/> (b) Creel Space Height			9.16.4	<input type="checkbox"/> (b) Anchorage		Table 9.23.16.4	
<input type="checkbox"/> (c) Halls and Vestibules			9.5.8.1	<input type="checkbox"/> (c) Wall Sheathing		9.25.16	
2. Fire Safety and Protection				<input type="checkbox"/> (d) Sheathing Paper		9.23.17	
<input type="checkbox"/> (a) % of Unprotected Openings			9.18.14	<input type="checkbox"/> (e) Siding		9.27	
<input type="checkbox"/> (b) F.R.S. of Exterior Wall/ Detached Garage			9.18.14-12-14	10. Masonry/Stone Veneer			
<input type="checkbox"/> (c) Firestopping			9.18.15	<input type="checkbox"/> (a) Thickness and Height		9.20.6.4	
<input type="checkbox"/> (d) Smoke Alarm			9.18.16	<input type="checkbox"/> (b) Veneer Ties		9.20.7.3	
<input type="checkbox"/> (e) Flame Spread Rating			9.18.16	<input type="checkbox"/> (c) Sheathing Paper		9.23.17	
<input type="checkbox"/> (f) Gas Proofing of Garage			9.18.9.16	<input type="checkbox"/> (d) Weep Holes		9.28.13.9	
3. Windows				<input type="checkbox"/> (e) Corbelling		9.28.12.3	
<input type="checkbox"/> (a) Glass Area			9.7.1.2	<input type="checkbox"/> (f) Flashing		9.20.13.4-7	
<input type="checkbox"/> (b) Bedroom Windows			9.7.1.3	<input type="checkbox"/> (g) Stone Veneer		CMR-1304-84	
<input type="checkbox"/> (c) Resistance to Forced Entry			9.7.6	11. Roof and Ceiling Construction			
4. Doors				<input type="checkbox"/> (a) Ceiling and Roof Joists		9.23.13	
<input type="checkbox"/> (a) Required Doors			9.8.2.1	<input type="checkbox"/> (b) Roof Rafters		Tables A3-A5	
<input type="checkbox"/> (b) Glass Doors			9.8.3	<input type="checkbox"/> (c) Roof Trusses		Tables A6-A7	
<input type="checkbox"/> (c) Door Opening Sizes			Table 9.8.3.A	<input type="checkbox"/> (d) Collar Ties		9.23.13.11,	
<input type="checkbox"/> (d) Doors from Garage			9.10.13.15	<input type="checkbox"/> (e) Struts, Dwarf Walls		Tables A10-A11	
<input type="checkbox"/> (e) Rating for Closure			9.18.13	<input type="checkbox"/> (f) Roof Slope		9.23.13.7(2)	
<input type="checkbox"/> (f) Single Exit			9.9.9	<input type="checkbox"/> (g) Ridge Support/Wall Ties		9.23.13.7, (3)-5(4)	
<input type="checkbox"/> (g) Resistance to Forced Entry			9.8.6	<input type="checkbox"/> (h) Cave Protection		9.26.3	
5. Footings and Foundations				<input type="checkbox"/> (i) Roof Sheathing		9.23.13	
<input type="checkbox"/> (a) Soil Bearing Capacity			9.4.4	<input type="checkbox"/> (j) Down Spouts		9.28.17	
<input type="checkbox"/> (b) Size of Footing/Step Footing			9.15.3	<input type="checkbox"/> (k) Attic Access		9.19.2	
<input type="checkbox"/> (c) Concrete Strength			9.3.1.6	12. Insulation/Vapour Barrier			
<input type="checkbox"/> (d) Frost Coverage			9.12.2.3	<input type="checkbox"/> (a) Areas & Amount		9.25.2	
<input type="checkbox"/> (e) Max. Foundation Wall Weight			9.15.4.2	<input type="checkbox"/> (b) Vapour Barrier		Table 9.25.2.A	
<input type="checkbox"/> (f) Height Above Grade			9.15.4.5	<input type="checkbox"/> (c) Thermal Design		9.15.5.3.(2), 9.25.5-6	
<input type="checkbox"/> (g) Insulation Thickness			9.15.4.4	13. Ventilation			
<input type="checkbox"/> (h) Tapping & Parging			9.15.5.1	<input type="checkbox"/> (a) Natural Ventilation		9.32.2	
<input type="checkbox"/> (i) Drainage & Coverage			9.15.5	<input type="checkbox"/> (b) Mechanical Ventilation		9.32.3	
<input type="checkbox"/> (j) Damp-proofing			9.15.1	<input type="checkbox"/> (c) Roof Spaces		9.19.1	
<input type="checkbox"/> (k) Wood Foundations			9.15.1	<input type="checkbox"/> (d) Creel Spaces		9.18.3	
<input type="checkbox"/> (l) Creel Space Access			9.18.2	14. Stairs			
6. Concrete Slabs				<input type="checkbox"/> (a) Interior and Exterior			
<input type="checkbox"/> (a) Concrete Strength			9.16.4.2	<input type="checkbox"/> (b) Width and Head Room		9.8.3.1-2	
<input type="checkbox"/> (b) Damp-proofing			9.15.6	<input type="checkbox"/> (c) Curved Stairs and Minders		9.8.3.3-4	
<input type="checkbox"/> (c) Base Granular Fill			9.16.2	<input type="checkbox"/> (d) Landings		9.8.4	
<input type="checkbox"/> (d) Reinforced Slab			9.16.1.2	<input type="checkbox"/> (e) Handrails and Guards		9.8.7-8	
7. Structural Components				<input type="checkbox"/> (f) Foundation Required		9.8.8.1	
<input type="checkbox"/> (a) Design Loads			9.4.2.1	15. Chimneys		9.21	
<input type="checkbox"/> (b) Max Deflection			Table 9.4.5.4	16. Fireplaces		See Fireplace Checklist	
<input type="checkbox"/> (c) Lintels for Masonry			Table 9.28.5.4	17. Site Work			
<input type="checkbox"/> (d) Wood Lintels			Table 9.25.12.4	<input type="checkbox"/> (a) Surface Drainage		9.14.6.1	
<input type="checkbox"/> (e) Wood Beams			9.23.8	<input type="checkbox"/> (b) Catch Basins		9.14.6.2	
<input type="checkbox"/> (f) Steel Beams			Table A0-A8	18. Cost Verification			
<input type="checkbox"/> (g) Columns			9.23.4.2	<input type="checkbox"/> (a) Estimate Based on		Cost Schedule	
<input type="checkbox"/> (h) Lumber Grade			Table 9.3.2.4	8. Floor Construction			
8. Floor Construction				<input type="checkbox"/> (a) Floor Joists		9.23.4,	
<input type="checkbox"/> (a) Floor Joists			9.23.4,	<input type="checkbox"/> (b) Bridging		Tables B1-B2	
<input type="checkbox"/> (b) Bridging			Tables B1-B2	<input type="checkbox"/> (c) Support for Partitions		9.23.9.4	
<input type="checkbox"/> (c) Support for Partitions			9.23.9.4	<input type="checkbox"/> (d) Subfloor		9.23.9.8	
<input type="checkbox"/> (d) Subfloor			9.23.14	<input type="checkbox"/> (e) Support for Columns		9.23.4.4	
<input type="checkbox"/> (e) Support for Columns			9.23.4.4	<input type="checkbox"/> (f) Cantilevered Joists		9.23.8.9	
<input type="checkbox"/> (f) Cantilevered Joists			9.23.8.9	<input type="checkbox"/> (g) Floor Brusses			

Source: City of Ottawa, Department of Planning and Development

APPENDIX B: PART 9 PERMIT APPLICATION CHECKLIST

 DEVELOPMENT INFORMATION AND APPLICATIONS CENTRE CENTRE DES DEMANDES ET RENSEIGNEMENTS SUR L'AMÉNAGEMENTS CONSTRUCTION PERMIT APPLICATION SUBMISSION REQUIREMENTS PRÉSENTATION D'UNE DEMANDE DE PERMIS DE CONSTRUIRE		PERMIT APPLICATION CHECK LIST LISTE DE CONTRÔLE - DEMANDE DE PERMIS											
RECEIPT NO./N° DE RÉCÉPÉ		PART 9 ONTARIO BUILDING CODE REGULATES BUILDINGS OF 3 STOREYS OR LESS IN BUILDING HEIGHT, HAVING A BUILDING AREA NOT EXCEEDING 6000. LA PARTIE 9 DU CODE DU BÂTIMENT RÉGIT LES IMMEUBLES DE TROIS ÉTAGES ET MOINS D'UNE SURFACE D'AU PLUS 6000 M ² .											
ADDRESS/ADRESSE		TYPE OF PROJECT						TYPE DE PROJET					
DATE/DATE		SINGLE SEMI-DETACHED DUPLEXES ROW HOUSING WAREHOUSES/ENTRÉPÔTS DUPLEXES WAREHOUSE/ENTRÉPÔTS						GROUP C RESIDENTIAL GROUP D BUSINESS AND PERSONAL SERVICES GROUP E MERCHANTS MEDIUM AND LOW HEIGHT INDUSTRIAL GROUP F RESIDENTIAL GROUP G SERVICES ET SERVICES PERSONNELS COMMERCIALS GROUP H INDUSTRIEL À HAUTEUR MOYENNE ET FAIBLES					
COMPLETED BY/COMPLÉTÉ PAR		TYPE OF PROJECT											
PART 9 A PARTIE 9 A	GENERAL REQUIREMENTS FOR SUBMISSION EXIGENCES GÉNÉRALES POUR LA DEMANDE	COPIES / COPIES		SIGNATURE / SIGNATURE	ALTERATION / MODIFICATION		SIGNATURE / SIGNATURE	ALTERATION / MODIFICATION		SIGNATURE / SIGNATURE	ALTERATION / MODIFICATION		
		REQUIRED / REQUIS	PROVIDED / FOURNIES		INT. / INT.	EXT. / EXT.		INT. / INT.	EXT. / EXT.		INT. / INT.	EXT. / EXT.	
CIVIL / CIVIL	PROFESSIONAL SEAL AND SIGNATURE SIGNÉ ET SIGNATURE D'UN PROFESSIONNEL	4											
	PLAN OF SUBMITTAL PLAN DE DÉPÔT	1											
ARCHITECTURAL / ARCHITECTURE	SITE PLAN PLAN DE L'EMPLACEMENT	1											
	FLOOR PLANS PLANS D'ÉTAGES	1											
	ROOF PLAN PLAN DE TOIT	1											
	ELEVATIONS ALL SIDES ÉLEVATIONS DE TOUTES LES FACÈDES	1											
	BUILDING CROSS SECTION AND DETAILS COUPPE TRANSVERSAL ET DÉTAILS	1											
	WALL, WINDOW AND DOOR PLAN DETAILS AND DETAILS	1											
	FINISH SCHEDULE ANNÉE - FINITIONS	1											
	DOOR SCHEDULE ANNÉE - PORTES	1											
	WINDOW SCHEDULE ANNÉE - VITRAUX	1											
	SITE SERVICES PLAN PLAN DES SERVICES SUR LE SITE	1											
MECHANICAL / MÉCANIQUE	PLUMBING AND HEAT PLANS PLANS DE PLUMBAGE ET DE CHAUFFAGE	1											
	FIRE PROTECTION SYSTEM SYSTÈME DE PROTECTION INCENDIE	1											
	NOTIFICATION BEFORE WORK BEGINS DÉPÔT D'UN BREVET AVANT LE DÉBUT DES TRAVAUX	1											
ELECTRICAL / ÉLECTRIQUE	FRAMES AND PARTIAL PLANS AND DETAILS PLANS ET DÉTAILS DE CADRE ET DE PARTIES	1											
	COP & EMERGENCY LIGHTING PLANS & DETAILS LUMIÈRE D'URGENCE ET ÉCLAIRAGE D'ÉMERGENCE	1											
	FIRE DETECTION AND ALARM SYSTEM DÉTECTEURS DE FUMÉE (ET ALARME)	1											
	PLANS DETAILS ROOF COMPONENTS PLANS DÉTAILS COMPOSANTS TOIT	1											
STRUCTURAL / STRUCTURE	SUMMARY TABLE MATERIALS RÉSUMÉ TABLEAU MATÉRIEL ET CONCEPTION	1											
	FOUNDATION PLANS PLANS DE FONDATION	1											
	FLOOR PLANS PLANS D'ÉTAGES	1											
	ROOF PLANS PLANS DE TOIT	1											
	BUILDING CROSS SECTION AND DETAILS COUPPE TRANSVERSAL ET DÉTAILS	1											
	WALLS AND DOOR AND WINDOW DÉTAILS ET DÉTAILS	1											
	ROOFING SCHEDULE ANNÉE - TOITURE	1											
	WINDOW SCHEDULE ANNÉE - VITRAUX	1											
	DOOR SCHEDULE ANNÉE - PORTES	1											
	SIGN SCHEDULE ANNÉE - SIGNE	1											

NOTES: (1) The structural framing information is to be shown on the architectural drawings.
 (2) Design by a professional engineer is required where indicated by Part 9 of the Building Code or your local planning department, unless otherwise stated.
 (3) Do not combine related items - specify each item.
 (4) Design Council Form Approval may be required if work is performed on the exterior of the building.
 (5) Use appropriate materials and a charpente toujours conformément à la partie 9 du Code du bâtiment, à moins d'être indiqués autrement.
 (6) Il faut un dessin d'un ingénieur professionnel conformément à la partie 9 du Code du bâtiment, à moins d'être indiqués autrement.
 (7) Les parties extérieures sont mentionnées à l'usage du titulaire.
 (8) Le Comité de planification devra approuver le projet si les locaux sont effectués à l'extérieur.

APPENDIX C: APPLICATION FORM FOR A PERMIT TO CONSTRUCT

	1ST REV REC'D	 City of Ottawa Department of Planning and Development APPLICATION FOR A PERMIT TO CONSTRUCT THE BUILDING CODE ACT SHADED AREA FOR OFFICE USE ONLY	RECEIPT NO. _____	
	2ND REV REC'D		PERMIT FEE _____	
DATE RECEIVED	3RD REV REC'D		PERMIT NO. _____	DATE ISSUED _____
			ADDITIONAL PERMIT FEE _____	
PROCESS <input type="checkbox"/> PART 3 <input type="checkbox"/> SAME DAY <input type="checkbox"/> B <input type="checkbox"/> PART 9 <input type="checkbox"/> FAST TRACK <input type="checkbox"/> C			RECEIPT NO. _____	
TIME REC'D _____			DATE PAID _____	
			REZONING APPLICATION APPLICABLE <input type="checkbox"/> YES <input type="checkbox"/> NO	
LOCATION OF WORK PLEASE PRINT LEGIBLY				
STREET AND NUMBER _____				
ON THE <input type="checkbox"/> N <input type="checkbox"/> S <input type="checkbox"/> E <input type="checkbox"/> W SIDE BETWEEN _____ AND _____				
LOT NO. _____ PLAN NO. _____ <input type="checkbox"/> INTERIOR LOT <input type="checkbox"/> CORNER LOT				
PRESENT USE OF LAND AND OCCUPANCIES OF BUILDING _____				
DESCRIPTION OF EXISTING BUILDING				
IF EXISTING BUILDING, WORK WILL BE DONE ON WHICH STOREY(S): _____				
NUMBER OF STOREYS IN EXISTING BUILDING		NUMBER OF NEW RESIDENTIAL UNITS		GROSS FLOOR AREA OF WORK
ABOVE GRADE _____		NUMBER OF EXISTING RESIDENTIAL UNITS		
BELOW GRADE _____		NUMBER OF RESIDENTIAL UNITS AFTER CONSTRUCTION		_____ SQ. FT.
SUBMISSION FEE _____		ONTARIO NEW HOME WARRANTIES PLAN REGISTRATION NUMBER _____		_____ SQ. FT.
RECEIPT NUMBER _____		DATE _____		VALUATION OF PROPOSED WORK
				ESTIMATED COST \$ _____
PROPOSED WORK				
<input type="checkbox"/> A. CONSTRUCT NEW BUILDING <input type="checkbox"/> D. ADDITION TO EXISTING BUILDING <input type="checkbox"/> G. ADDITION & ALTERATIONS <input type="checkbox"/> M. ERECT <input type="checkbox"/> B. ALTERATION TO EXISTING BUILDING <input type="checkbox"/> E. INSTALL <input type="checkbox"/> H. REPLACE <input type="checkbox"/> N. CONSTRUCT ACCESSORY BLDG. <input type="checkbox"/> C. REPAIR <input type="checkbox"/> F. DEMOLISH <input type="checkbox"/> K. OTHER _____				
BRIEFLY DESCRIBE PROPOSED WORK, USE AND OCCUPANCY OF LAND AND BUILDING _____				
IDENTIFICATION				
	NAME, ADDRESS	POSTAL CODE	DAYTIME PHONE	FAX NUMBER
APPLICANT/AGENT				
PROPERTY OWNER				
TENANT				
CONTRACTOR				
<p>Information contained on this form is collected under the Building Code Act R.S.O. 1990, Chapter M, Section 3. This information will be used for the purposes of administering the Building Code for and to assist in verification of compliance and for contacting the applicant. Information contained on this form will be shared with the Regional Assessment Office. (Direct requests to the Director, Development Information and Applications Centre, 111 Sussex Drive, Ottawa, Ontario, K1A 0K1 (613) 967-1100).</p> <p>All of the statements and representations contained in the attached documents filed in support of the application shall be deemed part of this application for all purposes. Sufficient information shall be submitted with each application to enable the Chief Building Officer to determine whether or not the proposed work will conform with the Building Code Act, R.S.O. 1990, Chapter M and regulations thereunder and any other applicable law.</p> <p style="text-align:center;">DECLARATION</p> <p>I, the undersigned _____, am the <input type="checkbox"/> authorized agent of name _____ named in the above application and I certify the truth of all statements or representations contained herein.</p> <p>I understand that the issuance of a permit shall not be deemed a waiver of any of the provisions of any by-law or requirements of the Building Code Act, R.S.O. 1990 or regulations thereunder notwithstanding anything included in or omitted from the plans or other material filed in support of or in connection with this above application.</p> <p>I acknowledge that in the event a permit is issued, any departure from plans, specifications or building conditions proposed in the above application is prohibited and such would result in the permit being revoked.</p> <p>I further acknowledge that in the event the permit is issued for any cause or irregularity or non-compliance with by-laws or requirements of the Building Code Act, R.S.O. 1990 or regulations thereunder, there shall be no right of claim whatsoever against the municipal corporation or any official thereof and any such claim is hereby waived.</p> <p style="text-align:right;">_____ _____ <input type="checkbox"/> Signature of Owner <input type="checkbox"/> Authorized Agent</p> <p>Printed Name _____ Mayor, Public - Commissioner for Making Affidavits in and for the Justice Courts of Ottawa-Carleton</p>				
CONSTRUCTION TYPE				
<input type="checkbox"/> A. SINGLE <input type="checkbox"/> D. CONVERTED <input type="checkbox"/> F. COMMERCIAL <input type="checkbox"/> R. INSTITUTIONAL RESIDENTIAL <input type="checkbox"/> K. OTHER <input type="checkbox"/> B. SEMI-DETACHED <input type="checkbox"/> E. APARTMENT <input type="checkbox"/> G. INDUSTRIAL <input type="checkbox"/> T. INSTITUTIONAL OTHER <input type="checkbox"/> C. DUPLEX <input type="checkbox"/> S. ROW-HOUSE <input type="checkbox"/> J. MIXED				
APPLICATION ACCEPTED BY _____ DATE _____			PLANS <input type="checkbox"/> POLISHED <input type="checkbox"/> REELLED	
INFORMATION ENTERED ON COMPUTER BY _____			DATE _____	

PC04259

REV. 02/01/10

PLAN REVIEW RECORD

FOR OFFICE USE ONLY

FIELD INSPECTION: REMARKS _____					
<input type="checkbox"/> APPLICABLE SEE ATTACHED COMMENTS <input type="checkbox"/>		RESPECTED BY _____		DATE _____	
<input type="checkbox"/> NOT APPLICABLE NO OF EXISTING RESIDENTIAL UNITS _____					
HERITAGE: REMARKS _____					
<input type="checkbox"/> APPLICABLE PART 1 <input type="checkbox"/>		<input type="checkbox"/> PART 2 <input type="checkbox"/>		APPROVED BY _____	
<input type="checkbox"/> NOT APPLICABLE CATEGORY <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4		DATE _____			
ZONING: BY-LAW NO. _____ ZONE _____ FS _____					
REMARKS _____					
SEE ATTACHED COMMENTS <input type="checkbox"/>		1ST REV _____	2ND REV _____	3RD REV _____	
DATE _____		DATE _____	DATE _____	DATE _____	
PLAN EXAMINER (PRINT) _____ PHONE _____		APPROVED BY _____		DATE _____	
DEVELOPMENT CONTROL: REMARKS _____					
SEE ATTACHED COMMENTS <input type="checkbox"/>					
DATE _____		1ST REV _____	2ND REV _____	3RD REV _____	
PLAN EXAMINER (PRINT) _____ PHONE _____		APPROVED BY _____		DATE _____	
DESIGN COMMITTEE: REMARKS _____					
SEE ATTACHED COMMENTS <input type="checkbox"/>					
DATE _____		1ST REV _____	2ND REV _____	3RD REV _____	
PLAN EXAMINER (PRINT) _____ PHONE _____		APPROVED BY _____		DATE _____	
BUILDING SERVICES: WATER AVAILABLE <input type="checkbox"/>					
			1ST BROADUSENER APPROVED <input type="checkbox"/>		
PART 3					
SEE ATTACHED COMMENTS <input type="checkbox"/>		1ST REV _____	2ND REV _____	3RD REV _____	
DATE _____		DATE _____	DATE _____	DATE _____	
PLAN EXAMINER (PRINT) _____ PHONE _____		APPROVED BY _____		DATE _____	
PART 9					
SEE ATTACHED COMMENTS <input type="checkbox"/>		1ST REV _____	2ND REV _____	3RD REV _____	
DATE _____		DATE _____	DATE _____	DATE _____	
PLAN EXAMINER (PRINT) _____ PHONE _____		APPROVED BY _____		DATE _____	
USE AND OCCUPANCY:					
PART 3					
SEE ATTACHED COMMENTS <input type="checkbox"/>		1ST REV _____	2ND REV _____	3RD REV _____	
DATE _____		DATE _____	DATE _____	DATE _____	
PLAN EXAMINER (PRINT) _____ PHONE _____		APPROVED BY _____		DATE _____	
PART 9					
SEE ATTACHED COMMENTS <input type="checkbox"/>		1ST REV _____	2ND REV _____	3RD REV _____	
DATE _____		DATE _____	DATE _____	DATE _____	
PLAN EXAMINER (PRINT) _____ PHONE _____		APPROVED BY _____		DATE _____	
STRUCTURAL:					
PART 3					
SEE ATTACHED COMMENTS <input type="checkbox"/>		1ST REV _____	2ND REV _____	3RD REV _____	
DATE _____		DATE _____	DATE _____	DATE _____	
PLAN EXAMINER (PRINT) _____ PHONE _____		APPROVED BY _____		DATE _____	
PART 9					
SEE ATTACHED COMMENTS <input type="checkbox"/>		1ST REV _____	2ND REV _____	3RD REV _____	
DATE _____		DATE _____	DATE _____	DATE _____	
PLAN EXAMINER (PRINT) _____ PHONE _____		APPROVED BY _____		DATE _____	
DECLARATION(S) ATTACHED <input type="checkbox"/> CONDITIONS _____					
SPECIAL INSTRUCTIONS FROM CHIEF BUILDING OFFICIAL _____					
FFO COMMENTS <input type="checkbox"/> APPLICABLE <input type="checkbox"/> NOT APPLICABLE					
PERMIT SOURCE APPROVED BY _____			<input type="checkbox"/> F10	<input type="checkbox"/> FEES / CHARGES	DATE _____
PERMIT NUMBER / ISSUED TO _____			TEL _____	BY _____	DATE _____

Source: City of Ottawa, Department of Planning and Development

APPENDIX D: LIST OF BROCHURES ON DEVELOPMENT APPROVAL PROCESSES

<i>A Telephone List</i>	<i>17 Official Plan Amendment</i>
<i>B Fee Schedule</i>	<i>18 Cash-in-Lieu of Parking</i>
<i>1 Construction Permit</i>	<i>19 Lane or Street Closing</i>
<i>2 Construction Permits— A Homeowner’s Guide</i>	<i>20 Heritage Alteration and Renovation</i>
<i>3 Fireplaces and Wood Stoves</i>	<i>21 Condominium Approval</i>
<i>4 Swimming Pool Enclosure Permit</i>	<i>22 Condominium Conversion</i>
<i>5 Plumbing Permit</i>	<i>23 Rental Housing Protection Act</i>
<i>6 Occupancy Permit</i>	<i>24 Sign Permit— A Guide to the Signs By-law</i>
<i>7 Demolition Permit</i>	<i>25 Site Plan Control Approval</i>
<i>8 Demolition Control Approval</i>	<i>26 Subdivision Approval</i>
<i>9 Heritage Demolition</i>	<i>27 Part-Lot Control Removal</i>
<i>10 Design Committee Approval</i>	<i>28 (Reserved for future use)</i>
<i>11 Minor Variance</i>	<i>29 Naming Private Roadways and Numbering of Buildings Along Them</i>
<i>12 Consent (Severance)</i>	<i>30 Street Name Change</i>
<i>13 Permission to Expand or Change a Legal Non-Conforming Use</i>	<i>31 Title Validation</i>
<i>14 Development Charges Act</i>	<i>32 Lifting of 30 cm Reserves</i>
<i>15 2%/5% Parkland Levy</i>	<i>Municipal Environmental Evaluation Process (MEEP)</i>
<i>16 Zoning By-Law Amendment (Re-zoning)</i>	<i>A Guide Concerning Zoning Information</i>

APPENDIX E: CITY OF OTTAWA DEPARTMENT OF PLANNING AND DEVELOPMENT ORGANIZATIONAL CHART

