



Estimated Turnaround Times for complete Building, Plumbing or Mechanical Permits Applications

Persons making applications for Building, Plumbing or Mechanical Permits (new or alterations) should expect to have an **initial plan review (with noted deficiencies) or issuance of the permit within:**

Building Department:

| | |
|--------------------------|--|
| 1-5 Business Days | Simple permits such as: Plumbing permits* with trade ticket, crane, HVAC <i>*Note: May take longer to qualify cross connection review, if applicable</i> |
| 14 Business Days | Permits not requiring involvement beyond Building department, such as Accessory Buildings, Decks, Interior Renovations, Sprinkler or Fire Alarm Alteration Permits |
| 21 Business Days | Residential: New Single and Two Family dwellings, Major Additions and Alterations Commercial: Internal Renovations, Tenant Alterations, Change of Use |
| 30 Business Days | New Buildings or Major renovations requiring multiple departmental reviews |

Please note that suggested time lines are not a guarantee that a permit will be ready for issuance. The Building file manager will be able to better confirm times based on current application volumes and complexity of your project. The quality of the information provided and timely response by applicants for revisions are directly related to coordination of the necessary reviews of Local Regulations and the BC Building Code. Review times commence at the time of a complete application.

When is a building permit application considered complete?

A permit application is considered complete when:

- The application is signed by the registered owner of the property or the authorized agent of the owner;
- The Agency Agreement is signed by registered owner, if agent being designated (for more information on agency, please see our [guide](#));
- All applicable fields on the application form and required schedules are completed;
- The application is accompanied by a checklist listing the required documents and drawings required. An application will not be accepted if these are not provided or reviewed with a building inspector prior to application (see Pre-Application meeting below),
- All attachments indicated as being attached to the application are submitted with the application;
- All other required approvals have been completed, such as initial consideration of development permit or re-zoning applications.

Please ensure that you review the application checklist prior to making an application or contact our office to book a pre-application review meeting to ensure all information for your project is provided. All larger projects will require an application meeting

What should you expect once the application is accepted for review?

The applicant will be notified within five (5) business days of the application date and informed of:

- an estimated date that initial plan reviews will be completed and who will be the file manager, and
- potential deficiencies requiring further clarification of application documents or drawings before a completed plan review can be finished,
 - An example would be that the building official notices that the complexity of the project may require the review of an engineer or architect, or is found to be located within a Development permit area requiring a detailed review by the Planning department, or
- the permit is ready and if there are any outstanding fees or securities and permit conditions.

Please note: No work other than preparation work shall commence until a permit is issued (no new works including excavation, framing, electrical, mechanical, etc.). A Stop Work Order and Enforcement fines will be issued for non-compliance with the City's Building Bylaw 94-45.

What happens when revisions or required documents are provided by the file manager?

The file manager will follow up with the applicant/agent within a few business days of receiving new information and will put the project back into the review process. This process may require a full plan review or referrals to other departments which may delay the issuance of the permit. It is best to confirm potential permit release dates with the file manager. Third party approvals or servicing requirements may also delay the release of a permit:

- Sub-division registration or early registration approval.
- Planning permits such as development or rezoning requests to be approved.
- Registration of legal documents such as a Geotechnical or right-of-way.
- On-site waste water (septic) system designs for rural properties.
- Site servicing upgrade requirements or Fire flow calculations for larger projects.
- Home Protection Office (HPO) registration or exemption for all new residential projects.

Can the permit application be tracked on line?

Yes, your permit application can now be tracked online. At the time of permit application a reference number will be provided to the applicant, which will allow for registration and tracking of the progress status through the City's MyCity program.

For further information go to MyCity: <https://ecity.penticton.ca/tempest/LIVE/mycity/secure/login.cfm>

Who will be contacted?

The Agent (or Owner, if no designated agent), will be the main contact person in the review process.

Please contact the Building department at 250-490-2571 or buildinginfo@penticton.ca if you have further questions or wish to book a pre-application meeting.

Staff are also available at the Development Services counter located on the main floor at City Hall.