CloudPermit

Getting Started with CloudPermit – Online Building Permit System

The City of Penticton is pleased to offer CloudPermit – an online permit system to apply, track and manage your building permits in real time.

Create an Account

To get started with CloudPermit, you need to create an account. You will need an email address to use the system.

1. See our webpage with helpful tips, tricks and links at Penticton.ca/permits/cloudpermit
2. Ready to start? https://www.ca.cloudpermit.com/login
3. Click on "Create a New Account" found under the "continue" arrow
4. Provide your email address
5. CloudPermit will send an email to the address you provided.
6. Open the email and complete the registration process

The next time you visit the site, you'll login using your email and password.

Photo by Oleksandr P: https://www.pexels 1

Gather your Tools!

☐ **Get email addresses for all your contacts** (Builder, Owner, Agent/Applicant, Geotech Engineer, Energy Advisors, etc.)

☐ **Drawings** – Site Plans, Floor, Plans, etc.

☐ **Attachments** - Home Warranty, Energy Compliance Report, etc.

Each permit type requirements may differ.

Start an Application

1. Login to CloudPermit

2. Select "**Apply for a Permit**" in the upper right-handed corner. Create a "**New Project**" and give it a name. Some combination of the address and project type may be a good way to keep track, if you'll have multiple permits (i.e. 123 Somewhere St – Basement Reno or 123 Somewhere St – Bldg A). Then select NEXT ➜

3. Provide the **Location** address and change confirm the municipality of "**Penticton**". Type in the address or roll number or find the property on the map. Once you have the correct location (it appears under the map) then select NEXT ➜

4. Select "**Application Type**" and the "**Category**" appropriate for your project. (Most are self-explanatory - select Accessory Structures" for smaller structures like sheds, decks and detached garages. Then select NEXT ➜

5. At this point, you'll see a Summary. Review the Summary for accuracy, if you need to make any changes, hit the "**Back**" button. If everything is correct, select CREATE APPLICATION

Draft Permit Application

You will now see your draft Building Permit application. You will need to provide a bit more information before submitting your application request.

- Ensure the "receive email notifications" is marked as YES. This is primary way we will communicate with you during your permit process.

Parties/People

Under Parties to the Application, you can add email addresses for other people and/or companies that are involved in your application. They will all have access to your project but different permissions.

1) You must have an owner and an applicant. Make sure to include the contact information for both. The owner and the applicant may be the same person.
   a) If you are appointing someone to act on your behalf, they will need to be the "Agent". Only the Owner can start the "Agency" agreement form.
   b) Once they sign it, the Agent will be able to complete their half of the agency agreement.
2) When you provide another party's information, you'll be asked to give them permission to modify (change) the application and/or add new applications to the project. This may be useful if you want your sprinkler contractor the ability to add a new application for a sprinkler permit.
3) You can also opt to type the information manually, in which case the party will not receive an email indicated they have to be added to the party.
4) Use the "assign roles" drop down to ensure you have all the people in your party that you need. Make sure you hit the checkmark when assigning roles.
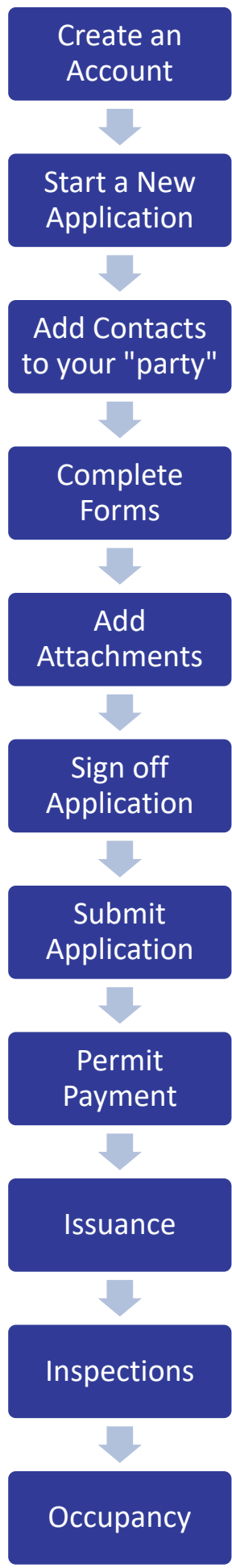
Application Data

This is where the permit forms are kept. This cuts out the need for printing, signing and scanning documents. The list below may not reflect the permit you are completing

Form	Description
Agency ☐ Ensure the role of Agent is assigned to this contact	If you are appointing someone to act on your behalf, they will need to be the "Agent". Only the Owner can sign the "Agency" agreement. Once they start it, the Agent will be able to complete their half of the agency agreement.
Building Permit Application	Describe your project, include floor area and permit construction value. Ideas for a description? New Single Family Dwelling, New Addition to Existing Duplex, etc.
HVAC System Design Form	Choose your heating and ventilation systems

Home Warranty Form	Indicate the Home Warranty registration form number
Owner's Acknowledgement Form	Currently the owner must sign this form.
Plumbing System Design Form	Complete this form or invite your plumber to the party to complete on your behalf
Site Disclosure ⑦Required to identify properties that have had industrial, commercial uses that could have contaminated sites	1) Site Disclosure Statement: If a property has been used for industrial or commercial purposes listed in the Schedule 2: Contaminated Sites Regulation. If this is the case, select "Yes" that you will be submitting. 2) If this does not apply, select "No" to complete the "Waiver"

Attachments

You will be required to provide Attachments to support your application. This can include site plans, drawings, Schedule B's from your registered professionals (Engineer, Architect, etc.).

The type of permit you are submitting, will identify the attachments that are required for your project.

1. You may also be required to provide Attachments like site plans, architectural drawings, etc. Click on the "Attachments" title to see what is required for your project.
2. Upload your items by dragging them into the grey box OR using the "click here" button to select them from your computer.
3. Once they have uploaded, select the type of attachment(s) from the drop down menu. Your attachment may include more than one type of attachment – i.e. Architectural combined, site plan, lot cross sections, etc. Tag all the document types, your item includes. Please do not add multiple of the same attachment. Select "Done" when complete.
4. Do this for all the required attachments.

If at any time you need to change or update the attachments (prior to submitting your application), you can delete (the little garbage cans) and upload again

Signing off the Application

- At this point, you are ready to Sign Off on the application, using the button at the top right-hand side of the page.
- Review the items listed and indicate if they apply and/or you agree with the terms. Then click "sign off application".
- Note that you can download a copy of the sign-off form at the top of the page

Submit your Application

You will receive an email to confirm your application has been submitted, and you will receive subsequent emails regarding its status. You will also receive an email advising you when the building permit is ready and how to pay.

To Pay for your Permit

Invoices for your permit will be uploaded into CloudPermit. Download your invoice for all payment options. Fees can be made by cash, debit, cheque, credit card (with service fee) or bank draft at City Hall during business hours, online through the CloudPermit portal or you can mail a cheque or bank draft to City Hall.
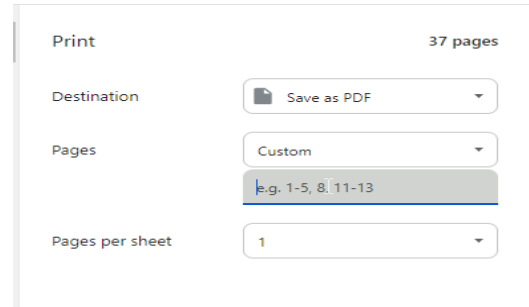
Download your Permit Package

PERMITS

Permit number	Issued on	Issued by	Status	Permit document
EBP00047	2024-01-25, 12:00 p.m.	Douglas Gaidica	Issued	DOWNLOAD PERMIT ⬇

Once your permit is issued, you can now download the permit package! This includes the permit placard, forms and issued permit drawings. You will need to print a **hardcopy of the permit placard** and post on site. **Print the drawings – in colour and to scale** (see screenshot to the right).

Tips:

- You can "Print" but pick "Save as PDF"
- Select the page range for drawings – i.e. Pages 7-14
- **Save**

Print	37 pages
Destination	📄 Save as PDF ▼
Pages	Custom ▼
	e.g. 1-5, 8, 11-13
Pages per sheet	1 ▼

To Request an Inspection

Once you have received your permit and the work is underway, you will require building inspectors to visit your site and sign-off on your work at various points in the project. You can request these inspections through CloudPermit.

- To book an inspection, login to CloudPermit and select "Go to project" under the project requiring an inspection.
- Then select the application by clicking on the address.
- A page will pop-up with the details of your project's location.
- At the bottom of that page, you'll see the heading "Work & Construction" and a box entitled "Inspections."
- Click on "Show upcoming inspections" and select "Request inspection" under the building element you are ready to have reviewed.
- Under the "New inspection request" that pops-up, select the date and time you would like to request.
    - o Helpful tip: Add site contact information.
- You may pre-book but staff will not know the time until the date of inspection.
- If you need to change the date or time, or cancel the request, select "Modify request."

You will see the unconfirmed request listed. Once staff receive the request, you will receive an email confirmation for the inspection.

Tips

Dashboard - At any point, you can return to the "My Dashboard" page to see which applications you have made and if we are waiting on any information from you to process your application further.

Delete - You can delete your application at any time by using the "Select Action" drop-down menu at the top of the page.

Have questions? We're here to help.
Please contact the Building Department at 250-490-2571
buildinginfo@penticton.ca