

City of Edmonton message related to ongoing services

The COVID-19 situation presents an unpredictable and unique scenario, but the health and safety of our staff, Edmontonians and industry partners remains our top priority. Per the direction of Alberta Health Services, we've taken proactive measures to limit the spread of COVID-19, including discouraging face-to-face interactions and in-person engagements.

That being said, we are continuing with our business operations and providing services to Edmontonians and our industry partners. Some operations, however, have required adjustments to accommodate the direction of Alberta's Chief Medical Officer of Health.

The information provided below is current as of March 21, 2020. All is subject to change given the evolving COVID-19 situation. We will keep you informed of any further changes as they occur.

Application Processing for Permits

- Effective Monday, March 23, 2020, the [Edmonton Service Centre](#) on the 2nd Floor of the Edmonton Tower will no longer be providing in-person development-related services. All applicants are encouraged to apply for permits and licences using the [City's online application platforms](#) where available or call 311.
- Please check the [online dashboard](#) for current building permit intake processing time estimates. 311 is also able to assist with building permit processing questions. More information on any changes to processing times for other applications will be communicated when available.

Inspections

- Inspections of unoccupied residential and commercial construction sites will continue as usual.
- To protect the health and safety of inspection staff, inspections of occupied residential developments will only be conducted as required for exterior inspections or interruptions to utility services (eg. power, water, natural gas) or pending occupancy (eg. new secondary suite).
- Inspections will not be permitted on sites where anyone (contractor, homeowner, etc) has been asked to self-isolate, is showing cold or flu symptoms, or has returned to Canada from outside the country since March 12 and has not yet completed the required 14-day self isolation period (for further direction given this rapidly-changing situation, please refer to the *Info for Travellers and Airline Passengers* section on [Alberta.ca](#)). Given the evolving actions being taken to manage the spread of COVID-19, our ability to inspect may change or be temporarily suspended in the coming weeks.
- We strongly encourage all applicants of sites where these conditions may apply to contact the City in advance to cancel and reschedule inspections for a later time online through [self serve](#) accounts or by contacting 311.
- As of today, the City is planning to proceed with lot grading, transportation and landscaping inspections as soon as the weather allows. We will update you should that decision change due to the COVID-19 situation.

Council Meetings, Public Engagement & Pre-Application Meetings

- City-led public engagement events and information sessions are postponed until further notice. Teleconference and virtual formats are being explored, updates will be provided as they become available.
- Land Development Applications are still being processed and circulated.

- Land Development Applications with a pending Public Hearing date or that require public engagement sessions may be affected. The March 31 and April 14, 2020 City Council Public Hearings have been canceled. We will communicate further updates as information becomes available.
- Pre-Application meetings will continue to be conducted via teleconference.

Servicing Agreements

- Servicing agreements will be provided digitally to developers for execution. However, we ask for the development industry's patience as more time may be needed for processing.
- The City will be providing flexibility around servicing agreement deadlines. Developers can contact our Servicing Agreement team at development.coordination@edmonton.ca or the development engineer for the file to discuss extension requests.
- The City of Edmonton will also be allowing Development Bonds as an alternative form of security within all servicing agreements starting in April.

Appeals

- The Subdivision and Development Appeal Board is offering alternate arrangements to in person hearings. If you have a hearing that is scheduled, you will be contacted by the SDAB. Visit edmonton.ca/sdab for further updates.

Timelines and schedules will continue to fluctuate as we adapt to the impacts of COVID-19 impacts. We thank you for your patience and we will provide updates as we adjust to the situation.

Please visit edmonton.ca/covid-19 for more information on the City's response efforts.