



The COVID-19 situation presents an unpredictable and unique scenario, and the health and safety of our staff, industry partners and Edmontonians remains our top priority. As per direction provided by 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 on development, permit, licencing, and construction and inspection COVID-19 related services adjustments is current as of April 20, 2020. All is subject to change given the evolving COVID-19 situation. We will keep you informed of any further changes as they occur via regular updates to our service adjustments web page, this newsletter, and communications to our industry association partners (CHBA, UDI, IDEA, etc).

Please visit [edmonton.ca/COVID-19](http://edmonton.ca/COVID-19) for more information on the City's broader response efforts.

### **Edmonton Service Centre Closure**

The Edmonton Service Centre on the 2nd Floor of the Edmonton Tower is closed to in-person services. However most permit and licence applications and payments can be processed online, over the phone or by mail.

### **Permit Application Processing**

Applicants are encouraged to apply for permits and licences online at [edmonton.ca/permits](http://edmonton.ca/permits), where most applications are available. Where applications are not available online, please use the contact methods provided on the website or call 311 for assistance.

Please check the online dashboard for current building permit intake processing time estimates. For development permit application processing times, call 311 or 780-442-5311 (outside Edmonton).

In order to maintain existing application processing timelines and service levels, development-related services will continue to be provided on a fee for service model at this time.

[Pre-application meetings](#) and [Home Improvement Permit Appointments](#) will continue to be conducted via teleconference.

## Inspections

To protect the health and safety of our staff and help prevent the spread of COVID-19, we've made the below changes to our development, building and trade permit inspection processes.

### Scheduling Inspections

Building and trade permit inspections can be scheduled online using [self serve accounts](#) or by calling 311. Development permit inspections can be requested by emailing [developmentpermitinspections@edmonton.ca](mailto:developmentpermitinspections@edmonton.ca).

As of April 20, 2020, the City is planning to proceed with lot grading, transportation and landscaping inspections as soon as the weather allows. We will update you should this decision change due to the COVID-19 situation. When available, these inspections can be requested through the usual email, ePlan or online request form processes depending on the inspection.

### Inspection Protocols

To protect the health and safety of our inspectors and help prevent the spread of COVID-19, inspections will not be permitted on sites where:

- distancing safeguards are deemed unsatisfactory,
- anyone (contractor, homeowner, etc) has been asked to self-isolate or is showing cold or flu symptoms, or
- anyone 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](http://Alberta.ca).

Permit holders at locations where these conditions may apply are requested to reschedule inspections for a later time. Please use the [online self-serve](#) inspection scheduling tool under the 'Inspections' heading on your project dashboard, or call 311.

### Unoccupied Residential & Commercial Construction Site Inspections

Inspections of unoccupied residential and commercial construction sites will continue as usual, subject to field inspector satisfaction that appropriate physical distancing safeguards are in place upon arrival at the site.

## Occupied Residential & Commercial Location Inspections

Inspections of occupied developments will only be conducted as required for:

- Exterior inspections (e.g. decks),
- Interruptions to utility services (i.e., power, water, natural gas), or
- Final inspections for pending occupancy or partial occupancy of already-occupied premises, subject to pre-arrangement with the inspection supervisor to confirm distancing safeguards are in place that are satisfactory to both the personnel on the site and the inspector.

### Re-inspections

Re-inspection of corrected safety codes deficiencies from an earlier commercial or residential location inspection may be conducted using the Verification of Compliance (VOC) method, which involves self-declaration and photographic supporting evidence that the identified deficiencies of a previous inspection have been rectified. Permit holders can request the VOC inspection method by noting it in the comments box when requesting the inspection. The inspection supervisor will follow up with the permit holder to provide more information on the VOC process upon receiving the inspection request.

### Compliance Certificates

[Apply online](#) or by mail for Compliance Certificates. This certificate confirms that all buildings and structures identified on the property have met the regulations under the Zoning Bylaw and have the appropriate development permits. Once reviewed, the applicant will receive a Compliance Certificate Report via email from the City of Edmonton.

### Search of records

[Apply online](#) for search of records to retrieve filed information or plans relating to the construction and development of a property. Search of Records may also be requested by emailing the completed [Search of Records Application Form](#) to [searchofrecords@edmonton.ca](mailto:searchofrecords@edmonton.ca) or mailing it to: Edmonton Service Centre, 2nd Floor, 10111 104 Ave NW, Edmonton, AB T5J 0J4.

### Land Development Applications (LDAs)

[Land Development Applications \(LDAs\)](#) for rezonings, plan amendments and road closures are still being processed and circulated. However, LDAs with a pending Public Hearing date or that require public engagement sessions may be affected.

The City will be hosting [remote Public Hearings](#) to deal with land use matters on April 28, and May 12 and 26, 2020. The City will contact applicants scheduled for those Public Hearing dates directly to provide further information. Information about other future remote Public Hearing opportunities will be provided as they become available.

City-led public engagement events, information sessions and in-person meetings, regardless of the number of attendees, have also been postponed until further notice. [Pre-application meetings](#) will continue to be conducted via teleconference. Teleconference and virtual formats for engagement and information sessions are being explored and updates will be provided as they become available.

## Subdivision Applications & Endorsements

[Apply online](#) or by emailing [subdivisions@edmonton.ca](mailto:subdivisions@edmonton.ca). Endorsement packages will be mailed to applicants, as pick up is no longer available.

[Pre-application meetings](#) will continue to be conducted via teleconference.

**Questions?** Email [subdivisions@edmonton.ca](mailto:subdivisions@edmonton.ca)

## Servicing Agreements & Engineering Drawing Applications

Servicing Agreement and Engineering Drawing Applications can be [made online](#) if applicants have set up an account. To create an account, please email [development.coordination@edmonton.ca](mailto:development.coordination@edmonton.ca).

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.

### Servicing Agreement Deadlines

The City will be providing flexibility around servicing agreement deadlines. Developers can contact the Servicing Agreement team at [development.coordination@edmonton.ca](mailto:development.coordination@edmonton.ca) or the development engineer for the file to discuss extension requests.

### Development Bonds

The City is now accepting development bonds for all *new* servicing agreements for the 2020 construction season. This will allow developers another option for security, as the City previously only accepted irrevocable letters of credit issued by a bank, or cash security.

To apply for a development bond for your servicing agreement, please:

- review the [updated guidelines for establishing security in servicing agreements](#), and
- complete, scan and email the [development bond application form](#) to the development engineer for your servicing agreement file.

### Development Bonds for Existing Servicing Agreements

The City is exploring options for allowing letters of credit for existing servicing agreements to be converted to development bonds and will provide further information when available. We hope that this will help provide some economic support and make it easier to do business in Edmonton during this difficult time.

### Questions?

If you have any questions regarding development bonds or servicing agreements, please contact the development engineer for your file directly or email [development.coordination@edmonton.ca](mailto:development.coordination@edmonton.ca).

## **Subdivision & Development Appeal Board (SDAB) 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](https://edmonton.ca/sdab) for further updates.

## **Business Licensing & Operations**

Most Commercial & Home Based Business licence applications or renewals can be made [online](#). Please note as you submit your application for processing, mandatory business closures are currently in effect due to COVID-19 and you may need to change service delivery models to comply.

## **Mandatory Business Closures**

The Province has implemented additional measures to strengthen protection against the spread of COVID-19 in Alberta. Restrictions are now in place for close-contact businesses, dine-in restaurants and non-essential retail services.

A full list of restrictions is available at [alberta.ca/covid19](https://alberta.ca/covid19) under the restrictions on gatherings and businesses section. The list of essential workplaces that can continue to operate in Alberta can be found on [alberta.ca/covid19](https://alberta.ca/covid19) under the essential services section.

## **COVID-19 Business Support**

We know that businesses have been impacted by COVID-19 and this has been extremely challenging for you. Please visit the [City's COVID-19 business support webpage](#) for information on steps the City is taking to support business owners.

**Questions?** Please contact the business support team at [businessinfo@edmonton.ca](mailto:businessinfo@edmonton.ca).

## **Vehicle for Hire**

All Vehicle For Hire licence applications can be submitted to [businesslicenceapplications@edmonton.ca](mailto:businesslicenceapplications@edmonton.ca).

## **Vehicle for Hire Service Restrictions**

Effective April 1, the City of Edmonton issued a State of Local Emergency Order which puts a [new range of requirements and restrictions on vehicle for hire services](#) to limit the risk of exposure to COVID-19. All taxis, limousines, private transportation providers and shuttle service providers, as well as ride sharing services such as Uber and Tapp vehicles, must adhere to new restrictions.

**Questions?** Contact [vehicleforhire@edmonton.ca](mailto:vehicleforhire@edmonton.ca) or call 780-442-5054

## Payments

The Edmonton Service Centre is no longer open to process in-person payments.

[Payments](#) can be made over the phone by calling 780-442-5054 (credit card only), through Electronic Funds Transfer (EFT) or by mail (cheque or money order) to City of Edmonton, 2nd Floor, Edmonton Tower 10111 104 Avenue NW, Edmonton, AB T5J 0J4).

Credit card payments will only be accepted for payments under \$5,000, and EFT will only be accepted for payments over \$5,000.

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

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