

# COVID-19 Service Delivery Changes

## Bulletin No. 2020-004

*Updates from the July 6, 2020 Bulletin are highlighted in italicized text related to Building Permit Issuance.*

Thank you for your patience as we continue to work to keep everyone safe and healthy. All City Services are currently available online at [www.abbotsford.ca](http://www.abbotsford.ca) or over the phone. Please call our main switchboard at 604 853 2281 if you need assistance and you are not sure which department to access. The City will continue to post all information and community updates related to COVID-19 and City Services on the following webpage: [www.abbotsford.ca/covid19updates](http://www.abbotsford.ca/covid19updates)

For current opening status: [www.abbotsford.ca/reopening](http://www.abbotsford.ca/reopening)

City Hall remains closed to the public except for payment of taxes and/or City utility bills through the cashiers on the 1<sup>st</sup> floor, which do not require an appointment. City Hall will be offering in-person appointments for select services starting on July 6<sup>th</sup> (more details outlined below).

### General Inquiries

If you have a general inquiry regarding land use, zoning, building, development or business licensing please connect with us either online or through the phone as per the contacts below.

- Development Planning – Ph: 604 864 5510, [planning-info@abbotsford.ca](mailto:planning-info@abbotsford.ca)
- Building Permits – Ph: 604 864 5525, [building-info@abbotsford.ca](mailto:building-info@abbotsford.ca)
- Business Licencing – Ph: 604 864 5525, [businesslicence@abbotsford.ca](mailto:businesslicence@abbotsford.ca)

In-person appointments are available in the event the online or over the phone services are unable to sufficiently address/resolve your inquiry. Please call the applicable department (see contact numbers directly above) to setup an in-person appointment, before arriving at City Hall. Please note that access to City Hall will be limited and physical distancing measures will be in place. Visitors will need to check-in at the north entrance under the canopy prior to their appointment time.

### Development Inquiry Meetings

We are continuing to provide this free service to our customers during the current COVID-19 situation and closure of City Hall to the public, via either a conference call or web conference. The meeting request process is unchanged and can be commenced by submitting a request online through our website at [www.abbotsford.ca/DIM](http://www.abbotsford.ca/DIM).

### Development Applications

Council approved file extensions to December 23, 2020 for all Development Applications that have already exercised extensions delegated to the General Manager of Planning and Development Services under the Development Applications and Procedures Bylaw. We continue to accept new Development Applications, and to ensure we continue to support efforts in slowing the spread of COVID-19, additional measures have been implemented;

- Applications can be dropped off at the 1<sup>st</sup> Floor Reception desk or sent via a courier service. If you would like to submit your application directly to Planning Services' staff, you will need to make an appointment in-advance. Please call 604-864-5510 to set-up an in-person appointment. Please note that access to City Hall will be limited and physical distancing measures will be in place. Visitors will need to check-in at the north entrance under the canopy prior to their appointment time.

## PLANNING & DEVELOPMENT SERVICES

### Building Permits & Licences

T 604-864-5525

E [building-info@abbotsford.ca](mailto:building-info@abbotsford.ca)

### Planning Services

T 604-864-5510

E [planning-info@abbotsford.ca](mailto:planning-info@abbotsford.ca)



Alternatively, applications can also be submitted via the drop-box at the front door of City Hall (which is being checked multiple times per day), full size drawings/plans are not required at this time so applications can fit within the drop box. Please do not include cash. Cheques, credit card (up to \$5,000), money order or bank draft are acceptable. Should your application involve submitting **full size drawings**, we will accept those through a **courier service**.

### **Building/Plumbing Permit Applications/Documentation**

We continue to accept new Building Permits, and to ensure we continue to support efforts in slowing the spread of COVID-19, additional measures have been implemented;

- Applications can be submitted in-person at City Hall, however, please call 604-864-5525 in advance of arriving at City Hall to setup an in-person appointment. Permit documentation can be dropped off directly to Reception Desk at City Hall or via drop box or during your scheduled inspection on site. Please note that access to City Hall will be limited and physical distancing measures will be in place. Visitors will need to check-in at the north entrance under the canopy prior to their appointment time.
- Alternatively, applications can be submitted via the drop-box at the front door of City Hall (which is being checked multiple times per day) that only involve letter or legal size plans/drawings. Please do not include cash. Cheques, credit card (up to \$5,000), money order or bank draft are acceptable. Should your application involve submitting **full size drawings**, we will accept those through a **courier service**. Once a courier arrives at the building, they can arrange for the physical document transfer into City Hall by calling 604 853 2281. Safety protocols are in place as part of this process to sign for the documents. Physical access into the building by the couriers is not permitted.

### **Building Permit Issuance**

A draft of the building permit conditions will be emailed to the applicant for the applicant to review and confirm in writing that they acknowledge the terms and conditions of the permit (email is acceptable). Upon receipt of the written confirmation, staff will issue the building permit to the applicant via email. *An enhancement to our building permit issuance is the applicant can pick up their permit packages from the Building Division at City Hall FRIDAYS ONLY between 8:30am – 4:30pm with no appointment necessary, or by booking an information inspection to have the permit package delivered to the site.*

### **Step Code Implementation (New Single Detached Dwellings)**

The Step Code implementation date for single detached dwellings was planned for April 1, 2020. This has been postponed until Oct. 1, 2020.

### **Building Inspections**

These can continue to be booked or cancelled via the City's website at [www.abbotsford.ca/buildinginspections](http://www.abbotsford.ca/buildinginspections).

City staff continue to complete all inspections. When staff perform an inspection, social distancing protocols must be followed and the inspector may ask for the building to be vacated prior to performing the inspection, or rescheduling the inspection may be necessary. Supporting documents for the inspection must be onsite (field reviews, letters of assurance etc.). For projects requiring a Documentation meeting, please book meeting as normal (attendance not permitted), and submit the documents to a City Drop Box (near the front door of City Hall) or with Reception.

### **Business Licences**

Council has waived all business licence late renewal penalties from March 1, 2020 until the end of 2020. New business licences and renewals can be completed online (see link below) and supporting documents can be emailed to [businesslicence@abbotsford.ca](mailto:businesslicence@abbotsford.ca) - Business Licences will continue to be mailed out when ready.

[www.abbotsford.ca/business](http://www.abbotsford.ca/business)

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### **Building Permits & Licences**

T 604-864-5525

E [building-info@abbotsford.ca](mailto:building-info@abbotsford.ca)

### **Planning Services**

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