

May 2020  
BUILDING DIVISION

# ***CUSTOMER SERVICE COUNTER DIGITAL SUBMISSION GUIDELINE***

Planning & Development now accepts online digital permit submissions. In order to facilitate your digital permit application process, please follow the instructions below:

## **Application Submission Methods**

- By Email
  - Online submissions are currently available by email. **Complete** Building and Planning permit applications can be submitted to [permitapplication@surrey.ca](mailto:permitapplication@surrey.ca).
  - *Please read below for more information.*
- In Person
  - Complete Application submissions can be dropped off in person via the drop off box, located in the Level 1 Parkade (P1) Lobby.
- Please do not submit your application twice via both submission methods. This will delay your application review process.
- You will be contacted once your application has been reviewed and accepted or if further information is required.
- Electrical and Plumbing permit applications must be submitted through their respective methods.

## **Before Submitting Online**

- To make sure all applications are a complete submission, call the Planning & Development Customer Service Call Centre to find out what documents are required for your application, as well as fees and payment methods.
  - Customer Service Call Centre: 604-591-4086
- Visit [surrey.ca](http://surrey.ca) for useful information on your application type.

## **Emailing Building and Planning Applications**

- Complete Building and Planning permit applications can be submitted to [permitapplication@surrey.ca](mailto:permitapplication@surrey.ca).
- The email subject line must include the project address and application type.
- All documents must be attached as separate files within the same email. Please refer to the Permit Application Submission Documents section for more information.
  - For larger files please call the Customer Service Call Centre at 604-591-4086 for further direction.
- The email body should include:
  - Application type
  - Project address
  - Intended payment method (refer to Payment section for more information)
- Only one application submission is permitted per email.
  - For infill projects, Demolition and Building Permit applications can be submitted in the same email. Each application will require its own application form.
- Applications involving more than one property must have a separate email application submission for each property address.

## **Permit Application Submission Documents**

- All required documents must be submitted within the same email. Missing documents will result in an incomplete submission and will not be accepted.
- All City forms must be filled out correctly.
- Documents must be submitted as individual PDF file attachments and properly labelled according to the type of document.
  - E.g. Authorization Form file should be titled "AuthorizationForm.pdf"; Application Form file should be titled "ApplicationForm.pdf", etc.
- Application forms are encouraged to be sent in editing mode. This will allow staff to complete the "Office Use Only" section.
- Ensure all stamps and signatures are present on documents requiring them.
  - E.g. Structural plans, Topographical surveys, Schedule B documents, etc.

## Payment

- In your email submission, state your intended method of payment.
- Once your application has been reviewed and accepted, you will be contacted with the amount owed.
- The following payment methods are currently accepted:
  - Cheque (mailed in): Payable to the City of Surrey  
  
Attn: EMPLOYEE NAME  
Planning & Development (Customer Service Counter)  
13450 – 104 Avenue  
Surrey, BC, Canada  
V3T 1V8
  - Cheque (in person, at City Hall): Place cheque in the drop off box, located in the Level 1 Parkade (P1) Lobby
  - Credit Card payments (for amounts up to \$15,000.00) by phone: 604-591-4086

## Relative Information and Documents

### Building

- [Building Permit Application Form](#)
- [Authorization Form](#)
- [Tenant Improvement Checklist](#)
- [Sign Permit Application Form](#)
- [Single Family Dwelling Application Requirements and Checklist](#)
- [Building a House in Surrey Video Series](#)
- [Residential Building Permit Application Form Requirements](#)

### Planning

- [Development Permit Areas](#)
- [Land Development Application Process](#)
- [Land Development Application Form](#)

A hard copy of a permit application submission may be necessary and requested depending on the scope of work and project size. If a hard copy is required, you will be notified after you have submitted your application by email.

If you have any questions or require further assistance, please contact the Planning & Development Customer Service Call Centre at 604-591-4086.