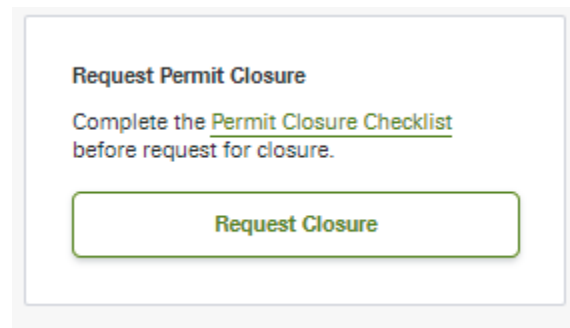


Requesting Permit Closures Via the Portal

The new Portal just made managing the closure of your ESC Permits a whole lot easier! Under the service request section on the Permit Details page, ESC Supervisors will now be able to submit and track their closure requests. This process will replicate the existing email-based approach however it will streamline and automate the process, increasing the service delivery at the end of the permit lifecycle when permit holders are eager to get their bonding released.

The Permit Closure request feature is located on the Permits Detail page with the feature appearing as the screenshot below.

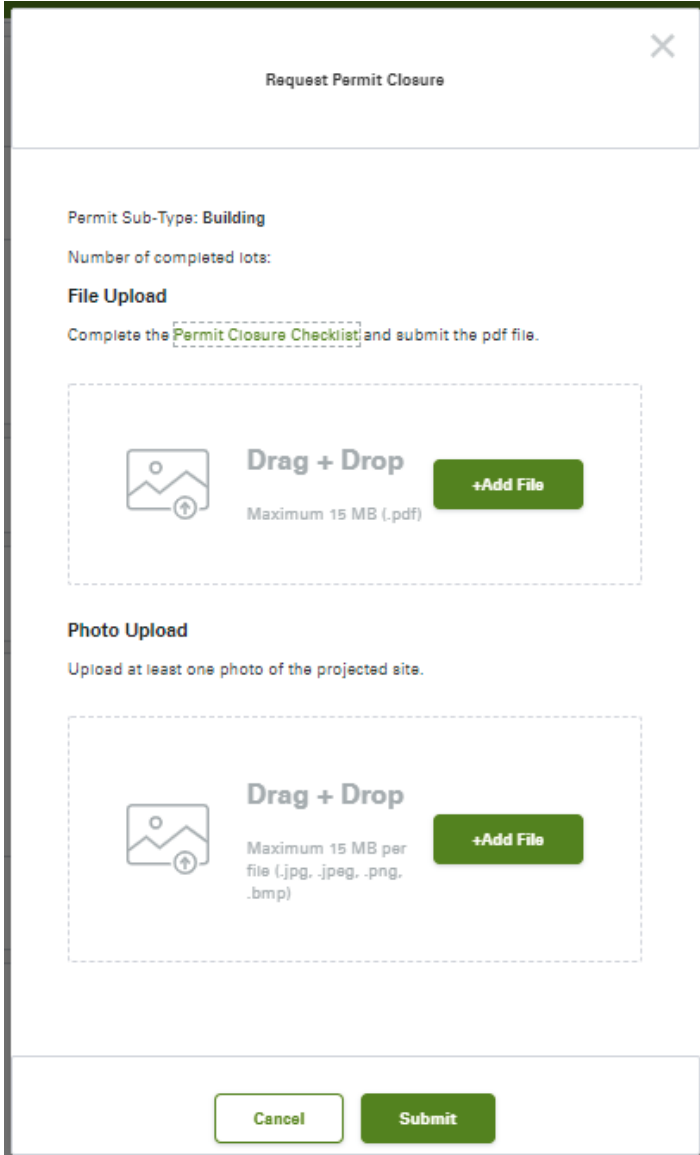
Permit Closure feature on the Permit Details view



Before being allowed to activate this feature, users will need to ensure that the last submitted site inspection has no deficiency flags and that any permit-related criteria are met. For example, on Land Development subdivisions 90% of lots must be completed before the permit can be considered for closure.

The screenshot on the following page shows how the Permit Closure process will look and mirrors the current closure requirements.

Permit Closure – Submitting the Request



Request Permit Closure

Permit Sub-Type: **Building**

Number of completed lots:

File Upload

Complete the [Permit Closure Checklist](#) and submit the pdf file.

Drag + Drop
Maximum 15 MB (.pdf) **+Add File**

Photo Upload

Upload at least one photo of the projected site.

Drag + Drop
Maximum 15 MB per file (.jpg, .jpeg, .png, .bmp) **+Add File**

Cancel **Submit**

Once the request has been submitted the Portal will:

- ❖ Suspend inspections if they haven't already been placed on hold
- ❖ Track the date/time of each stage of the process
- ❖ Notify users once the site has been queued for the inspection
- ❖ Notify users of the inspection outcome
- ❖ List all the deficiencies, if identified
- ❖ Allow users to request a follow-up inspection once the deficiencies have been addressed
- ❖ Allow users to track the release of the bonding
- ❖ Notify users once the ESC Permit has been formally Closed

The Portal will also notify all contacts listed against the ESC Permit when each step of the process is triggered to reduce the number of inquiries and clarify processing timelines, in addition to displaying this information in the Portal for ESC Supervisors to track online.

* Note: the file upload size has been increased to 15MB per image & file so that you will no longer be required to reduce the image size when submitting the supporting files.