

New Portal Function - Retraction of Services

The ESC By-law and Permit require that the Developer retains the services of an ESC Supervisor for the duration of the project. In the new Portal under the Permit Details page, there is now an automated process that allows ESC Supervisors to notify the City when they are retracting their services against the Permit.

NOTE: ESC Supervisors should only use this feature once they have exhausted avenues with the client to address the matter. This feature is not a substitute for that process.

When the User clicks on this feature, the system will ask for an explanation before the request is submitted. Once submitted, the following events will occur:

- The ESC Permit file will be flagged
- The Developer will be notified automatically that the ESC Supervisor has retracted their services and as such the ESC Permit is deemed as being in non-compliance
- The Developer will have 14 days to resolve the issue under their ESC Permit
- The Developer will be advised that the bonding will be used to appoint an independent monitor if they do not respond
- Your ESC Inspection obligations under the ESC Permit will be suspended immediately while the matter is being resolved

At Day 7 post notification, the Portal will send a second notification to the Developer reminding them that they need to address and respond to the non-compliance.

At Day 14, the Portal will notify ESC Staff to activate the process to draw upon the held bonding and reassign the ESC Permit to an independent 3rd party monitor retained under contract by the City. Should this happen, the ESC Supervisor will be notified when logging into their dashboard with a special notice at the top of the page.

At any time during the 14-day period, the ESC Supervisor will have the ability to reactivate their duties under the ESC Permit should they come to an agreement with the client. The button to do this will be located on the Permit Details page under the Retract Service feature. Once notified that the issue has been resolved, inspections will resume under your profile as per normal.

If the existing ESC Supervisor that retracted their services comes to a resolution with the client after the file has been reassigned to a 3rd party, then the ESC Supervisor will need to reach out to the Engineering – Environment Section directly to be reassociated with the ESC Permit.