



Online Permits

Building Permit Applications and Inspections

<https://onlineserviceportal2.kitchener.ca>


Online Permit System Functions



- **Public Search** - search for issued building permits (you do not have to be registered for this feature)
- **Registration** - create an account to be a new users
- **Permit Applications** - apply for a new building permit
- **Inspections** - schedule a building or plumbing inspection on an issued permit
- **My Services** – download approved drawings, upload new drawings or information, pay online, check status of the building permit application

Public Search




Kitchener Portal

HOME PUBLIC SEARCH MY SERVICES REQUEST/VIEW INSPECTIONS LOG OFF HELP

Search

Address Information

Building Number Street Name

Application Number

Permit Number(e.g. 00-000000)

Reset Search

All you need is the address OR permit number to find permits on a property.

Public Search



KITCHENER
Kitchener Portal

HOME PUBLIC SEARCH MY SERVICES REQUEST/VIEW INSPECTIONS LOG OFF HELP

Search

Address Information

Building Number Street Name

200 KING ST W

Application Number

Permit Number(e.g. 00-000000)

Reset Search

Enter the address and click “Search”.

Public Search



Click “Select” to confirm the address from the list of results

Search

Matching Property Results

Show 10 entries

Search:

200 KING ST W

Select

SELECT

Showing page 1 of 1

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Previous

If the property you wanted does not appear, you can use the previous button to go back, and try your search again.

Public Search



HOME

PUBLIC SEARCH

MY SERVICES

REQUEST/VIEW INSPECTIONS

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HELP

Matching Property Results

Building Number: 200

Street Name: KING ST W

Public Search Results

Show 25

▼ entries

Search:

File Number	Project Address	Folder Type	Sub Type	Status	Description
00-100640	200 KING ST W	Non-Residential Alteration	Government / Institutional	Closed	PERMIT IS FOR ADDITION TO RECORDS MANAGEMENT STORAGE AREA ON FIRST LEVEL PARKING.
00-104730	200 KING ST W	Non-Residential Alteration	Government / Institutional	Closed	PERMIT IS FOR INTERIOR ALTERATIONS ON THE SECOND FLOOR OF CITY HALL
01-109529	200 KING ST W	Non-Residential Alteration	Government / Institutional	Closed	PERMIT IS FOR NEW OFFICE ON SIXTH FLOOR
02-108296	200 KING ST W	Garden Centre/Tent	Tent	Closed	PERMIT IS FOR A 30x40 TENT FOR A PERIOD OF ONE DAY.
03-001723	200 KING ST W	Non-Residential Alteration	Government / Institutional	Closed	PERMIT IS FOR INTERIOR ALTERATIONS TO DAYCARE ON THIRD FLOOR OF CITY HALL.
03-010084	200 KING ST W	Garden Centre/Tent	Tent	Closed	PERMIT IS FOR A 30FT x 40FT TENT.

The selected property will display at the top and any building permits associated with the address will show in this list. You can click on the arrows next to the column headings at the top to re-order the results.

Registration



[HOME](#) [PUBLIC SEARCH ▾](#) [MY SERVICES ▾](#) [REQUEST/VIEW INSPECTIONS](#) [LOG OFF](#) [HELP](#)

The City of Kitchener's Online Services allows users to access building permit and business licence information. Registered users can log on to view, apply and pay for permits, licences, and request building or plumbing inspections.

Registered Users Sign-In Here

Your e-mail address **(required)**

Your password **(required)**

Log In

Forgot Password

First Time User Register Here

Register

Go to <https://onlineserviceportal2.kitchener.ca> to register.

Registration



User Registration

Select the primary account type you wish to access (required)

☒ Building Permits ☐ Business Licences

Next

Select the account type you want to register for,
or the type you will access the most often.

Registration



First Name (required)	Last Name (required)
<input type="text"/>	<input type="text"/>
Organization Name	
<input type="text"/>	
Phone Number (10 or more digits, no spaces or other symbols) (required)	Ext
<input type="text"/>	<input type="text"/>
Email Address (required)	
<input type="text"/>	
Confirm Email Address (required)	
<input type="text"/>	
Address Information	
Street Number (required)	Street Name (required)
<input type="text"/>	<input type="text"/>
City (required)	Province (required)
<input type="text"/>	<input type="text"/>
Postal Code (required)	
<input type="text"/>	

Fill in all required information and then click “Submit Request”.

Once you receive the registration confirmation email from the City of Kitchener, follow the instructions for logging into the system and setting your security question and answer.

As requested, you are now registered with Kitchener's Online Services portal for building permits.

Go to: <https://onlineserviceportal2.kitchener.ca>

1. In the "Registered Users Sign-In Here" box enter the following and click the "Log In" button:
 - Your e-mail address: xxxxx
 - Your (temporary) password: xxxxx
2. Click the "My Services: [Building Permits](#)" link
3. Click the "Update Personal Information" button to select your secret question and change your password by clicking the "Edit Security Q/A" and "Edit Password" buttons

A guide to using the Online Services can be accessed by clicking the HELP menu at the top of the page at any time. Please let me know if you have any questions.

Registration



Update Security Question and Answer

Update Personal Information

Apply for a Permit

Schedule Inspection

Log off

Information Alert

Please update your Security Question and Answer by clicking on the Update Personal Information Button Above.

Personal Information ▼

My Permits

There are currently no permits associated with your account. Click "Apply for a Permit" to start an application.

Log off

Please log off once you are finished your session.

Log off

Registration



Personal Information ^

First Name

Last Name:

Email:

ly

Phone (Home):

Phone (Work):

Phone (Mobile):

Street:

84 APPALACHIAN CRES

Edit Information

Edit Security Q/A

Edit Password

This next screen will prompt you to update your security question. You can also edit your information (phone or email address) and change your password on this screen by clicking the Edit Password button.

Registration



- Forgot Password

Registered Users Sign-In Here

Your e-mail address (required)

Your password (required)

Log In

Forgot Password

If you forget your password, you will be prompted to enter your email address. At this point you will then be asked to verify your security Question and Answer.

Security Question

We need to verify it's you. Please provide the security question and answer you chose when you first set up your account.

Your Question (required)

Your Answer (required)

What is the name of the high school you attended?

Previous

Send Email

Once you've completed all required steps an email will be sent with instructions to reset your password.

Registration



Follow the instructions in the email to reset your password.

Hello,

To complete your reset password request for the Online Services portal:

1. Go to: <https://onlineserviceportal2.kitchener.ca/portal/sfjsp?interviewID=ResetPassword>

2. Enter the following:

-Email: abc123@xxxxxx.ca

-Verification Code: 1231234

-New Password (minimum of 15 characters, 1 uppercase letter and 1 number)

3. Click the “Update Password” button

Please let us know if you have any questions.

Sincerely,

Kitchener’s Online Services portal

Permit Applications



Apply for a Building Permit:

- Log in to your online permit account.
- On the next screen, click “Apply for a Permit” button.



Update Personal Information

Apply for a Permit

Schedule Inspection

Log off

Personal Information ▼

My Permits

There are currently no permits associated with your account. Click "Apply for a Permit" to start an application.

Property Type

Select a property type

Residential Property ▼

Property Type means the main use of the property. Currently permits for Residential Properties (with few Non-Residential properties) can be applied for online. More will be added soon.

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Permit Applications



Application Type refers to the type of building permit application you are applying for

Application Sub-Type further describes the work being proposed

Commonly used **Application Types** and **Sub-Types** are:

Residential Alteration

- Interior Finishing
- Exterior Alteration
- Railing
- Re-clad wall

Residential Accessory (1 or 2 units)

- Shed
- Deck

APPR - Other Building Approvals

- Pool Enclosure
- Restaurant Outdoor Patio

Residential Building (House)

- Single Detached Dwelling
- Semi-Detached Dwelling
- Duplex Dwelling (includes proposed conversions to a duplex)

Residential Garage/Carport (1 or 2 units)

- Attached Garage/Carport
- Detached Garage/Carport

Application Work Type refers to the actual work being proposed:

- **Alteration/Improvement** for decks, sheds, pools, garages, and carports
- **Interior finishing, exterior alteration, railing** for residential alterations
- **Addition-Res** to create a duplex or add an addition to an existing house
- **New Construction** if building a new house.

Application Type: (required)

Select

Application Sub Type (required)

Select

Application Work Type (required)

Select

Permit Applications



Property Search

If you are not able to find the property you are looking for, please contact Building Division at 519-741-2312 or building@kitchener.ca for assistance.

House Number Street Name

Lot Number Plan Number

Search Results

Show 25 entries Search:

Property Address
200 KING ST W

Showing page 1 of 1

If you are not able to find the property you are looking for, please contact Building Division at 519-741-2312 or building@kitchener.ca for assistance.

When searching for an address use either the street address, **OR** the lot and plan number. Be sure to select the street name from the dropdown menu as it needs to be exactly like it is in our system.

Once the search results come up, you **must** select the property, even if there is only one result.

Please Confirm the following Details:

Folder Type: Residential Accessory (1 or 2 units)

Folder Sub Type: Deck

Folder Work Type: Alterations/Improvements

Address: 200 KING ST W

Add a custom description: (required)

New 12'x12' Deck in the rear yard

You must enter a description of the proposed work. Do not use any special characters such as “ or &.

Permit Applications



Detailed Information for Application #: 20 118606

Application Type: Residential Accessory (1 or 2 units)

Sub Type: Deck

Work Type: Alterations/Improvements

Additional Application Information

Online Services Info:

Add'l Comments for Staff (optional) ?

Applicant- First and Last name (required) ?

Other Contacts to be added (optional) ?

Permit Info:

Foundation Type ?

Deck blocks
Floating slab
Frost wall
add wall

Guard/ Railing Type (required) ?

BW Creative Wood Industries
Country Estate Vinyl Railing
Deckorators
Frost Wall Railing

Height of Deck (required) ?

Residential Units on Property (required) ?

Stairs off Deck? ?

Vehicle Over Parkland? (required) ?

Cancel Application

Save Information

Next

On the following screen you can confirm the permit details at the top and continue to complete all the information marked **(required)**.

At any time you may cancel the application or save the information to complete later by clicking the appropriate buttons.

Once you've entered all the information click "Next".

Permit Applications



This note will confirm that attachments have been uploaded successfully

File Uploaded Successfully

Read the Declaration and Click “Yes, I agree” in order to continue to complete the application.

Upload all required documentation. Application requirements can be found on the website :

[https://www.kitchener.ca/en/building-and-development/building-permits.aspx#Projects- that-require-a-building-permit](https://www.kitchener.ca/en/building-and-development/building-permits.aspx#Projects-that-require-a-building-permit)

Incomplete applications **will not** be accepted.

***Note: After uploading each attachment you must click “Add Attachment”.

Declaration

Personal information contained in this form and schedules is collected under the authority of subsection 8(1.1) of the Building Code Act, 1992, and will be used in the administration and enforcement of the Building Code Act, 1992. Questions about the collection of personal information may be addressed to: a) the Chief Building Official of the municipality or upper-tier municipality to which this application is being made, or, b) the inspector having the powers and duties of a chief building official in relation to sewage systems or plumbing for an upper-tier municipality, board of health or conservation authority to whom this application is made, or, c) Director, Building and Development Branch, Ministry of Municipal Affairs and Housing 777 Bay St., 2nd Floor, Toronto, M5G 2E5 (416) 585-6666.

☐ Yes, I agree (required)

Upload Required Attachments

It is the applicants responsibility to ensure all required documentation has been submitted, including but not limited to:

- Application Form
- Schedule 1
- Required Drawings
- Any additional required information

Incomplete applications will not be accepted.

Attachment Description

Attachment Type (required)

Forms

File (required)

No file chosen

More Information:

Permit Applications



That will bring you to your confirmation screen. This is your last opportunity to make any changes. Confirm the details and click “Confirm”.

Permit Details

Permit Name: 84 APPALACHIAN CRES

Permit Number: 23 102979

Permit Type: Residential Accessory (1 or 2 units)

Permit Sub Type: Deck

Permit Work Type: Alterations/Improvements

Your fees are being calculated and will be visible when viewing the details of your permit prior to permit issuance

Previous

Confirm

Permit Applications



Thank you for submitting your application.

Your application number: 23 102979

Thank you for using the City of Kitchener Online Services. Your application will be reviewed and processed by our Building Division staff shortly. You will be contacted by phone or email with any questions or to advise of any missing information required

If you have any questions please call 519-741-2312 or email building@kitchener.ca

[Back to My Services](#)

Permit Applications



To finish a previously saved application go to "My Services" and click the "Details" button, for the Incomplete Online Permit application you wish to complete. Note that incomplete applications must be completed within 48 hours of initializing the application process otherwise they will be deleted.

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[Update Personal Information](#) [Apply for a Permit](#) [Schedule Inspection](#) [Log off](#)

Personal Information ▾

My Permits

Show 25 ▾ entries Search:

Permit Number	Project Address	Permit Type	Permit Description	Status	Details
20-118607	200 KING ST W	Residential Alteration, Semi-Duplex Dwelling, Ceiling	test	Incomplete Online Permit	Details
20-118606	200 KING ST W	Residential Accessory (1 or 2 units), Deck, Alterations/Improvements	New 12'x12' Deck in the rear year	Online Permit Application	Details
20-118604	53 MANITOULIN CRES	Residential Building (House), Duplex Dwelling, Addition - Res	TEST TEST TEST	Online Permit Application	Details

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Permit Applications



When you click “Complete Application”, you will be taken back to the permit application process to confirm and complete application details.

[Back to Member Information](#) [Complete Application](#)

Permit Details

Permit Number: 20-118607

Address Information: 200 KING ST W

Status: Incomplete Online Permit

Application Date: Jul 10, 2020

Permit Type: Residential Alteration

Permit Sub Type: Semi-Duplex Dwelling

Permit Work Type: Ceiling

Description: test

People Details

Type	Name	Address	Contact Number	Email Address
Applicant	TAMMY HOGG		519	
Property Owner	CITY OF KITCHENER			

Permit Applications



To pay for your permit, scroll down to Payment Details. Select the Payor and click Pay Now. This will take you to a secure website to process your payment.

Payment Details

Outstanding Fees: \$95.00

Fee Breakdown

Fee Description	Fee Amount	Balance	Paid/UnPaid
Building Permit	\$95.00	\$95.00	Unpaid

Select a Payor

Please select a payor from the list below. If you do not see your preferred payor, please contact building@kitchener.ca or 519-741-2312.

This information will be used in the event a refund or rebate cheque is issued by the City's Financial Services Department.

Selected	Name	Address	Contact	Email
<input type="radio"/>	[REDACTED]	84 APPALACHIAN CRES	[REDACTED]	[REDACTED]
<input type="radio"/>	[REDACTED]	84 APPALACHIAN CRES		

Pay Now

The maximum credit card charge is \$5,000 per permit.

Note: We do not accept credit card for development charges or damage deposits.

Inspections



To book or cancel an inspection on an existing issued building permit click the Schedule Inspection button.

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[Update Personal Information](#) [Apply for a Permit](#) [Schedule Inspection](#) [Log off](#)

Personal Information ▼

My Permits

Show 25 ▼ entries Search:

Permit Number	Project Address	Permit Type	Permit Description	Status	Details
20-112849	53 MANITOULIN CRES	Residential Accessory (1 or 2 units), Deck, Alterations/Improvements	Permit is for the demolition of an existing deck and construction of a new 24'-6" by 14'-0" deck with stairs to grade	Issued	Details

Showing page 1 of 1 [Previous](#) [1](#) [Next](#)

Log off

Please log off once you are finished your session.

[Log off](#)

Inspections



Enter the building permit number **or** address of the permit you want to book or cancel the inspection for and click “Search”.

[HOME](#) [PUBLIC SEARCH](#) [MY SERVICES](#) [REQUEST/VIEW INSPECTIONS](#) [LOG OFF](#) [HELP](#)

Address Information

Building Number

Street Name

Application Number

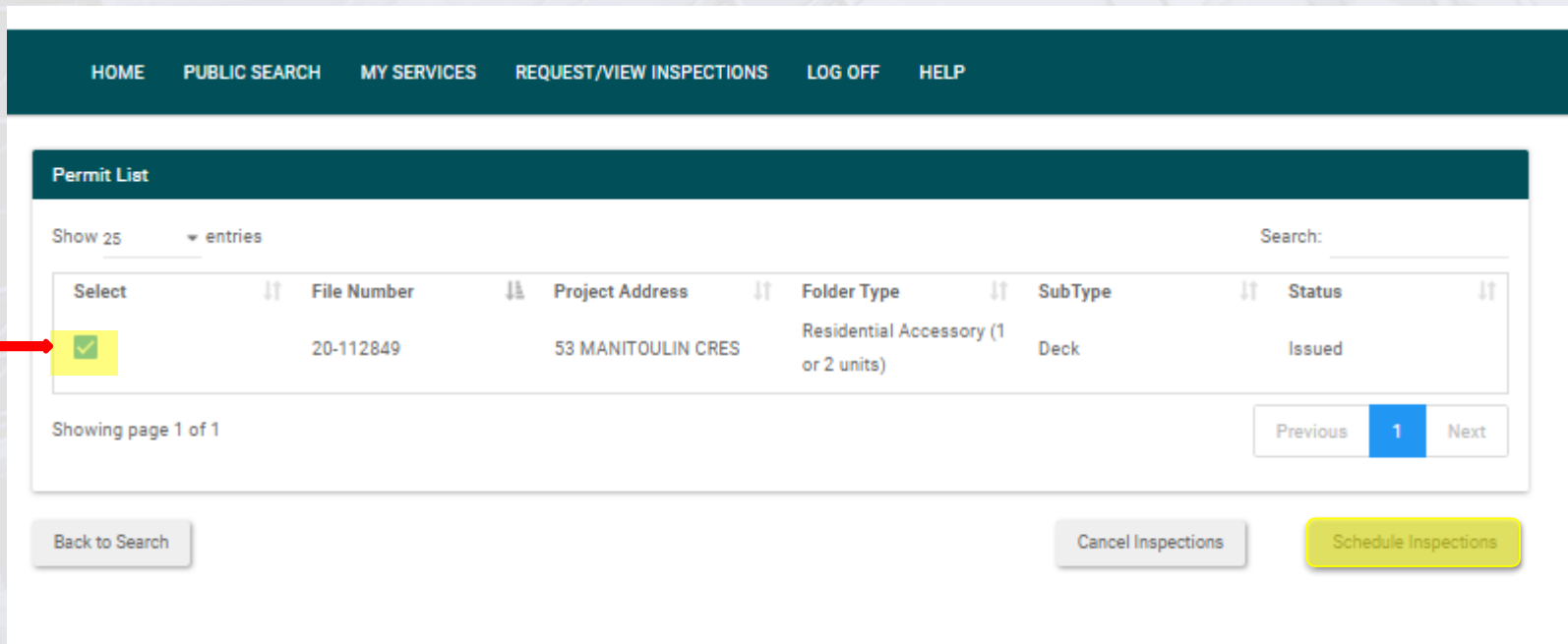
Permit Number(e.g. 00-000000)

Reset

Search

Inspections

- On this screen make sure to click on the “Select” box for the correct building permit, even if only one permit shows up.
- Click “Schedule Inspections”.

A screenshot of the Kitchener Permit List web application. The interface has a dark teal header with navigation links: HOME, PUBLIC SEARCH, MY SERVICES, REQUEST/VIEW INSPECTIONS, LOG OFF, and HELP. Below the header is a "Permit List" section with a table of permits. The first permit is highlighted with a red arrow pointing to the "Select" checkbox, which contains a green checkmark. The table columns are: Select, File Number, Project Address, Folder Type, SubType, and Status. The first row of data shows: 20-112849, 53 MANITOULIN CRES, Residential Accessory (1 or 2 units), Deck, and Issued. Below the table, there is a "Showing page 1 of 1" indicator and a pagination control with "Previous", "1", and "Next" buttons. At the bottom of the interface, there are three buttons: "Back to Search", "Cancel Inspections", and "Schedule Inspections".

HOME PUBLIC SEARCH MY SERVICES REQUEST/VIEW INSPECTIONS LOG OFF HELP

Permit List

Show 25 entries Search:

Select	File Number	Project Address	Folder Type	SubType	Status
<input checked="" type="checkbox"/>	20-112849	53 MANITOULIN CRES	Residential Accessory (1 or 2 units)	Deck	Issued

Showing page 1 of 1 Previous 1 Next

Back to Search Cancel Inspections Schedule Inspections

Inspections



A list of available inspections will show on the screen. Select the inspections you wish to book. Note – you can book multiple inspections at once by selecting all inspections that apply on this screen. Complete the Requested Inspection Date, Time and add any notes for the inspector, if applicable. Take note of some of the inspection booking rules also on this page.






Once you click “Schedule Inspection”, a confirmation screen will appear confirming the details of the inspection.

The Building Division will attempt to inspect the next day provided the request is received prior to 3:00 pm the day before. AM inspections are performed between the hours of 9-1pm, and PM inspections between 12-3pm, specific times cannot be accommodated. Inspections are not performed on weekends or holidays.

Please note due to the volume of inspections, some AM requests may not be accommodated until the PM. All calls are categorized on a priority basis. We appreciate your understanding.

Inspection List

Show 25  entries

Select	Inspection	 Request Inspection Date	Time	Comment
<input type="checkbox"/>	Final Plumbing Inspection			
<input type="checkbox"/>	Final Building Inspection			

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Schedule Inspections

Inspections



Once the inspection has been completed and updated by the inspector, your results will be available to view on the portal. Click My Services: Building Permits. Click the “Details” button corresponding with the permit that you want to view the results of. On this screen you can also order your permits by clicking on the arrows next to any of the headings under My Permits.

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Personal Information ▼

My Permits

Show 25 ▼ entries Search: _____

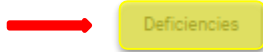
Permit Number	Project Address	Permit Type	Permit Description	Status	Details
20-112849	53 MANITOULIN CRES	Residential Accessory (1 or 2 units), Deck, Alterations/Improvements	Permit is for the demolition of an existing deck and construction of a new 24'-6" by 14'-0" deck with stairs to grade	Issued	Details

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Inspections



The next screen will list all the details of the selected permit. Deficiencies entered before 2023 can be viewed by scrolling down to Process Details, under the column labelled Group you will see the list of Building Inspections. If there are any open deficiencies on that inspection a box will show up under the Deficiencies column. Click the “Deficiencies” box to view the outstanding deficiencies noted by the inspector prior to early 2023.

Process Details					
Show 25 entries					
Group	Description		Status	Finalized Date	Deficiencies
Building Inspection	Excavation Footing Inspection		Open		
Building Inspection	Foundation Pre-Backfill Inspection		Open		
Building Inspection	Sanitary and Storm Sewer Inspection		Closed	Jan 15, 2020	
Building Inspection	Underground Rough-in Inspection		Closed	Feb 20, 2020	
Building Inspection	Above Ground Rough-in Inspection		Closed	Jul 02, 2020	
Building Inspection	Final Plumbing Inspection		Open		
Building Inspection	Structural Wood Frame Inspection		Open		
Building Inspection	Insulation Inspection		Open		
Building Inspection	Air Barrier Inspection		Open		
Building Inspection	H V A C Rough-in Inspection		Closed	Jul 02, 2020	
Building Inspection	H V A C Final Inspection		Open		
Building Inspection	Fire Separation Inspection		Open		
Building Inspection	Occupancy Only Inspection		Open		

Inspections



The details of the deficiencies will show in this next window. Select back to go back to the permit details page.

Process Deficiencies

Process Group: Building Inspection

Process Name: Structural Wood Frame Inspection

Process Status: Open

Show 10 entries

Search:

Index	Deficiency Text
1	extend drywall in attic f.s. to underside of roof sheathing (front left corner, over bedroom #2)
2	2x4 bearing blocks on trusses B do not provide additional as they do not sit on top o f.s. (currently butted into 2x4 running between trusses)
3	2x8 bearing block on girder truss MG is not 24in long as per truss drawing
4	3-2x10 lintel required over French Doors in Dinette as per approved Permit Drawings

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Inspections



Deficiencies entered after early 2023 can be viewed as a document by scrolling down to the Attachments section. Click on the Download button to view the list of Deficiencies.

Note: More than one Inspection Deficiency List may have been added to this list

Attachments

Show 10 ▼ entries

Attachment File	Description	Download
Approval Package	Schedule 1	Download
Approval Package	Application	Download
Approval Package	Architectural	Download
Approval Package	Clean Water Act	Download
Approval Package	Commitment to General Review	Download
Approval Package	Mechanical & Electrical	Download
Approval Package	Response Letter	Download
Inspection Deficiencies	Building Deficiency Report for Process	Download


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Inspections



A new browser tab will have opened, and the details of the deficiencies will show in this next window. You can close this tab when you have finished viewing or printing this list.

**Building Division**
Inspection Services

Building Inspection Report
[REDACTED]
PERMIT # [REDACTED]
Commercial - Interior Finish

Generated Date: 20-March-2023

To request Building Inspections
please call (519)741-2761 or
visit onlineserviceportal2.kitchener.ca

Inspection Deficiencies to be Addressed

Steel or Wood Stud Partitions Inspection

Correct & phone for inspection

<i>Location</i>	<i>Issue Date</i>	<i>Issue Details</i>	<i>Remedy Details</i>
1	20-Mar-2023	Complete grab bar blocking	
2	20-Mar-2023	rough in washroom door for 38" door	
3	20-Mar-2023	Complete electrical and plumbing rough in. Control heights (switches) to be between 900mm and 1100mm above the finished floor.	

Inspections



To cancel an inspection, select Request/View Inspections, once logged into Online Services. Enter the Building Address or Application Number of the building permit that you wish to cancel the inspection for. Click “Search”.

HOME PUBLIC SEARCH MY SERVICES **REQUEST/VIEW INSPECTIONS** LOG OFF HELP

Address Information

Building Number

Street Name

Application Number

Permit Number(e.g. 00-000000)

Reset

Make sure you select the permit and then click “Cancel Inspections”.

[HOME](#) [PUBLIC SEARCH](#) [MY SERVICES](#) [REQUEST/VIEW INSPECTIONS](#) [LOG OFF](#) [HELP](#)

Permit List

Show 25 entries

Search:

Select	File Number	Project Address	Folder Type	SubType	Status
<input checked="" type="checkbox"/>	20-112849	53 MANITOULIN CRES	Residential Accessory (1 or 2 units)	Deck	Issued

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Inspections



On the next screen Select the inspection that you wish to cancel, even if there is only one inspection listed and click “Cancel Inspections”. The next screen will be a confirmation of the cancelled inspection.

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The Building Division will attempt to inspect the same day provided the request is received prior to 8.00 am. AM inspections are performed between the hours of 9-1pm, and PM inspections between 12-3pm, specific times cannot be accommodated. Inspections are not performed on weekends or holidays.

Please note due to the volume of inspections, some AM requests may not be accommodated until the PM. All calls are categorized on a priority basis. We appreciate your understanding.

Inspection List

Show 25 ▼ entries

Select	Inspection	Request Inspection Date	Time	Comment
<input checked="" type="checkbox"/>	Final Building Inspection	13-JUL-2020	A.M	

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Search Results

Cancel Inspections

My Services



Once you have registered for online services, there are various additional functions that you can perform under My Services. These include;

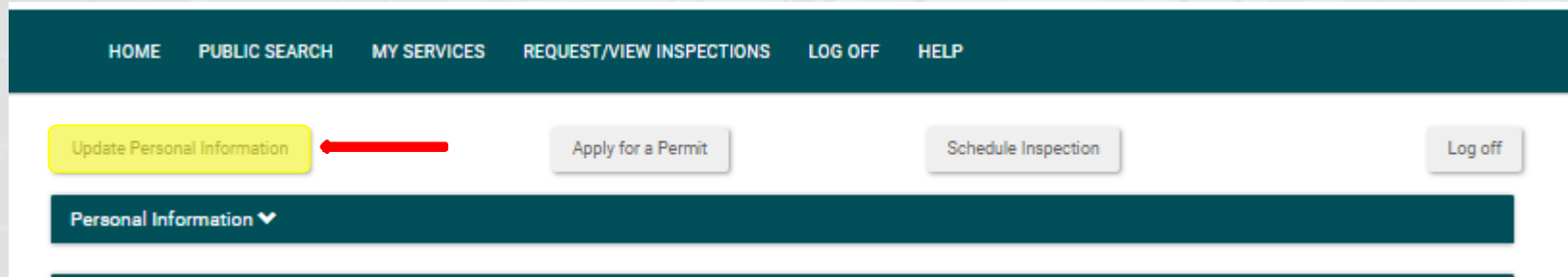
- Updating personal information such as phone number or email address
- Viewing and making changes to existing permit applications by uploading new drawings
- Checking your building permit application status
- Downloading attachments or documents associated with your building permit
- Making a Payment

My Services



- Update Personal Information

From the Home screen or My Services: Building Permits, you have the ability to update your phone or email address



After you Click “Update Personal Information”, the personal information section will expand, and you can edit by clicking the “Edit Information” button. Note that any changes to your personal information such as changes to your address or name must be made by emailing the Building Division at building@kitchener.ca.

My Services



- You can also edit your Security Q/A and your Password.

Edit Information

Edit Security Q/A

Edit Password

To update your Security Q/A, click Edit Security Q/A. Select your secret question from the dropdown menu and type in your secret answer. The answer is case sensitive so remember how you entered it.

Security Q/A

Select your secret question

What is the name of the high school you attended? ▼

Enter your secret answer (required)

Back

Save

My Services



Revisions: Uploading attachments to existing building permit applications or issued permits.

Sometimes additional information is required to issue a permit or revisions are made after a permit is issued. In each case you would use the Upload Attachments feature on the Online Portal. From either the Home Screen or the My Services screen under My Permits click “Details” of the permit that you need to upload additional information for.

The screenshot shows the 'My Services' page of the Kitchener Online Portal. The navigation bar includes links for HOME, PUBLIC SEARCH, MY SERVICES, REQUEST/VIEW INSPECTIONS, LOG OFF, and HELP. Below the navigation bar are buttons for 'Update Personal Information', 'Apply for a Permit', 'Schedule Inspection', and 'Log off'. The 'Personal Information' section is expanded, showing the 'My Permits' section. The 'My Permits' section displays a table of permits with columns for Permit Number, Project Address, Permit Type, Permit Description, Status, and Details. A single permit is listed with the number 20-112849, address 53 MANITOULIN CRES, and a status of 'Issued'. A 'Details' button is visible next to the permit description.

Permit Number	Project Address	Permit Type	Permit Description	Status	Details
20-112849	53 MANITOULIN CRES	Residential Accessory (1 or 2 units), Deck, Alterations/Improvements	Permit is for the demolition of an existing deck and construction of a new 24'-6" by 14'-0" deck with stairs to grade	Issued	Details

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My Services



Revisions, continued;

On the Details page there is a button above the Attachments window – “Upload Attachments”. Click this button and follow the process under Permit Applications.

[Upload Attachments](#)

Attachments

Show 10 ▾ entries

Attachment File	Description	Download
Drawings	Reviewed Drawings	Download
Drawings	Approved Revised plans	Download
Forms	Application and Sch. 1 form	Download

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Documents

Show 10 ▾ entries

Document Type	Comments	Download
Building Invoice		Download
Building Permit		Download

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My Services



Checking permit application status.

From either the Home Screen or the My Services screen under My Permits click “Details” of the permit that you want to check the status of.

You can see which processes are open and closed in the Process Section of the Details Window.

Process Details

Show 25 entries

Group	Description	Status	Finalized Date	Deficiencies
Permit Review	RD Application	Closed	Jun 23, 2020	
Permit Review	RD Plans Exam	Open		
Permit Review	Development Charge Verification	Closed	Jul 09, 2020	

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Next

My Services



Downloading Attachments or Documents associated with your building permit.

From the My Services screen under My Permits click “Details” of the permit that you want to download an attachment or document from. This is where you will find approved drawings, building permits, invoices, receipts and other information associated with your building permit (application). Click on the “Download” button corresponding with the document or attachment you are looking for to download to your computer.

The screenshot displays the 'My Services' interface with two main sections: 'Attachments' and 'Documents'. Both sections have a 'Show to' dropdown set to 'entries' and a 'Showing page 1 of 1' indicator. The 'Attachments' section lists three items: 'Drawings' (Reviewed Drawings), 'Drawings' (Approved Revised plans), and 'Forms' (Application and Sch. 1 form). Each item has a 'Download' button. A yellow arrow points to the 'Download' button for 'Reviewed Drawings'. The 'Documents' section lists two items: 'Building Invoice' and 'Building Permit', each with a 'Download' button. A yellow arrow points to the 'Download' button for 'Building Permit'. Both sections have 'Previous', '1', and 'Next' navigation buttons.

Attachment File	Description	Download
Drawings	Reviewed Drawings	Download
Drawings	Approved Revised plans	Download
Forms	Application and Sch. 1 form	Download

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Document Type	Comments	Download
Building Invoice		Download
Building Permit		Download

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