Online Permits

The City of Kitchener's Online Services allows users to access building permit information. Registered users can log on to view, apply, and request inspections.

Fields required for input are marked with the word "required".

This is the login and registration page. Please enter your e-mail as your username and your associated password. When verified, press the "Login" button to enter your account.

First-time users must register. If you are a registered user but have forgotten your password, select "Forgot Password".

Registered Users Sign-In Here

Applications and Inspections

https://onlinepermits.kitchener.ca
Online Permit System Functions

• Public Search
• Registration
• Permit Applications
• Inspections
• My Services
All you need is the address OR permit number to find permits on a property.
Public Search

Enter the address and click “Search”.
Public Search

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

If the property you wanted does not come up, you can use the previous button to go back, and search again.
Public Search

The selected property will display at the top and any permits associated with the address will show in the list. You can click on the arrows next to the column headings at the top to re-order the results.
Go to https://onlinepermits.kitchener.ca to register.
You will then be asked if you have a PIN. New users will not have a PIN, select No and click “Next”.

Registration

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

<table>
<thead>
<tr>
<th>Request PIN</th>
</tr>
</thead>
<tbody>
<tr>
<td>First Name (required)</td>
</tr>
<tr>
<td>Organization Name</td>
</tr>
<tr>
<td>Phone Number (10 or more digits, no spaces or other symbols) (required)</td>
</tr>
<tr>
<td>Email Address (required)</td>
</tr>
<tr>
<td>Confirm Email Address (required)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Address Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Street Number (required)</td>
</tr>
<tr>
<td>City</td>
</tr>
<tr>
<td>Province</td>
</tr>
<tr>
<td>Postal Code</td>
</tr>
</tbody>
</table>
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.

To access and use the Online Services portal:

1. Go to: [www.kitchener.ca/onlinepermits](http://www.kitchener.ca/onlinepermits) (click on the “Online Building Permits” section, and on next webpage click the “online permit tool” link)

2. The first time you log into the portal enter the following:
   - Your e-mail address: XXX
   - Your password: XXX

3. Set your Security Question and Answer by clicking the “Update Personal Information” button

Now you’re ready to use the Online Services portal. If you would like to change the password we have given you then click the “Forget Password” button and further instructions will be sent to you by email. Let us know if you have any questions.

Sincerely,
Registration

*Update Security Question and Answer*

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
The next screen will prompt you to update your security question.
Registration

- 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.

Once you’ve completed all required steps an email will be sent with instructions to reset your password.
To reset your password you must follow the instructions and verify email as noted.
Apply For a Building Permit:

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

Property Type means the main use of the property. Currently only Residential Properties can be applied for online.
**Permit Applications**

**Application Type** refers to the type of application you are applying for.

**Application Sub-Type** further describes the work being done.

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

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

**Residential Accessory (1 or 2 units)**
- Shed
- Deck
- Swimming Pool

**Residential Building (House)**
- Single Detached Dwelling
- Semi-Detached Dwelling
- Duplex Dwelling

**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.
Permit Applications

When searching for an address use either the street address, **OR** the lot and plan number.

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

You must enter a permit description describing the proposed work.
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

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


Incomplete applications will not be accepted.

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

The next screen will confirm that attachments have been uploaded successfully.
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: 200 KING ST W
- Permit Number: 20 118606
- Permit Type: Residential Accessory (1 or 2 units)
- Permit Sub Type: Deck
- Permit Work Type: Alterations/Improvements

Your fees are being calculated and an invoice will be sent to the applicant prior to permit issuance.
Thank you for submitting your application.

Your application number: 20118606

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

Permits must be picked up in person. We accept payments in the form of cash, cheque or debit

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

Back to Personal Information page
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.

![Image of permit application interface]

- Permit Number: 20-113607, 200 KING ST W
- Project Address: Residential Alteration, Semi-Duplex Dwelling, Ceiling
- Permit Type: Residential Alteration
- Permit Description: test
- Status: Incomplete Online Permit
- Details button

- Permit Number: 20-113606, 200 KING ST W
- Project Address: Residential Accessory (1 or 2 units), Deck Alterations/Improvements
- Permit Type: Residential Building (House), Duplex Dwelling, Addition - Res
- Permit Description: New 12' x 12' Deck in the rear year
- Status: Online Permit Application
- Details button

- Permit Number: 20-113604, 53 MANITOULIN CRES
- Project Address: Test Test Test
- Permit Type: Test Test Test
- Permit Description: Online Permit Application
- Details button
When you click “Complete Application”, you will be taken back to the permit application process to confirm and complete application details.
To book an inspection on an existing issued permit once you are logged in to Online Services, select Schedule Inspection.
Enter the permit number or address of the permit you want to book the inspection for and click “Search”.
Inspections

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

![Permit List Screen](image)
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.
Once the inspection has been completed and updated by the inspector, your results will be available to view on the portal. Once logged into Online Services, select My Services. All your permits will be listed in this window. 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.
Inspections

The next screen will list all the details of the selected permit. Scroll down to Process Details, under the column labelled Group you will see the list of Building Inspections. If there are any deficiencies on an inspection a box will show up under the Deficiencies column. Click the “Deficiencies” box to view the outstanding deficiencies noted by the inspector.
Inspections

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

<table>
<thead>
<tr>
<th>Index</th>
<th>Deficiency Text</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>extend drywall in attic f.s. to underside of roof sheathing (front left corner, over bedroom #2)</td>
</tr>
<tr>
<td>2</td>
<td>2x4 bearing blocks on trusses B do not provide additional as they do not sit on top of f.s. (currently butted into 2x4 running between trusses)</td>
</tr>
<tr>
<td>3</td>
<td>2x8 bearing block on girder truss MG is not 24in long as per truss drawing</td>
</tr>
<tr>
<td>4</td>
<td>3-2x10 lintel required over French Doors in Dinette as per approved Permit Drawings</td>
</tr>
</tbody>
</table>
To cancel an inspection, select Request/View Inspections, once logged into Online Services. Enter the Building Address or Application Number of the permit that you wish to cancel the inspection for. Click “Search”.

![Inspection Request Form](image)

- **Address Information**
  - Building Number
  - Street Name

- **Application Number**
  - Permit Number (e.g. 00-000000)

[Reset] [Search]
Make sure you select the permit and then click “Cancel 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.
My Services

Once you have registered for online services, there are various additional functions that you can perform under My Services or directly from the home screen. These include:

• Updating personal information

• Viewing and making changes to existing permit applications

• Checking your building permit application status

• Downloading attachments or documents associated with your building permit
My Services

• Update Personal Information

From the Home screen or My Services, you have the ability to update your personal information.

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

From either the Home Screen or 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.