



Building Bulletin

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Changes to the Public Portal

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The City of Kitchener Building Division supports communication to our customers and where possible advance notice.

This Building Bulletin is to share information related to improvements that have been made to our Public Portal and how customers apply for their Building Permits. Continuous Improvement is crucial to the Building Division, and recognizing that our customers have been asking for a more user-friendly experience when utilizing the Public Portal we have made some changes.

Changes to Permit Types

With the implementation of the most recent improvements to the Public Portal the number of permit types has been reduced to 6 (previously 22), making things much more efficient for both internal staff and external customers. It is also important to note that with this improvement, **ALL** permit types are now available to be applied for through the Public Portal (e.g. Residential Apartment Buildings, Industrial, Commercial, and Institutional Buildings).

Along with this change comes improvements to the way that our customers apply for Building Permits through the Public Portal. Now, instead of having to select your permit type when you apply for a Building Permit through the Public Portal you will instead be asked a series of questions that will automatically assign your application to the correct permit type, making the experience much more user friendly for our customers.

As always, thank you for your understanding. If there are any questions or comments, please contact Jordan MacLaughlin directly.

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