

# Building Bulletin

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## Permit Application Improvements - Portal

**Jan. 28, 2026**

**BB 2026-01**

Over the past few months, City staff have been reviewing the present portal for customers to apply for building permit applications. Specifically, trying to make the customer experience more user friendly and increased service delivery.

On **Mon. Feb. 2, 2026**, Kitchener Building customers will notice a few service improvements and changes on the portal when applying for a building permit, changes include;

- The application form is no longer required because the application questions are now built directly into the portal (the portal will ask questions and customers type or select the responses),
- The permit application process has been streamlined so that only questions relevant to the specific project (type of permit) are included,
- New - Prime Consultant and Designer information is collected to support clearer and more efficient communication with the project team and City staff,
- The applicant and Prime Consultant (when notified) will both receive communications through the permit application process to expedite sharing of information,
- The applicant will acknowledge they are the applicant on the date of the application filing w/ no signature.

The portal improvements demonstrate our support for continuous improvement, communication and customer service!

There are no changes to accessing the portal as a result of the above service improvements. Permit applicants will notice slight changes on the portal as they file an application on **Feb. 2, 2026**. Staff will monitor the changes for future improvements. If there are questions, please feel free to contact us directly at [building@kitchener.ca](mailto:building@kitchener.ca).

I'd like to thank staff (Angela, Nada, Martina, Lucas and Jordan) for their efforts in the planning and executing the portal service improvements!

Regards,



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