

The purpose of this bulletin is to advise the public of our temporary measures on permit and inspection services during COVID-19 outbreak.

*"This information is provided for convenience only and is not in substitution of applicable City Bylaws or Provincial or Federal Codes or laws."*

The City of New Westminster is taking proactive measures to help stop the spread of the COVID-19 virus, while continuing to support our development community. Effective immediately, and until further notice, the City has implemented the following permit and inspection protocols to maintain these services while creating the required social distancing and limiting person-to-person contact.

**The City has restricted public access to city hall. All inquiries and primary communication regarding permits will be by phone or email. In person face-to-face meetings will be by pre-arranged appointment only. Inspections will continue, subject to site safety. Any person entering City Hall will be asked screening questions to ensure: they do not have flu like symptoms, have not been in contact with anyone with a confirmed case of COVID-19, and has not returned from travel outside of Canada within the previous 14 days.**

## Building Department Inquiries

All inquiries must be by phone at 604-527-4580, fax at 604-527-4564 or by email at [inspections@newwestcity.ca](mailto:inspections@newwestcity.ca). Please note this number and email is for **Building Permit inquiries and inspection documentation only**. For questions about other City services please contact the main reception line at 604.521.3711.

Building permit applications can be submitted by email to [online\\_permits@newwestcity.ca](mailto:online_permits@newwestcity.ca) or by our new online permit system.

## Permits

- Prior to arranging an appointment, all permit applications must be pre-reviewed using our new online application, email and/or phone with Plan Review staff to ensure a complete application can be made. Use the phone number or email above ([online\\_permits@newwestcity.ca](mailto:online_permits@newwestcity.ca)) to start this review.
- Once a complete application is confirmed, an appointment may be made to drop off the permit documents and permit application fee. Screening questions will be asked prior to making the appointment, and at your arrival. Only one person may attend the appointment, except where a second person is required for translation.
- Should your application be rejected we will let you know by email, and advise you as to the next steps for your application.

- Once your application is ready for issuance, we will call you to make an appointment for permit pick-up, with the same restrictions and screening questions as described above. Only the authorized agent or owner will be allowed to pick up the permit.
- Payment for permit will remain the same – 50% due at application and the remainder to be paid at permit issuance. Due to City Hall closures we can only accept payment in the form of a cheque.
- Please note that due to city hall renovations the Building Division has moved. Appointments will be taken at the south entrance of City Hall to the east of the main entry stairs.

### **ALL Inspections**

- Inspections are booked online using your building permit access code, please refer to our online brochure: [https://www.newwestcity.ca/database/files/library/E\\_Inspection\\_Brochure\(1\).pdf](https://www.newwestcity.ca/database/files/library/E_Inspection_Brochure(1).pdf)
- Inspection documentation can be submitted at [inspections@newwestcity.ca](mailto:inspections@newwestcity.ca).
- Inspectors can generally be contacted by calling 604-527-4580 from 8:30 am to 9:30am and 3:30 to 4:30 only. Inspectors are not available for face-to-face discussion at the permit counter.
- Prior to your inspection, the inspector will call ahead and screening questions will be asked to ensure that **no one** at the site has flu-like symptoms, has been in contact with anyone with a confirmed case of COVID-19, and has returned from travel outside of Canada within the previous 14 days, AND that the site is in compliance with the requirements issued for construction sites by the Public Health Officer. (See <https://news.gov.bc.ca/releases/2020EMBC0002-000542>)
  - There should be no more than 50 people in the same space in any circumstances.
  - Where possible, employees should maintain a distance of two metres apart from each other.
  - Post signage that limits the number of occupants in any elevator to four people at a time.
  - Reduce in-person meetings and other gatherings and hold site meetings in open spaces or outside.
  - Increase the number of handwashing stations and post signage that identifies their location.
  - Maintain a list of employees that are currently working on sites and update this list daily.
  - All common areas and surfaces should be cleaned at the end of each day. Examples include washrooms, shared offices, common tables, desks, light switches and door handles.
  - Anyone with COVID-19-like symptoms, such as sore throat, fever, sneezing or coughing, must self-isolate at home for 14 days.
- For the duration of the inspection, social distance of 2m must be maintained at all times, including in the man-lift at the construction site.

**Sites not in compliance with the above will not be inspected by the City**

## Online Permits

We have introduced an **Online Permit Guide and Submission** application. You will find it under Online Services on the City Webpage at [www.newwestcity.ca](http://www.newwestcity.ca). At this time online applications can be submitted for Tree permits, Trades permits (Plumbing, Services, Sprinkler & Hydronic Heating) oil tank removal, as well as Building permits for demolitions and single detached dwellings and retaining walls. We will be adding commercial tenant improvement permits, sign permits and multi-family suite renovation permits to the online permit system in the near future. If you experience any issues with this system please call 604-527-4580 or email [inspections@newwestcity.ca](mailto:inspections@newwestcity.ca).

The City is monitoring the COVID-19 pandemic situation as it evolves, and responding accordingly. The above temporary measures may be changed with little or no advance notice to our applicants. Please continue to monitor the city and department webpages for up-to-date information. As we are dealing with an unprecedented situation that is impacting all of us, the health and safety of our applicants and staff is of utmost importance. We apologize for any inconvenience this will cause and thank you for your patience and understanding.