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**BULLETIN 2010-002-BU/EL/PL/GA/SP/AD**

July 7, 2010  
Revised July 29, 2010

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## **CLARIFICATION FOR CANCELLING INSPECTIONS FOR BUILDING, ELECTRICAL, PLUMBING, GAS, SPRINKLERS AND SEWER**

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Effective August 9, 2010 all requests to cancel an inspection must be done through our 311 Contact Centre. This service provides residents and businesses with one access number to contact the City - Within City boundaries, dial 311 and outside City boundaries, dial 604.873.7000. The 311 Contact Centre is available seven days a week, including holidays, from 7:00 am to 10:00 pm.

The following procedure must be followed when cancelling an inspection request:

1. Call a 3-1-1 Citizen Services Representative (CSR) as the Contact Centre to request cancellation of your request. When cancelling the request the CSR will require the address and if possible, please provide the CSR with the applicable permit number.
2. All cancellation requests must be received by a CSR before 12:00 noon to cancel for the following day. Cancellation requests made anytime on the weekend or on a statutory holiday can only be made for an inspection that has been booked for 2 business days hence.
3. When cancelling an inspection through 311, the CSR will provide the caller with a case number. The person on the work site must have this number available in the event that the inspector shows up to provide the scheduled inspection. This case number provides verification that the permit holder has cancelled the request through the contact centre in the required time frame. If this case number is not provided to the inspector, the permit holder will be subject to a re-inspection fee.

**NOTE: DO NOT USE THE 24 HOUR LINE OR CALL INSPECTION STAFF TO CANCEL AN INSPECTION REQUEST**

(Original signed)

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