Development Permit
Online Account Guide

These instructions are for customers who have applied for a Development Permit and are using the City of Vancouver's online permitting system.

Intended Document Use:

- *Click* on the FAQ hyperlinks below to take you to the applicable section in the document
- *Click* on Back to FAQs the button, located on each page, to come back to this section

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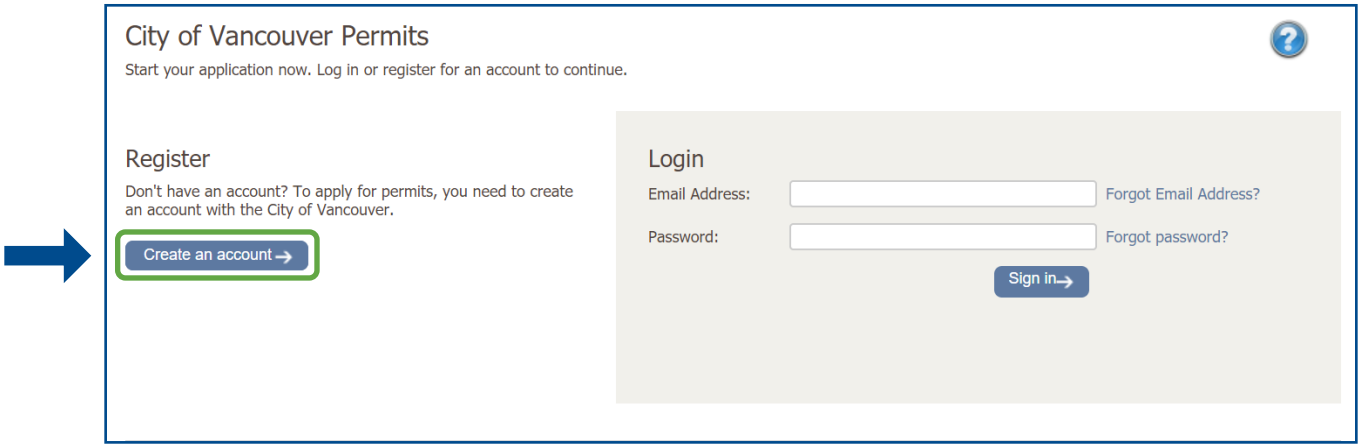
How do I create an online account?

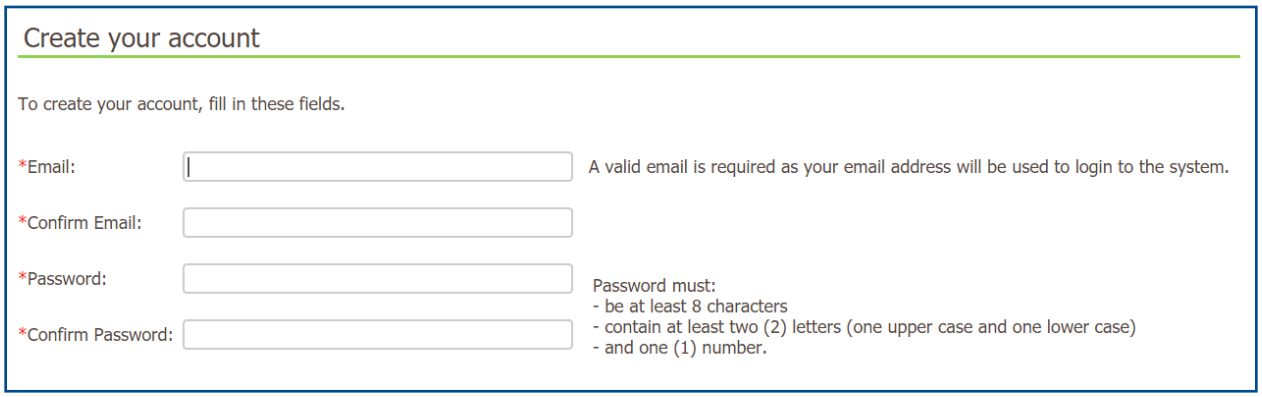
To create a new online account, or to sign in as an existing user, go to vancouver.ca/permits/apply.

Step 1: Select *Create an Account.*

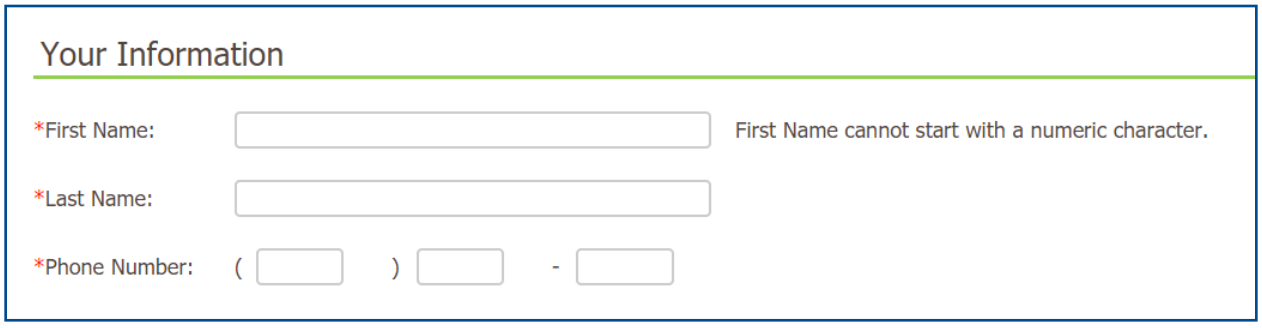


Step 2: Complete all the fields marked with a red asterisk (*). Then, click the *Finish Registration* button.

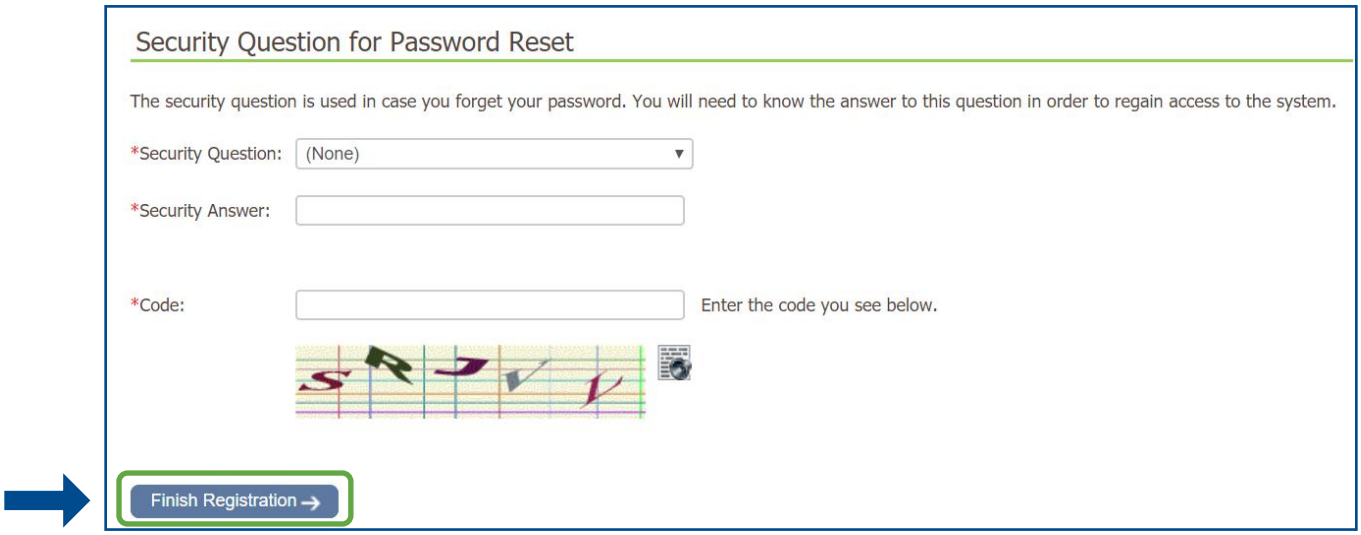
a. Create your account



b. Your Information

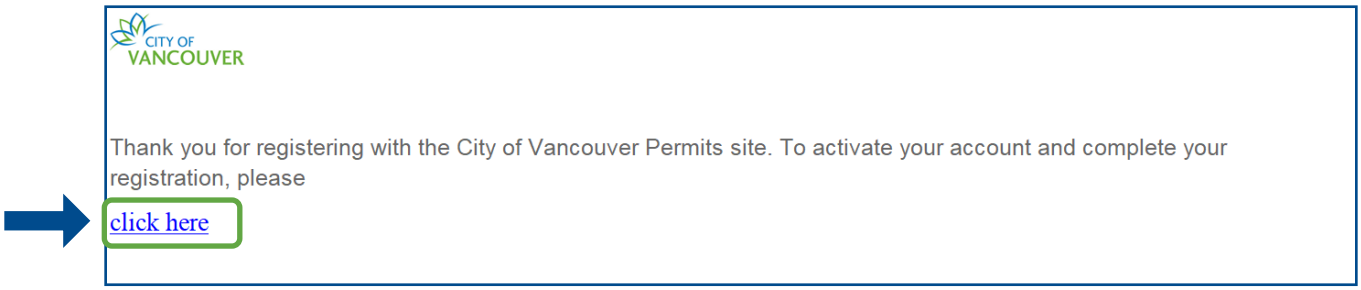


c. Security Question and Finish Registration

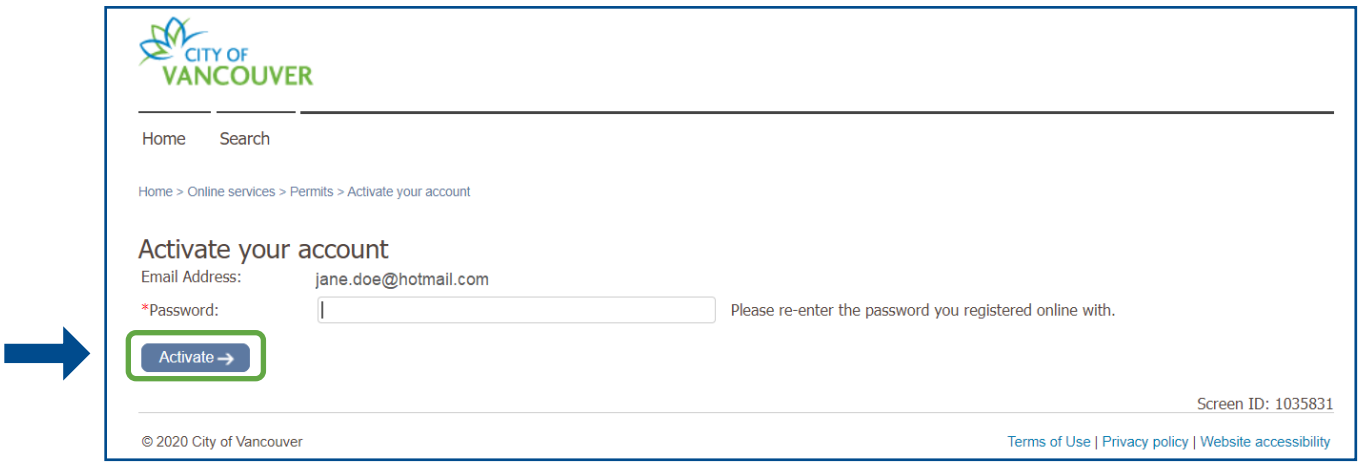


Step 3: *Activate your account.* After creating your account, you will receive an email with instructions to activate your account. Be **sure** to check your Junk or Spam folders if you can't find the email in your Inbox.

a. Select *click here* in the email.



b. *Enter the password* you used to create your account and select *Activate*.



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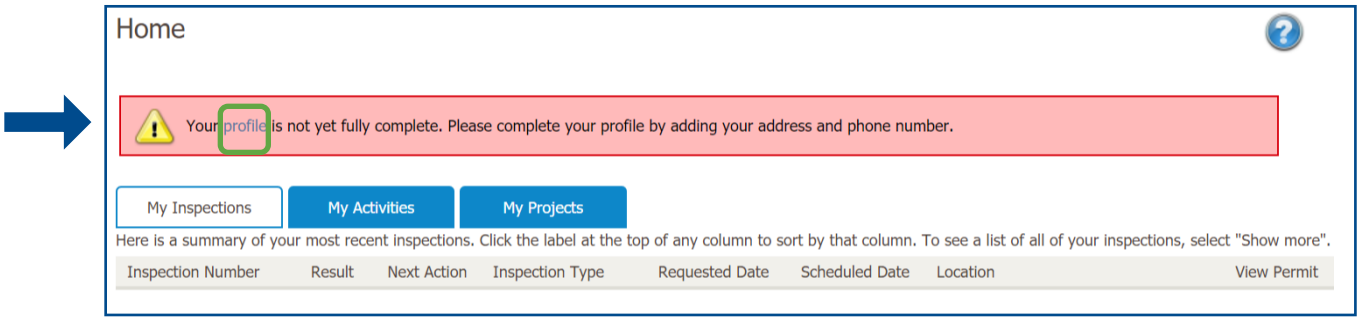
Step 4: *Complete your profile*. To be able to apply for permits, you'll first have to complete your profile. Click on the *Profile* link.



For more information on how to create an account, click here.

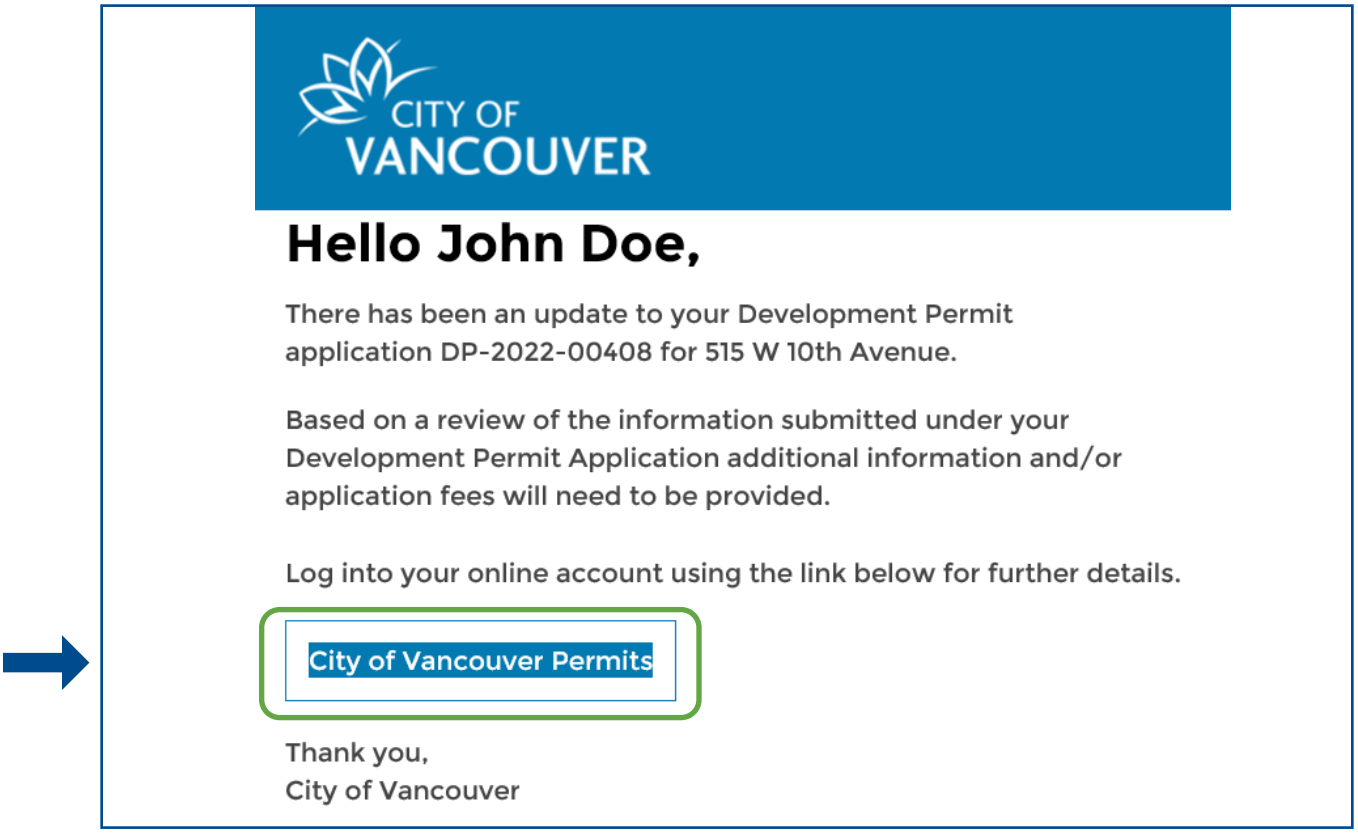
Where can I get help with logging into my account?

For login help, please click here. If you are still having issues, please email us at permits@vancouver.ca

How do I submit additional information or documents?

If, during the initial review of your application, the City of Vancouver staff member requires additional information or documents, they will send you an email (see Step 1 below) with the request.

Step 1: You will receive this email if City of Vancouver staff require additional information. Click on the *City of Vancouver Permits* link to log into your account and then go to Step 4.
If you can't find this email, proceed to Step 2.



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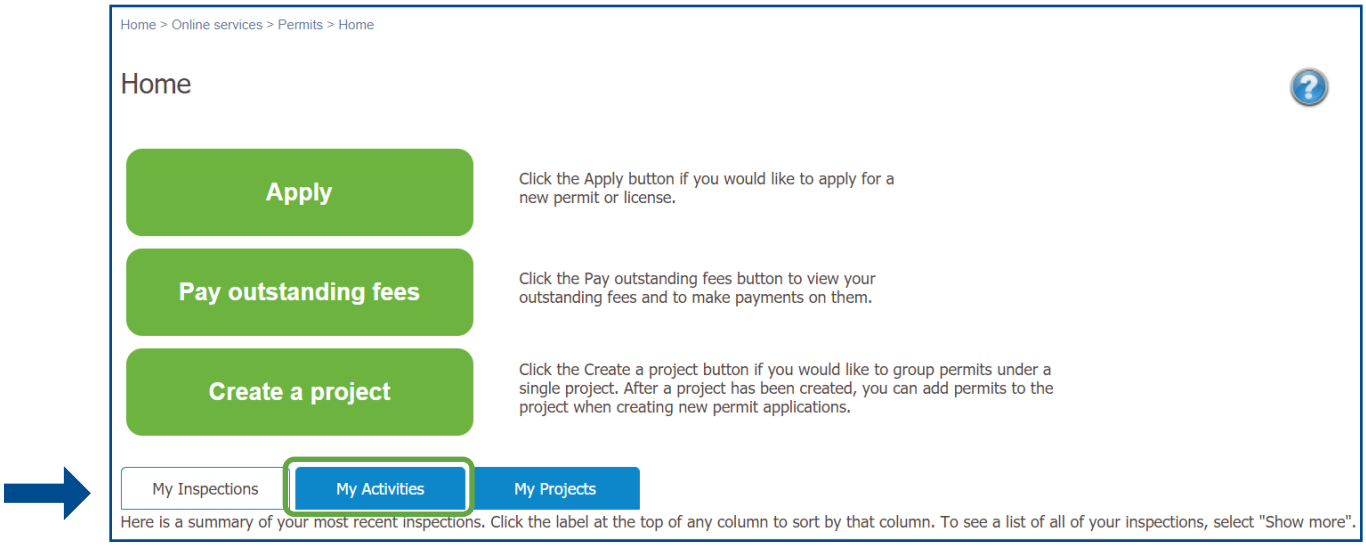
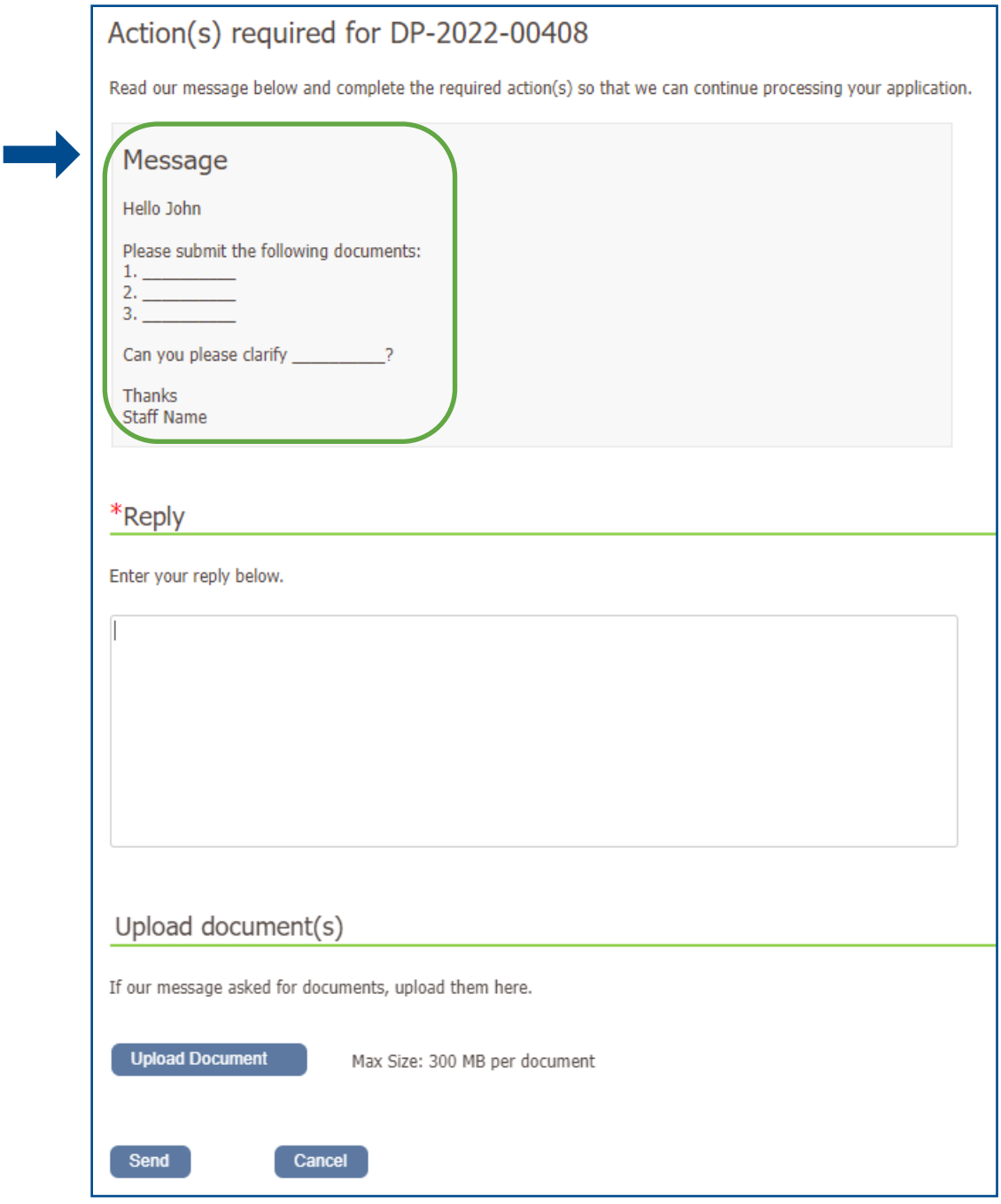
Step 2: Log into your account at www.vancouver.ca/permits/apply and then click on the *My Activities* tab.

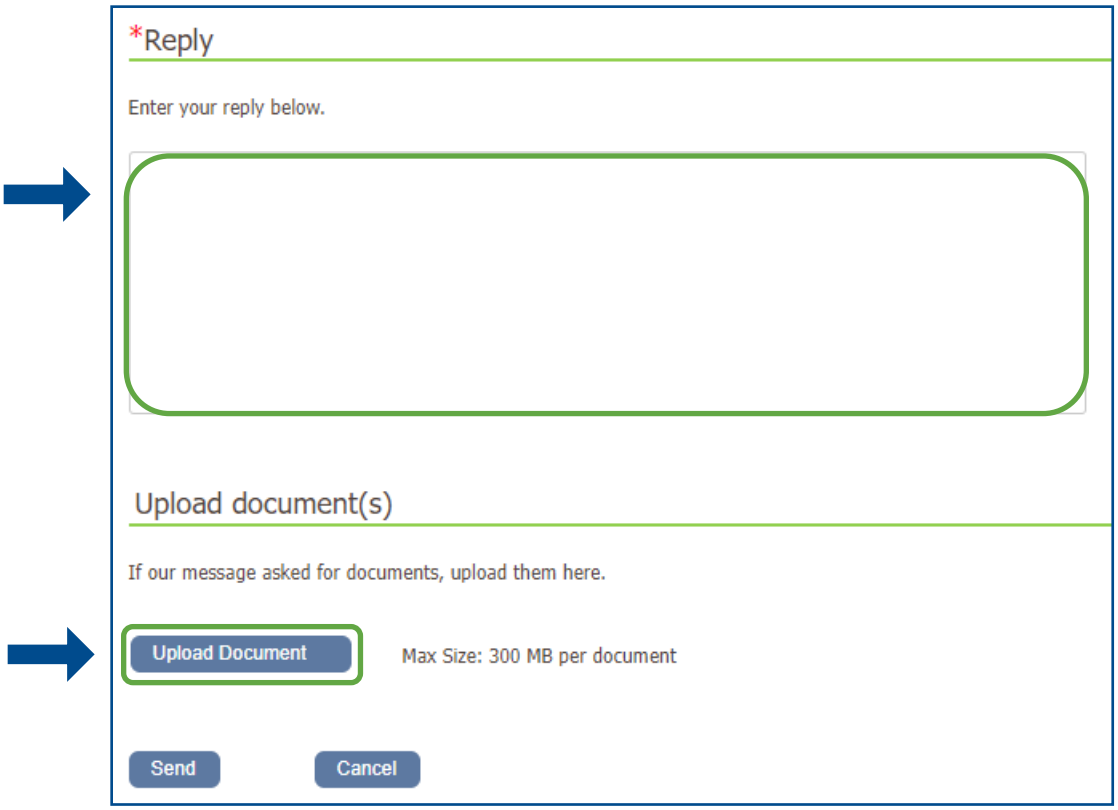


Step 3: Click *Provide Information* in the *Next Action* column.

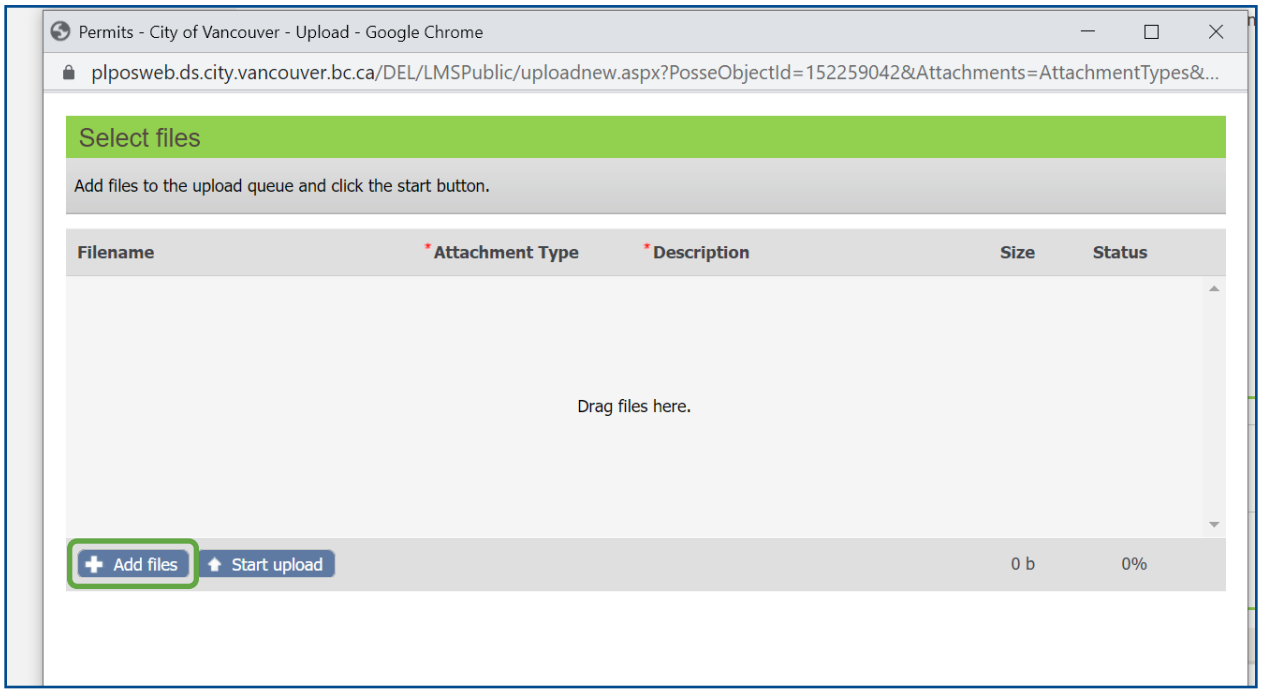
Step 4: You will see instructions from the City of Vancouver staff member indicating what you need to submit.
Note: Some staff members will also upload a document called *DP - Letter to Applicant - Revisions or Additional*. This document contains the information and/or documents needed to proceed with the Development Permit application and can be found in the *Documents* tab of your permit overview page. Click here for instructions on how to navigate to the *Documents* tab.



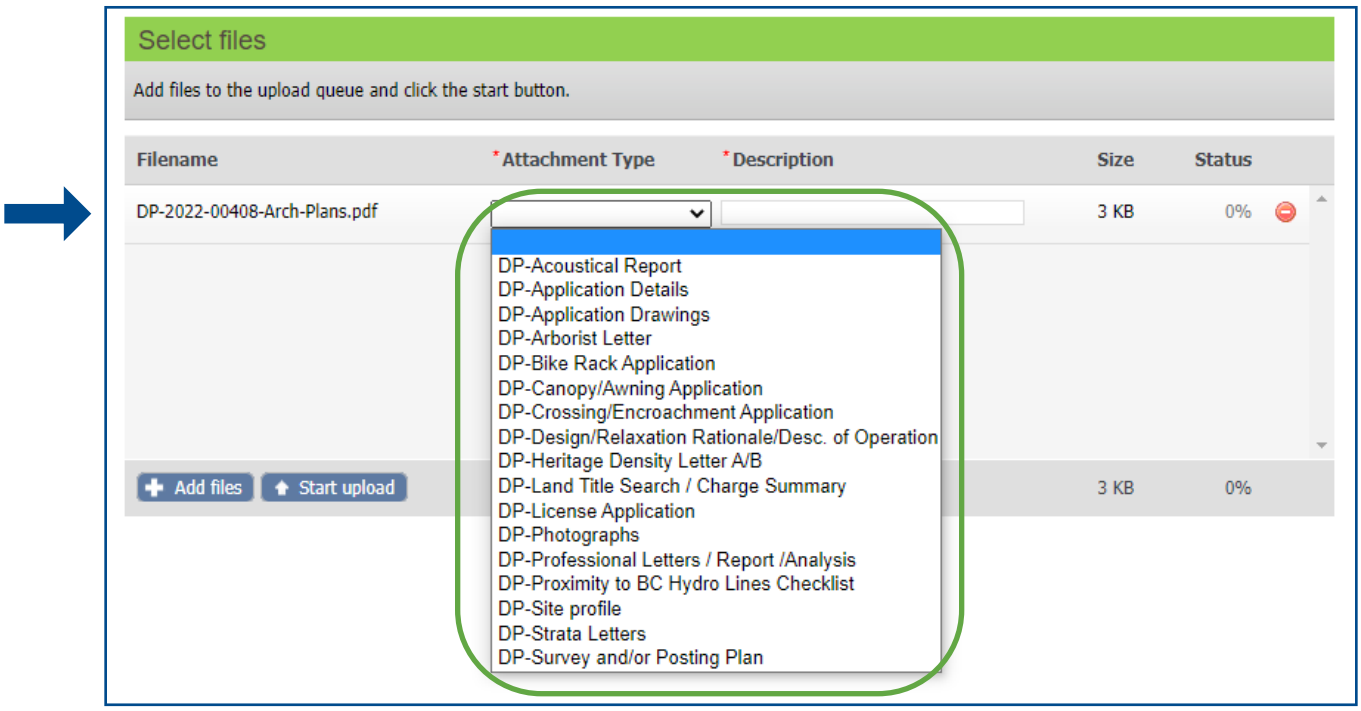
Step 5: Type a response in the *Reply* field. Click the *Upload Document* button to submit the requested documents.



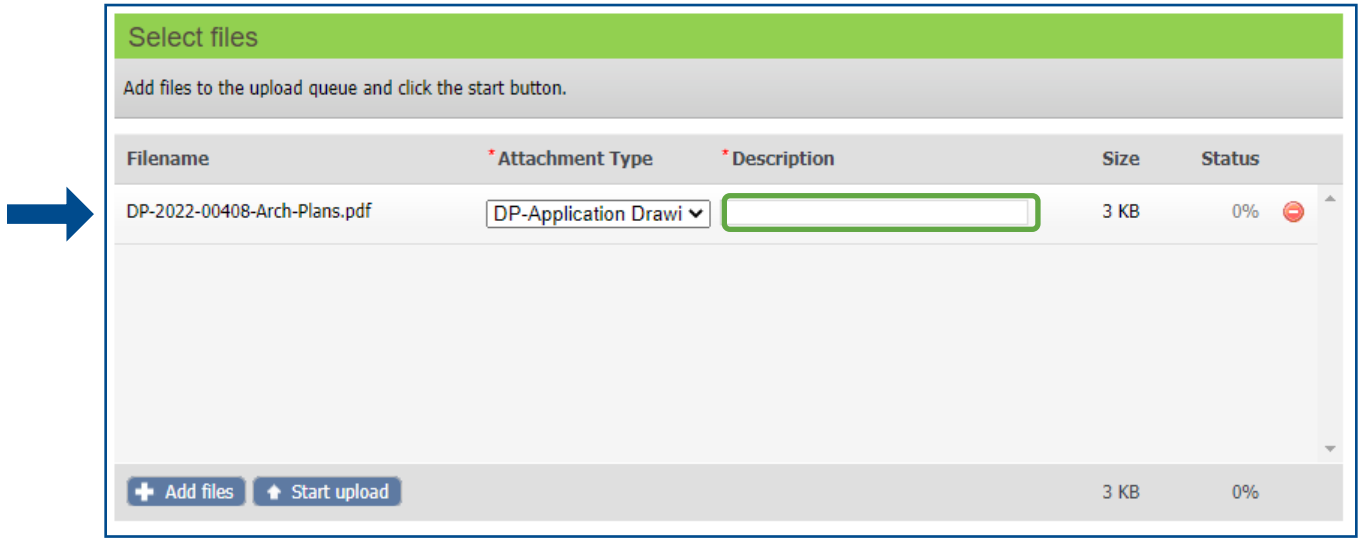
Step 6: Drag and drop the files you want to upload or click the *+Add files* button.



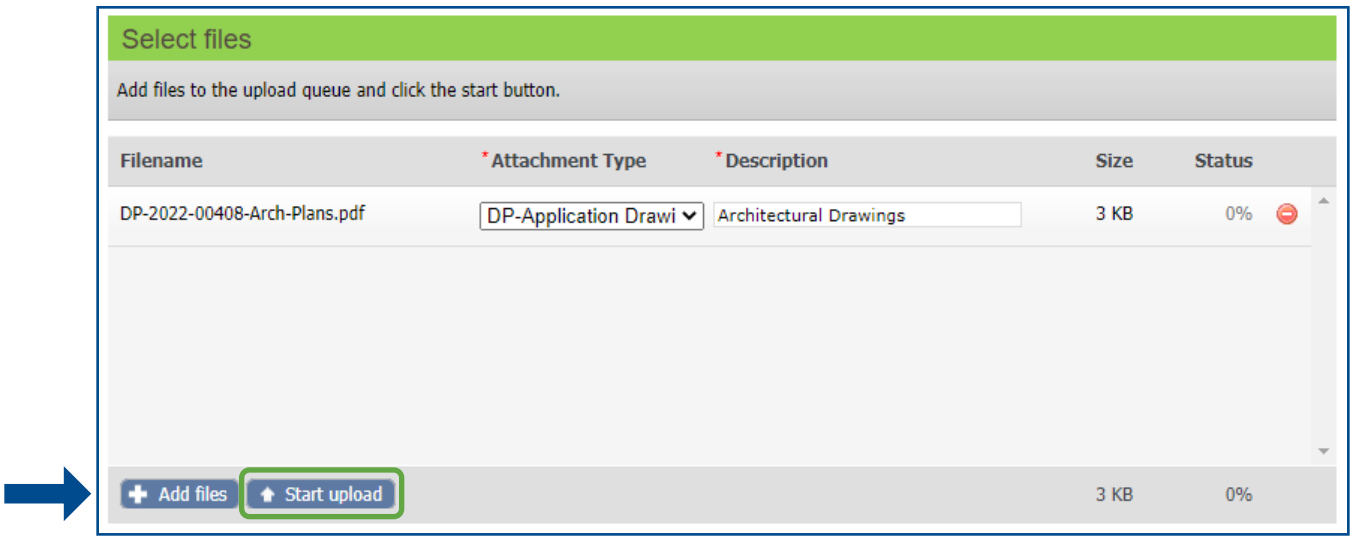
Step 7: Select the *Attachment Type* from the dropdown menu.



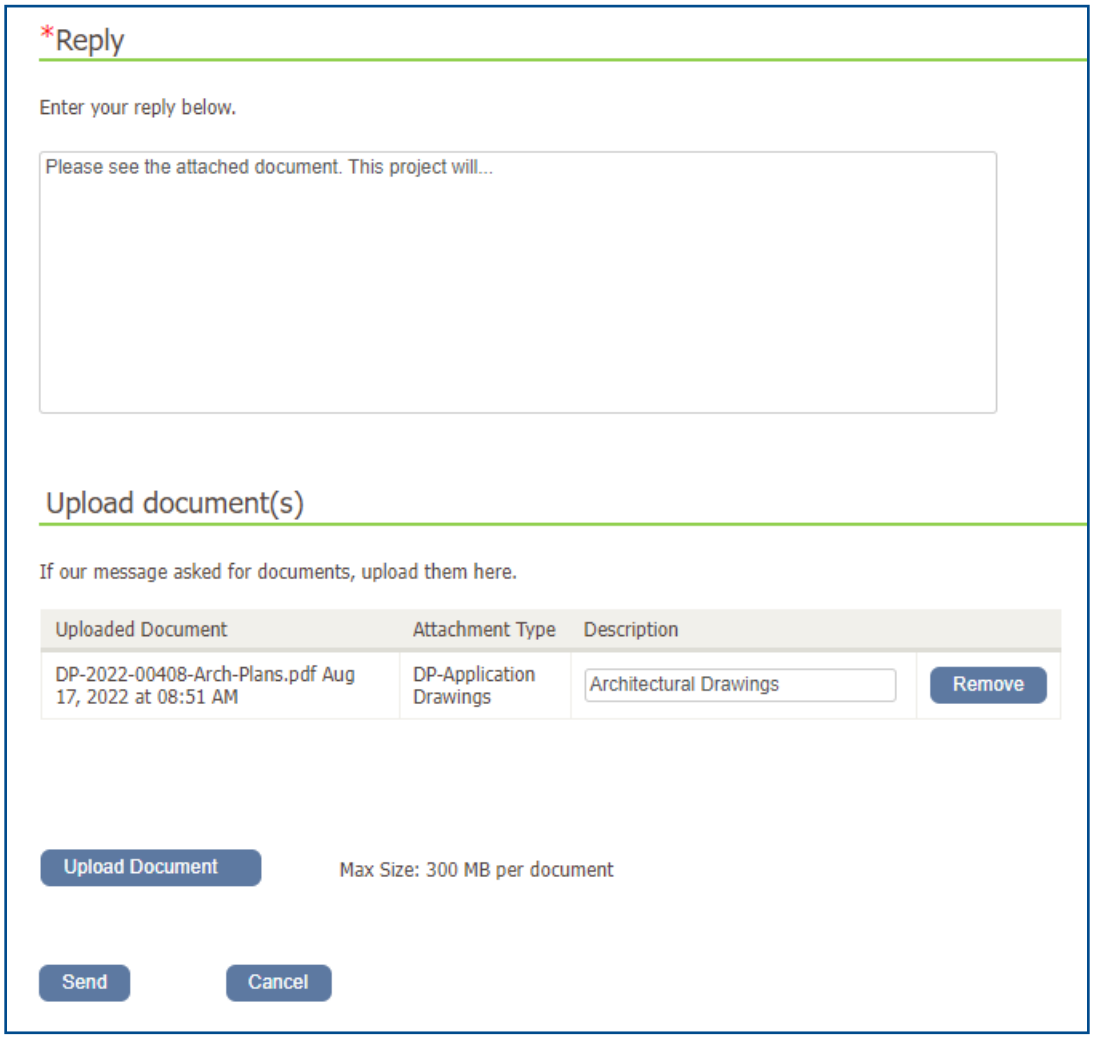
Step 8: Enter a *Description*.



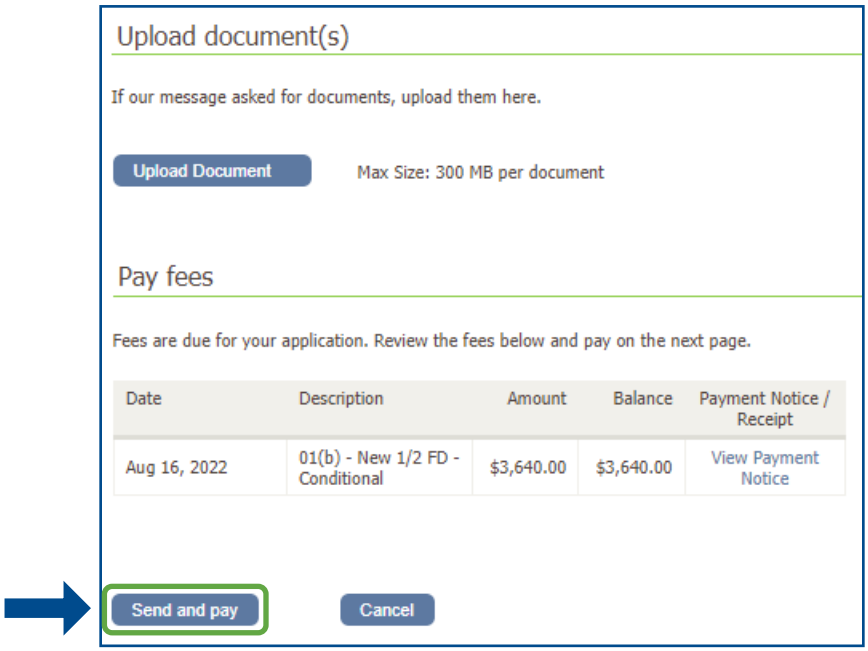
Step 9: Add additional files as needed and then click the *Start upload* button.



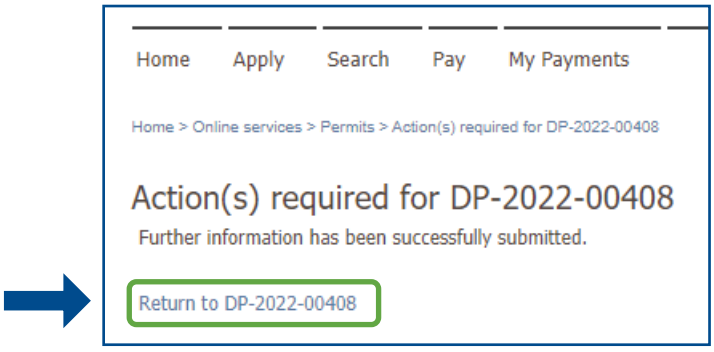
Step 10: After uploading the document(s), click the *Send* button.



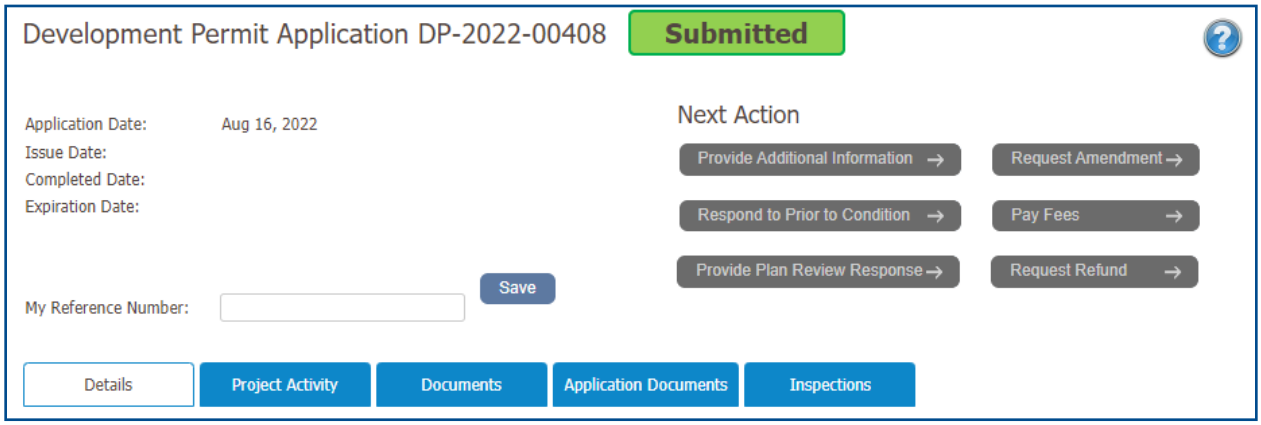
Note: If fees also exist, you will have to pay them at the same time you submit the requested information and/or documents. Click the *Send and Pay* button.



Step 11: You will see this screen when you have successfully provided the requested information. Click on the *Return to DP-xxxx-xxxxx* link to go back to the permit overview page.

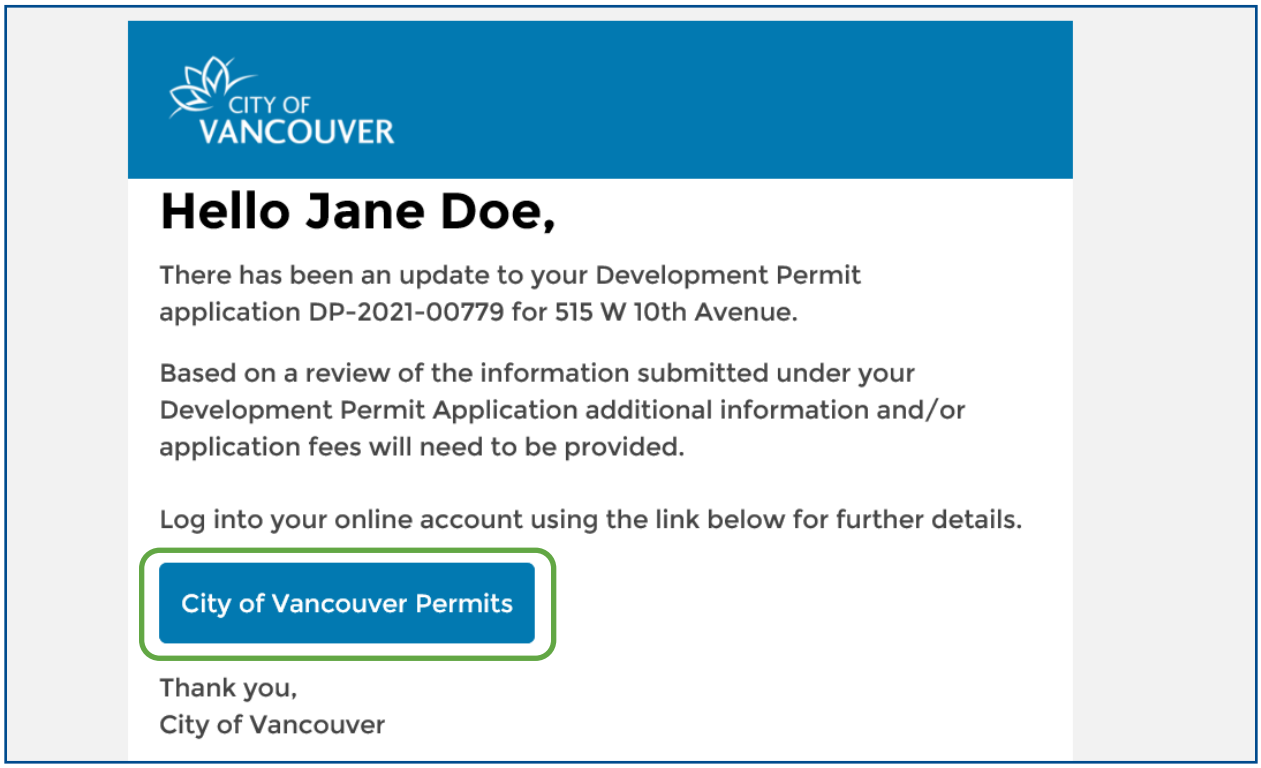


Step 12: You can see that the application is in *Submitted* status. At this point, you will not be able to submit any additional information/documents until a City of Vancouver staff member reviews the initial submission. If you forgot to include a document or relevant information, contact your Project Coordinator or Project Facilitator.

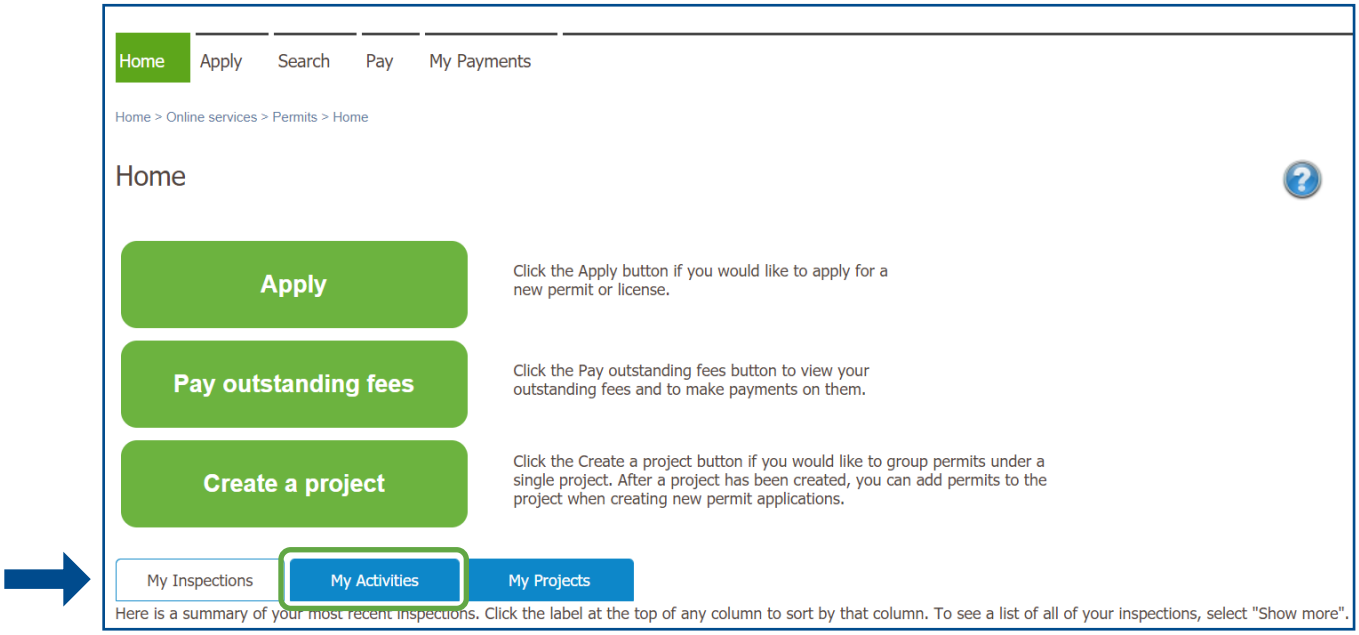


How do I view the Payment Notice?

Step 1: You will receive this email when you are required to pay fees. Click on the *City of Vancouver Permits* link to log into your account and then go to Step 4.
If you can't find this email, proceed to Step 2.



Step 2: Log into your account at www.vancouver.ca/permits/apply and then click on the *My Activities* tab.

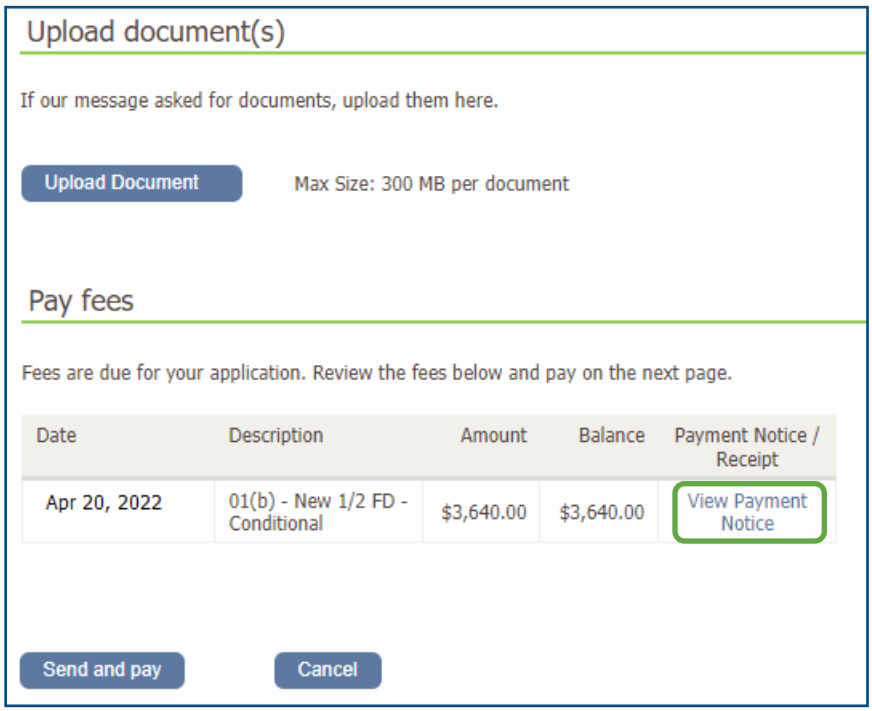


Step 3: Find the applicable permit and click the *Provide Information* link in the *Next Action* column. Then, proceed to Step 4.

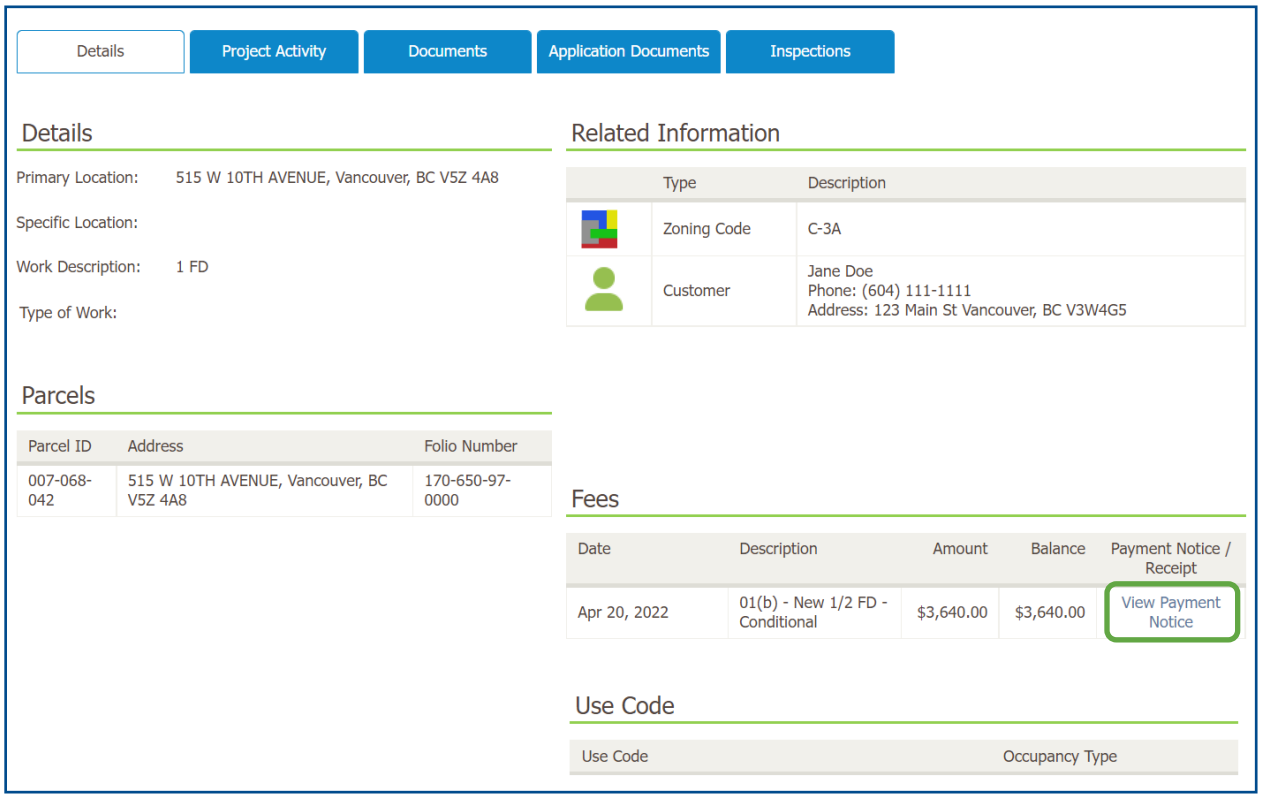
OR

Click on the permit's *File Number* to take you to the permit overview page. Then, proceed to Step 5.

Step 4: You will see instructions from the City of Vancouver staff member indicating what you need to do. Scroll down to the *Fees* section and click on the *View Payment Notice* link. Then, proceed to Step 6.



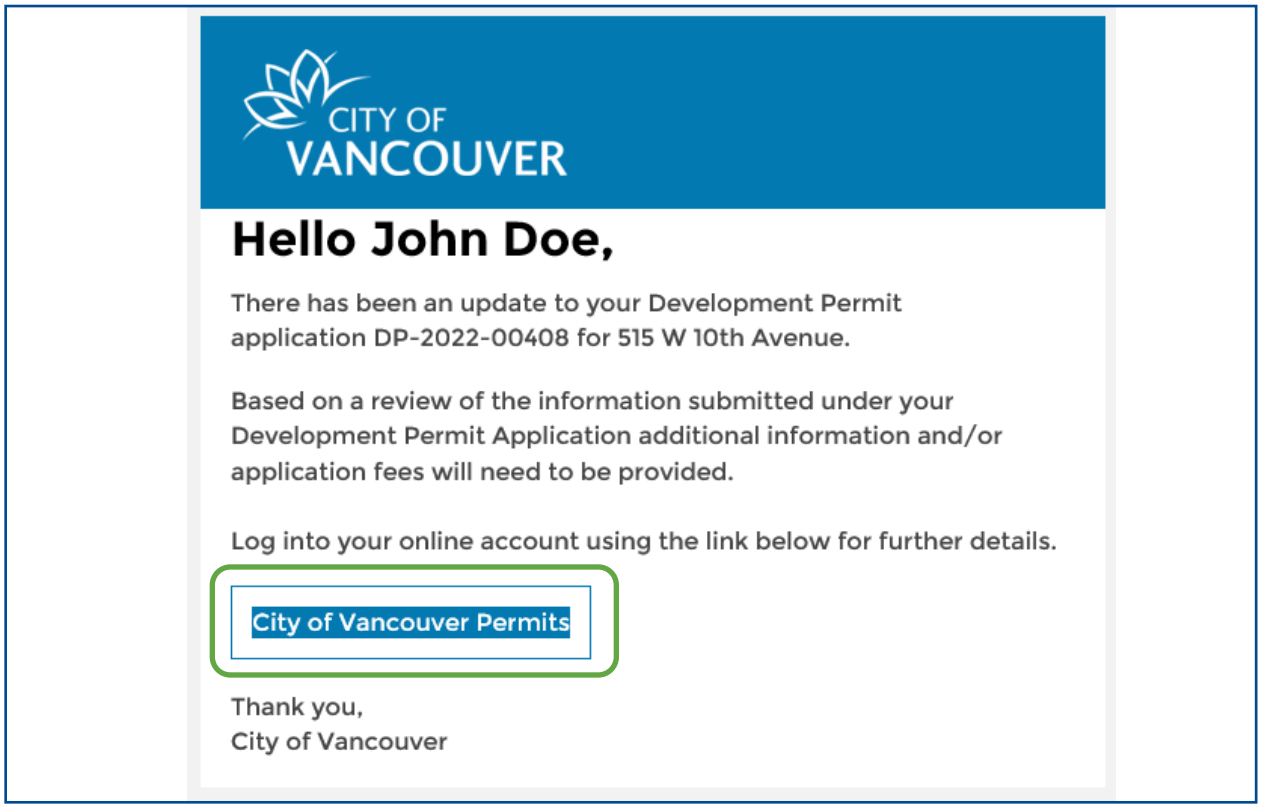
Step 5: Scroll down to the Fees section and click on the *View Payment Notice* link. Then, proceed to Step 6.



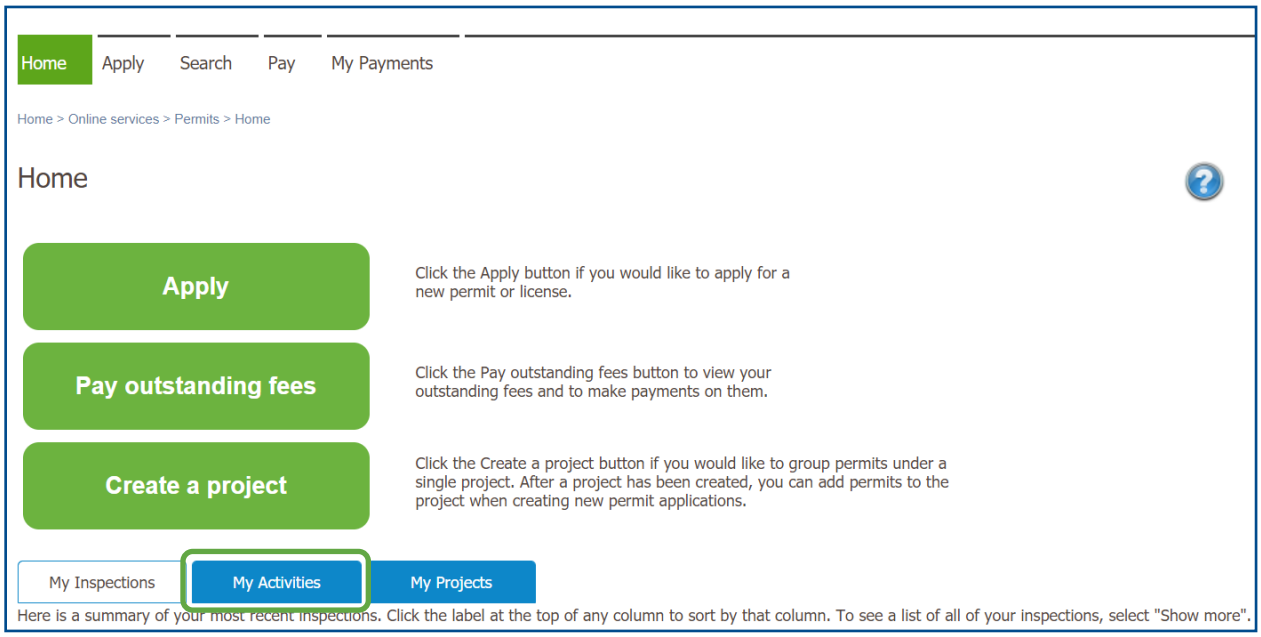
Step 6: You can download and print the *Payment Notice*.

How do I pay fees online?

Step 1: You will receive this email when you are required to pay fees. Click on the *City of Vancouver Permits* link to log into your account and then go to Step 4.
If you can't find this email, proceed to Step 2.



Step 2: Log into your account at www.vancouver.ca/permits/apply and then click on the *My Activities* tab.

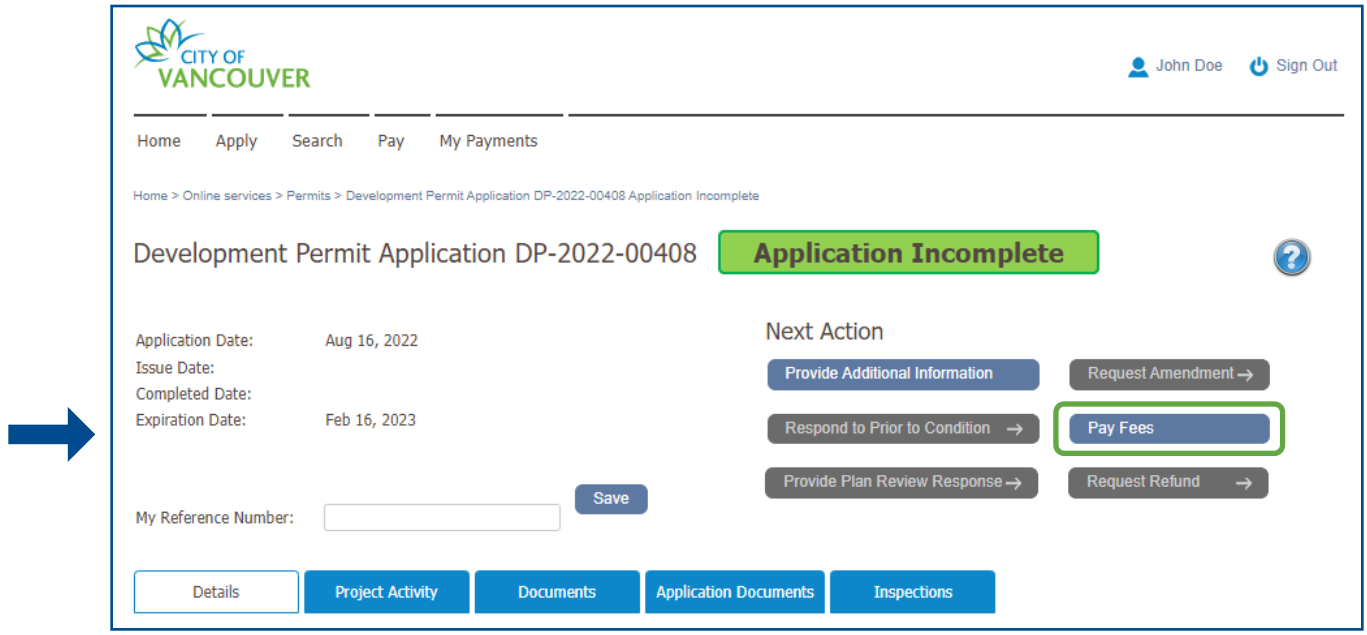


Step 3: Find the applicable permit and click the *Provide Information* link in the *Next Action* column.

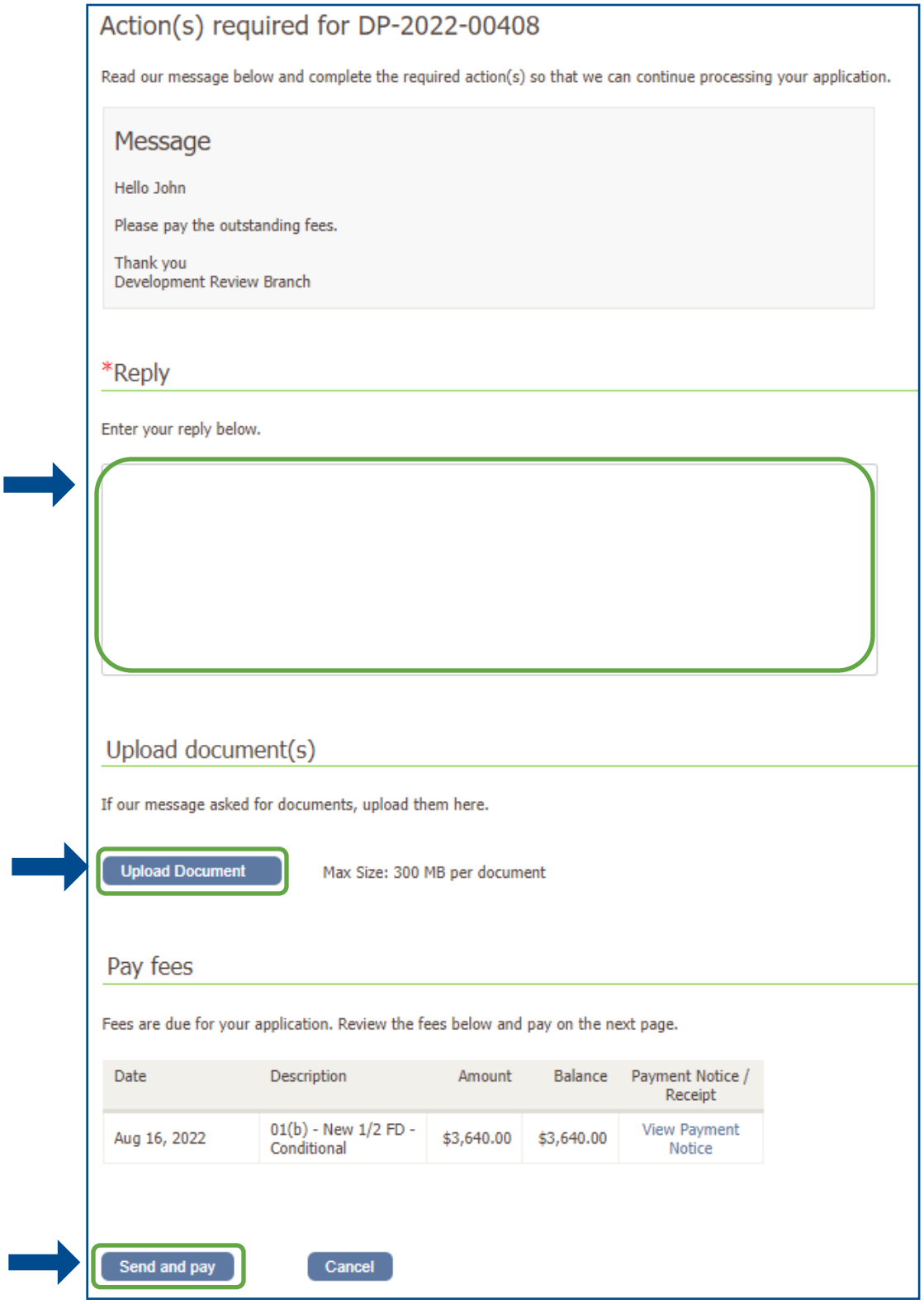
OR

Click on the permit's *File Number* to take you to the permit overview page.

Then, click on the *Pay Fees* button.

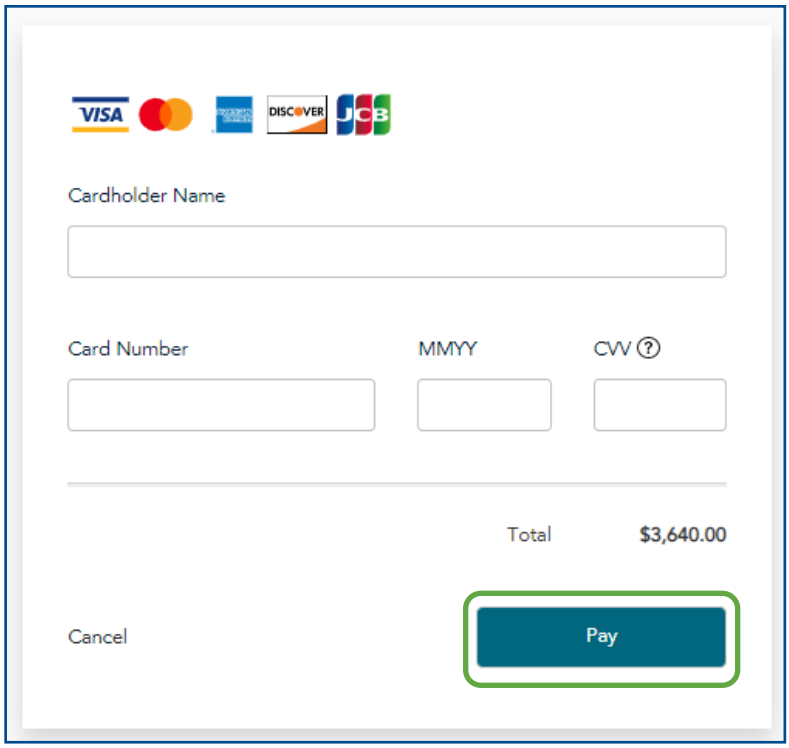


Step 4: You will see instructions from the City of Vancouver staff member indicating what you need to do. Type in a response in the *Reply* field. If applicable, upload any documents by clicking *Upload Document*. Review the fees and then click the *Send and pay* button.



Step 5: Enter your credit card information. *Note*: If you receive an error message, or your credit card is declined due to transaction limit amounts, please contact your credit card company. Our system does not have a maximum dollar limit set for transactions. For other payment options, please contact your Project Facilitator or Project Coordinator.

Step 6: Click the *Pay* button.



Step 7: You will see this payment confirmation screen if this transaction was successfully. Click on the *Return to DP-xxxx-xxxxx* link to go back to the permit overview page.

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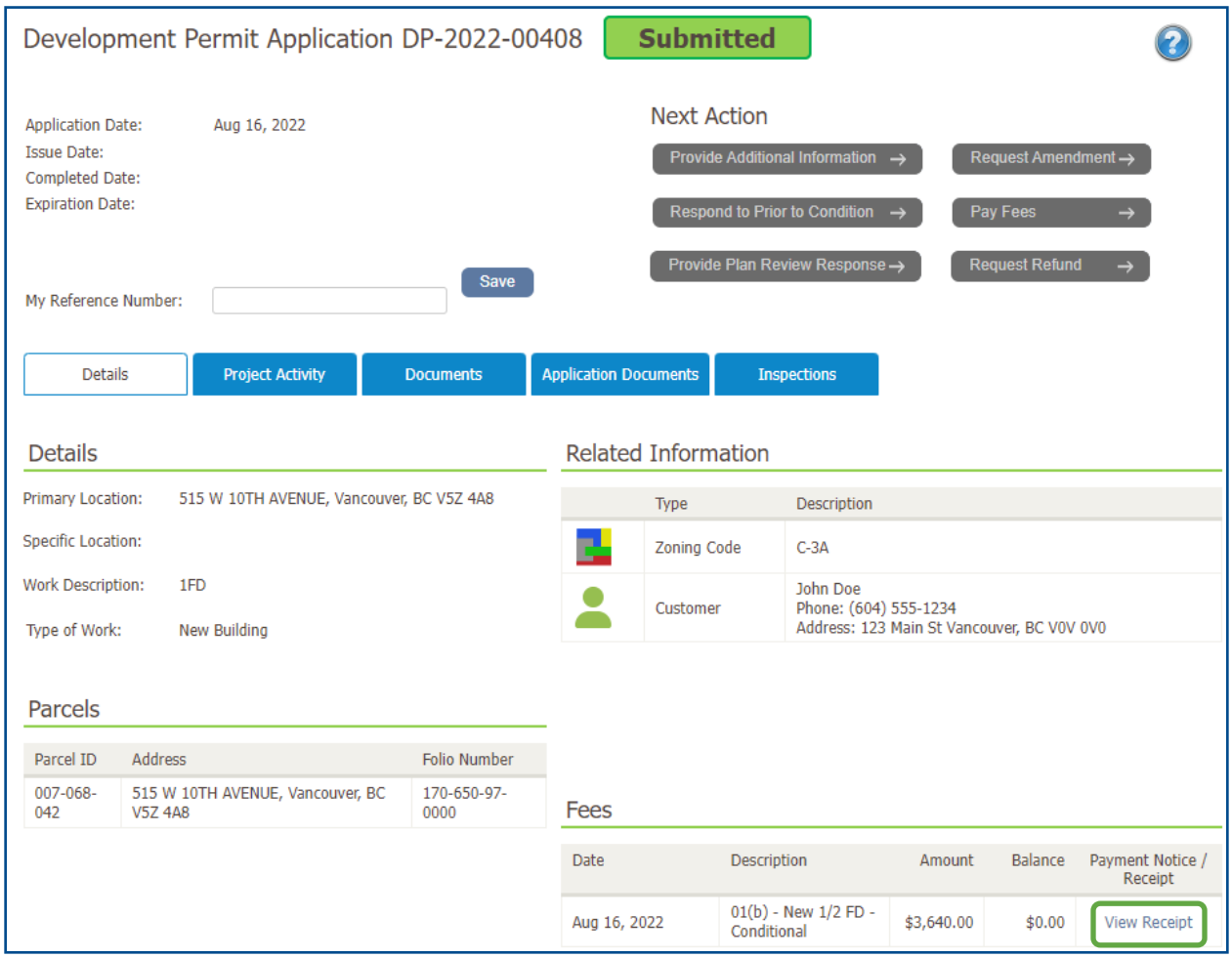
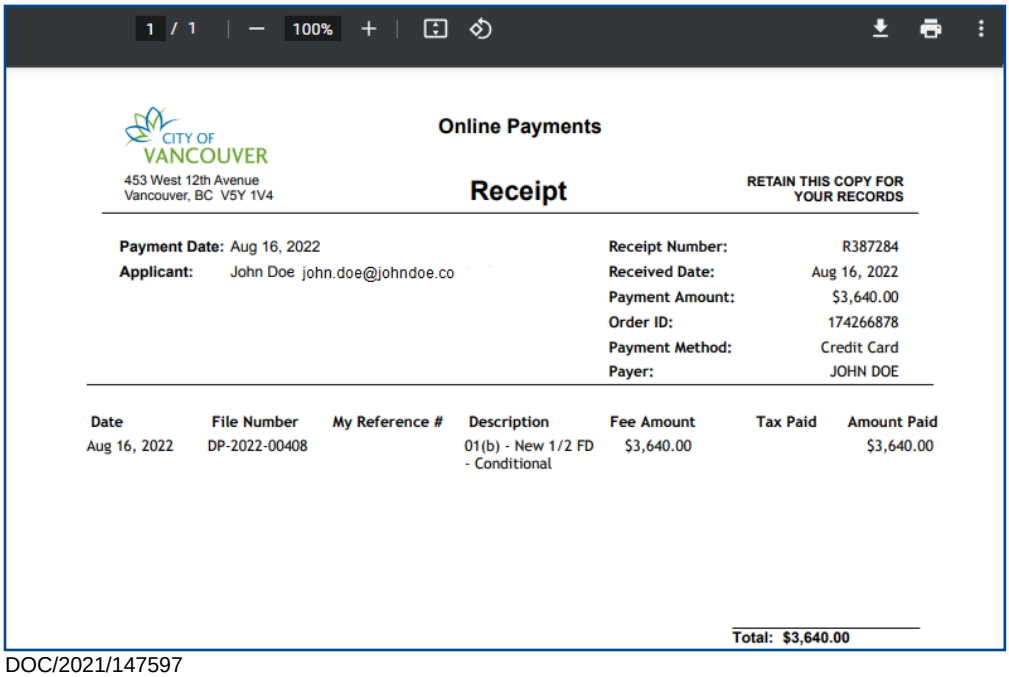
Step 8: Scroll down to the *Fees* section and click *View Receipt*.



Step 9: You can download and save the receipt.



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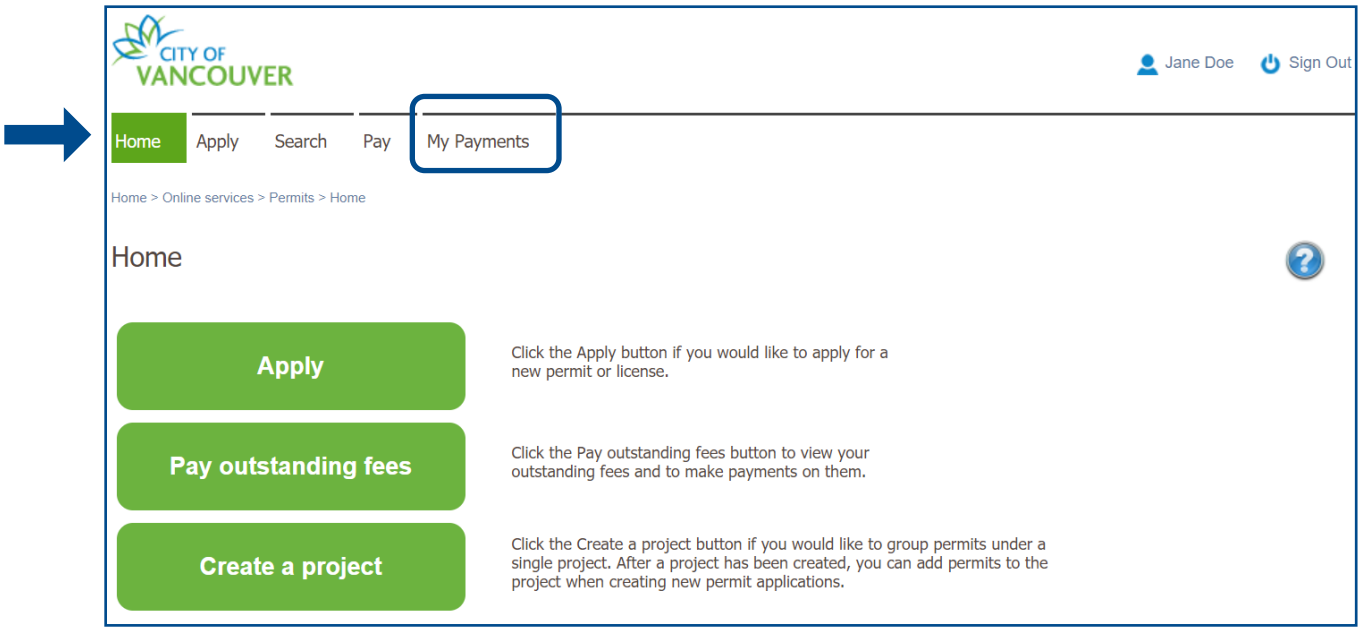
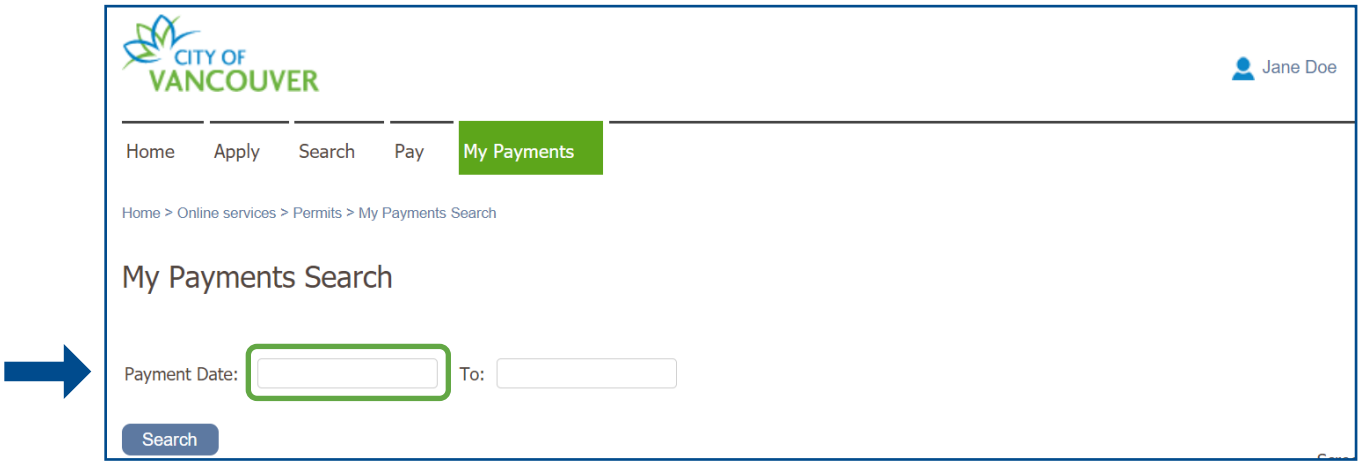
How do I view my receipt?

Step 1: Log into your account at www.vancouver.ca/permits/apply and then click *My Payments*.

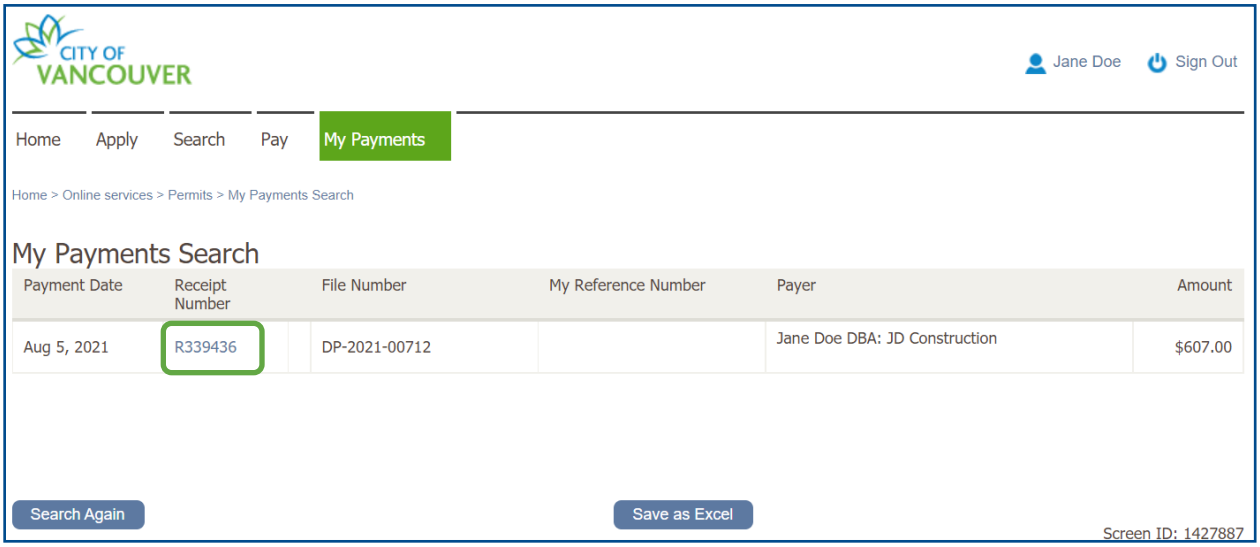


Step 2: Click in the *Payment Date* field to select the date range.

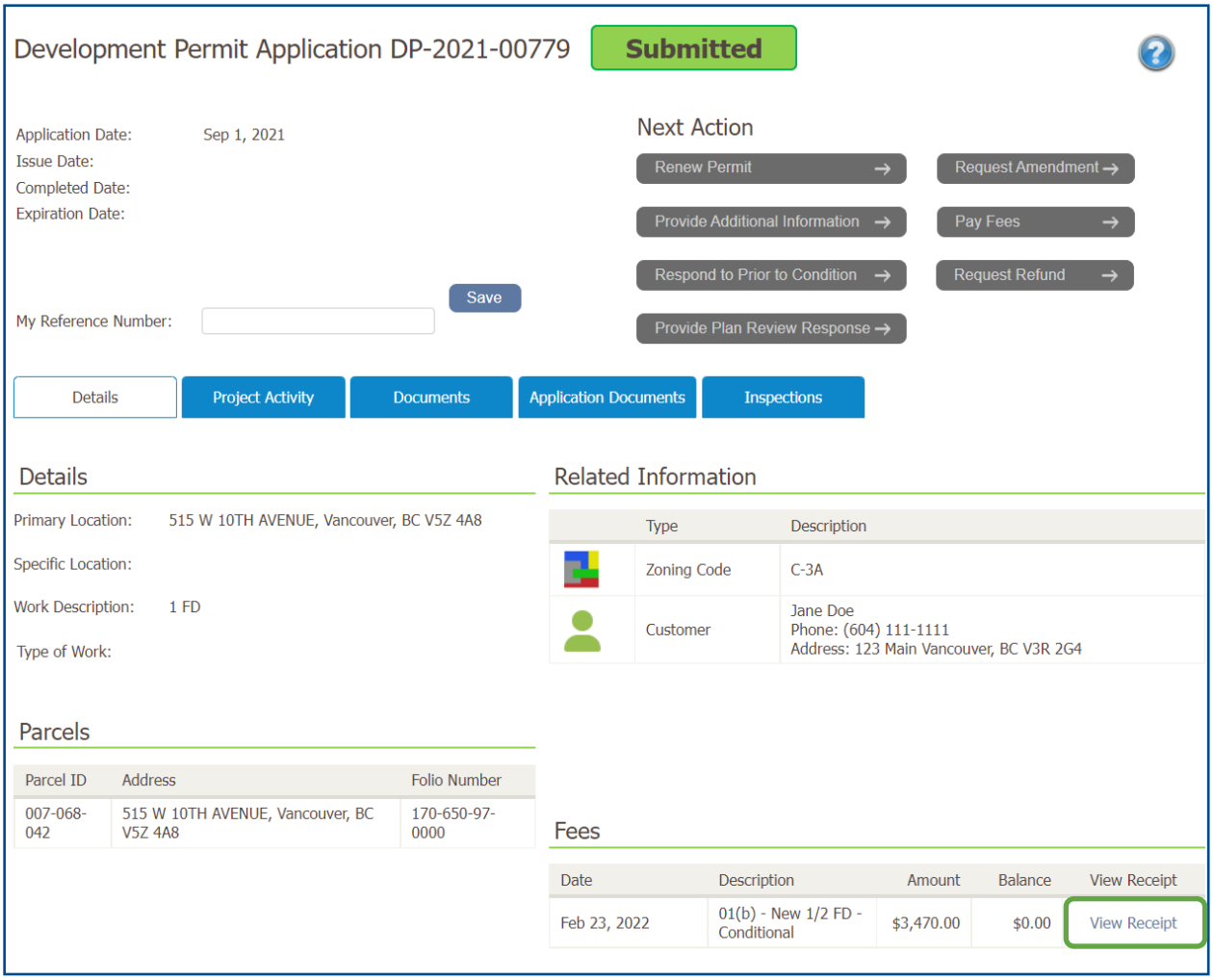


Step 3: Click *Search*.

Step 4: Click on the receipt number.



Step 5: Alternatively, you can go to the permit overview page, *scroll down* to the *Fees* section and click *View Receipt*.



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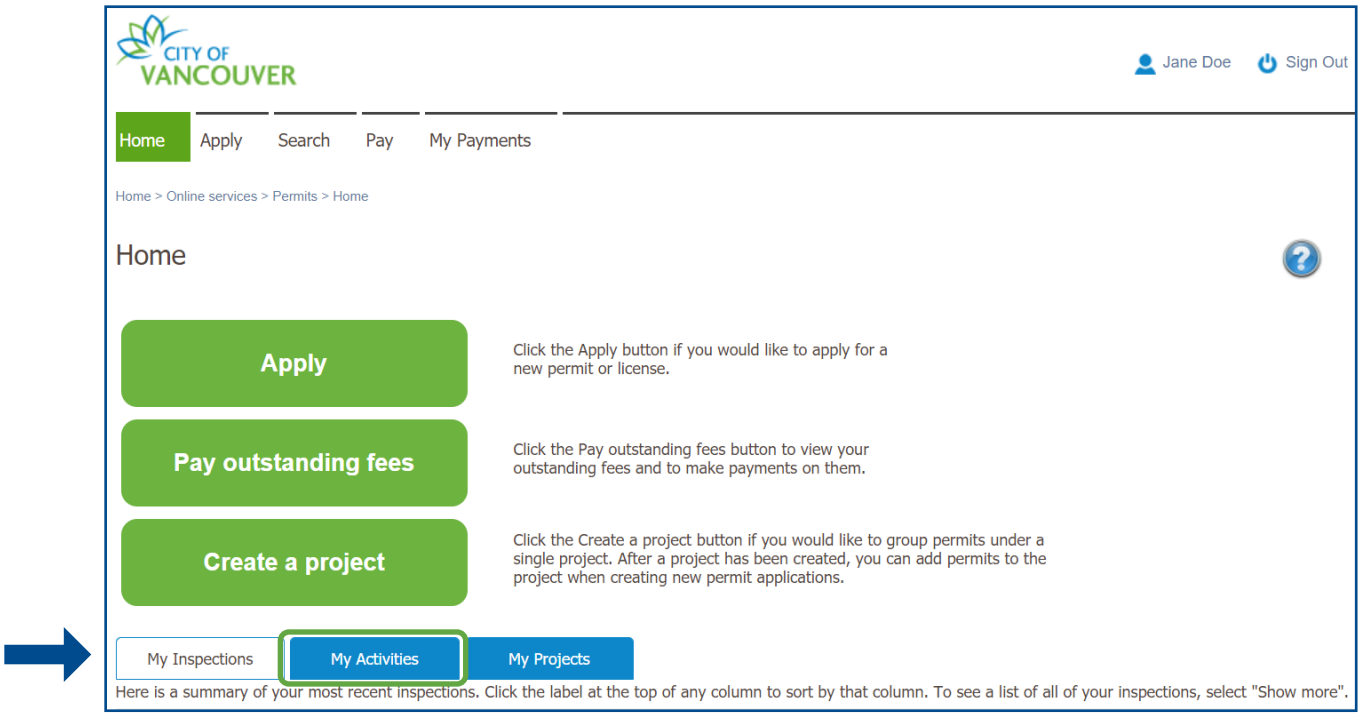
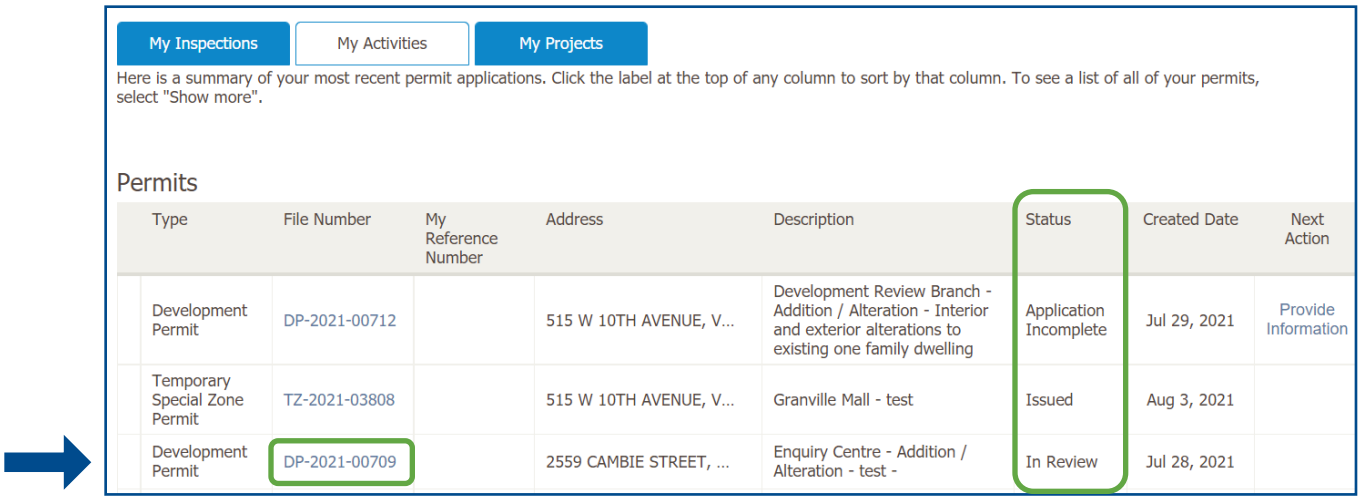
How do I check the status of my permit application?

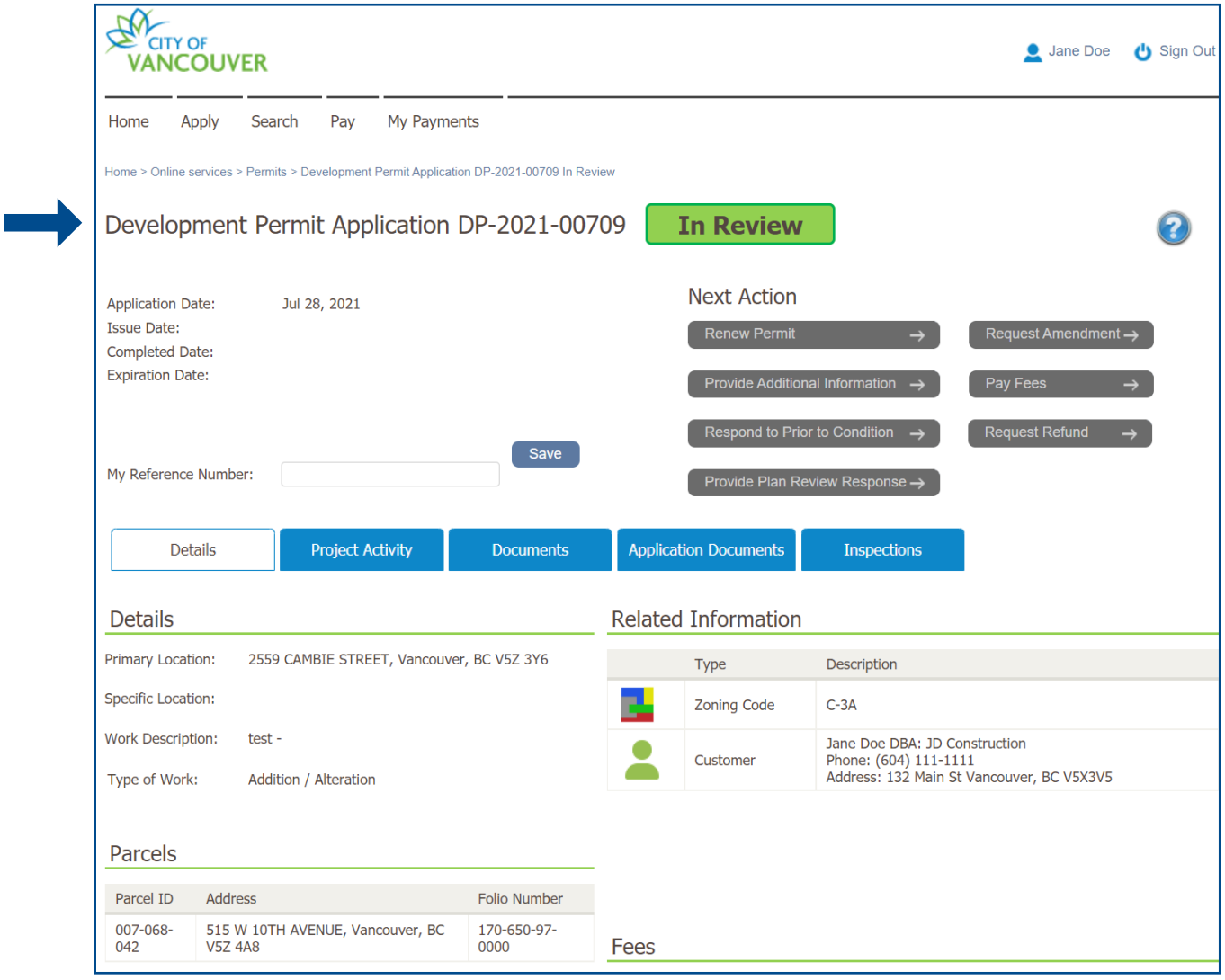
Step 1: Log into your account at www.vancouver.ca/permits/apply and then click on the *My Activities* tab.



Step 2: The status of the permit is in the *Status* column. Click on the permit's *File Number* to view detailed information.



Step 3: The status of the permit is displayed in the green box. In this case, the permit is *In Review* status.



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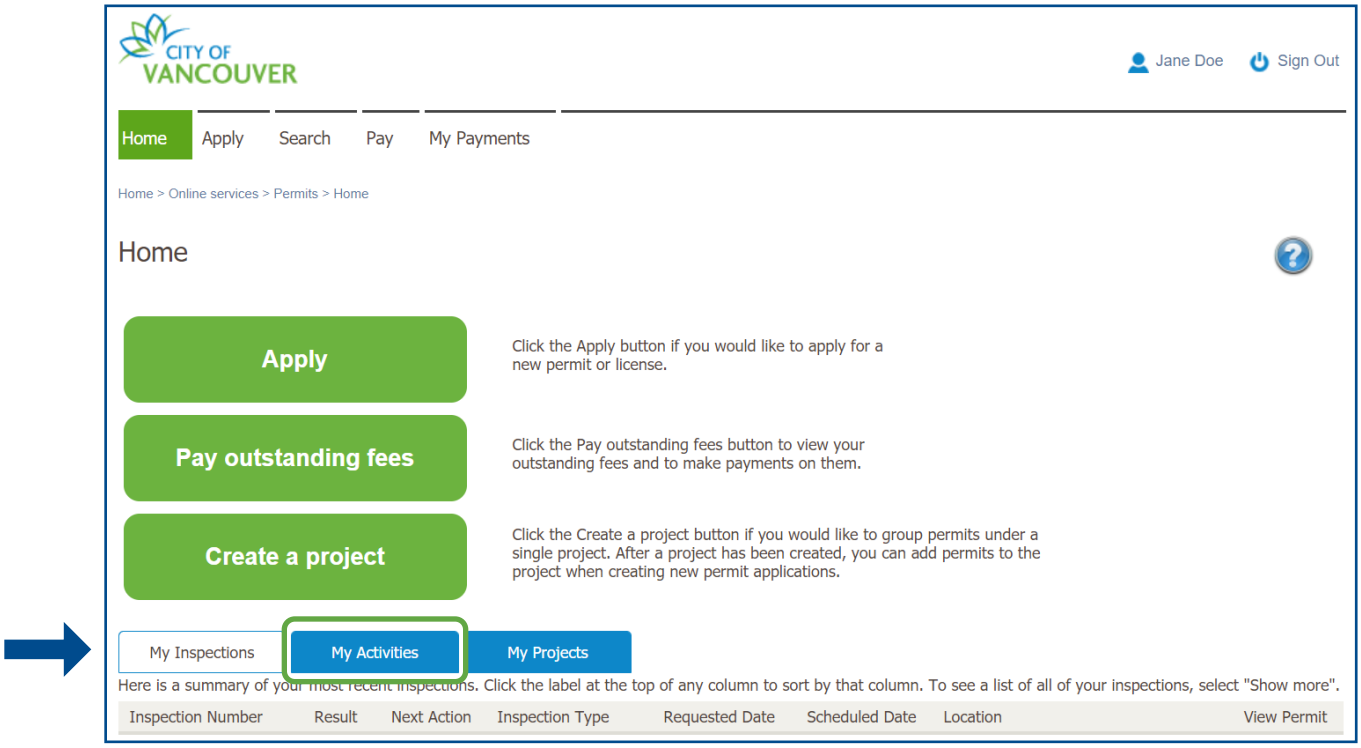
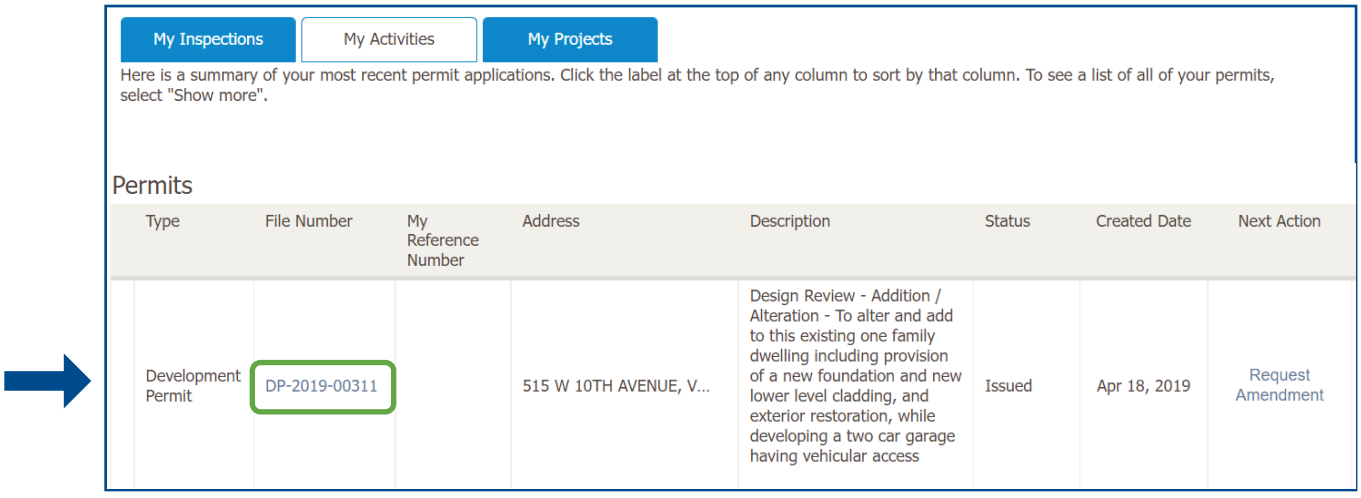
How do I view the documents I submitted?

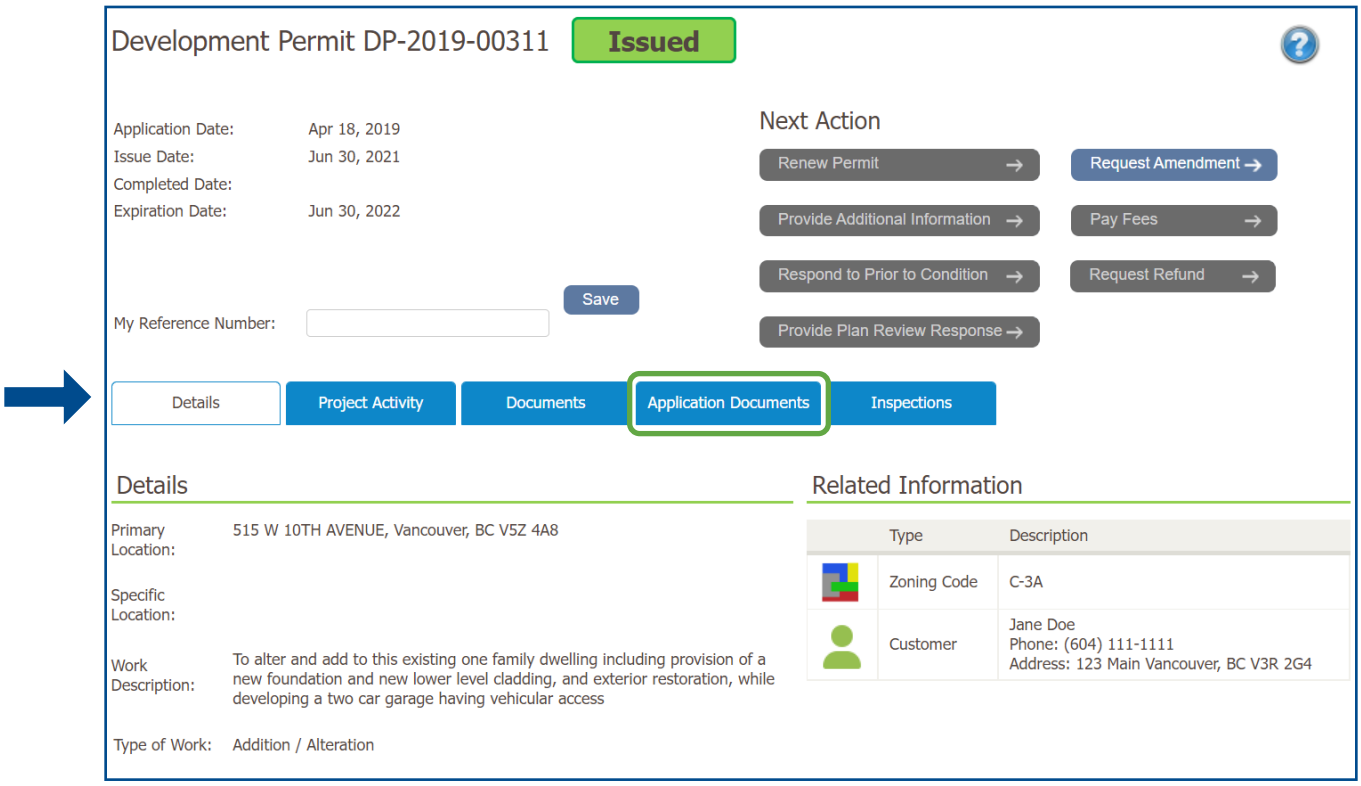
Step 1: Log into your account at www.vancouver.ca/permits/apply and then click on the *My Activities* tab.



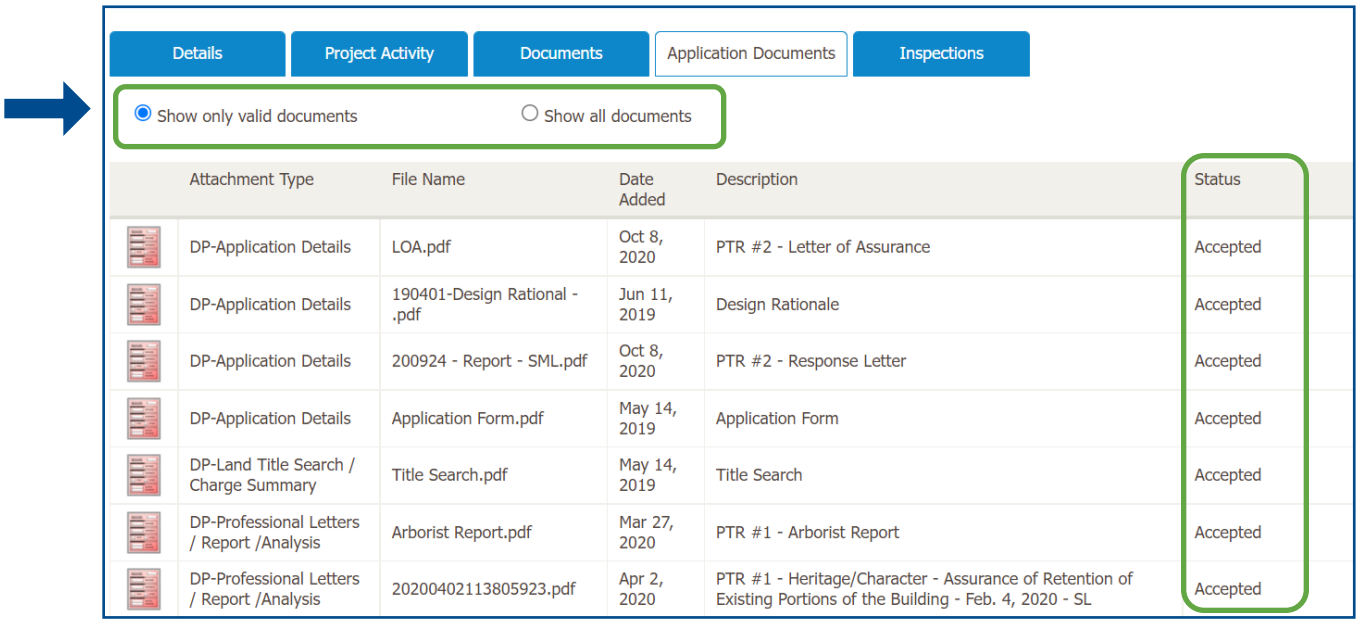
Step 2: Click on the permit's *File Number* to take you to the permit overview page.



Step 3: Click on the *Application Documents* tab.



Step 4: Here you can see the status of your documents and you can toggle between *Show only valid documents* and *Show all documents*.



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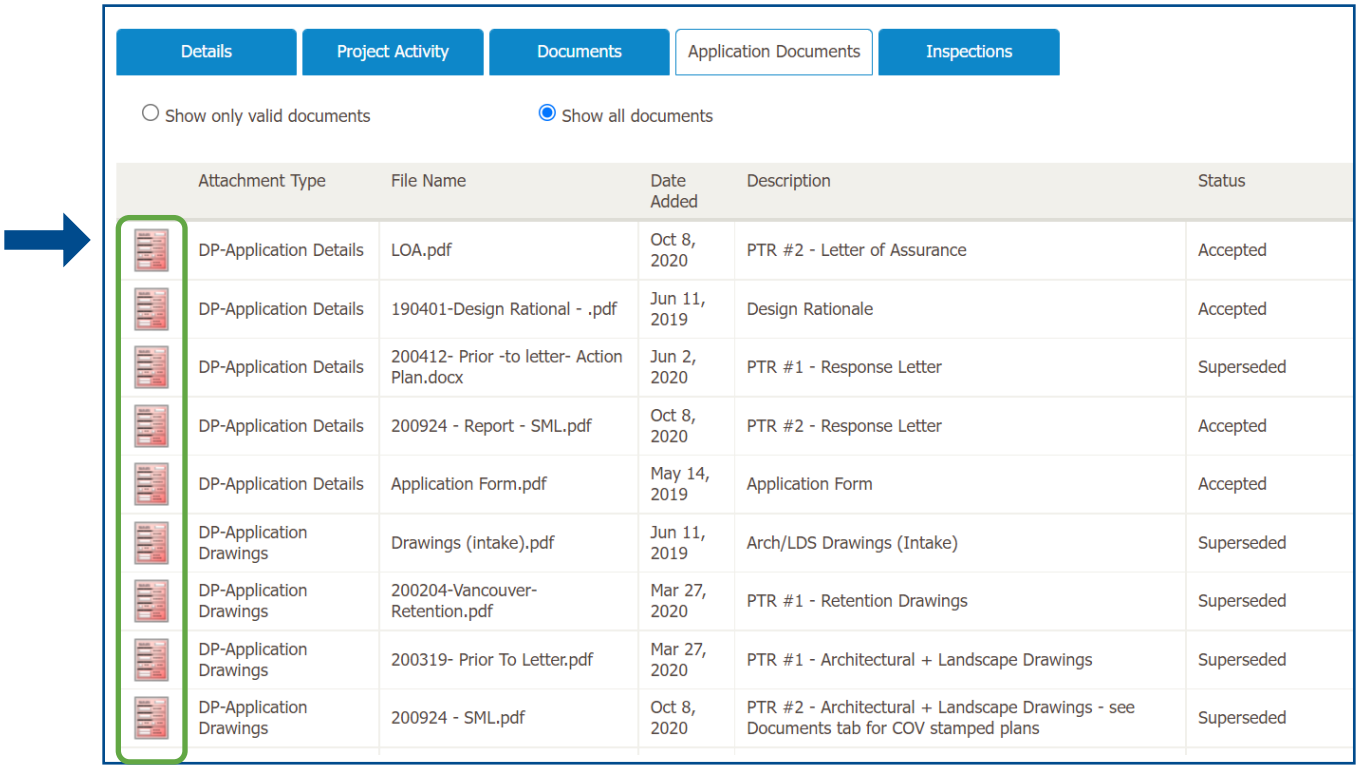
Step 5: Click on the red icon to open a document.



Attachment Type	File Name	Date Added	Description	Status
DP-Application Details	LOA.pdf	Oct 8, 2020	PTR #2 - Letter of Assurance	Accepted
DP-Application Details	190401-Design Rational - .pdf	Jun 11, 2019	Design Rationale	Accepted
DP-Application Details	200412- Prior -to letter- Action Plan.docx	Jun 2, 2020	PTR #1 - Response Letter	Superseded
DP-Application Details	200924 - Report - SML.pdf	Oct 8, 2020	PTR #2 - Response Letter	Accepted
DP-Application Details	Application Form.pdf	May 14, 2019	Application Form	Accepted
DP-Application Drawings	Drawings (intake).pdf	Jun 11, 2019	Arch/LDS Drawings (Intake)	Superseded
DP-Application Drawings	200204-Vancouver-Retention.pdf	Mar 27, 2020	PTR #1 - Retention Drawings	Superseded
DP-Application Drawings	200319- Prior To Letter.pdf	Mar 27, 2020	PTR #1 - Architectural + Landscape Drawings	Superseded
DP-Application Drawings	200924 - SML.pdf	Oct 8, 2020	PTR #2 - Architectural + Landscape Drawings - see Documents tab for COV stamped plans	Superseded

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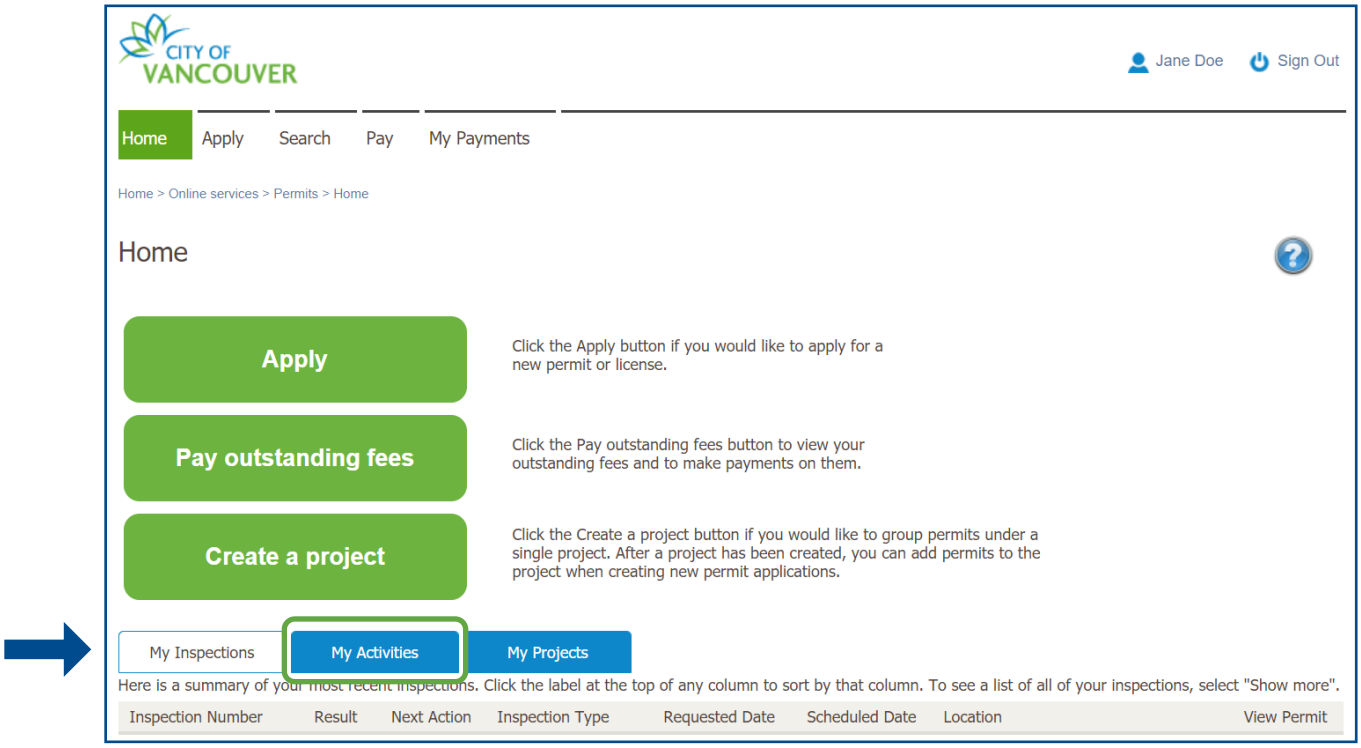
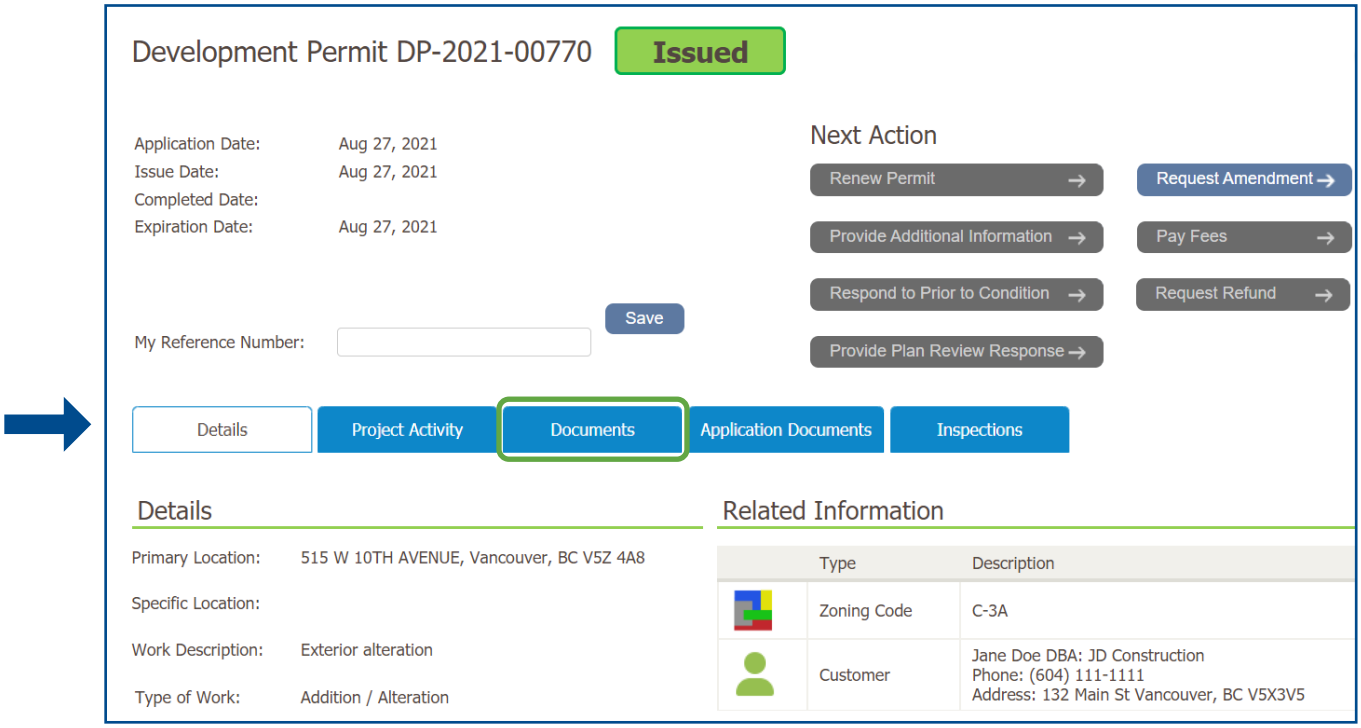
How do I view documents from City staff?

Step 1: Log into your account at www.vancouver.ca/permits/apply and then click on the *My Activities* tab.

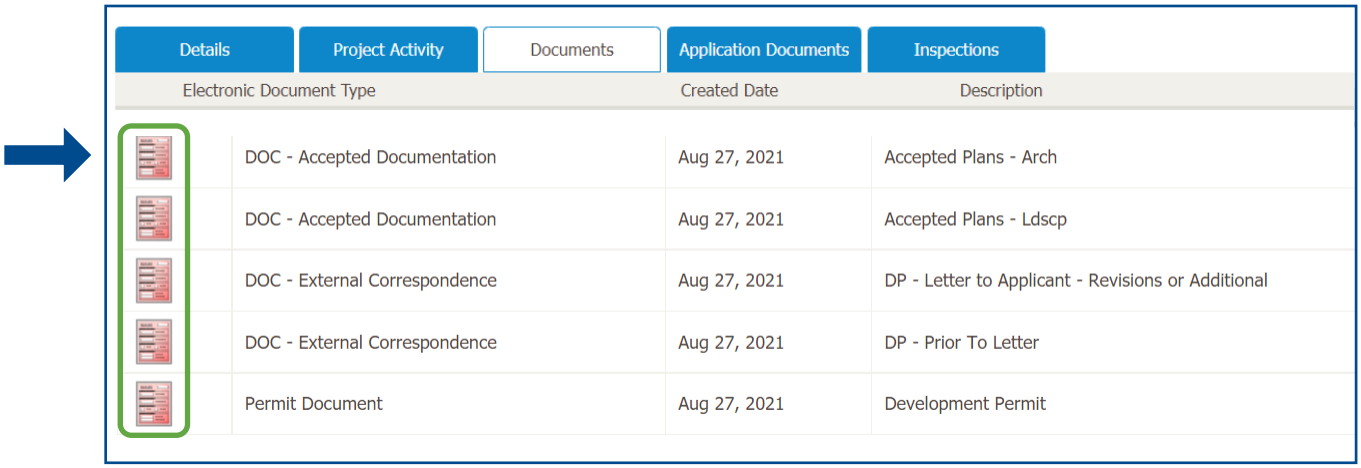


Step 2: Click on the permit's *File Number* to take you to the permit overview page.

Step 3: Click on the *Documents* tab.

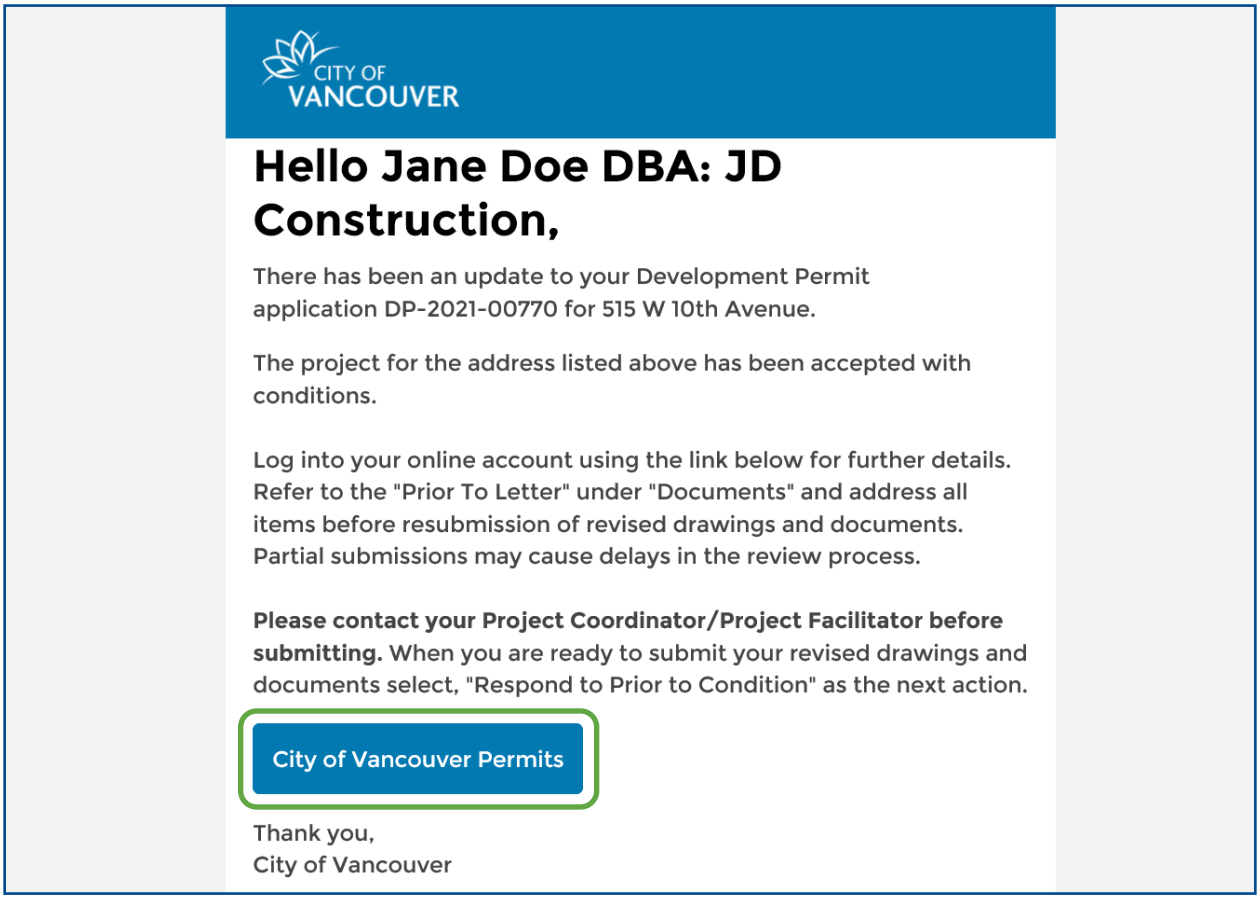


Step 4: Click on the red icon to open a document.

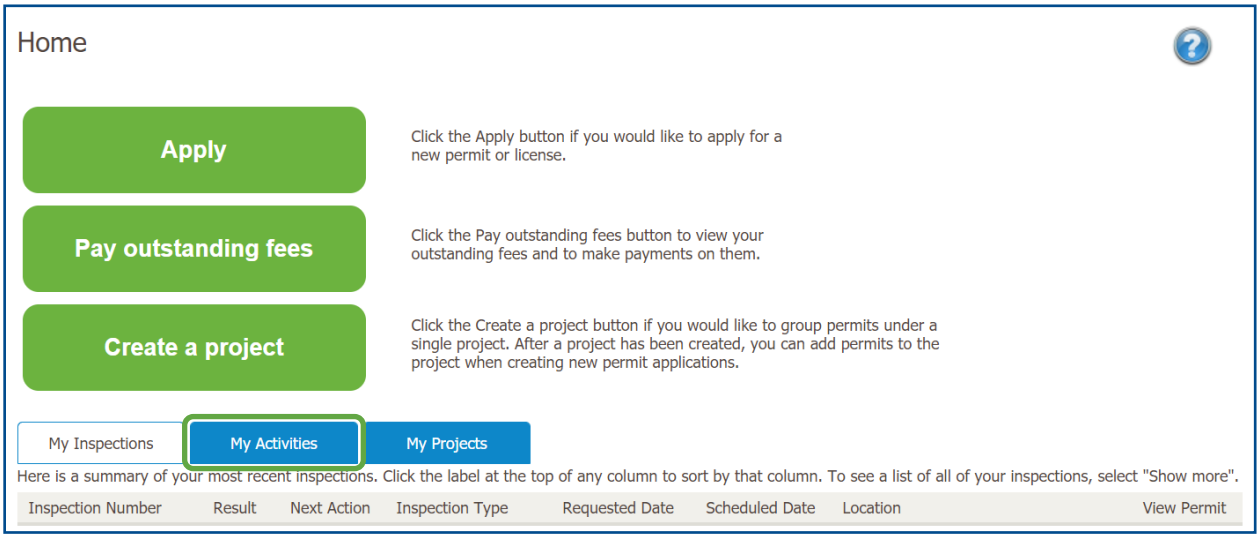


How do I view the Prior to Letter?

Step 1: You will receive this email after your *Prior to Letter* is issued. Click on the *City of Vancouver Permits* link to log into your account and then go to Step 4.
If you can't find this email, proceed to Step 2.



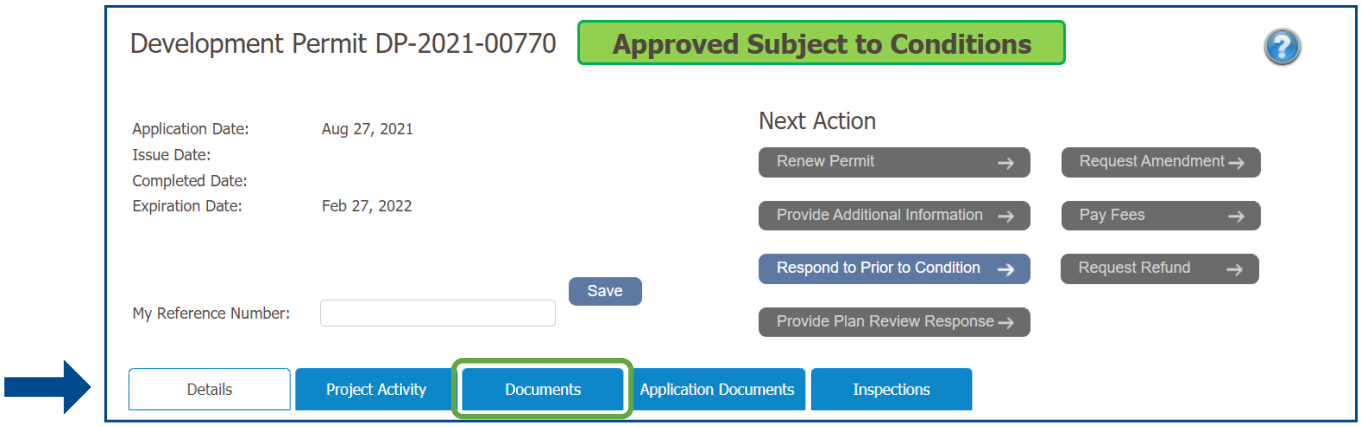
Step 2: Log into your account at www.vancouver.ca/permits/apply and then click on the *My Activities* tab.



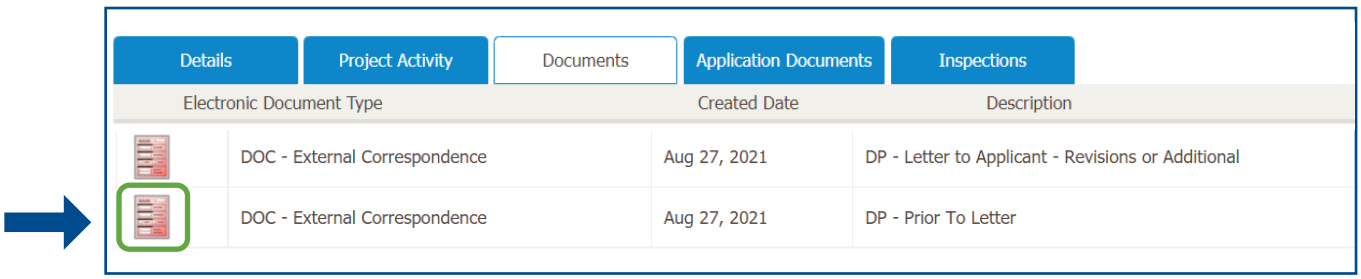
Back to FAQs

Step 3: Click on the permit's *File Number* to take you to the permit overview page.

Step 4: Click on the *Documents* tab.



Step 5: Click on the red icon to open the *Prior to Letter*.



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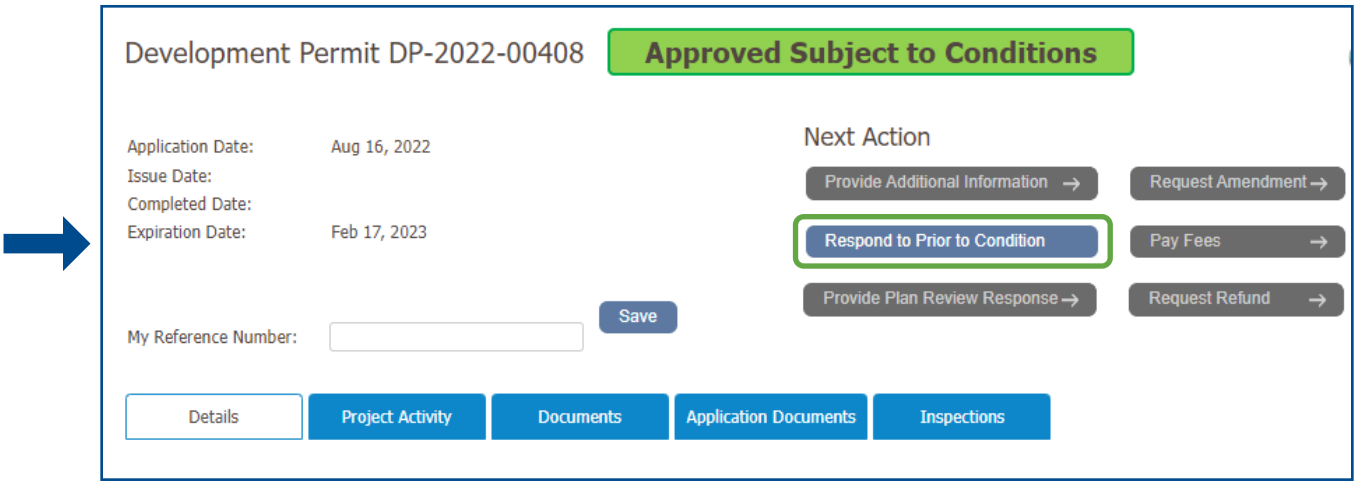
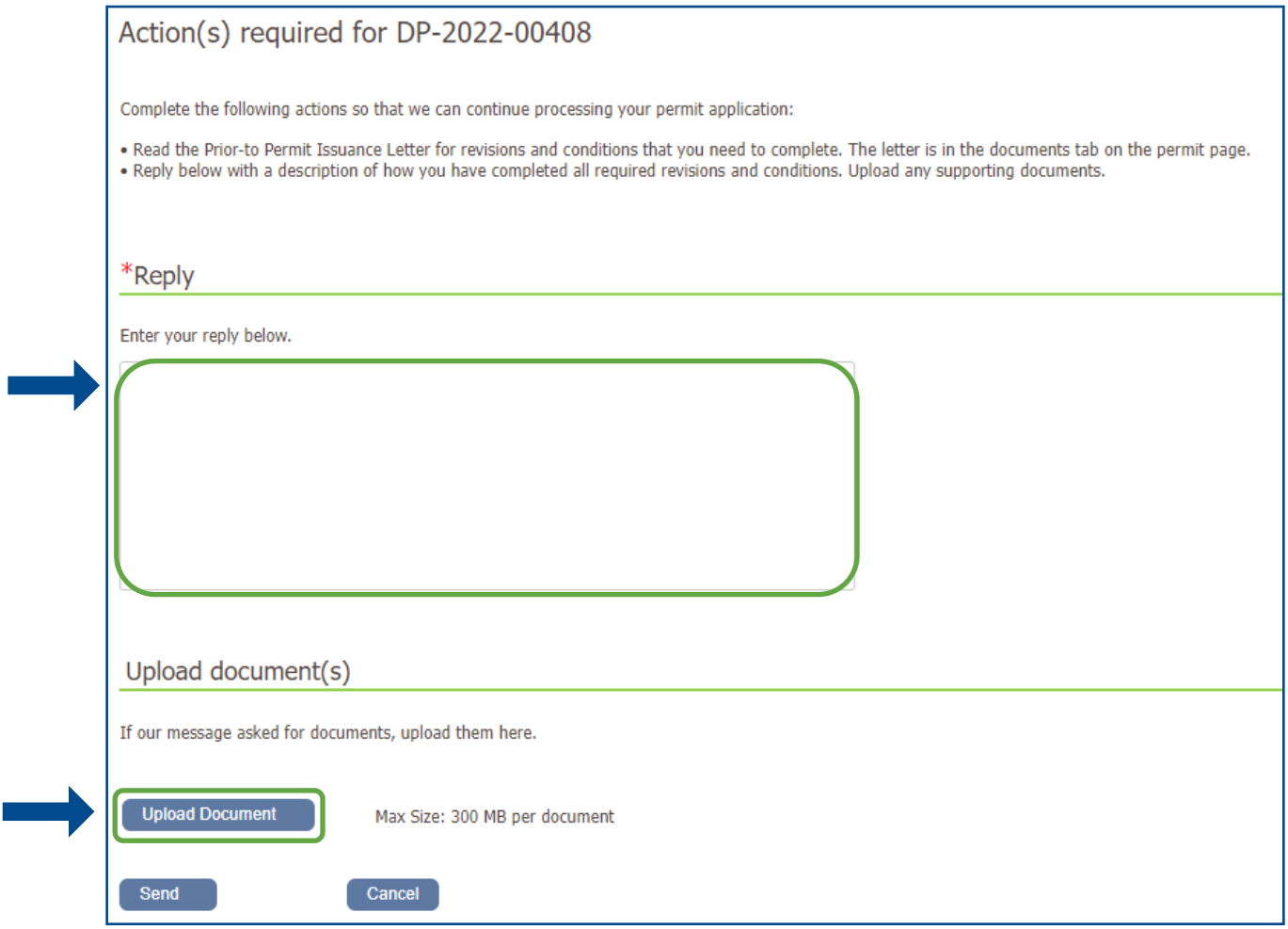
How do I provide a response to the Prior to Letter?

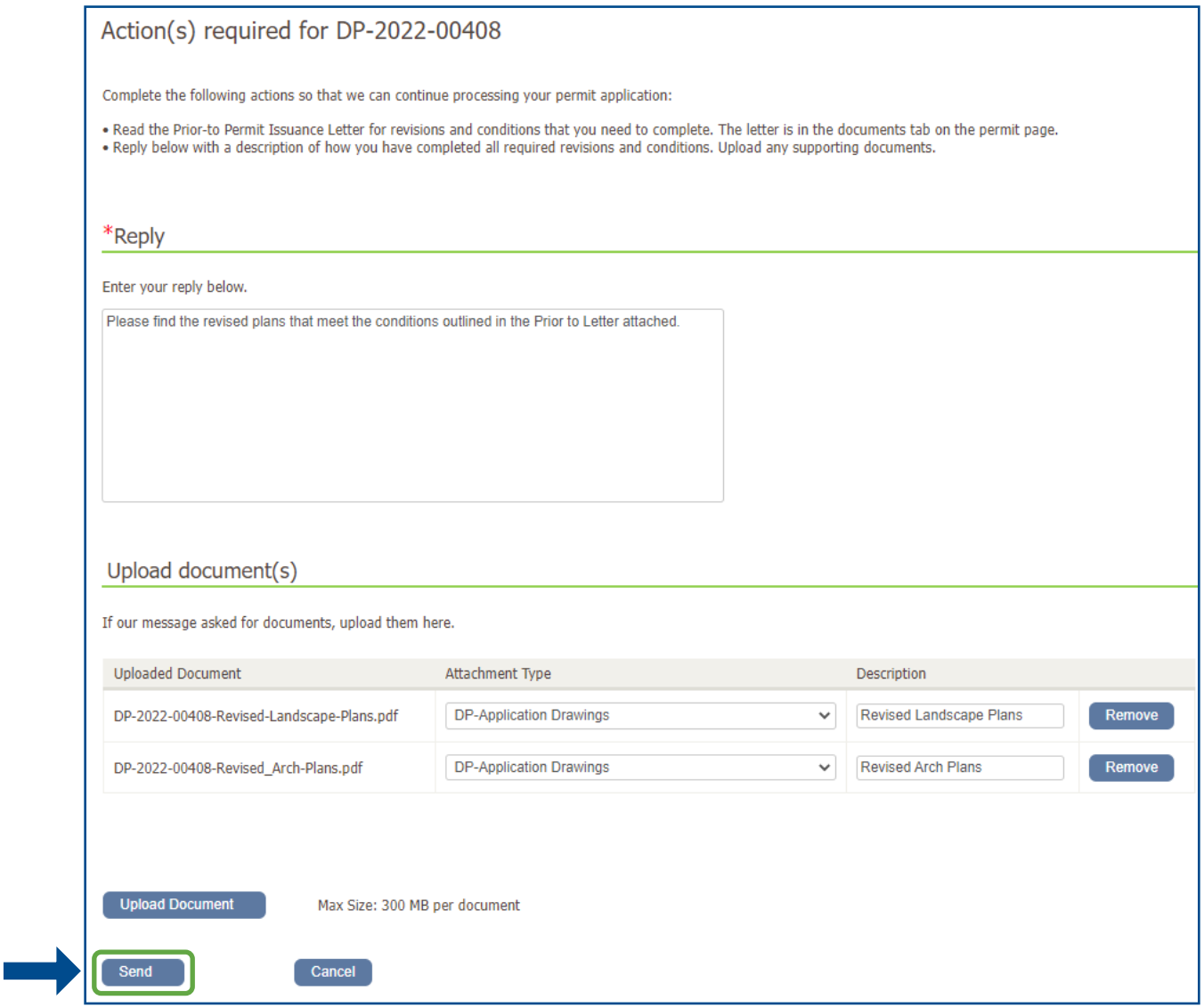
Step 1: In the permit overview page, click on the *Respond to Prior to Condition* button.



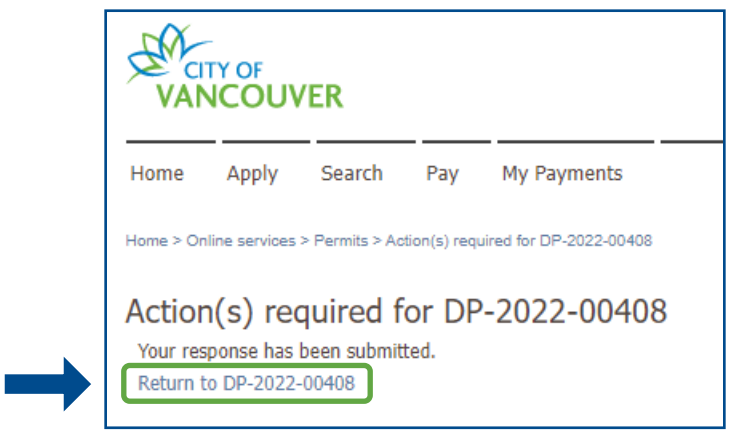
Step 2: Enter a description in the *Reply* field and click on the *Upload Document* button to upload the revised plans. Click here for more information on how to upload documents.



Step 3: Click on the *Send* button.



Step 4: You will see this screen after you've successfully submitted the revised plans. Click on the *Return to DP-xxxx-xxxxx* link to go back to the permit overview page.

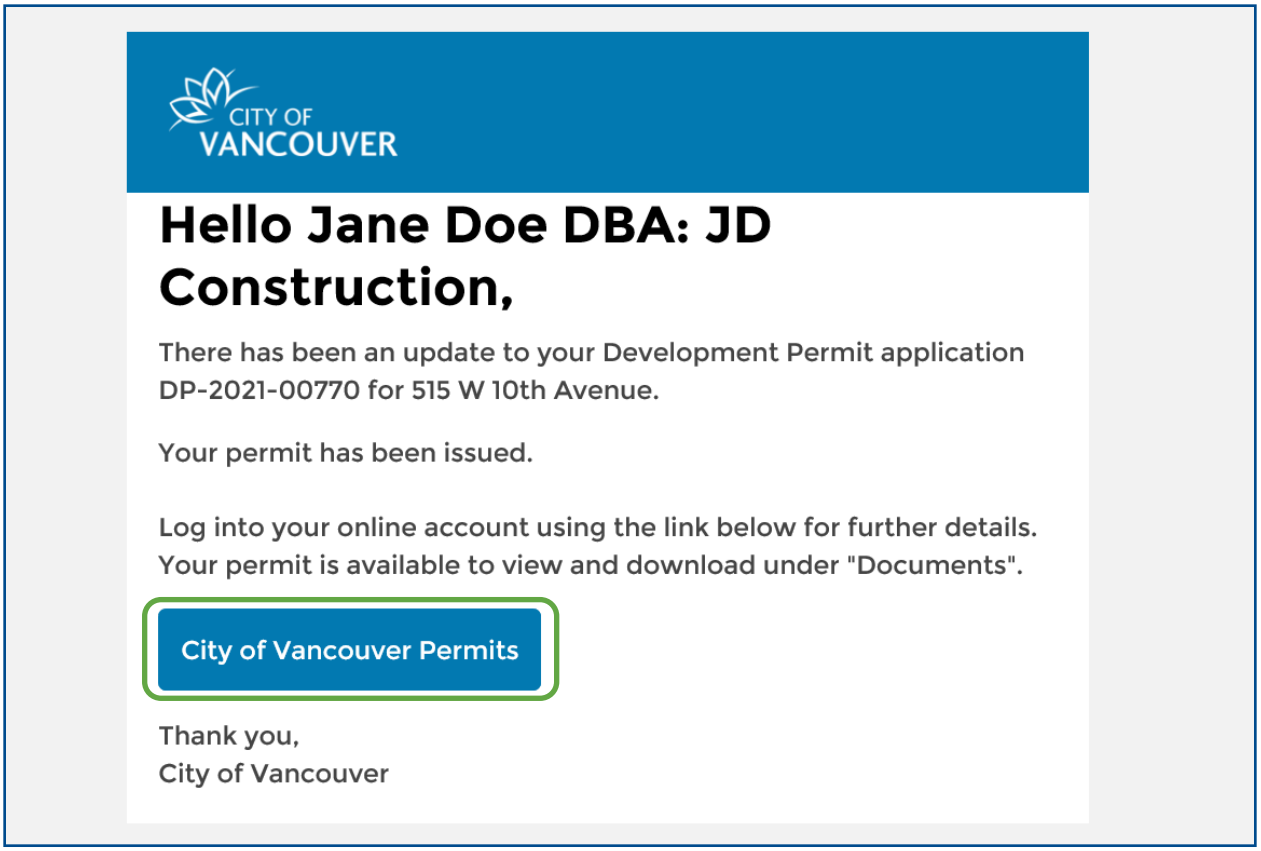


How do I view the final accepted plans stamped and signed by the City?

You can find the *final accepted plans* in the *Documents* tab in the permit overview page. Click here for instructions on how to navigate to the Documents tab.

How do I know when my permit has been issued?

You will receive this email after your permit has been issued. Click on the *City of Vancouver Permits* link to log into your account.



If you did not receive the above-mentioned email, you can check the status of your permit to see if it has been issued. Click here for instructions on how to view the status of your permit.

How do I view my issued permit document?

You will only be able to view the permit document for permits that are in *Issued* status. You can find the *permit* in the *Documents* tab in the permit overview page. Click here for instructions on how to navigate to the Documents tab.

How do I request a change to my issued permit?

If you would like to make any changes to your previously issued development permit, please fill out the contact form for the Development and Building Services Centre. Be sure to provide your permit number as well as details about the proposed change. You will also be able to upload documents.

All submissions through the form will immediately receive a reference number, which you can use to obtain real-time status updates by logging into your Van311 account or calling 3-1-1.

How do I cancel or withdraw my permit application?

Please email your Project Coordinator or Project Facilitator if you want to cancel or withdraw your Development Permit application. You will not be able to cancel/withdraw the application via your online permit account.

Whom do I contact if I have any questions?

Please email your Project Coordinator or Project Facilitator if you have any questions about your Development Permit application.

Appendix: Document Naming Conventions

Please use one of the below descriptions when uploading the following types of documents.

Attachment Type	Description
DP – Acoustical Report	Acoustical Report
DP – Application Details	Application Form Minor Amendment Application Form Minor Amendment detailed changes letter/list Checklist Rezoning Response Letter
DP – Application Drawings	Arch drawings Landscape drawings FSR Retention drawings
DP – Arborist Letter	Arborist Report Arborist LOA
DP – Design / Relaxation Rationale / Description of Operation	Design Rationale Relaxation Rationale Letter of Operation Parking Rationale Landscaping/ Tree Removal Rationale Passive House – Relaxations being sought
DP – Heritage Density Letter A/ B	Heritage Density Letter A
DP – Land Title Search / Charge Summary	Title Search Charge Summary Letter from Lawyer
DP - Photographs	Photographs – (what/date/direction)

DP – Professional Letters/ Report/ Analysis	Owner's Undertaking Letter Transportation Demand Management Plan Traffic Analysis Parking Management Report Loading Management Report Envelope Letter Tenant Relocation Form Rental Declaration Form CPA Report Neighbourhood Energy Utility Branch Group - Consultation Letter Sequence Letter of Construction Assurance of Retention of Existing Building Letter Letter from CPHD/CPHC Alternative Solutions Letter Verification Letter for Thermal Exclusion Verification Letter for Rain Screen Elements Letter from Neighbour – Tree Removal Hydrogeological Study Rainwater Management Plan Geotechnical Report View Protection Analysis
DP - Proximity to BC Hydro Lines Checklist	BC Hydro Lines Checklist Letter from BC Hydro
DP - Site Profile	Site Disclosure Statement Environmental Assessment Report Ministry of Environment Letter
DP – Strata Letters	Strata Letter
DP – Survey and/ or Posting Plan	Survey Building Grades Posting Plan
Prior-to response drawings/ documents	PTR #1 – Document name