

# Occupant Load

## Online Application Instructions

These instructions are for customers who want to apply for the Occupant Load Permit using the City of Vancouver's online system.

Intended Document Use:

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


### Frequently Asked Questions

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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](http://vancouver.ca/permits/apply).

### Step 1: Select *Create an Account*.



City of Vancouver Permits

Start your application now. Log in or register for an account to continue.

Register

Don't have an account? To apply for permits, you need to create an account with the City of Vancouver.

**Create an account →**

Login

Email Address:  [Forgot Email Address?](#)

Password:  [Forgot password?](#)

**Sign in →**

### Step 2: Complete all the fields marked with a red asterisk (\*). Click on *Finish Registration*.

#### a. Create your account

Create your account

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To create your account, fill in these fields.

\*Email:  A valid email is required as your email address will be used to login to the system.

\*Confirm Email:

\*Password:  Password must:

- be at least 8 characters
- contain at least two (2) letters (one upper case and one lower case)
- and one (1) number.

\*Confirm Password:

#### b. Your Information

Your Information

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\*First Name:  First Name cannot start with a numeric character.

\*Last Name:

\*Phone Number: (  )  -

### c. Security Question and Finish Registration

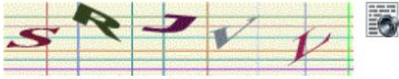
#### Security Question for Password Reset

The security question is used in case you forget your password. You will need to know the answer to this question in order to regain access to the system.

\*Security Question:

\*Security Answer:


\*Code:  Enter the code you see below.



[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.



Thank you for registering with the City of Vancouver Permits site. To activate your account and complete your registration, please

[click here](#)

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



Home Search

Home > Online services > Permits > Activate your account

#### Activate your account

Email Address:

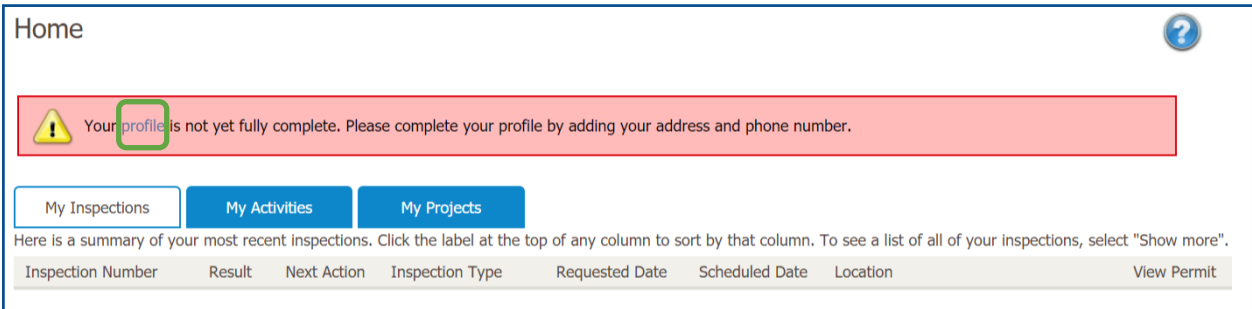
\*Password:  Please re-enter the password you registered online with.

[Activate →](#)


Screen ID: 1035831

© 2020 City of Vancouver [Terms of Use](#) | [Privacy policy](#) | [Website accessibility](#)

**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.



Home ?

 Your profile is not yet fully complete. Please complete your profile by adding your address and phone number.

My Inspections
My Activities
My Projects

Here is a summary of your most recent inspections. Click the label at the top of any column to sort by that column. To see a list of all of your inspections, select "Show more".

Inspection Number	Result	Next Action	Inspection Type	Requested Date	Scheduled Date	Location	View Permit
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For more information on how to create an account, click [here](#).

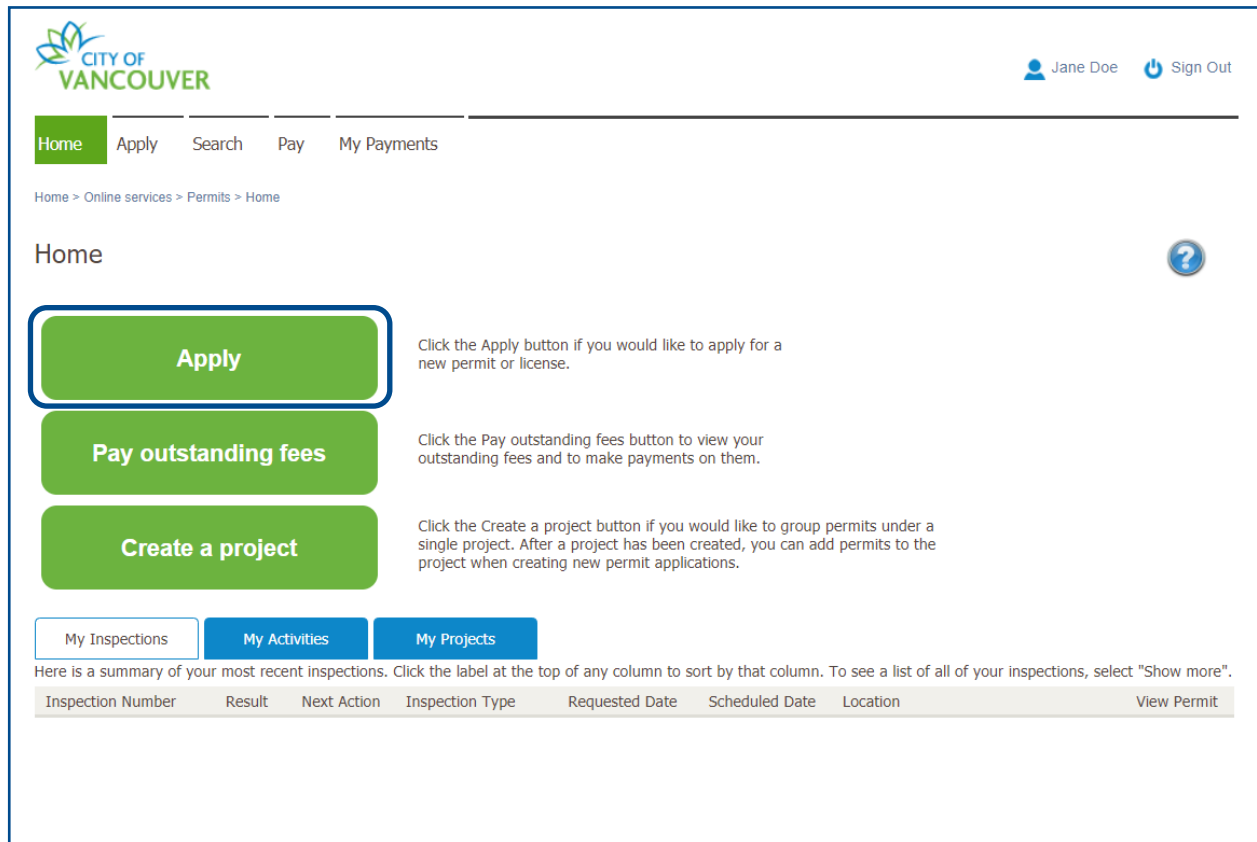
Where can I get help with logging into my account?

For login help, please click [here](#). If you are still having issues, please phone us at 604-873-7611 or email us at [permits@vancouver.ca](mailto:permits@vancouver.ca)

## How do I apply online for the Occupant Load Permit?

Please note that only the red asterisk (\*) fields are required to complete the application.

**Step 1:** Select [Apply](#).



Home > Online services > Permits > Home

Home

**Apply** Click the Apply button if you would like to apply for a new permit or license.

**Pay outstanding fees** Click the Pay outstanding fees button to view your outstanding fees and to make payments on them.


**Create a project** Click the Create a project button if you would like to group permits under a single project. After a project has been created, you can add permits to the project when creating new permit applications.

My Inspections My Activities My Projects

Here is a summary of your most recent inspections. Click the label at the top of any column to sort by that column. To see a list of all of your inspections, select "Show more".

Inspection Number	Result	Next Action	Inspection Type	Requested Date	Scheduled Date	Location	View Permit
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**Step 2:** Scroll down and select [Occupant Load](#) under [Fire Permits](#).





**Trades** Electrical Permit Gas Permit Plumbing Permit Sprinkler Permit

**Street Activities** Merchandise Display Roaming Food Vending Sidewalk Patio (Large) Sidewalk Patio (Small) Stationary Food Vending Stationary Non-Food Vend. Moving/Loading

**Fire Permits** Blasting Burn Explosive Temporary Activity Wholesale Fireworks **Occupant Load**

**Fire Services** Construction Plan Review Fire Watch Fire Safety Plan Review Special Event Plan Check

**Step 3:** *Read* the application instructions and then *scroll down*.


**Fire Services Permit Application (Draft)**


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### Application Instructions

For more information on permits submission requirements please refer to the following:

- Occupant Load Permit: <https://vancouver.ca/doing-business/occupant-load-permit.aspx>
- Underground Tank Removal or Abandonment: <https://vancouver.ca/home-property-development/underground-storage-tank-removal-and-abandonment-permits.aspx>

**Step 4:** *Enter* a description of the work that will be done and then click *Next*.

### Application

My Reference Number:

\*Enter a description of the work that will be done:

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### Applicant

Jane Doe  
Phone: (604) 555-1111  
Address: 1111 West Boulevard Vancouver, BC V6M3V5

**Next**

Screen ID: 1484593

**Step 5:** In the *Address* field, type in a civic address and click *Search*. Remember to use the format as indicated in the instructions. Add in the *Specific Location* as needed.

*Note:* search results will display in a new window. To see the search results, please disable your popup blocker or allow popups from this site.

**Tip:** Use W or E instead of West or East, except for West Boulevard and East Boulevard

- Examples:
  - For West Boulevard, type West B
  - For West Broadway, type W Broadway

### \*Locations

#### Addressed Locations

When searching for the street address of the parcel, please note the following:  
Street direction: N,S,E,W,NE,NW,SE,SW  
Street types: "St" for "Street", "B" for "Boulevard"  
For example: 453 W 12th St

**Note:** Search results will be displayed in a new window. To see the search results, please disable your popup blocker or allow popups from this site.

\*Address:  **Search →**

Please describe exactly where this work will take place (e.g. Second floor, Northwest corner)  
Specific Location:

**Step 6:** Select the [check box](#) next to the correct address and click [Select](#).

**Note:** For *residential strata buildings*, scroll to the bottom of the list and the address that corresponds with your strata number.

Permits - City of Vancouver - Add Addresses - Google Chrome

plposweb.ds.city.vancouver.bc.ca/UAT/LMSPublic/selectobjects.aspx?FromObjectId=121031725&EndPoint=Parcel&PossePresentation=Add

### Add Addresses


Parcel ID	Address	Folio Number
<input type="checkbox"/> 028-236-173	1661 ONTARIO STREET #1001, Vancouver, BC V5Y 0C3	184-636-97-0088
<input type="checkbox"/> 028-236-181	1661 ONTARIO STREET #1002, Vancouver, BC V5Y 0C3	184-636-97-0089
<input type="checkbox"/> 028-236-190	1661 ONTARIO STREET #1003, Vancouver, BC V5Y 0C3	184-636-97-0090
<input type="checkbox"/> 028-236-203	1661 ONTARIO STREET #1004, Vancouver, BC V5Y 0C3	184-636-97-0091
<input type="checkbox"/> 028-236-211	1661 ONTARIO STREET #1005, Vancouver, BC V5Y 0C3	184-636-97-0092
<input type="checkbox"/> 028-236-220	1661 ONTARIO STREET #1006, Vancouver, BC V5Y 0C3	184-636-97-0093
<input type="checkbox"/> 028-236-238	1661 ONTARIO STREET #1007, Vancouver, BC V5Y 0C3	184-636-97-0094
<input type="checkbox"/> 028-236-246	1661 ONTARIO STREET #1008, Vancouver, BC V5Y 0C3	184-636-97-0095
<input type="checkbox"/> 028-236-254	1661 ONTARIO STREET #1009, Vancouver, BC V5Y 0C3	184-636-97-0096
<input type="checkbox"/> 028-236-165	1661 ONTARIO STREET #912, Vancouver, BC V5Y 0C3	184-636-97-0087
<input checked="" type="checkbox"/> BCS-384-1	1661 ONTARIO STREET, , BC V5Y 0C3	184-636-97-0000

[Select](#) [Clear All](#) [Check All](#) [Refine Search](#)

**Step 7:** If applicable, select the [Primary Address](#) from the drop-down menu.

**Note:** Search results will be displayed in a new window. To see the search results, please disable your popup blocker or allow popups from this site.

\*Address:  [Search →](#)

Parcel ID	Address	Folio Number	
 BCS-384-1	1661 ONTARIO STREET, , BC V5Y 0C3	184-636-97-0000	<a href="#">Remove</a>

There are multiple addresses (secondary/historic) associated with the address chosen. Please choose the address that best describes where the work is taking place.

\*Primary Address:

Please describe exactly where the work is taking place:

Specific Location:

Non-Addressed Locations:

The system is not located at an addressed location or the address was not found in the above search.

**Step 8:** If you've followed the [Location](#) instructions and can't find your address, check the [Non-Addressed Location](#) box, then type the address under [Location Description](#).



**Non-Addressed Locations**

☒ The system is not located at an addressed location or the address was not found in the above search.

Ensure you provide sufficient location information to complete the application (e.g. intersection of Granville and W Broadway).

Location of Equipment:

**Step 9:** Click the [Next](#) button to continue.



There are multiple addresses (secondary/historic) associated with the address chosen. Please choose the address that best describes where the work is taking place.

\*Primary Address:

Please describe exactly where this work will take place (e.g. Second floor, Northwest corner)

Specific Location:

**Non-Addressed Locations**

☐ This application is for work not being performed at an addressed location (i.e. park, street or intersection) or the address was not found in the above search.

[Back](#) [Next](#)

Screen ID: 1486101

**Step 10:** Enter the [total number](#) of Occupants and select either [Yes](#) or [No](#) for the Amendment only option.



**Occupant Load Details**

\*What is the total number of Occupants?

\*Is this for an Amendment Only:


**Occupant Load Specifics**

In the table below, please select specify the each distinct room/area usage (Item) along with its respective Occupant Load (Quantity).

[Add Specific →](#)



**Step 11:** Add the specific room/area usage and the respective occupant numbers. Click on the [Add Specific](#) button.



### Occupant Load Specifics

In the table below, please select specify the each distinct room/area usage (Item) along with its respective Occupant Load (Quantity).


[Add Specific →](#)

Item	Quantity

[Back](#) [Next](#)

Screen ID: 1537975

**Step 12:** Select the applicable room/area usage from the drop-down list and enter the number of occupants in the [Quantity](#) field. Click the [Next](#) button to continue.




### Occupant Load Specifics

In the table below, please select specify the each distinct room/area usage (Item) along with its respective Occupant Load (Quantity).

[Add Specific →](#)

Item	Quantity	
(None) ▾	<input type="text"/>	<a href="#">Remove</a>

**Step 13:** If applicable, add any additional contacts and then click [Next](#).



### Fire Services Permit Application (Draft)

[?](#)

#### Contacts



Type	Description

[Add additional Contact →](#)

[Back](#) [Next](#)

Screen ID: 1538508

**Step 14:** You will see a list of documents to attach. You will be **required** to attach the *Occupant Load Details* and *Small Floor Plan* documents. **Scroll down.**


**Fire Services Permit Application (Draft)**


We require you to upload documents labelled as "Required" in the Documents to Attach table below to complete your application. Select the "Upload Documents" button to add them to your application. Click an open link to view sample forms.

Additional documents may be required at any point during the review process.


### Documents to Attach

Uploaded	Attachment Type	Description	Sample Form	Required
	FI - Occupant Load Details	Occupant Load Details	<a href="#">Open</a>	Required
	FI - Small Floor Plan	Small Floor Plan	<a href="#">Open</a>	Required
	FI - Tank and Pump Installation Details	Tank and Pump Installation Details	<a href="#">Open</a>	Optional
	FI - Sale of Fireworks Details	Sale of Fireworks Details	<a href="#">Open</a>	Optional
	FI - Tank Removal/Abandonment Details	Tank Removal/Abandonment Details	<a href="#">Open</a>	Optional
	FI - Site Plan	Site Plan	None	Optional
	FI - Mechanical or Structural Drawings	Mechanical or Structural Drawings	None	Optional
	FI - Schedule B	Schedule B	None	Optional

**Step 15:** Click on the **Upload Documents** button. Make sure your popup blocker has been disabled.

### Uploaded Documents

Select the "Upload document" button to add documents to your application. The maximum file size is 300 MB. Your uploaded documents will show in the table below.



Upload Documents →

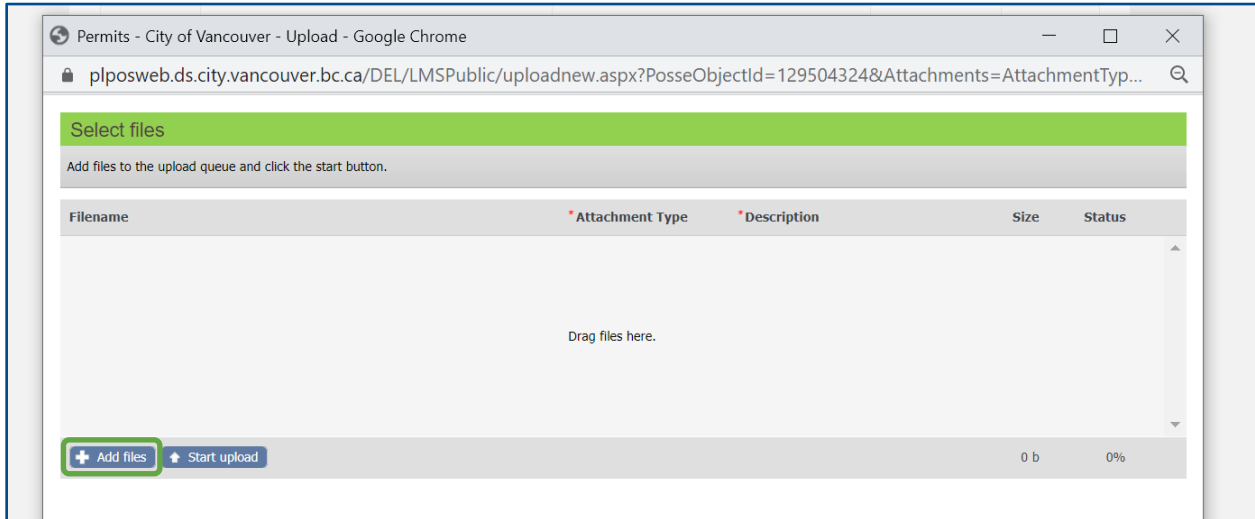
* Attachment Type	Description	Acceptance Status
-------------------	-------------	-------------------

Back

Next

Screen ID: 1485471

**Step 16:** Drag and drop the required documents into the grey space or click on the [+Add files](#) button.



Permits - City of Vancouver - Upload - Google Chrome

plposweb.ds.city.vancouver.bc.ca/DEL/LMSPublic/uploadnew.aspx?PosseObjectId=129504324&Attachments=AttachmentTyp...

Select files

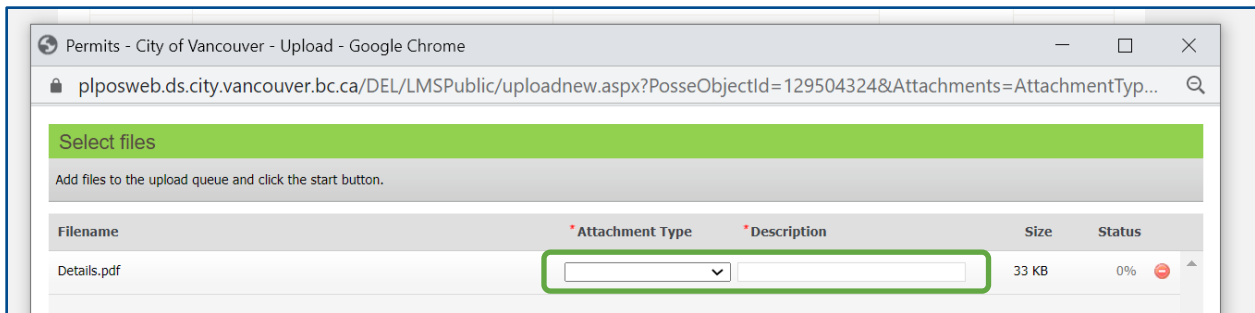
Add files to the upload queue and click the start button.

Filename	* Attachment Type	* Description	Size	Status
Drag files here.				

+ Add files Start upload

0 b 0%

**Step 17:** Select the [Attachment Type](#) from the drop-down list and enter a [Description](#). Add another document by repeating Step 16.



Permits - City of Vancouver - Upload - Google Chrome

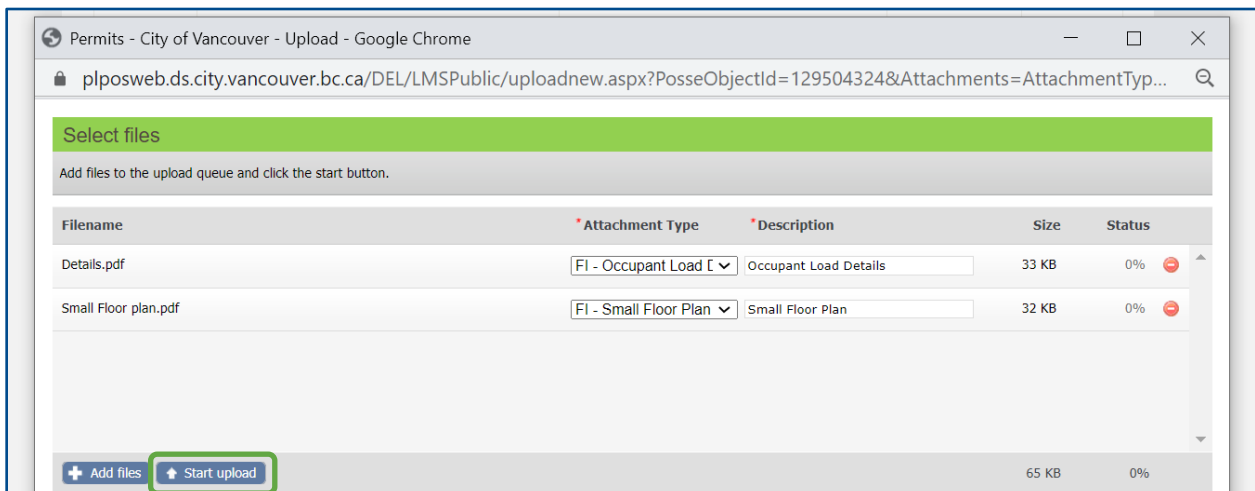
plposweb.ds.city.vancouver.bc.ca/DEL/LMSPublic/uploadnew.aspx?PosseObjectId=129504324&Attachments=AttachmentTyp...

Select files

Add files to the upload queue and click the start button.

Filename	* Attachment Type	* Description	Size	Status
Details.pdf			33 KB	0%

**Step 18:** After you have added all the required documents, click on the [Start upload](#) button.



Permits - City of Vancouver - Upload - Google Chrome

plposweb.ds.city.vancouver.bc.ca/DEL/LMSPublic/uploadnew.aspx?PosseObjectId=129504324&Attachments=AttachmentTyp...

Select files

Add files to the upload queue and click the start button.

Filename	* Attachment Type	* Description	Size	Status
Details.pdf	FI - Occupant Load E	Occupant Load Details	33 KB	0%
Small Floor plan.pdf	FI - Small Floor Plan	Small Floor Plan	32 KB	0%

+ Add files Start upload

65 KB 0%

**Step 19:** Your uploaded documents will appear with a *Pending* status. *Note:* Your documents have *not* yet been submitted for review. Click on the *Next* button.

### Uploaded Documents

Select the "Upload document" button to add documents to your application. The maximum file size is 300 MB. Your uploaded documents will show in the table below.


[Upload Documents →](#)

* Attachment Type	Description	Acceptance Status	
FI - Occupant Load Details	Details.pdf Sep 28, 2020 at 11:12 AM	Occupant Load Details	Pending
FI - Small Floor Plan	Small Floor plan.pdf Sep 28, 2020 at 11:12 AM	Small Floor Plan	Pending


[Back](#)
[Next](#)

Screen ID: 1485471

**Step 20:** Review the *declaration* message and click the *Pay Fees & Submit Application* button.



### Fire Services Permit Application (Draft)



### Submit Application

Your application is ready to be submitted. Please select one of the following options: Click the "Pay Fees & Submit Application" button to submit and pay for your application now. Click the "Save Application & Pay Later" button if you intend to pay at a later time, individually or in a batch. Click the "Save and Return Home" button to save a Draft application that can be completed and submitted at a later time.

### Fees

Description	Amount	Balance
Occupant Load Permit Fee	\$360.00	\$360.00

### Declaration

I agree that the information I have included with this application is, to the best of my knowledge, true and accurate.

[Back](#)
[Pay Fees & Submit Application →](#)
[Save Application & Pay Later →](#)
[Save and Return Home](#)

**Step 21:** Enter your credit card information and then click [Process Transaction](#).

Mandatory fields marked by \*

Payment Details

Transaction Amount: \$ 360.00 (CAD)

Order ID: 129504379

Please complete the following details exactly as they appear on your card.  
Do not put spaces or hyphens in the card number.

Cardholder Name\*:

Card Number\*:

Expiry Date (MMYY)\*:

Card Security Code\*:


Click 'Process Transaction' to charge your card. Only click the button once. Using the 'Back','Refresh' or 'Cancel' button after you press the 'Process Transaction' button will not stop the transaction from being processed and may result in a double charge.

Process Transaction

Cancel Transaction

**Step 2:** You will see this confirmation screen after you have successfully submitted your application. *Note:* the confirmation screen only means your application has been submitted for review. It is not a permit and it does *not* authorize you to do any work. You will receive [an email](#) once the Occupant Load Certificate, Permit and Accepted Plans have been issued.

You can [download your receipt](#) by clicking on the link or you can view the details and status of your application by clicking on the [click here](#) link.



Fire Services Permit Application FI-2020-00356 (Submitted)

?

Confirmation

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Your application has been successfully submitted.

File Number: FI-2020-00356

[Click here to download your receipt.](#)

To view the information and status for this application, [click here.](#)

This is not a permit and does not authorize any work to proceed.

Screen ID: 1486212

## How do I view the Occupant Load Certificate, Permit and accepted COV plans?

**Step 1:** You will receive this email once the Occupant Load Certificate, Permit and accepted COV plans have been issued. Click on the [link](#) in the email and sign into your online account.



515 W 10TH AVENUE  
Vancouver, BC V5Z 4A8

The Occupant Load has been finalized. Please click the link below for details. A copy of this record is available under "Documents" tab.

<https://plposweb.ds.city.vancouver.bc.ca/del/LMSPublic/Default.aspx?PossePresentation=Public&PosseObjectId=129517177>

**Step 2:** Click on the *Documents* tab.



Jane Doe [Sign Out](#)

[Home](#) [Apply](#) [Search](#) [Pay](#) [My Payments](#)

[Home](#) > [Online services](#) > [Permits](#) > [Fire Services Permit FI-2020-00372](#) Completed

Fire Services Permit FI-2020-00372 **Completed**



Application Date: Sep 30, 2020  
Issue Date: Sep 30, 2020  
Completed Date: Sep 30, 2020  
Expiration Date:




### Next Action

[Withdraw Application](#) → [Request Amendment](#) →  
[Pay Fees](#) → [Request Inspection](#) →  
[Request Refund](#) → [Provide Additional Information](#) →

My Reference Number:  [Save](#)

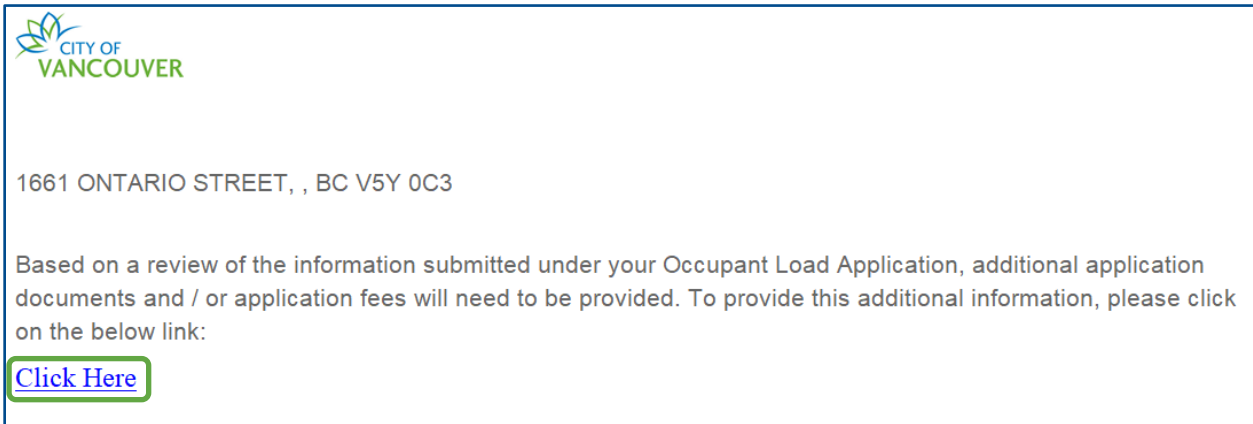
[Details](#) [Documents](#) [Inspections](#)


**Step 3:** Click on the red icon to open the document.

Details	Documents	Inspections
Type	Created Date	Description
 DOC - External Correspondence	Oct 1, 2020	Occupant Load Certificate
 DOC - External Correspondence	Oct 1, 2020	Accepted Plans
 Permit Document	Oct 1, 2020	Fire Services Permit

## How do I submit additional information?

**Step 1:** You will receive the email below if City staff require additional information from you. Click on the [Click Here](#) link.



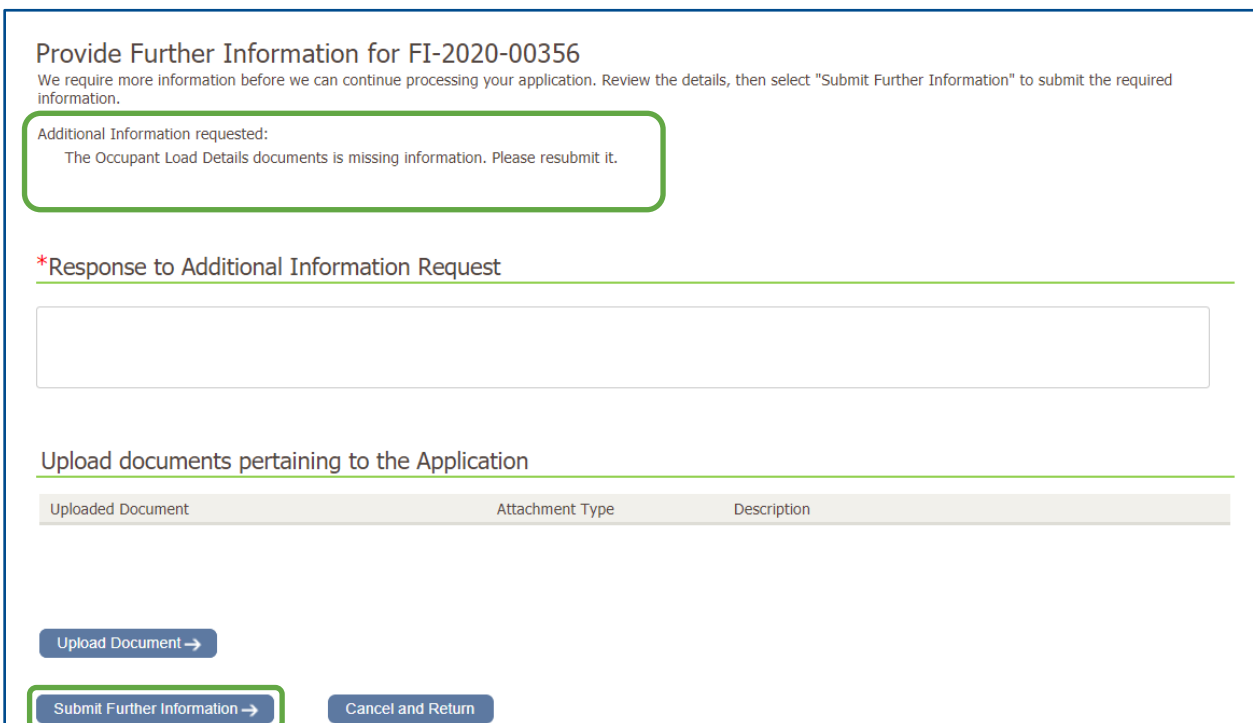


1661 ONTARIO STREET, , BC V5Y 0C3

Based on a review of the information submitted under your Occupant Load Application, additional application documents and / or application fees will need to be provided. To provide this additional information, please click on the below link:

[Click Here](#)

**Step 2:** After you log into your account, you will see this screen. The instructions will be in the [Additional Information requested](#) section. Enter a response and upload the required documents. Once you are done, click on the [Submit Further Information](#) button.



**Provide Further Information for FI-2020-00356**  
We require more information before we can continue processing your application. Review the details, then select "Submit Further Information" to submit the required information.

**Additional Information requested:**  
The Occupant Load Details documents is missing information. Please resubmit it.

**\*Response to Additional Information Request**

**Upload documents pertaining to the Application**

Uploaded Document	Attachment Type	Description
<input type="button" value="Upload Document →"/>		
<input type="button" value="Submit Further Information →"/> <input type="button" value="Cancel and Return"/>		

## How do I request a change to my Permit or Occupant Load Certificate?

You would have to submit a new application and then select **Yes** for the “Is this for an Amendment Only” option.



### Occupant Load Details

\*What is the total number of Occupants?

\*Is this for an Amendment Only: 

(None)

(None)

Yes

No

### Occupant Load Specifics

In the table below, please select specify the each distinct room/area usage (Item) along with its respective Occupant Load (Quantity).

[Add Specific →](#)

## How are the fees calculated?

Visit the website for up-to-date fee information: <https://vancouver.ca/doing-business/occupant-load-permit.aspx>