Planning Services and Heritage Planning Update

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In an effort to provide the utmost clarity, this and future communications will be a single source reference and encompass all previous information distributed as well as the new information we have to share.

NOTE**:** Your File Lead will be a main point of contact. As information is coming in through various avenues, it is critical to be in contact with your File Lead (or the appropriate Planner 3 if a File Lead is not known) for any questions related to aspects of application submission, processing and any fees associated.

# Submission of Planning and Heritage Applications

* Electronic submission of planning applications will be accepted going forward. Please send them directly to the Planning Circulations inbox ([planningcirculations@ottawa.ca](mailto:planningcirculations@ottawa.ca)).
  + As of July 6, Applicants are able to make an appointment at a Client Service Centre to pay in person (Planning Applications only) at [City Hall](https://reservation.frontdesksuite.ca/csb/110Laurier/SelectTime/SelectTime?pageId=52e9e810-6411-41bf-9d37-2fe0a7ab94f5&buttonId=0d54dfc9-aadd-4c55-8fd1-c575765f6cec&culture=en&uiCulture=en)or [Ben Franklin Place](https://reservation.frontdesksuite.ca/csb/Nepean/SelectTime/SelectTime?pageId=5d5dc7b4-fd9b-4543-92a6-5df89ed8645b&buttonId=e5c6b7c5-2fef-4b12-88f4-3ad79cfbc892&culture=en&uiCulture=en), for the below services:
    - to pay new planning application fees, Committee of Adjustment Cash in Lieu of Parkland fees, and recirculation fees; and
    - to have the planning application form affidavit commissioned.
* Electronic submission of heritage applications will be accepted going forward. Please send them to the File Lead or the heritage inbox ([heritage@ottawa.ca](mailto:heritage@ottawa.ca)).
* Any additional steps in the approval process will also be completed electronically, except for required legislated hard copies. The courier services at the City of Ottawa are still unaffected at this time and can continue to be used (Open from 8am - 4pm).
* City of Ottawa buildings still remain generally closed to the public, including a number of the PIED service counters.
* Development, water and road cut field inspections continue.
* While staff begin the review of applications submitted digitally, paper copies of certain plans or legislatively required documentation may be requested in the future. Your File Lead will make arrangements to obtain these documents on a case by case basis.

# Payments

An application number is required prior to providing payment. If you do not have an application number, please do not make an appointment with a Client Service Centre to submit payment in person (not an option for Heritage Applications) or mail in your cheque for processing. A File Lead will provide you with the necessary application number and details on proceeding with payment.

NOTE:All inquiries regarding confirmation of funds receipted are to be directed to the File Lead.

**Payments by Cheque**

Client Service Centres, as of July 6, once again began handling payments for new applications and some associated application fees including recirculation and Committee of Adjustment Cash in Lieu of Parkland fees.

To make a payment for one of the above-noted fees you can either:

1. Make an appointment to pay in person (only for Planning Applications) at a Client Service Centre - [City Hall, 110 Laurier Avenue West](https://reservation.frontdesksuite.ca/csb/110Laurier/SelectTime/SelectReservationCount?pageId=52e9e810-6411-41bf-9d37-2fe0a7ab94f5&buttonId=0d54dfc9-aadd-4c55-8fd1-c575765f6cec&culture=en&uiCulture=en) or [Ben Franklin Place, 101 Centrepointe](https://reservation.frontdesksuite.ca/csb/Nepean/SelectTime/SelectReservationCount?pageId=5d5dc7b4-fd9b-4543-92a6-5df89ed8645b&buttonId=e5c6b7c5-2fef-4b12-88f4-3ad79cfbc892&culture=en&uiCulture=en)
2. Mail in the payment (Planning and Heritage Applications) ensuring the following details are on the envelope or it cannot be processed:

Your Company Name:  
Application Number:  
Client Service Centre  
101 Centrepointe Drive  
Ottawa, Ontario K2G 5K7

**Electronic Fund Transfer (EFT) / Wire Transfer**

Effectively immediately, Electronic Fund Transfer and Wire Transfer are no longer being accepted as payment methods except for Legal Fees and Disbursements as detailed below.

# Other Application Types and Fees

**Pre-Application Consultations**

Pre-consultations have moved to a digital or telephone meeting. Please submit your pre-application consultation request to the appropriate Planner 3 as detailed on the [website](https://ottawa.ca/en/pre-application-consultation). Once your request has been received and a File Lead assigned, details on submitting payment (if applicable) will be sent directly to you by the File Lead.

**Committee of Adjustment Cash-in-Lieu of Parkland Fees**

Can be paid by either:

1. Making an appointment at a Client Service Centre to pay in person - [City Hall, 110 Laurier Avenue West](https://reservation.frontdesksuite.ca/csb/110Laurier/SelectTime/SelectReservationCount?pageId=52e9e810-6411-41bf-9d37-2fe0a7ab94f5&buttonId=0d54dfc9-aadd-4c55-8fd1-c575765f6cec&culture=en&uiCulture=en) or [Ben Franklin Place, 101 Centrepointe](https://reservation.frontdesksuite.ca/csb/Nepean/SelectTime/SelectReservationCount?pageId=5d5dc7b4-fd9b-4543-92a6-5df89ed8645b&buttonId=e5c6b7c5-2fef-4b12-88f4-3ad79cfbc892&culture=en&uiCulture=en)

1. Mailing in the payment ensuring the following details are on the envelope or it cannot be processed. A copy of the cash-in-lieu letter provided by staff must also be included with the payment.

Your Company Name

Committee of Adjustment Fees  
Application Number

Client Service Centre

101 Centrepointe Drive  
Ottawa, Ontario K2G 5K7

**NOTE:** Fees can be paid by certified cheque or bank draft/money order (ensuring the payers name and address are on the front or back) ONLY. Personal cheques are not accepted for these fees.

# Post Approval Financials, Legal Agreements and Registration

Information on returning a complete Agreement Package (including associated fees) will be provided by Legal Services in the cover letter for all new packages being sent out. The below details will assist for packages previously sent out but please reach out to your File Lead if you have any questions or simply want to confirm the steps for proceeding prior to doing so.

**Agreements**

Will be prepared using PDF approved plans/studies and agreement packages will be sent out electronically to the Applicant. The Owner will 1) print and sign the hard copies, 2) scan and email the PDF to the Law Clerk and File Lead, and 3) mail the hard copies directly to Legal Services (110 Laurier Avenue West, Mail Code 01-83).

**Legal Fees and Disbursements**

After the application has been approved and the matter has been assigned to Legal Services, the assigned Law Clerk can provide details on funds owing, Legal File Number and information regarding how to make a payment by EFT, Wire Transfer or Interac E-Transfer. A Legal File number is required prior to providing payment. A cheque is no longer a permitted option for payment.

**Post-Approval Design Review & Inspection Fees and Special Charges**

Not to include the above Legal Fees and Disbursement

These fees can be paid by:

1. Submitting a certified cheque or bank draft (ensuring the payer’s name and mailing address are identified on the cheque or draft) with a copy of the Financial Schedules (B / C) in the drop box located at 100 Constellation. An email must be sent to the File Lead, cc’ing the Law Clerk, to confirm the payment is correct before submitting.

Effective immediately, EFT and Wire Transfer payments are no longer accepted for Post-Approval fees.

The following must be on your envelope or it will not be processed:

Your Company Name

Post Approval Fees

Application Number

City Hall, 110 Laurier

Mail Code: 01-14

**Securities**

These can be paid by either:

* + - 1. Placing a certified cheque or bank draft (ensuring the payer’s name and mailing address are identified on the cheque or draft) or hard copy Letter of Credit (LC) in the drop box with a copy of the Financial Schedules (B / C). An email must be sent to the File Lead, cc’ing the Law Clerk, to confirm the LC, certified cheque or bank draft is acceptable before submitting. The following must be on the envelope or it will not be processed:

Your Company Name

Letter of Credit  
Application NumberCity Hall, 110 LaurierMail Code: 01-14

* + - 1. The City is now accepting electronic Letters of Credit for planning applications. Legal Services will include information on this option within new agreement packages going out and can be contacted regarding this option for agreements that have already gone out, but you wish to use this option.

**Insurance Certificate**

Can be submitted in PDF by email to the File Lead and assigned Law Clerk for review, confirmation and processing. Certificates can also be submitted to the drop box, located at 100 Constellation, ensuring the following details are on the envelope or it will not be processed.

Your Company Name

Insurance Certificate  
Application NumberCity Hall, 110 LaurierMail Code: 01-14

# Commence Work Notifications

Commence work notifications will continue to be sent electronically, however, two folded sets of plans in hard copy will now be required for Development Inspections staff. The assigned Project Manager / Senior Engineer will include a request for these plans at the time of providing the commence work notification. Plans are to be directed to:

Attn: Matthew Wilson

Ben Franklin Place

101 Centrepointe Drive

Ottawa, Ontario K2G 5K7

Mail Code: 04-14

The City has confirmed that Canada Post and the City’s internal mail services operations are still providing the required services. Although slight delays may be experienced, there is not any additional time intentionally added to the process. This is the preferred method of delivery for all documents that can not be submitted digitally to the City.

# Contacts

If you have any general questions or concerns, please contact 3-1-1 or go to [Ottawa.ca](https://ottawa.ca/) for more information.

For specific questions related to a project, permit, application or construction project please contact as follows:

* Urban Design Review Panel - please send to [UDRP@ottawa.ca](mailto:UDRP@ottawa.ca) or [CEDU@ottawa.ca](mailto:CEDU@ottawa.ca)
* Planning Services - please send to the File Lead
* Heritage Services - please send to the File Lead or the heritage inbox: [heritage@ottawa.ca](mailto:heritage@ottawa.ca)
* Committee of Adjustments – please contact the Coordinator: [cofa@ottawa.ca](mailto:cofa@ottawa.ca) or 613- 580-2436.
* Infrastructure Services - please contact Carina Duclos, Acting Director, Infrastructure Services: [carina.duclos@ottawa.ca](mailto:carina.duclos@ottawa.ca)

For ongoing updates, please refer to the [Planning, Development and Construction](https://ottawa.ca/en/planning-development-and-construction) page on Ottawa.ca. PIED will continue to update you as additional changes are made to address the current emergency.