

March 17, 2020

NOTICE OF SERVICE DISRUPTION DUE TO THE COVID-19 PANDEMIC

The Town of New Tecumseth has taken proactive precautions with facility closures & in-person Customer Service desk closures. The Town's most critical services will continue and whenever possible we will be leveraging technology to limit person-to-person interactions. Please refer to the town website for more information.

The following is the current service level for Permits and Inspections conducted by the Building Services Division, until further notice:

1. Building Permit Applications: *Reduced Level of service*

- The Building Branch will be only accepting building permit applications through digital means. Building staff will circulate digital applications to the required internal departments (Planning, Engineering, Fire, Finance) for their approvals and/or comments.
- Email communication will be the preferred method of communication.

2. Payments for Building Permits & Compliance Letters: *Reduced Level of Service*

- Until further notice, payment for building permit fees, development charges and compliance letters will be Visa & Mastercard (max \$750) this can be taken over the phone or cheque (payable to the Town of New Tecumseth) and deposited to the Town Hall drop box. ***No in person payments.***

Payment Process:

- a. Complete the cheque and include the building application number on the front of the cheque
- b. Take a photograph of the cheque and email to building@newtecumseth.ca
- c. Arrange to have the cheque dropped off in the drop box at Town Hall.
- d. Building Branch will follow up on the payment and issue a receipt.
- e. Building permit or compliance letter will be issued.
- f. Permit package will be scanned and emailed to the applicant. Any drawings too large to scan will be delivered to site upon first inspection.

3. Building Inspections: *Reduced Level of Service*

- **At this time building inspections will be completed by our Building Inspectors.** If the urgency of a requested inspection is low, the inspection may be postponed to an appropriate agreed upon date.
- Most standard construction inspections can be carried out, including
 - Exterior inspections of all buildings, and
 - Interior inspections of unoccupied buildings that are under construction
- The following building inspection services will be suspended or amended until further notice:
 - Suspension of all interior inspections of occupied buildings

Buildings with alleged safety concerns will be evaluated by the Chief Building Official in order to determine the appropriate action.

We will continue to monitor this situation on a daily/weekly basis and notification will be provided on any change to the above temporary service levels.

We appreciate your patience and understanding. Any questions, please feel free to contact me.

Sincerely;

Jason Scott

Chief Building Official

Town of New Tecumseth

10 Wellington Street East, Alliston

(W): 705-435-3900 x.1245

jscott@newtecumseth.ca

