

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 critical and essential services will continue. The Town will isolate critical Staff so to ensure the continuation of essential services. Please refer to the town website for more information at <https://www.newtecumseth.ca/en/living-in-our-community/covid-19-information.aspx>

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 only be accepting building permit applications through digital means.
- Please email your application to the Building Department Email; building@newtecumseth.ca
- Drawings shall be submitted digitally and be in a PDF format. The drawings shall be scaled and legible. Pictures of drawings will **not** be accepted. 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*

- Payments for permits are due when the permit is ready to be issued. An email will be sent to notify you that your permit is ready along with the invoice of the outstanding fee.
- 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.**

3. Inspection Booking

- Be advised that inspections must be booked a minimum of 24 hours in advance before 3PM, Monday to Friday excluding holidays. Inspection requests can be made by emailing inspections@newtecumseth.ca or telephone 705-435-3900 ext. 5055.
- When submitting an inspection request please provide the following:
The permit number, address of the inspection, type of Inspection being requested, contact name and telephone number