

# Permit and Inspection Services during COVID-19 Outbreak

The purpose of this bulletin is to advise the public of our temporary measures on permit and inspection services during COVID-19 outbreak.

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*"This information is provided for convenience only and is not in substitution of applicable City Bylaws or Provincial or Federal Codes or laws. You must satisfy yourself that any existing or proposed construction or other works complies with such Bylaws, Codes or other laws."*

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The City of Burnaby is taking proactive measures to help stop the spread of the COVID-19 virus. **Effective immediately**, and until further notice, the Building Department has implemented the following permit and Inspection protocols to create the required social distance in order to continue serving our customers.

## Building Department Inquiries

- All inquiries must be by phone at 604-294-7130, fax at 604-294-7986 or by email at:
  - general inquiry – [building@burnaby.ca](mailto:building@burnaby.ca)
  - permit inquiry – [permits@burnaby.ca](mailto:permits@burnaby.ca)
  - record request – [buildingrecords@burnaby.ca](mailto:buildingrecords@burnaby.ca)

## Permits

- All permit applications must be dropped off at the front door of City Hall except as noted below. We will send you notification of acceptance and invoice for the fees by email. You can make the payment online or drop off the cheque with the invoice at the front door of City Hall.
- Should your application be rejected we will let you know by email the necessary follow-up.
- All permit pick-up will be by appointment only. Appointments can be booked by calling 604-294-7130. Only one person (the authorized agent or owner) will be allowed to pick up the permit.
- Applications for electrical, plumbing and gas permits can be submitted by email at [permits@burnaby.ca](mailto:permits@burnaby.ca) or fax at 604-294-7986. We will email you the invoice and you can pay on line. Permits will be sent to you by email

## ALL Inspections

- Inspectors are not available for face-to-face discussion at the permit counter.
- You can contact the inspectors by calling 604-294-7130 between 8 am and 8:30 am only.
- For all requests for inspection please call 604-294-7130 between 8:30 am and 3:00 pm and make sure you provide the permit #, site address, type of inspection and site contact name and mobile phone #. Please do not send email to book inspections.
- We will only inspect occupied homes if there is no occupant present in the inspection area during our inspection and the inspector is accompanied by the contractor or the owner representative while keeping 2 m. social distance.
- No inspection will be carried out to occupied care homes, senior homes and medical facilities.
- Social distance of 2 m. must be maintained during all inspections including in the man-lift (or in accordance with site specific WorkSafeBC requirements) at the construction site or inspection will not be carried out.

## Plan Checking

- Communication with Plan Checkers will be by phone or email only. They will not be available for face-to-face discussion at the permit counter.
- All re-submission or revision must be dropped off at the front door of City Hall with a transmittal including the following information:
  - permit number
  - address
  - name of the plan checker
  - scope of the revision/resubmission

We are monitoring the fluid situation of COVID-19 and will respond accordingly. The above temporary measures may be changed with little and no advance notice to our customers. Please continue to monitor the [city](#) and [department](#) webpages for further information.

As we are dealing with an unprecedented situation that is impacting all of us, the health and safety of our customers and staff is of utmost importance. We apologize for any inconvenience this will cause and thank you for your patience and understanding as we work to protect the public and City staff from COVID-19.