

Planning + Development Bulletin #1 | Services Available During City Hall Closure

March 23, 2020 – Revised April 2, 2020

Background

With the current COVID-19 pandemic Coquitlam City Hall is currently closed to the public. The Planning + Development Department is maintaining a core team of staff at City Hall with many staff working remotely. This bulletin is to inform you of the services that are available to process development and building applications, issue permits, and conduct site inspections.

Contacting Planning and Development

Our central customer service centre will continue to be staffed from 8:30-4:30 Monday to Friday.

Phone: 604-927-3430

Email: planninganddevelopment@coquitlam.ca

Please also feel free to contact your file manager directly.

Development Applications

Development application reviews are continuing with a focus on existing in-stream applications.

We are accepting drawing re-submissions digitally; applicants should email their file manager directly.

New development applications can be submitted digitally to planninganddevelopment@coquitlam.ca. The application **must** be complete with all required information. An invoice will be issued for any fees. (*see payment section below for details*).

Please Note: We encourage all applicants to use an online file Transfer (FTP) service as our email inboxes have a storage capacity limit.

Building Applications

Building plans examination is continuing with a focus on existing in-stream applications.

The City can accept new Building Permit applications at this time. The application **must** be complete with all required information. (completed application form; agent authorization; complete drawing package; a current land title; and a cheque or credit card payment) *see payment section below for details*.

EPlan – Those customers registered in the EPlan program will be able to continue as they have in the past. All EPlan documents as issuance will be delivered to customers via email. Those not registered in the EPlan program are encouraged to arrange for digital application after speaking to your File Manager or the Building Front Counter Supervisor at 604-927-3962.

Building Inspections

Inspections are continuing and inspectors are working remotely as much as possible. To ensure staff safety and appropriate social distancing we have implemented the following guidelines:

- No inspections are to be done on a home or building that is occupied;
- We request that the area or floor of the building be cleared of all workers other than those essential for the inspection;
- On large projects with Construction Safety Officers (CSO's) the City will require a copy of the site safety plan prior to attending;
- If Inspection staff do not feel safe conducting an inspection, then they are to postpone the inspection until adequate measures are put in place. They are to document this and we will reschedule as appropriate.

We encourage applicants to [book their inspection online](#).

Economic Development

Staff at the Economic Development office are available via email or phone, should you have any questions or are searching for COVID-19 business resources. The contact information is:

- Economic Development: economicdevelopment@coquitlam.ca or 604-927-3442
- Tourism: tourism@coquitlam.ca or 604-927-3912
- Film: filming@coquitlam.ca or 604-927-3548

Payments

- The Building Division has the ability to accept credit card payments over the phone. Please phone 604-927-3441.
- Development Planning does not have the ability to accept credit card payment at this time.
- Cheques can be mailed to City Hall or placed in the drop box in the ground level parkade. Please note your application file number.
- We are establishing an electronic funds transfer (EFT) option and will provide updated information once it is available.

The Planning + Development Department would like to thank all applicants for their patience as we all work through this unprecedented time. We encourage you to take advantage of the full range of the City's [online eServices](#).

This information is current as of March 23, 2020 and is subject to change based on Provincial health orders.