MEDIA RELEASE

Niagara-on-the-Lake Launches Cloudpermit, an Online Building Permit Application Software

For Immediate Release   **April 10, 2023**

The Town of Niagara-on-the-Lake is launching Cloudpermit, an online software for building permitting that will benefit applicants, builders, contractors, and third-party agencies.

In 2022, the Town received a $122,366 grant for Municipal Modernization Program Intake 3, of which $35,000 was allocated to e-permitting software. Cloudpermit is an easy-to-use, accessible, and integrated e-permitting system that will help to improve the building permit application process.

There are many benefits to using the Cloudpermit software, such as:

- Online submissions of all documents and payments via debit or credit card
- Submissions can be made from any place at any time
- Documents are uploaded electronically, reducing printing costs
- Services can be completed remotely, decreasing or eliminating travel time to and from the Town Administrative Building
- Ability to track several permits at once
- Inspection scheduling and results are received electronically and in real-time
- Availability of approved plans online
- Building projects in multiple municipalities can be viewed and maintained on one 'dashboard'
- Ability to start an application and return to finish the application at another time

Information Report CAO-23-011 outlines other benefits of Cloudpermit and the e-permitting process.

"Moving municipal building permits online will provide effective support and enhanced customer service to our community," stated Lord Mayor Gary Zalepa. "On behalf of Town Council, thank you to Town Staff for overseeing the implementation of this robust system that improves the building permit application process in Niagara-on-the-Lake."

"The Cloudpermit software streamlines the building permit application process, making it easier for applicants to submit an application, request an inspection, and track the status of their permit," stated CAO Marnie Cluckie. "This is another modernization initiative the Town has implemented to improve efficiencies and deliver a high standard of customer service."

The public can visit https://ca.cloudpermit.com/login to create an account on Cloudpermit. Once registered, users will be able to apply for permits online and explore the many functionalities that Cloudpermit has to offer.

The Town is hosting a drop-in training and Q&A session for those interested in learning more about Cloudpermit and the new online building permit process. This training session is scheduled for Monday, April 17, from 3:00 to 5:00 p.m. at Town Hall (1593 Four Mile Creek Road, Virgil). Participants can attend in-person or virtually. To register to attend the training virtually, please email building@notl.com.

For more information about Cloudpermit, please visit the Town's website at www.notl.com/town-services/building-services.

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