



MEDIA RELEASE

Modernizing Building Permits: Niagara-on-the-Lake Embraces Digital Transformation

For Immediate Release

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Niagara-on-the-Lake is thrilled to announce the launch of a new online building inspection request form for existing building permit holders. This marks a significant step towards further modernization of the building process, boosting efficiency, and enhancing customer experience.

Aligned with Council's Strategic Plan Optimizing Organizational Excellence Pillar, this initiative aims to further streamline and modernize the building inspection process by offering an online option for permit holders wishing to request an inspection. This digital solution builds upon the launch of CloudPermit in 2023, the Town's new online building permit software, simplifies administrative tasks and provides a more seamless experience for residents and stakeholders.

"With the introduction of CloudPermit last year and now the new online building inspection request form, we are embracing digital innovation to serve our community better," stated Lord Mayor Gary Zalepa. "This initiative reflects the Town's commitment to optimizing organizational excellence and improving service delivery."

The online form will enable existing permit holders to submit inspection requests conveniently from anywhere, anytime, reducing processing times. The new process will expedite booking and scheduling by providing all relevant information upfront, ultimately enhancing operational efficiency.

"We are excited to introduce this digital solution, which supports our dedication to innovation and continuous improvement," noted Bruce Zvaniga, CAO. "We believe that this initiative will empower our community and elevate the overall building experience."

The Town extends its sincere appreciation to Building Division Staff for spearheading this project. Their proactive approach and commitment to excellence have been instrumental in bringing this digital enhancement to fruition. The Staff of Niagara-on-the-Lake is committed to embracing digital transformation and delivering exceptional service to our residents and community partners.

For more information about the building permit process, please visit <http://www.notl.com/town-services/building-services> or contact the Community and Development Services Department at 905-468-3266.

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