Customer Portal Series

Before You Begin – A Quick Checklist

*Halifax Regional Municipality's customer website, Planning & Development section, has a lot of information including **How-To Step-by-Step Guides**, **How-To Videos** and quick reference tables to support your permit application success.*

The following checklist outlines all of the steps to complete before you begin your application.

1. Register a Customer Portal Account
2. Create Customer Profile
3. Create Contractor Profile (if applicable)
4. Review Building & Development webpages to become familiar with:
   a. Different permit types
   b. When permits are required
   c. What information is required (by permit type)
   d. What documents are required (by permit type)
   e. What information is required in each document (by permit type)
5. Understand permit requirements:
   a. Permit-specific document requirements
   b. Common related permits that may be required
6. Prepare documents
   a. Ensure documents contain all required information
   b. Ensure documents follow recommended naming convention
   c. Have documents saved and ready to upload
7. Log-in to Customer Portal Account
8. Select 'Apply for Permits'
9. Choose correct Permit Type
10. Complete the application
11. Complete payment process
12. Submit permit and confirm permit status reads 'Submitted'.