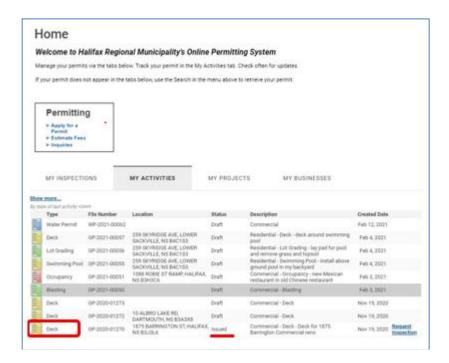
Customer Portal

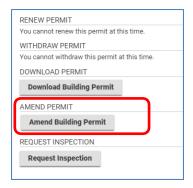
How To: Change Applicant or Contractor after the permit is Issued

If changes to the applicant or contractor are required after a permit has been issued, they can be requested using the Amendment Process from the customer portal. This would allow a new "applicant" to take responsibility for the permitted work and inspections. The applicant and / or the contractor can be changed.

- 1. Permit is Issued to original applicant and lists original contractor.
- 2. From My Activities Tab > click icon next to permit to open permit file



3. The permit file opens on the permit Details Tab. Scroll down the page and select 'Amend Permit'



Issued

Customer Portal

On the Amendment page:

Amendment Description: in this field, provide an explanation of the change required and why.

Be very specific.

Example #1:

I am an architect and I am only responsible for the application process. I would now like to transfer responsibility for the build to the contractor and the homeowner. New Applicant to be: Elle Parker elle.parker@yahoo.com (902)-715-6262 New Contractor should be: Mighty Builders Inc. (902) 888-7692

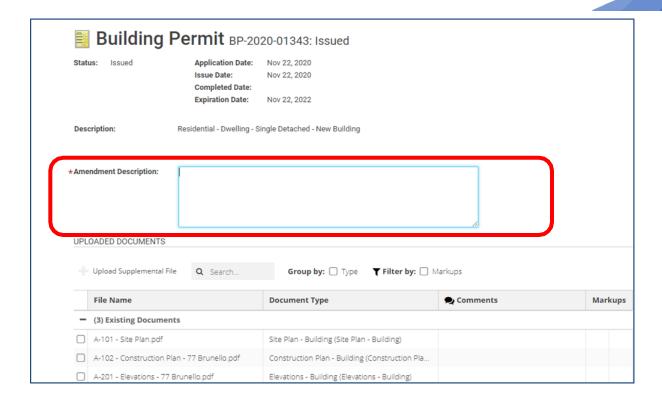
Example #2:

I have hired a contractor for work I previously planned to do myself. I would like the contractor to be added to the permit and transfer the role of applicant to them so they can deal with inspections and communication moving forward. The contractor is Little Builders Inc. 22 Main Street, Halifax Nova Scotia, (902) 444-9999 and the person at Little Builders to be listed as applicant is Mark Hawkins Mhawkins @littlebuilders.ca. (902)444-8899.

Note: the more information about the "new" the better so we can find them confidently in the system.

- An applicant must be a person (not a company) and must have a registered customer portal account.
- At a minimum an email and phone number are required for the new applicant. All communication about the permit and inspections goes to the applicant.
 - Specify if new applicant is homeowner (individual) or contractor (company)
 - Specify if the new applicant has a customer portal account.
- Only contractors with a registered contractor profile can be added to a permit.
 The contractor information in the amendment request must match what is on file as the "Registered Contractor".

Customer Portal



4. Scroll down and Click 'Submit' at the bottom of the page.

Note:

- The request will be processed by staff. If there are any questions during the changeover they will go to the original applicant on the permit.
- Only after the change is complete will communication and notifications go to the new applicant.
- The permit file will no longer be visible or accessible to the original applicant or contractor unless they remain listed as one of the contractors doing work.
- A new permit will be issued with the updated information.