

Customer Portal Series

How To: Fix and Re-submit an Incomplete Application

When a permit application is first submitted it goes through a completeness check to ensure all documents are included and meet our standards (legible, labeled etc.) and that the application information is sufficient to pass the application to a reviewer.

In the event an application does not pass the Completeness Check, HRM staff will return to the permit to the applicant as **'Application Incomplete'**.

The Applicant will receive a notice that the application requires attention and from the customer portal account can make the changes or provide the additional information requested as part of the Completeness Check.

Incomplete Application

1. From the My Activities tab, the Status will indicate **'Application Incomplete'** in red text.
2. Open the permit by clicking the icon.

The screenshot shows the 'Home' page of the 'Halifax Regional Municipality's Online Permitting System'. It features a navigation menu with 'MY ACTIVITIES' selected. Below the menu, there is a table of permits. The first row shows a permit with the status 'Application Incomplete' in red text. The second row shows a permit with the status 'Draft'. The third row shows a permit with the status 'Draft'.

Home
Welcome to Halifax Regional Municipality's Online Permitting System
Manage your permits via the tabs below. Track your permit in the My Activities tab. Check often for updates.
If your permit does not appear in the tabs below, use the Search in the menu above to retrieve your permit.

Permitting

- > Apply for a Permit
- > Estimate Fees
- > Inquiries

MY INSPECTIONS | **MY ACTIVITIES** | MY PROJECTS | MY BUSINESSES

[Show more...](#)
Monitor the status of your permits here: **Note: Permits with a status of DRAFT have not been submitted.**

- Sort the table by selecting the column title
- To address permits returned as "Application incomplete" click the permit icon to access the application, see notes from staff, and make changes.
- To address permits returned as "Applicant Revisions" click the blue link: Additional Info Required to access the section where you can make edits and re-submit the permit.
- To request inspections use the blue link: Request Inspections to open the request form.

Type	File Number	Location	Status	Description	Created Date
Lot Grading	GP-2021-00499	1258 CHURCH ST, HALIFAX, NS B3J2E8	Application Incomplete	Residential - Lot Grading - re-blasting	Mar 17, 2021
Blasting	GP-2021-00498		Draft	Commercial - Blasting	Mar 17, 2021
Blasting	GP-2021-00454	1258 CHURCH ST, HALIFAX, NS B3J2E8	Draft	Commercial - Blasting - blasting test	Mar 17, 2021

Screen ID: 100281

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3. The permit application opens, and the first screen contains comments about what information is needed, or what changes are required, before resubmitting the application.
4. Use the 'Next' and 'Back' buttons within the application to navigate the wizard.

Lot Grading Permit GP-2021-00499 (Application Incomplete)

Your Permit Application has been returned to you as incomplete.

We cannot proceed until the requested changes **outlined below are made.**

Please use **NEXT** button to navigate the application wizard.

ADDITIONAL INFORMATION NEEDED FOR APPLICATION COMPLETION
documents do not appear to have been uploaded. Please upload documents and resubmit

Next

5. **Changes to Application:** The system will walk through each page of the application so required changes can be made.

Common reasons permits are returned as Application Incomplete:

Application:

- Measurements were entered in imperial (feet, inches etc.)
- The work type selected was incorrect based on the project scope.
- The work description is not detailed enough to understand the project
- The work description does not align with the documents submitted
- Information not entered or entered incorrectly (ex. Occupancy Grid).
- Based on a change in the application additional fees must be paid.

Documents:

- Documents are submitted as one package and not by document type
- Documents are illegible
- Documents are missing critical information (such as address)
- Documents have incomplete information (ex. missing set-backs)
- Document is incorrect (ex. Wrong development, photo of a cat etc.).
- Missing required document (ex. Elevations).

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6. **Changes to Documents:** In the event a document did not meet our standards, or an incorrect document was uploaded (ex. Plans for a different property, or photo of a cat), the document may be 'Excluded' from the application. If this is the case, it will not appear in the uploaded documents list.
- Make the required changes to the document(s) as requested
 - Upload the new document (drag and drop or browse for the file)
 - Ensure the 'Document Type' field is selected from the pull-down menu.
 - Click 'Next' to continue

Sent back with document excluded:

<input type="checkbox"/> File Name	Document Type	Comments
- (2) Existing Documents		
<input type="checkbox"/> Mobile Home-Floor plans.pdf	Floor Plans - Mobile Home (Floor Plans - Mobil...	
<input type="checkbox"/> Mobile-Site Plan.pdf	Site Plan - Mobile Home Private (Site Plan - M...	

Upload corrected document:

<input type="checkbox"/> File Name	Document Type	Comments
- (1) New Documents		
<input type="checkbox"/> Mobile Home-Elevations.pdf New	Elevations - Mobile Home (Elevations - Mobil...	Add comment
- (2) Existing Documents		
<input type="checkbox"/> Mobile Home-Floor plans.pdf	Floor Plans - Mobile Home (Floor Plans - Mobil...	
<input type="checkbox"/> Mobile-Site Plan.pdf	Site Plan - Mobile Home Private (Site Plan - M...	

- The comments field allows the customer to provide an explanation of the changes made to the document. It is not required but can be helpful.
- If an incorrect document is accidentally uploaded, it can be deleted by selecting the box beside the document. A trash can / delete button appears. The incorrect document can be deleted and the new document uploaded.

<input type="checkbox"/> File Name	Document Type	Comments
1 item selected		
<input type="checkbox"/> Delete		
- (1) New Documents		
<input checked="" type="checkbox"/> Mobile Home-Elevations.pdf New	Elevations - Mobile Home (Elevations - Mobil...	Add comment
- (2) Existing Documents		
<input type="checkbox"/> Mobile Home-Floor plans.pdf	Floor Plans - Mobile Home (Floor Plans - Mobil...	
<input type="checkbox"/> Mobile-Site Plan.pdf	Site Plan - Mobile Home Private (Site Plan - M...	

Note: Documents previously uploaded and submitted documents cannot be deleted at this time.

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7. The end of the application is marked by the Review Application page.
 - a. Ensure all requested changes have been made
 - b. Pay any outstanding fees
 - c. Re-Submit Application

Review Lot Grading Application

RE-SUBMIT APPLICATION

Click the "Pay Fees & Re-Submit Application" button to pay your fees and re-submit your application now. Or, click the "Save" button to save the application as a draft and return to it at a later time. Note, all fees must be paid for the application to be submitted for processing.

FEES

The following fees must be paid as part of your permit application.

Description	Amount	Balance
Lot Grading Permit Application Fee	\$200.00	\$0.00

CUSTOMER ATTESTATION

I certify I am submitting this application, including all of the required supporting information, for approval with the consent of the owner(s) of the subject property(s). My identification as the applicant means that I am the primary contact with HRM in all matters pertaining to this application unless otherwise noted.

COLLECTION AND USE STATEMENT

Halifax Regional Municipality (HRM) is committed to protecting your personal information. HRM's online permitting, licensing and compliance system – POSSE LMS - is hosted by Computronix. Computronix stores the information you provide to its servers in Canada. Computronix is required to protect your personal information in a manner that is consistent with HRM's legislative obligations.

In accordance with Section 485 of the Municipal Government Act (MGA), the personal information collected will only be used by municipal staff and, if necessary, individuals under service contract with the Halifax Regional Municipality for purposes relating to the processing of your application and for the management and administration of the permitting, licensing and compliance system. If you have any questions about the collection and use of this personal information, please contact the Access and Privacy Office at 902-490-7460 or accessandprivacy@halifax.ca.

8. The system will confirm the submission was successful.

Lot Grading Permit GP-2021-00499 (Submitted)

CONFIRMATION

Submission Successful.

Permit Number: GP-2021-00499

To view the information and status for this Lot Grading Permit Application, [click here](#).

9. If the changes to the application resulted in a refund, please request the refund now. For instructions on requesting refunds please see our other How-To guides.

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