

Customer Portal Series

How To: Request a Refund

1. From the Home page, select My Activities.

HALIFAX Welcome, POSSE User Home Search Pay My Payments Profile Sign Out

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

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By date of last activity ADMIN

Type	File Number	Location	Status	Description	Created Date
Fence	GP-2020-01490		Draft	Commercial - Fence	Nov 27, 2020
Fence	GP-2020-00519	65 HINES RD, EASTERN PASSAGE, NS B3G1M4	Submitted	Residential - Fence - fence	Sep 3, 2020
Building Permit	BP-2020-01243	77 BRUNELLO BLVD, TIMBERLEA, NS	In Review	Residential - Dwelling - Single Detached - New Building	Nov 18, 2020

2. Select the permit from which you wish to request a refund.

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By date of last activity ADMIN

Type	File Number	Location	Status	Description	Created Date
Fence	GP-2020-01490		Draft	Commercial - Fence	Nov 27, 2020
Fence	GP-2020-00519	65 HINES RD, EASTERN PASSAGE, NS B3G1M4	Submitted	Residential - Fence - fence	Sep 3, 2020
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[Submit a Refund Request](#)

Customer Portal Series

3. Click **Request Refund** button from permit page.

General Permit - GP-2020-00519

Status: Withdrawn Application Date: Sep 3, 2020
Issue Date:
Completed Date: Dec 1, 2020
Expiration Date:

Description: Residential - Fence - fence

DETAILS DOCUMENTS PERMIT TYPE DETAILS PROJECT ACTIVITY CONTACTS

DETAILS

Applicant: Homeowner
Type: Residential
Permit Type: Fence
Primary Location: 65 HINES RD, EASTERN PASSAGE, NS B3G1M4
Specific Location:
Work Description: fence

LOCATIONS

Parcel ID	Address	Net Acres
40-602-377	65 HINES RD, EASTERN PASSAGE, B3G1M4	
	Total Area:	


CONTRACTORS

Type	Contractor...	Contract Value	Final Req. :
Building:			<input type="checkbox"/>
Electrical:			<input type="checkbox"/>
Mechanical:			<input type="checkbox"/>
Plumbing:			<input type="checkbox"/>
Other:			
	Total Contract Value:	\$2,000.00	

OWNER/TENANT

Name: My Name
Mailing Address: 66 anywhere Street
City: dartmouth
State / Province: Kansas
Zip / Postal Code: b3r3t4
Phone Number: 5558887474

RELATED INFORMATION

Type	Description
 Project	PR-2020-000031: Active (POSSE User) test project

HOLDS

Type	Description	Status
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PERMIT ACTIVITIES

This is where you can make requests on your permit. The eligible request types will appear depending on what your permit status is. The requests can include:

FEES

You have no outstanding fees.

Request Refund

RENEW PERMIT
You cannot renew this permit at this time.

WITHDRAW PERMIT
You cannot withdraw this permit at this time.

DOWNLOAD PERMIT
You cannot download this permit at this time.

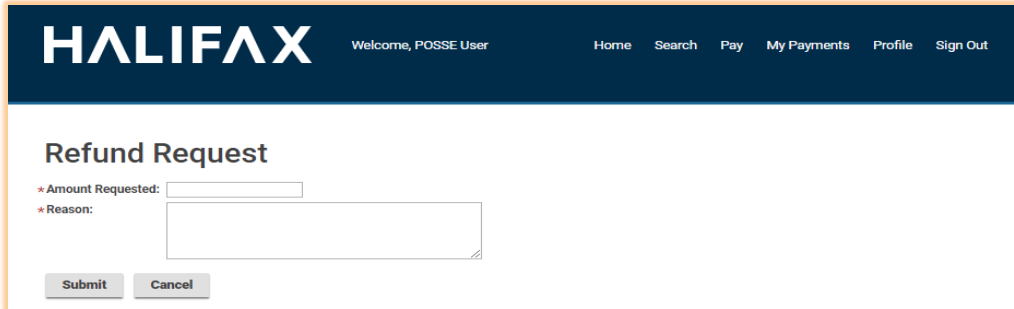
AMEND PERMIT
You cannot amend this permit at this time.

REQUEST INSPECTION
You cannot request an inspection at this time.

[Submit a Refund Request](#)

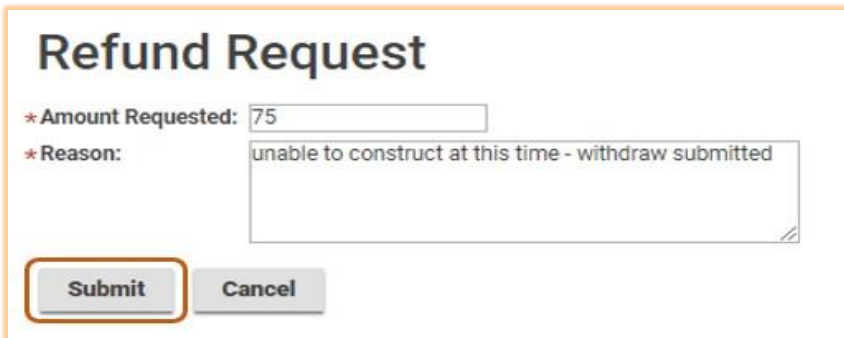
Customer Portal Series

4. Enter the amount requested and the reason for the request. These are mandatory fields.



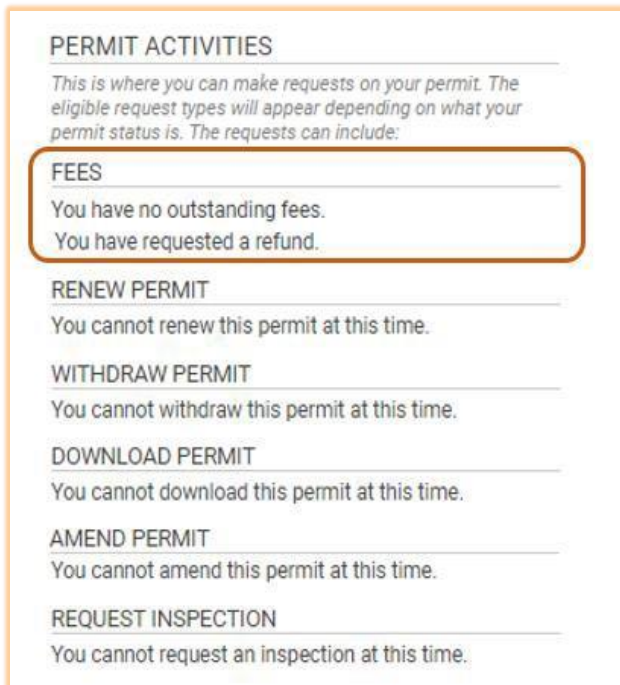
The screenshot shows the HALIFAX Customer Portal interface. At the top, there is a dark blue header with the HALIFAX logo on the left and navigation links: Welcome, POSSE User, Home, Search, Pay, My Payments, Profile, and Sign Out. Below the header, the page title is "Refund Request". There are two mandatory fields: "* Amount Requested:" with an empty text input box, and "* Reason:" with an empty text area. At the bottom of the form, there are two buttons: "Submit" and "Cancel".

5. Click **Submit** button.



The screenshot shows the HALIFAX Customer Portal interface after the refund request has been submitted. The page title is "Refund Request". The "* Amount Requested:" field now contains the value "75". The "* Reason:" text area contains the text "unable to construct at this time - withdraw submitted". The "Submit" button is highlighted with an orange border, indicating it has been clicked.

6. You are returned to the permit page where it is noted that a refund has been requested. The permit is removed from your **'My Activities'** tab but can be located and viewed using the **Search** function.



The screenshot shows the HALIFAX Customer Portal interface for the "PERMIT ACTIVITIES" section. The page title is "PERMIT ACTIVITIES". Below the title, there is a description: "This is where you can make requests on your permit. The eligible request types will appear depending on what your permit status is. The requests can include:". There are several sections, each with a title and a description: "FEES" (You have no outstanding fees. You have requested a refund.), "RENEW PERMIT" (You cannot renew this permit at this time.), "WITHDRAW PERMIT" (You cannot withdraw this permit at this time.), "DOWNLOAD PERMIT" (You cannot download this permit at this time.), "AMEND PERMIT" (You cannot amend this permit at this time.), and "REQUEST INSPECTION" (You cannot request an inspection at this time.). The "FEES" section is highlighted with an orange border.

Submit a Refund Request