

Customer Portal Series

Document Types

Application Documents must meet our standards, or they will be returned to the customer to correct before the application can proceed.

1. Documents must be legible:
 - a. Text font must be clear, using a standard font type, black ink, and be reasonable font size.
 - b. Text, especially measurements, should not be overlapping.
 - c. If documents are photocopied, there cannot be ink blots impacting our ability to read text.
2. Documents must be provided by relevant document type:
 - a. One package containing all documents will not be accepted.
 - b. Each document must contain all required information for that document type (ex. all setbacks and watercourse buffers if required)
3. Documents must contain the correct address or PIN matching the application wizard information (lot # is not sufficient).
4. Any metric measurements entered in the application, must also be metric on the application documents.
5. Document Files:
 - a. Uploads must not exceed 100MB
 - b. Acceptable file formats include: Word, PDF and JPEGs.
 - c. Zipped folders are not acceptable
 - d. Documents cannot be encrypted, or password protected.

Documents must be uploaded to the permit application. We cannot accept documents that are emailed or mailed to us.

Please review our recommended [Document Naming Convention Guide](#). Using the document naming conventions will enable the system to update the document type automatically (see Step 4 for more information on the document type).

Customer Portal Series

How to: Upload Permit Documents

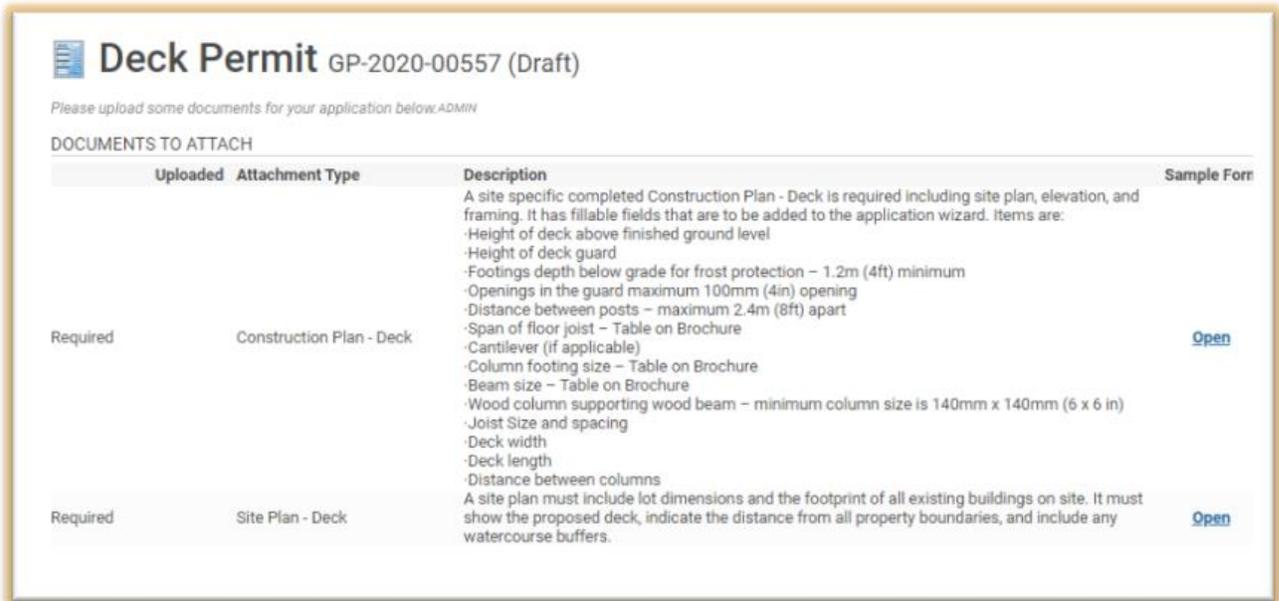
Documents are uploaded in the application on the required documents page.

STEP 1

Documents required for the permit will be listed at the top of the page.

All documents marked required will need to be provided or the application cannot be submitted.

For many document types we have provided sample documents for reference. These can be opened by clicking the blue link in the sample form column.



Deck Permit GP-2020-00557 (Draft)

Please upload some documents for your application below. ADMIN

DOCUMENTS TO ATTACH

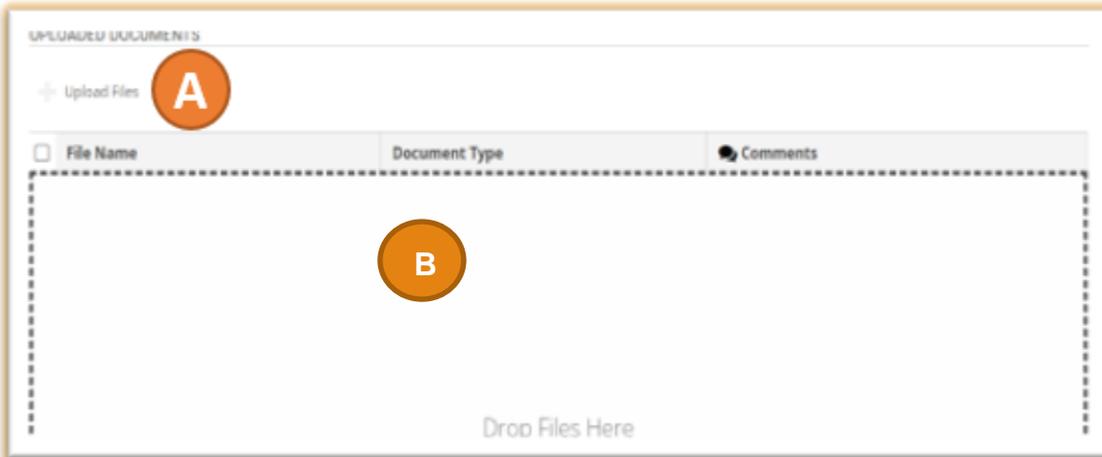
| Uploaded | Attachment Type | Description | Sample Form |
|----------|--------------------------|--|----------------------|
| Required | Construction Plan - Deck | <p>A site specific completed Construction Plan - Deck is required including site plan, elevation, and framing. It has fillable fields that are to be added to the application wizard. Items are:</p> <ul style="list-style-type: none">-Height of deck above finished ground level-Height of deck guard-Footings depth below grade for frost protection – 1.2m (4ft) minimum-Openings in the guard maximum 100mm (4in) opening-Distance between posts – maximum 2.4m (8ft) apart-Span of floor joist – Table on Brochure-Cantilever (if applicable)-Column footing size – Table on Brochure-Beam size – Table on Brochure-Wood column supporting wood beam – minimum column size is 140mm x 140mm (6 x 6 in)-Joist Size and spacing-Deck width-Deck length-Distance between columns | Open |
| Required | Site Plan - Deck | <p>A site plan must include lot dimensions and the footprint of all existing buildings on site. It must show the proposed deck, indicate the distance from all property boundaries, and include any watercourse buffers.</p> | Open |

Customer Portal Series

STEP 2

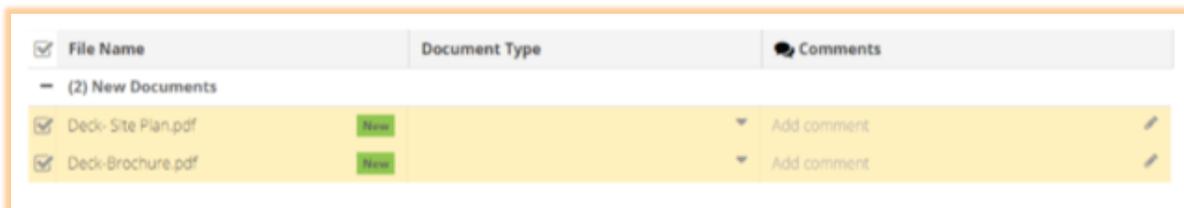
There are two options to upload documents:

- a) Click **Upload Files** to browse for, and upload files,
OR
- b) Have files ready in a folder, select the files, then drag and drop the files to the Drop Files Here section.



STEP 3

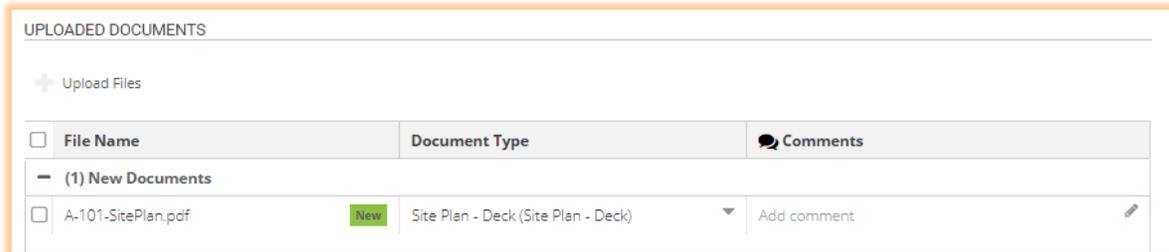
Once documents have been uploaded, they will appear with New at the end of the File Name.



Customer Portal Series

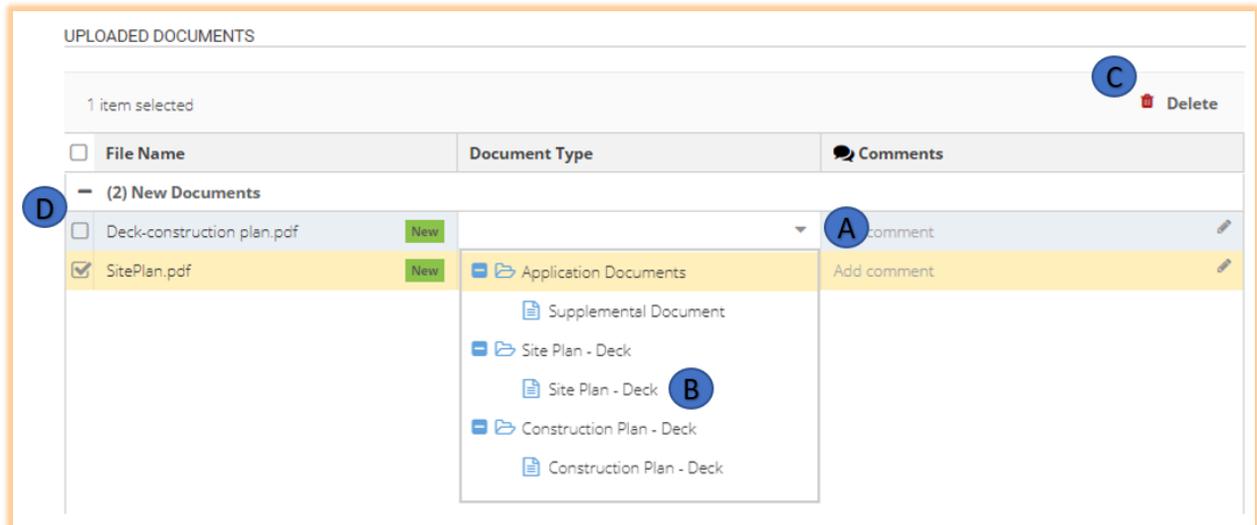
STEP 4

If you have used the document naming conventions, the document type will be filled in automatically.



If you have not used the recommended document naming conventions, you must select the Document Type:

- Click drop down arrow to view required Application Documents.
- Choose **Document Type** for each uploaded file
- Add comments as needed.
- If a file was added in error, click in the checkbox to highlight and click Delete.



STEP 5

Click **Next** to continue to the next page of the application.