

Getting Started

with the Cloudpermit Building Permit System

Thames Centre is pleased to offer residents, builders, and the business community **Cloudpermit** – an online system to apply for and track your building permits.

The Cloudpermit building permit system allows you to apply for and to see the status of your application anywhere, at any time. You can start an application and finish it later, and receive email updates on the status of your permit application.

To Create an Account

To get started with Cloudpermit, you need to Create an Account. Note you will need an email address to use the system.

1. Go to the Cloudpermit site at **<https://ca.cloudpermit.com/login>**
2. Click on “Create a New Account” found under the "continue" arrow.
3. Provide your email address.
4. Cloudpermit will send an email to the address you have provided.
5. Open the email and complete the registration process.

The next time you visit the site, you'll login using your email and password.



To Start a New Application

Login to Cloudpermit.

Click the **"Apply for a Permit"** button in the upper right-hand corner.

Create a New Project, and give it a name. Some combination of your address and the project type might be a good way to keep track if you'll be applying for multiple permits (for example - 742 Evergreen Terrace – Basement Reno). Then select NEXT →

Provide the **Location** where the work will be taking place. Change the municipality (drop-down menu in the upper right-hand corner) to [Thames Centre](#). You can then type in your address or roll number, OR you can find your property on the map. Once you have the correct location (it appears under the map), select NEXT →

Select the **Application Type and Category** appropriate for your project. Most of the categories are self-explanatory, but note that you would select “accessory structures” for smaller structures like sheds and detached garages. Then select NEXT →

At this point, you'll see a **Summary**. Check if the information is accurate. If you need to make changes, use the "Back" button. If everything is correct, select CREATE APPLICATION →

Draft Permit Application

You'll now see your draft Building Permit application. You'll need to provide a bit more information before submitting your application request.

- Ensure the "receive email notifications" is marked as YES. (Email is the primary way in which we will communicate with you throughout the process.)

Under “General”

Under **Parties of the Application**, you can add email addresses for other people and/or companies that should have access to the application. You may wish to add your spouse, contractor, architect, etc.

- You must have an owner and an applicant. Make sure to include contact information for both. Note the owner and applicant may be the same person.
- When you provide another party's information, you'll be asked to give them permission to modify (change) the application and/or add new applications to the project. For example, you may wish to give your heating contractor the ability to add a new application for a heating permit.
- You can also opt to type in the information manually, in which case the party will not receive an email indicating they have been added to the application.

Under **Application Data**, indicate what type of work you are doing, and the type of building on which you'll be working. When you do that, any additional forms that you are required to complete will appear. Click on the forms and complete the required information.

Under “Attachments”

You may also be required to provide **Attachments** like site plans, architectural drawings, etc. Click on the "Attachments" title to see what is required for your project.

- Upload your items by dragging them into the grey box OR using the "click here" button to select them from your computer.
- Once they have uploaded, select the type of attachment and then select done.
- Do this for all of the required attachments.

If at any time you need to change or update the attachments (prior to submitting your application), you can delete (the little garbage cans) and upload again.

Sign Off on the Application

At this point, you are ready to **Sign Off** on the application, using the button at the top right-hand side of the page.

- Review the items listed and indicate if they apply and/or you agree with the terms. Then click "sign off application."
- Note that you can download a copy of the sign-off form at the top of the page.

Submit your Application

You will receive an email to confirm your application has been submitted, and you'll receive subsequent emails regarding its status. You will also receive an email advising you when the building permit is ready and how to pay.

To Pay for your Permit

Invoices for your permit will be uploaded into Cloudpermit. Fees can be easily paid via on-line banking. If you would prefer, you can also pay by cash, debit or cheque at the municipal office during business hours.

To Request an Inspection

Once you have received your permit and the work is underway, you will require building inspectors to visit your site and sign-off on your work at various points in the project. You can request these inspections through Cloudpermit.

To book an inspection, login to Cloudpermit and select "Go to project" under the project requiring an inspection. Then select the application by clicking on the address.

A page will pop-up with the details of your project's location. At the bottom of that page you'll see the heading "**Work & Construction**" and a box entitled "Inspections." Click on "Show upcoming inspections" and select "Request inspection" under the building element you are ready to have reviewed.

Under the “New inspection request” that pops-up, select the date and time you would like to request. INSPECTION REQUESTS MUST BE MADE 24-48 HOURS PRIOR TO READINESS.

You’ll see the unconfirmed request listed.

Once staff receive the request, you will receive an email confirmation for the inspection.

→ Note: If you need to change the date or time, or cancel the request, select “Modify request.”

Tips

Dashboard - At any point, you can return to the "My Dashboard" page to see which applications you have made and if we are waiting on any information from you to process your application further.

Delete - You can delete your application at any time by using the "Select Action" drop-down menu at the top of the page.