

July 2022
BUILDING DIVISION

CUSTOMER SERVICE COUNTER DIGITAL SUBMISSION GUIDELINE

The following bulletin will outline the digital permit application process. Follow the instructions below for a complete application submission. An incomplete submission will not be accepted and will cause further delays in the review process.

Application Submission Methods

- By Email
 - All complete Building and Planning permit applications can be submitted via email to permitapplication@surrey.ca.
- In Person
 - Complete application submissions can be dropped off at the 2w Front Counter Reception Desk located on the 2nd floor.
- Do not submit your application twice as this will delay the application review process.
- You will be contacted once your application has been reviewed and accepted or if further information is required.
- Electrical and Plumbing permit applications must be submitted through their respective methods.

Prior to Submitting Online

- Visit surrey.ca for useful information on your application type.
- To make sure all applications are a complete submission, call the Client Services Centre at 604-591-4086 to find out what documents are required for your application, as well as fees and payment methods.

Building and Planning Applications Email Requirements

- All complete Building and Planning permit applications can be submitted to permitapplication@surrey.ca.
- When sending your application via email, please include the following:
 - The project address and application type must be included in the email subject line.
 - The body of the email must include:
 1. Application type
 2. Project address
 3. Method of payment (refer to the Payment Section below for more information)
- Each required document must be a separate PDF attachment.
 - We are not permitted to review jpg files, open zip files, download links or accept multiple documents in one PDF.
 - If you are submitting multiple emails for the same application, then the email subject line must be labelled as Part 1 of 2, Part 2 of 2.
 - For larger files, please contact the Client Services Centre at 604-591-4086 for more information.
- Submit only one application per email.
 - For infill projects, Demolition and Building permit applications can be submitted in the same email. Each application will require its own application form.
- If the application includes more than one property address then each address must be submitted as separate application submission emails.

Permit Application Submission Documents

- All required documents must be completed correctly and submitted within the same email. Any missing documents will result in an incomplete submission and will not be accepted.
 - If you are submitting multiple emails for the same application, then the email subject line must be labelled as Part 1 of 2, Part 2 of 2.
- Documents must be submitted as individual PDF file attachments and properly labelled according to the type of document.
 - E.g. Authorization Form file should be titled "AuthorizationForm.pdf"; Application Form file should be titled "ApplicationForm.pdf", etc.
- All application forms must be sent in editing mode. This allows staff to complete the "Office Use Only" section.
- Ensure all stamps and signatures are present on documents requiring them.
 - E.g. Structural plans, Topographical Surveys, Schedule B documents, etc.

Payment

- In your email submission, state your intended method of payment.
- Once your application has been reviewed and accepted, you will be contacted with the amount owed.
- The following payment methods are currently accepted:
 - **Cheque**
 1. Mail In: The cheque must be payable to the City of Surrey

ATTN: EMPLOYEE NAME
Planning & Development (2W Front Counter)
13450 104 Avenue
Surrey, BC, Canada
V3T 1V8
 2. In Person, at City Hall: Dropped off at the 2W Front Counter Reception Desk located on the 2nd floor.
 - **Credit Card:** call 604-591-4086 for amounts up to \$15,000.00

Relative Information and Documents

Building

- [Building Permit Application Form](#)
- [Single-Family Dwelling Building Permit Application Checklist](#)
- [Authorization Form](#)
- [Tenant Improvement Checklist](#)
- [Sign Permit Application Form](#)
- [Residential Building Permit Application Form Example](#)

Planning

- [Development Permit Areas](#)
- [Land Development Application Process](#)
- [Land Development Application Form](#)

A hard copy of a permit application submission may be requested depending on the scope of work and project size. If a hard copy is required, you will be notified after you have submitted your application by email.

If you have any questions or require further assistance, please contact the Planning & Development Client Services Centre at 604-591-4086.