



## Revised protocols for City Hall and Municipal Service Centres

---

### Closures at Municipal Facilities

Beginning Thursday, January 14, 2021, the City will close a number of facilities in order to maximize the number of employees who are working remotely. The following facilities will be closed to the public:

- Hamilton City Hall (71 Main St W)
- All Municipal Service Centres (Dundas, Ancaster, Flamborough, Glanbrook and Stoney Creek)

Applicants are encouraged to access municipal services online or by phone. Most services are available online: [www.hamilton.ca/coronavirus/online-city-services](http://www.hamilton.ca/coronavirus/online-city-services) or by phone 905 546 CITY (2489). Please also review our FAQ page at <https://www.hamilton.ca/coronavirus/faq-development-approvals>

Below is a summary on submitting an application or resubmission to the Planning, Growth Management and Building Divisions.

### How do I apply for a planning application?

Please send an email to [pd.generalinquiry@hamilton.ca](mailto:pd.generalinquiry@hamilton.ca) indicating that you would like to make a digital submission and City staff will follow up with instructions. Digital submissions are preferred however if this is not possible there are other options available:

- Paper submissions can be sent to City Hall by courier or Canada Post. Please ensure that your parcel clearly indicates your file reviewers name.
- Paper submissions can be hand delivered and dropped off in our secure mail box at the rear doors of City Hall available for submissions. Please note this is a multi-purpose standard mailbox for small parcels only; large parcels are to be sent via Canada Post or courier.
- All hardcopy submissions mailed, couriered or dropped off, must be securely packaged and addressed to the name of your file reviewer on the 5th Floor.

### How do I apply for Growth Management application, permit or engineering review by Growth Management?

Please note that City Hall is currently closed to walk-ins. As a result, there are two options for submitting applications and resubmissions:

- Paper submissions can be sent to City Hall by courier or Canada Post. Please ensure that your parcel clearly indicates your file reviewer's name.



- Paper submissions can be hand delivered and dropped off in our secure mail box at the rear doors of City Hall available for submissions. Please note this is a multi-purpose standard mailbox for small parcels only; large parcels are to be sent via Canada Post or courier.
- All hardcopy submissions mailed, couriered or dropped off, must be securely packaged and addressed to the name of your file reviewer on the 6th Floor.
- For digital resubmissions, a copy of the resubmitted documents can be uploaded to the CitySHARE platform.
  - After uploading your files please send an email to the file reviewer and copy [Helen.mcarthur@hamilton.ca](mailto:Helen.mcarthur@hamilton.ca), (for Subdivisions) and [Zivko.panvoski@hamilton.ca](mailto:Zivko.panvoski@hamilton.ca) (for Site Plans and Permits), with the weblink and project details so that the appropriate files can be downloaded.

### How do I register draft plans of subdivision and/or condominiums?

- The City continues to process all approvals that are within the delegated authority of the City of Hamilton.
- Mylars for registration (including all relevant Land Registry and Surveyor forms) are to be couriered or mailed to the contact information below:

**Legislative Approvals, Growth Management**  
**71 Main Street West**  
**6th Floor, City Hall**  
**L8P 4Y5**

- Upon signing of Mylars for registration staff will be in contact with retrieval instructions.
- The owner/applicant will be responsible for delivering the Registration Package to the Provincial Land Registry Office which is subject to reduced hours of operation (currently Monday to Friday 9 am to 12 noon EST).
- Staff are also continuing to post / distribute draft plan notices per legislated timelines.

### How do I apply for a building permit?

As the Building Division is not open to the public, you have two options to submit all applications and resubmissions:

- Paper submissions can be sent to City Hall by courier or Canada Post. Please ensure that your parcel clearly indicates your file reviewers name.
- Paper submissions can be hand delivered and dropped off in our secure mail box at the rear doors of City Hall available for submissions. Please note this is a multi-purpose standard mailbox for small parcels only; large parcels are to be sent via Canada Post or courier.
- All hardcopy submissions mailed, couriered or dropped off, must be securely packaged and addressed to the name of your file reviewer on the 3rd Floor.
- Through our online building permit application system at <https://eplans.hamilton.ca>

