

Building Inspection Request Guide

How to Request a Building Inspection

A MyTownship account is required to schedule a building inspection

When the building permit application is submitted, a 4–6-digit access code is provided by the owner/builder/applicant on the application form. This access code is required to link the building permit to your MyTownship account.

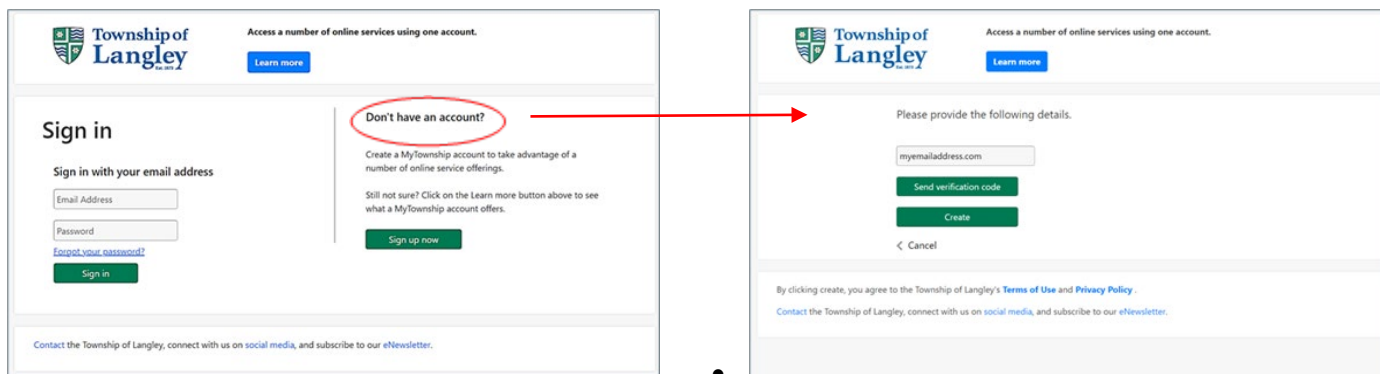
Only one access code is issued per building permit, and it is up to the owner/builder/applicant to distribute to the trades as required. Find more information at tol.ca/inspections.

Schedule your building inspection using your MyTownship account. Choose an available inspection date and provide the required information.

Step 1: Register with MyTownship

Go to MyTownship at tol.ca/mytownship.

If you already have a MyTownship account, select the ‘Sign in’ button; if you don’t, select ‘Sign up now’.



To create a MyTownship account, follow the instructions under *Don't have an account?*

- You will receive an email regarding your registration. Confirm the email to finalize and complete your MyTownship registration.

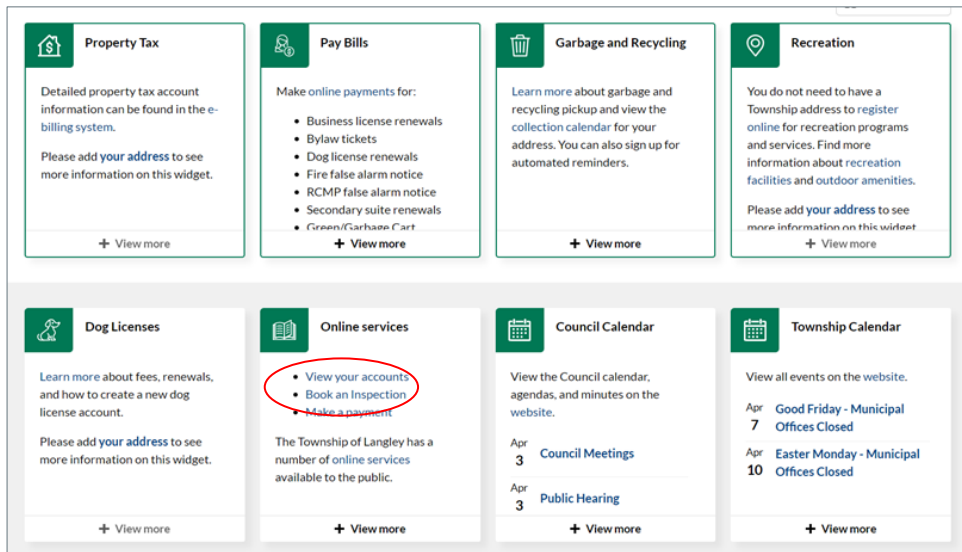
Log in to MyTownship at tol.ca/mytownship once your registration is complete.

Step 2: Register your building permit(s)

Note: The first time you add a permit to your MyTownship account, you will be asked to create a profile. Once your profile is complete, you will be able to choose *Link an Account*, then *Link a Permit*.

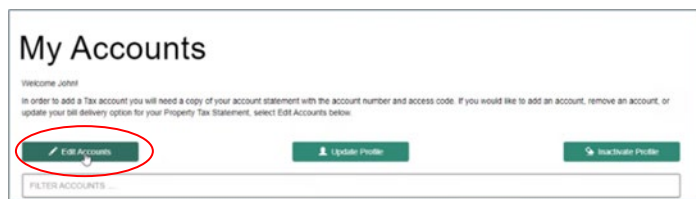
You will require the 4–6-digit access code which you provided on the building permit application form.

Choose *View your accounts* or *Book an Inspection* under Online Services on the MyTownship dashboard.

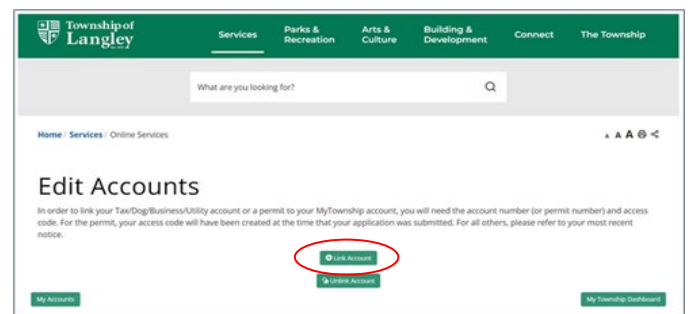


Follow these four steps to link additional permits:

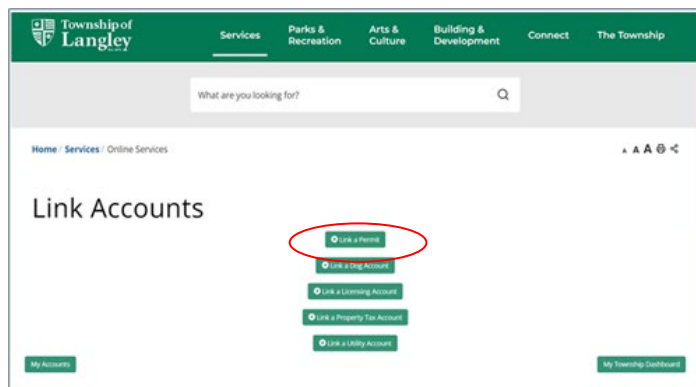
1. Select Edit Accounts



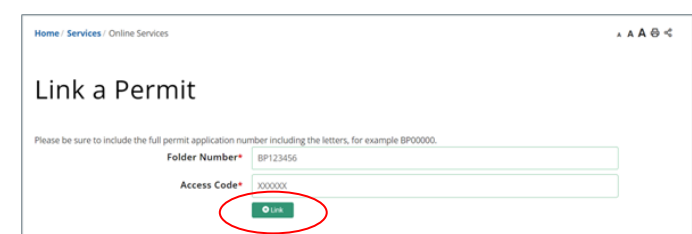
2. Select Link Account



3. Select Link a Licensing Account



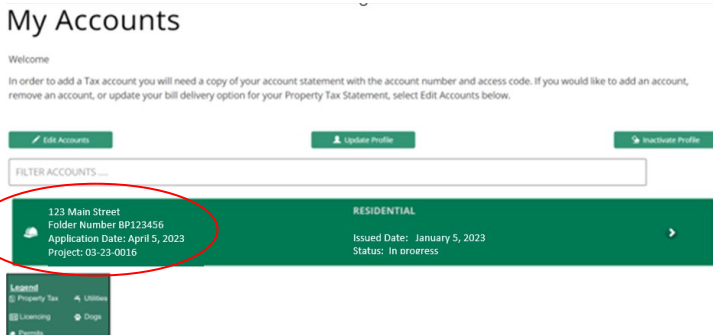
4. Select Link a Permit



- In the folder number field, enter the building permit number – BPXXXXXX.
- Enter the 4-6-digit access code.
- Select the *Link* button.

Step 3: Find your permit(s)

Once you are in your MyTownship account, go to *View your accounts* or *Schedule Inspection*. Then select the permit you want to schedule an inspection for.



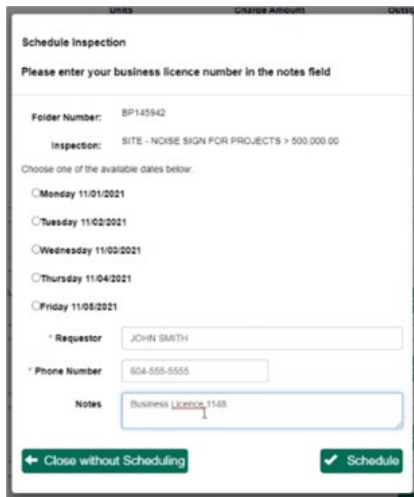
- All building permits display a hard hat icon.
- If you have multiple permits, enter permit number, address or street in the 'filter accounts' field.

Step 4: Request an Inspection

Go to the 'tasks' section and select the 'Cancel' or 'Reschedule' button



- When you open your permit, scroll down the page to 'Tasks'.
- Select the 'Schedule' button next to the task you are requesting an inspection for.



- Select a date.
- In Notes field, enter the business licence number of the trade doing the work (required information).
- If you are a homeowner and have not hired a contractor or sub-trade to do the work, please enter Homeowner in the Notes field.

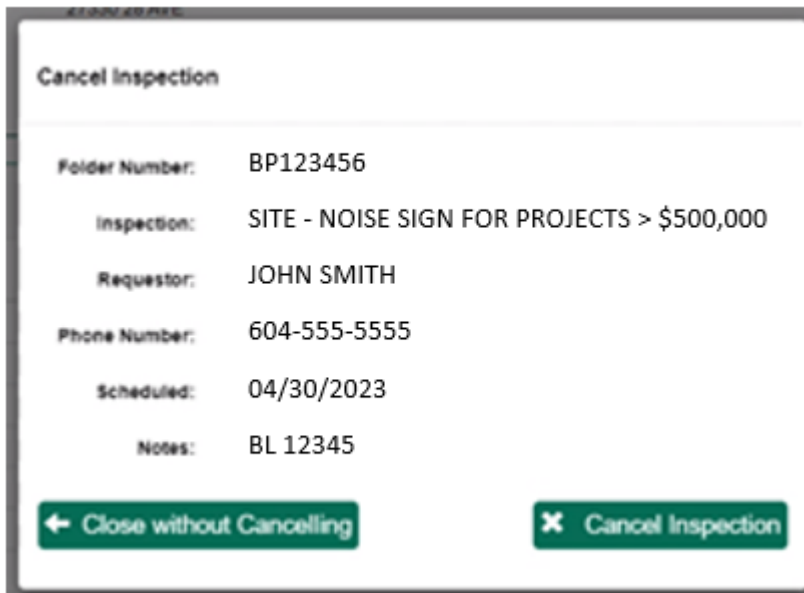
Building inspection requests must be submitted by 3:30pm on the business day prior to the day of inspection. Scheduling an inspection request is subject to the limited number of daily inspections available. If the Building Inspector is delayed and unable to attend the site on the requested day, the inspection will be rescheduled to the following business day.

Cancel or Reschedule an Inspection

Using your MyTownship account, you may cancel your inspection request online before 3:30pm on the day prior to the inspection. Cancellations after that time must be confirmed by phone at 604-533-6018.



- Select the *Cancel* or *Reschedule* button.



- To reschedule, you will be prompted to choose a new inspection date. Confirm the business licence number of the trade doing the work and select *Reschedule*.
- To cancel an inspection, you will be prompted with a confirmation screen of the inspection you are about to cancel. To cancel the inspection, select *Cancel Inspection*.

Questions?

The Permit, Licence and Inspection Services department is open Monday to Friday, 8:30am to 4:30pm, excluding statutory holidays. Contact information is provided at the bottom of the page.