



**Hamilton**

Planning and Economic  
Development Department

## Memorandum

**Date:** June 10, 2019

**To:** Chair and Members  
Open for Business Sub-Committee

**From:** Ed VanderWindt  
Director, Building and Chief Building Official  
Planning and Economic Development Department

**Subject:** **Continuous Improvement Team Process Review – Water and Sewer Permits for New Single Family, Two Family and Townhouse Dwellings – Case Study No. 23**

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### BACKGROUND

The role of the Planning and Economic Development Department / Public Works Department Continuous Improvement Team (CIT) is to review select case studies after they have been through the approval process to identify any lessons learned and opportunities for process improvements.

During a recent review of our building permit processes it was determined that the current practice of issuing both a building permit for the building and a building permit for the water and sewer connections for every new single family, two family and townhouse dwellings could be streamlined by combining both permits and issuing only one building permit.

### OBSERVATIONS AND ISSUES

As noted above, the Building Division has been issuing two building permits for every new single family, two family and townhouse dwellings, one for the construction of the building and the other for the water and sewer connections to City services. Under this process an applicant has to submit two building permit applications, one for the building and another for the water and sewer connections, together with two separate permit fees. These applications are then entered into AMANDA (database) and two separate folders are created. Once the permit review is completed, two separate building permits (one for the building and one for the water and sewer connections) are printed and issued.

After carefully reviewing this process, staff of the Building Division noted that time and effort could be saved by combining both the building permit for the building and the

building permit for the water and sewer connections. This would eliminate the need for two separate building permit applications, the creation of two separate AMANDA folders and the issuance of two building permits for each new dwelling. The only change required in combining these permits would be to include the size of the water line, and the size of the sanitary and storm sewers in the description area of the building permit for the building, thus eliminating the requirement for the issuance of a separate building permit for the water and sewer connections. This would save time for both the applicant and staff, since only one building permit would have to be applied for and issued instead of the current two.

## **OUTCOME**

The Building Division is pleased to announce that as part of its ongoing efforts to seek continuous improvement solutions in the delivery of its services, a new procedure has been developed for the issuance of building permits for single family, two family and townhouse dwellings. Effective January 1, 2019, only one building permit application is required for both the building construction and for the water and sewer connections to the City service stubs. The size of the sewers (sanitary and storm) is to be indicated on the description area of the application form and will also be printed on the building permit once it is issued.

Building Division staff also recommended the addition of two new fee categories for new water service and new sewer service for single family, two family and townhouse dwellings for when the water and sewer permit is included as part of the building permit application for a new building. This fee is lower than a standalone new water and sewer permit fee since there is less administrative work in processing these applications when they are included with the building permit. These two new fees were included as part of our annual review of building permits fees under the Building By-law which were approved by Council in December of 2018 and came into effect on January 1, 2019.

EV:jc