



Update on City of Toronto Development Review, Permit and Inspection Services

July 31, 2020

News and Service Updates

All development review, permit and inspection services remain active. However, as City buildings, including City Hall, Metro Hall and all civic centres remain closed to the public, our services continue to be offered remotely, online and via virtual formats only.

Council update

Planning approvals continue to advance with 11 final reports and 13 settlement reports for various projects city wide, including some significant mixed-use developments, at the July 28 and 29 meeting of Toronto City Council.

At this meeting Council also adopted a number of key reports including [Expanding Housing Options in Neighbourhoods](#), which outlines the work program to consider adding "gentle density" in Neighbourhoods. The work plan includes short, medium and long-term actions as well as priority measures intended to be developed quickly in response to the City's immediate need for housing options in Neighbourhoods.

Committee of Adjustment update

Since resuming in a virtual public hearing format on June 3, the Committee of Adjustment (CoA) has now held 20 hearings with approximately 450 applications coming before the Committee. We are increasing the number of items scheduled per meeting, where possible. In June, only 20 items were scheduled per meeting, whereas at the most recent hearing in the Toronto and East York District, the number had increased to 35 items.

Staff and members continue to work diligently to respond to the CoA demand while also continuing to ensure a fair, transparent and participatory process. Since June 3, Committee members, deputants, and staff have all become more proficient with the video conference technology, which has increased the number of items that the Committee is able to schedule and hear. Applicants and agents have also taken seriously the need to perfect their applications before notice is sent, thereby avoiding last-minute revisions and improving the efficiency of hearings. We are also exploring various scheduling options for the fall which would allow us to further increase the number of applications being heard by the Committee.

Concept to Keys update

The Concept to Keys (C2K) Team continues to focus on improvements to the development review process through active engagement with various customer types by mapping the customer journey and sentiments expressed about their interactions with the City. These insights are driving the ongoing prioritization of process and technology improvements, and we are working hard behind the scenes to operationalize these as fast as possible.

The online application submission portal has now been live for more than a month, and a number of site plan control applications have been successfully processed through that intake mechanism, with additional development applications coming online as recently as this week. Feedback has been overwhelmingly positive, and we are collecting recommendations from applicants regarding future expanded functionality and features. The team is currently working towards a broader release plan of the portal and we are excited to share these features with stakeholders in the coming weeks and months.

Inspections for occupied homes

Toronto Building is now providing inspection services in occupied homes. Effective July 20, contractors and property owners may book an inspection for permitted work carried out in occupied homes. As of August 4, inspections conducted by a qualified professional will no longer be accepted in lieu of a City inspection.

Inspection Appointment Times

As of August 4, Inspectors will now provide a two- hour window for all inspections and a courtesy call to inform the contractor or property owner that they are on their way so construction workers may vacate the inspection area before the Inspector arrives.

Working Together

From mid-March to June 30:

- Residential units approved (NOACs and Condos registered): 11,798
- Residential GFA issued through NOACs: 663,299 m²
- Non-residential GFA issued through NOACs: 440,435 m²
- Development milestones reached (e.g. NOACs issued, Site Plan Agreements executed, Condos registered): 198

From mid-March to July 22:

- Building Permits issued: 12, 250
 - Construction valued at more than: \$4.6 billion
 - Net new residential units approved: 19, 156
 - Non-residential gross floor area of permits issued: 1,401,089 m²
- New dwelling units granted occupancy after inspection: 7,883
 - Residential high-rise: 7,398
 - Non-high-rise residential (detached, semi, townhouses etc.): 485.

With an ongoing focus on restarting and rebuilding priorities, we are continually refining our processes and technological abilities to ensure the health and safety of residents and employees while providing the services you rely on.

As a reminder, with many of our services offered online only and via staff who are teleworking, contact information is available through the [online staff directory](#) (email address format of [firstname.lastname@toronto.ca](#)); you can find a map of [area City Planning staff](#) online as well.

We look forward to continuing to work together. As always, please reach out to us at any time if you have any questions or suggestions.

For more information, please contact:

[Gregg Lintern](#), Chief Planner & Executive Director, City Planning
[Will Johnston](#), Chief Building Official & Executive Director, Toronto Building
[Matt Keliher](#), Chief Operating Officer, C2K

Or visit the City's website on affected services:

[City Planning](#)
[Toronto Building](#)