



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

June 19, 2020

News and Service Updates

Yesterday marked the 100th day of activation for the City's Emergency Operations Centre (EOC). This is the EOC's longest-ever activation, and yet another reminder of the unprecedented circumstances we are still experiencing.

Committee of Adjustment update

Since our last update, we have conducted the first five Committee of Adjustment meetings. In total, there are 20 hearings booked in June and July (normally we average eight per month), during which we expect to clear about 500 applications. These first online Committee of Adjustment hearings were very successful. As planned, each dealt with 20 applications and participant registration and participation went smoothly.

The 18 hearing dates cancelled between March 18 and May 31 as a result of the COVID-19 pandemic resulted in a backlog of just over 1,000 applications. We understand the financial, personal and business challenges that accompany any kind of delay and we are working to clear the backlog as quickly as possible. We have carefully monitored the online hearings held to-date and continue to explore ways to increase the volume of applications considered at each hearing. We must, of course, balance the need to move quickly with the requirement to provide a fair and orderly process. We have a detailed operational plan in place and will continue to provide updates on our progress.

Concept to Keys update

The Concept to Keys (C2K) Team has continued to conduct a number of stakeholder interviews, with many more scheduled over the next weeks and months. So far, much of that outreach has focused on the soft launch of a new online application portal. As work progresses on all fronts the outreach is being expanded to include other streams including questions around eliminating policy barriers, incentivizing development activity, and the introduction of new technology that will improve customer service.

The C2K team has met with more than 20 individual developers, associations, partnering firms and universities and more outreach is planned. We are also actively engaging with other municipal partners, mainly in North America, but also abroad, that are seen as leaders in the development field. These discussions have been broader, focusing on overall policies, processes, technology and attitudes towards development activity. Common themes in feedback received to date include the need for greater collaboration and a partnership-based framework between the City and developers, as well as the need to be more consistent in the application of policy, and the continued development of digital and technology innovations throughout the entire development review process.

Inspections for occupied homes

Toronto Building is working to develop a health and safety protocol to resume conducting inspections in occupied homes. Once that is done, all inspection services will be provided as they were before COVID-19.

Heritage Planning update

The Heritage Planning group is now conducting pre-application consultations as well as accepting, reviewing and issuing heritage permits and associated building permits. Heritage Conservation District plans and studies, research and evaluation of potential heritage properties, and property nominations are also proceeding where possible. The Toronto Preservation Board meetings are restarting on July 2 in an online format.

Suspension of Planning Act timelines to be lifted June 22

The Minister of Municipal Affairs and Housing has announced ([O.Reg. 278/20](#)) that the temporary suspension of *Planning Act* timelines ([O.Reg. 149/20](#)) will end on June 22. We will now be issuing notices of complete applications and other notices reflecting the lifting of these suspension of Planning Act timelines.

Committee and Community Council meetings have resumed

On Monday of this week, the [Planning and Housing Committee](#) (PHC) held its first meeting since February. It was a full agenda that included the Growth Plan Conformity and Municipal Comprehensive Review - Work Plan. This week also marked the return of Community Council, with all four holding their first meetings since the disruption began. The meetings were very busy, dealing with 24 City Planning matters between PHC and Community Council.

While work continues to determine the schedule for the fall, meeting dates throughout the summer can be found on the [City's website](#).

Service Overview: as of June 22, 2020

| Service Status: | Full Service | Modified Service |
|--|--|--|
| | Service offered in the context of current emergency parameters. Service may be online-only or via staff who are teleworking but there is limited or no impact to delivery. | The service has resumed but there may be limitations, delay or backlog to resolve. |
| Service | | Status |
| Development Review and Related Services | | |
| Planning Applications – accepting, reviewing and issuing where complete/possible, including: | | |
| Draft Plan of Condominium (including issuance of Draft Plan Approval) | | Full |
| Part Lot Control | | Full |
| Site Plan Control (including issuance of NOAC & Statement of Approval) | | Full |
| Draft Plan of Subdivision | | Full |
| Official Plan and Zoning By-law Amendments | | Full |
| Rental Housing Demolition and Conversion | | Full |
| Telecommunication Tower | | Full |
| General Enquiries- staff are available via phone and email | | Full |
| Application Information Centre (online database) | | Full |
| *NEW* Heritage Planning | | Full |
| Pre-Application Consultations (PAC) | | Full |
| Permits | | |
| All permit applications – accepting, reviewing and issuing where complete/possible, including: | | |
| Building Permits | | Full |
| Sign Permits | | Full |
| Zoning Permits | | Full |
| Occupancy Permits | | Full |
| Permit Fees, Development Charges and other permit-related fees accepted electronically | | Full |
| General Enquiries- staff are available via phone and email | | Full |
| Building Inspections | | |
| Occupancy Approvals | | Full |
| Progress Inspections, including sign inspections (other than in occupied homes) | | Full |
| Inspection Services for Unoccupied Homes | | Full |
| Inspection Services for Occupied Homes | | Modified |
| Committee of Adjustment | | |
| Committee of Adjustment Decision Appeals accepted electronically | | Modified |
| Consent and Minor Variance Applications | | Modified |
| Committee of Adjustment Hearings | | Modified |
| Consultation (virtual) | | |
| Community Consultation | | Modified |
| Design Review Panel | | Modified |
| Public Art Commission | | Modified |

For further information on development review and related services, applicants are advised to contact planners assigned to existing files or the [area manager](#).

Working Together

From mid-March to mid-June, together we have accomplished a significant amount:

- Residential units approved (NOACs and Condos registered): 10,605
- Residential GFA issued through NOACs: 722,830 m²
- Non-residential GFA issued through NOACs: 408,826 m²
- Development milestones reached (e.g. NOACs issued, Site Plan Agreements executed, Condos registered): 180
- New submission and resubmissions of development review applications or materials: 275
- Building Permits issued: 7,442
 - Construction valued at more than \$3 billion
 - Net new residential units approved: 7,559
 - Non-residential gross floor area of permits issued: 1,070,528 m²
- New dwelling units granted occupancy after inspection: 5,121
 - Residential high-rise: 4,831
 - Non-high-rise residential (detached, semi, townhouses etc.): 290

What's Next

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](#)