

Survey: Building Permit Process

SURVEY RESPONSE REPORT

02 September 2020 - 27 June 2022

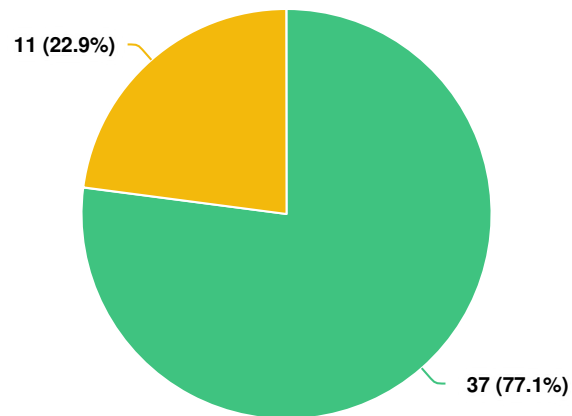
PROJECT NAME:

Citizen Survey



SURVEY QUESTIONS

Q1 Have you used the RDOS building permit process?

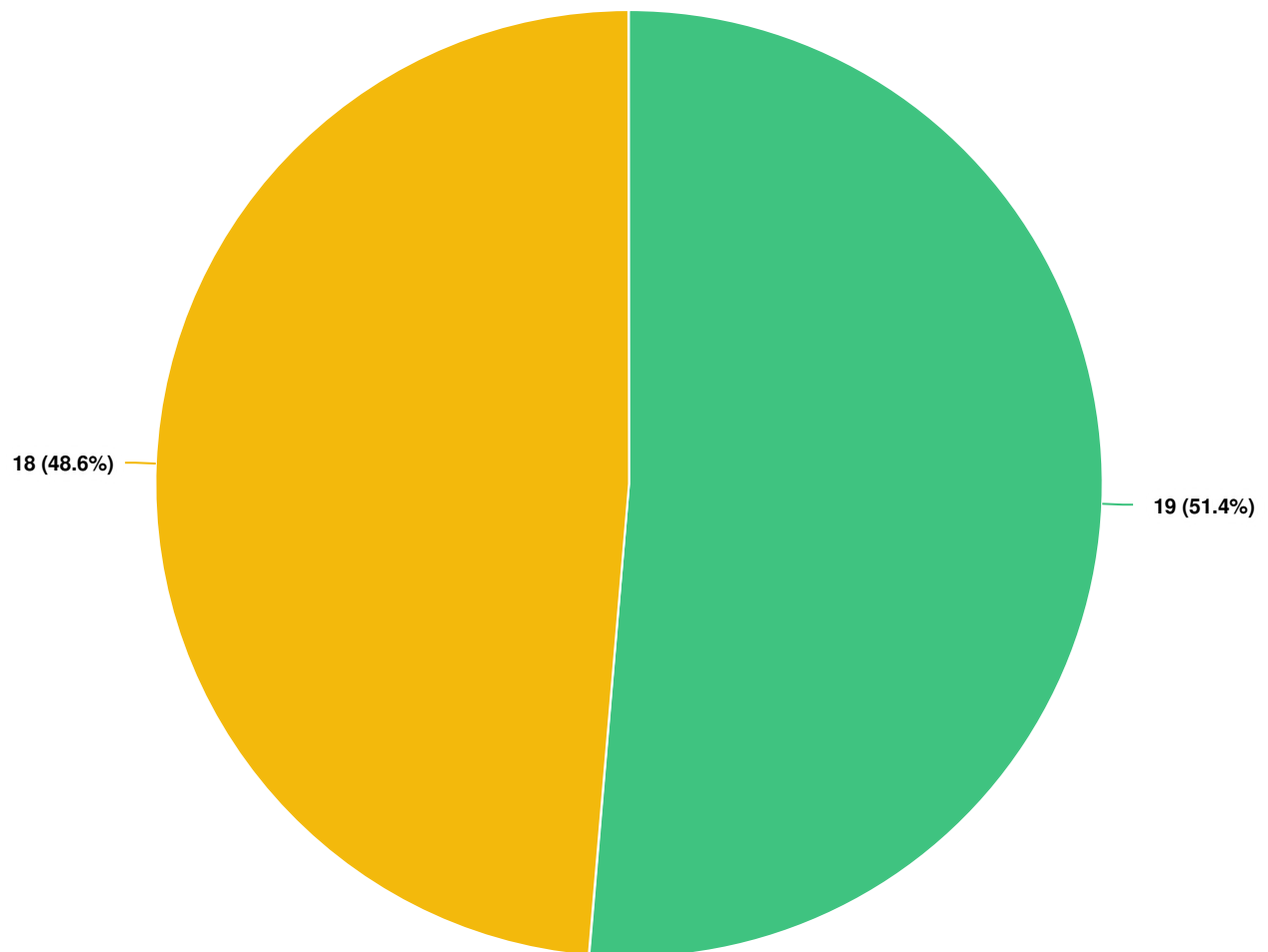


Question options

☒ Yes ☐ No

Mandatory Question (48 response(s))
Question type: Dropdown Question

Q2 Have you had specific issues or problems acquiring a building permit?



Question options

☒ Yes ☐ No

*Optional question (37 response(s), 11 skipped)
Question type: Radio Button Question*

Q3 Please provide details about your experience?

Anonymous

3/23/2022 01:43 AM

testing

Anonymous

3/23/2022 10:55 PM

The process is too slow, when the project is straight forward and basic. For example a footings for a manufacturer home in a manufactured home park.

Anonymous

3/24/2022 08:57 AM

Too much back and forth wasting time due to lack of knowledge in planning department. Seems as though they don't have the experience - just cut & paste bylaws that don't even apply to the area or project. Not working with the clients to find a solution

Anonymous

3/24/2022 09:43 AM

It is very unclear as to what permits are required in certain situations

Anonymous

3/24/2022 10:58 AM

Communication problem. When we asked why our permit was on hold we were told it was still being processed. This was misleading. RDOS required 1 final form from us to finish and process the application. This is exactly what we needed to know to proceed.

Anonymous

3/24/2022 01:36 PM

RDOS staff were able to view the original plans for my house, but told me I could not. This would have helped me better plan my plan. Not sure why I'm not allowed to see the plans for the house I own.

Anonymous

3/24/2022 02:31 PM

It was very frustrating... we went to three meetings which were vague with conflicting outcomes. We were aloud to have a deck beginning of the meeting and by the end it was off the table. This blew my mind. Even our contractor was confused and frustrated

Anonymous

3/25/2022 03:50 PM

Staff not helpful in any way

Anonymous

4/08/2022 06:32 PM

Too many details required. Too much control over what I do with my land. Too much red tape. Too long to process.

Anonymous

4/21/2022 10:14 AM

Too many delays in getting QEP, surveyor and septic guy due to requirements. I am homeless because of it now.

Anonymous

4/21/2022 01:57 PM

Time takes to much time

Anonymous

4/21/2022 05:20 PM

"Encroaching" on a rear setback, despite the fact that we were only replacing a deck that was already there

Anonymous

4/22/2022 09:43 AM

It was during Covid lockdown and this made access & communication difficult

Anonymous

4/27/2022 05:09 PM

I have been working on a obtaining a permit for an accessory dwelling since last May and just received notice today that it is turned down due to a planning issue that was never addressed in several emails or in person when I submitted my permit app

Anonymous

4/27/2022 10:10 PM

Delayed months due to lack of clarification on requirements. Examples: Proof of potable water required for "Dwellings"(Should say Any structure containing a bathroom). Approved septic. (Should clarify with proposed building on septic site plan)

Anonymous

5/03/2022 11:14 PM

Having sent in documents required being sent to wrong person,nothing was followed through as to where they should have gone. It was not until several phone calls weeks later that this was straightened out. We could have the building permit.

Anonymous

5/04/2022 09:50 AM

Incompetent RDOS employees. Permit 1 - we were told the flood plain was 35 m. above our lot! RDOS rep. didn't know how to read a map. #2 - A Board member said Coalmont was too high density! #3 - Design didn't meet zoning requirements but no reason why.

Anonymous

5/04/2022 10:03 AM

way too long waiting, bad communication

Anonymous

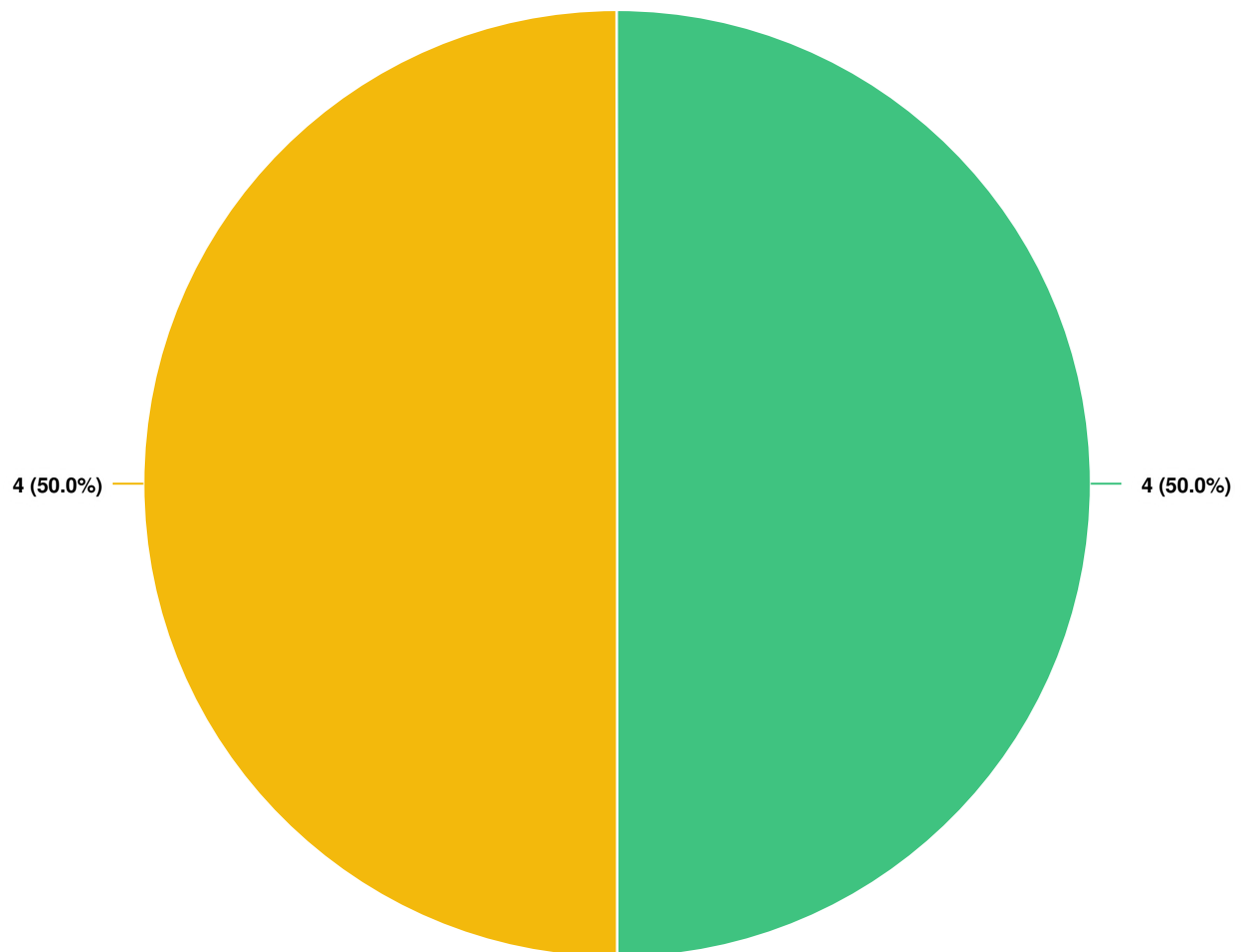
5/05/2022 09:20 AM

Poor communication, between us and RDOS employees

Optional question (19 response(s), 29 skipped)

Question type: Single Line Question

Q4 Did you find the building permit process easy to navigate?



Question options

☒ Yes ☐ No

*Optional question (8 response(s), 40 skipped)
Question type: Dropdown Question*

Q5 Please provide details about your experience?

Anonymous

3/23/2022 08:15 PM

Takes too long

Anonymous

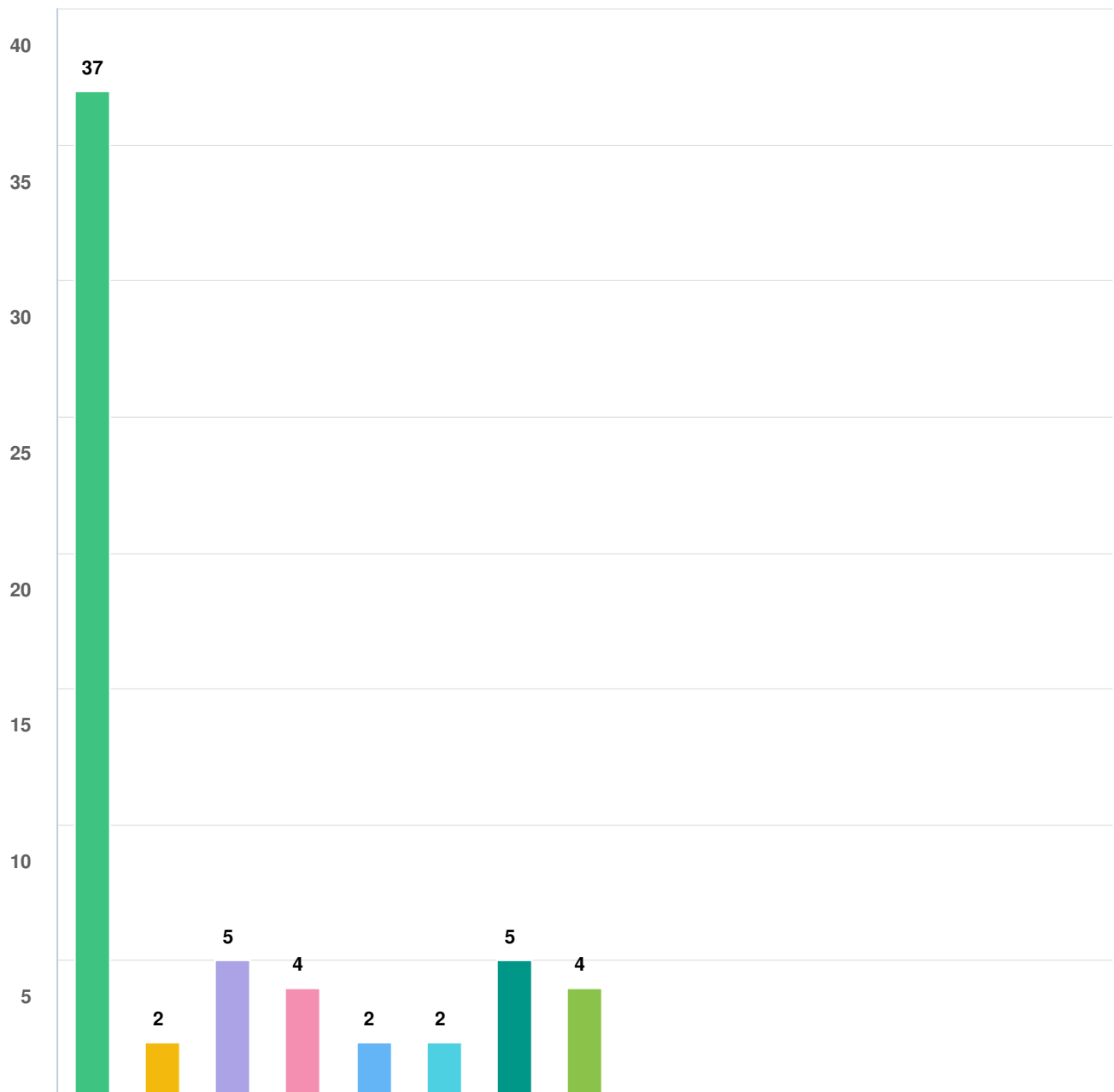
5/04/2022 08:58 AM

I enquired about getting a permit to lift my cabin last year but the information I received said I needed architectural drawings and a survey, neither of which I have, and it seemed completely unnecessary because I just wanted to lift straight up.

Optional question (2 response(s), 46 skipped)

Question type: Single Line Question

Q6 What type of permit or service did you require?



Question options

- Building Permit
 ● Swimming Pool
 ● Farm Building Permit
 ● Farm Building Exemption
- Temporary Building/Structure
 ● Demolition
 ● Other
 ● Not applicable/have not required a permit
- Plumbing Only
 ● Siting
 ● Permit Extension
 ● Permit Transfer
- Health and Safety inspection for Vacation Rental Temporary Use Permit
 ● File Search
- Removal of bylaw infraction notice on title

Optional question (45 response(s), 3 skipped)

Question type: Checkbox Question

Q7 If you would like to comment on the time it took to process your application, and whether that met your expectations, please share your thoughts below.

Anonymous

3/23/2022 01:43 AM

testing

Anonymous

3/23/2022 01:44 AM

testing

Anonymous

3/23/2022 11:20 AM

TEST ONLY

Anonymous

3/23/2022 04:04 PM

It was issued exactly to the week that I was advised it would be when I submitted it. I don't know if there is somewhere on the RDOS website where it states what the current processing time is, which might be helpful? I was informed verbally.

Anonymous

3/23/2022 07:40 PM

I found it no problem at all.

Anonymous

3/23/2022 08:15 PM

Too long!

Anonymous

3/23/2022 08:36 PM

Six weeks

Anonymous

3/23/2022 10:55 PM

I waited 8 weeks for my permit. I think the process should be about half of that.

Anonymous

3/24/2022 07:56 AM

Cost is too high for a building permit!

Anonymous

3/24/2022 08:57 AM

too many meetings not enough doing - info. from the planning dept. was not current when brought forward to the meetings causing confusion because the application was open for so long

Anonymous

3/24/2022 10:58 AM

Our build was put on hold for an extra month due to casual answers to specific questions.

Anonymous

3/24/2022 12:10 PM

The time taken to issueing and having an inspection date were fine.
The staff were helpful. The wording of many documents was very difficult. I also didn't know where to collect the necessary paper work required, your website is difficult to navigate.

Anonymous

3/24/2022 01:36 PM

No issue.

Anonymous

3/24/2022 02:31 PM

It took, twice as long as expected.

Anonymous

3/25/2022 04:25 PM

Took over 3 months. All kinds of excuses why

Anonymous

3/27/2022 12:48 PM

We assumed it would a slow process and therefore were not held up by it

Schaldemose

4/08/2022 06:32 PM

It took too long and this was several years ago so if it is taking longer now then that would be even more unacceptable.

Anonymous

4/21/2022 10:14 AM

It has been 9 months since i lost my house. Between my builder, the rds, surveyor, qep and septic guy, it will be well over a year that i will be homeless. I NEED a home and the delays due to requirements are making life painful.

Anonymous

4/21/2022 01:57 PM

Due to permits my flood restoration has taken 4 yrs

Anonymous

4/22/2022 07:43 AM

Occupancy permit ?? For home not complete WHY allowed ?

Anonymous

4/27/2022 05:09 PM

My application took 7 months to be seen. There are several reasons for this.

Anonymous

4/27/2022 10:10 PM

Took 3 months longer than expected to accept my application, which was painful. Once accepted it was roughly 7 weeks which I have no complaint with. 7 weeks is acceptable

Anonymous

4/30/2022 02:47 PM

Our application was in 2012 and took some time and required a health permit to move the septic system to anew location. It was not

exceptional but lengthy.

Anonymous

5/03/2022 11:14 PM

No it did not meet my expectations. The whole watercourse study needs to be improved as the adjacent property had already done one several years before. Maps need to be updated or notes made on them as to whether there is a watercourse.

Anonymous

5/04/2022 08:58 AM

I didn't go ahead because it was so much to ask for and then my cabin flooding in November. If the process had been easy my cabin would have been lifted and wouldn't have flooded.

Anonymous

5/04/2022 09:50 AM

The time was too long (due to RDOS employees who are not skilled in reading maps and lack of knowledge of the area we live in) and no they didn't meet our expectations.

Anonymous

5/04/2022 10:03 AM

Took way too long, over a year for a deck

Anonymous

5/04/2022 10:48 AM

There should be a time limit to complete a home so that it does not reflect negatively on the neighbourhood. . Permit # 18919 . This home has sat with fulltime occupants since 2016. This is over 5 years!! Look into this Please!!

Anonymous

5/04/2022 12:46 PM

Will find out soon.

Anonymous

5/04/2022 01:21 PM

My permit came through very quickly...Thank you RDOS

Optional question (30 response(s), 18 skipped)

Question type: Single Line Question

Q8 If you would like to recommend changes to the building permit process, please share your thoughts below.

Anonymous

3/21/2022 09:58 AM

TEST

Anonymous

TEST ONLY

3/22/2022 01:32 PM

Anonymous

testing

3/23/2022 01:43 AM

Anonymous

testing

3/23/2022 01:44 AM

Anonymous

TEST ONLY

3/23/2022 11:20 AM

Anonymous

The only thing we had trouble with was the discrepancy between what the front counter said in terms of scheduling inspections versus what the inspectors said. Inspectors were much more informative and flexible than counter staff indicated.

3/23/2022 04:04 PM

Anonymous

Can you please post the building permits online again like the surrounding municipalities? It was very helpful.

3/23/2022 07:40 PM

Anonymous

Speed it up!!

3/23/2022 08:15 PM

Anonymous

The time frame was too long

3/23/2022 08:36 PM

Anonymous

I think when the applicant has hired construction professionals such as Geotechnical engineers, Structural engineers, architects and energy consultants the process should be fast tracked.

3/23/2022 10:55 PM

Anonymous

A shorter timeframe to obtain a building permit.

3/24/2022 07:56 AM

Anonymous

Have knowledgeable staff to manage and expedite applications in an efficient way. Promote solutions. Fees are way to high. Work with the community not against it.

3/24/2022 08:57 AM

Anonymous

Be aware the general public is not familiar with your permit process. 'Being processed' is entirely different from 'There's a problem that needs to be fixed and here it is.'

3/24/2022 10:58 AM

Anonymous

3/24/2022 12:10 PM

It seems to be getting very complicated. I looked into getting a TUP. The process was absolutely mind numbing. There were so many steps to getting it off the ground that I simply gave up. I abide by the bylaws, I can see lots of others' simply by-pass-

Anonymous

3/24/2022 01:36 PM

No issue other than being able to view my original house plans.

Anonymous

3/24/2022 02:31 PM

I would like to see the person/comity in charge to have a solid understanding of the rules and regulations. That they can be CLEAR to the client seeking a permit.

Anonymous

3/24/2022 05:46 PM

Occupancy should not be allowed until home is COMPLETE please have Inspector check 319 Carmel Crescent Skaha Estates!!!!

Anonymous

3/25/2022 03:50 PM

Get rid of Aaron, he rude with a big mouth

Anonymous

3/25/2022 04:25 PM

You need to replace the building inspector, Aaron! He's rude and pushy. He's not allowed on our property ever again.

Anonymous

3/27/2022 12:48 PM

No

Anonymous

3/29/2022 11:36 AM

Permits are extended with projects dragging on incomplete. Projects in WB has been on going for years. 2217 WB Drive is occupied without being at lock up stage. Windows not installed yet! No regard for impact on neighbors. Why even have a permit?

Anonymous

4/08/2022 06:32 PM

The RDOS should restrict it's governance over what I do on my property and should have a specific time period allowed to start and finish approval process. If the RDOS cannot get it done within that timeframe then it is automatically approved.

Anonymous

4/21/2022 10:14 AM

Please streamline the process and requirements for victims of natural disasters.

Anonymous

4/21/2022 01:57 PM

Hire more people to clear up any back log

Anonymous

4/21/2022 05:20 PM

Consider historical data. In our case, the lot was subdivided in the 1980s (we bought it in the 2010s), but the original building was from the 1930s. Replacing an existing deck should not require new permits.

Anonymous

4/22/2022 07:43 AM

Check 319 CARMEL Cres. Skaha Estates.OK Falls !! Occupancy before DECKS SIDINGS,!!!

Anonymous

4/22/2022 09:43 AM

Improved communication with the option to speak with someone for guidance would be very useful

Anonymous

4/27/2022 05:09 PM

Yes, I think there were too many people in the process - at least 7 that I'm aware of and it ended up costing me a huge loss in time and money

Anonymous

4/27/2022 10:10 PM

Just clarification of requirements as mentioned above. Changing septic documentation is not a quick process. It felt as if it were the Penticton staffs mission to keep me from getting a permit rather than help me get one.

Anonymous

4/30/2022 02:47 PM

I am currently planning to do some renovations and changes and I find the RDOS website complicated and not very user friendly when looking for the information needed. If the builder does the application or the architect that incurs extra cost.

Anonymous

5/03/2022 11:14 PM

Mapping should be updated or a note put on maps as to a watercourse study already been done so multiple properties do not have to so the study again.

Anonymous

5/04/2022 08:58 AM

Make it easy to understand in layman's terms and if it's an easy job do t ask for the same information as required for a complete new build or renovation.

Anonymous

5/04/2022 09:50 AM

Hire people that can understand the job. Have them come out to the site to actually see what is being proposed rather than make decisions from their desk.

Anonymous

5/04/2022 10:03 AM

streamline the process. Have competent staff handling the communication

Anonymous

5/04/2022 10:48 AM

As above, have a time period to complete a home. Building permit 18919 has been unfinished since before 2016. This is ridiculous for us to have to look at this mess everyday. I sent in a complaint in May 2017 and nothing has been done since then.

Anonymous

5/04/2022 12:46 PM

The building permit process should be spend up, ie hire more staff to get threw applications faster.

Optional question (36 response(s), 12 skipped)

Question type: Single Line Question