

Subject: Expansion of 30-60-90 Permit Refusal Process to Residential Improvement Permits

The City of Calgary is expanding the 30-60-90 Permit Refusal Process to include Residential Improvement Permits, effective September 5, 2024.

This development aims to streamline our permit processes and enhance services for Calgarians by reducing the backlog of incomplete applications and accelerating permit issuance.

Key Features

- **30-Day Reminder:** Automated email sent after 30 days of inactivity.
- **60-Day Reminder:** Second email reminder sent after 60 days of inactivity.
- **90-Day Refusal:** Applications with no progress after 90 days may be refused or canceled.
- **Appeal Period:** 30 days to appeal the refusal decision to the Safety Codes Council.
- **Refund Process:** Up to 75% refund of the permit fee if no appeal or if the appeal is unsuccessful.

Note: This process is for new incoming applications as of September 5, 2024 only.