






Building and Development CityView Portal

Building Department Instructions

CityView Portal is available to provide applicants, agents, contractors and the general public with the ability to track Development Services applications within the City of West Kelowna.

Portal Home Page


- Building
- Planning
- Subdivision
- Bylaws
- Help for Building and Development Portal


-  **Notify Me®**
-  **Service Request**
-  **Maps**
-  **In the Works**
-  **Jobs**


Home > CityView Portal

[Sign In](#) / [Register](#) [Portal Home](#) [Property Search](#)

Welcome to the City of West Kelowna's Building and Development CityView Portal. You can find information regarding development in West Kelowna by either checking the Application Status page or, for information specific to Planning/Subdivision applications, by signing up for Community Notification. Once you have registered as a Portal user, you may upload documents to your active Planning, Subdivision, and Building Permit applications as well as check their status at any time. You may also request an inspection for your Building Permit through Portal. Instructions/information regarding Portal use are available in the Help for Building and Development Portal link in the left hand menu bar. The CityView Portal is another step in our continued efforts to improve service to citizens.

**Building Department**
[Status](#)
[Upload Submittals](#)

**Planning and Subdivision**
[Status](#)
[Upload Submittals](#)

**Property Information**
[Search for a Property](#)

Personal information on this form is collected pursuant to the Community Charter/Local Government Act, and will only be used for the purpose it was collected. Your personal information will not be released except in accordance with the Freedom of Information and Protection of Privacy Act. Questions about the collection of personal information may be referred to the City Clerk, 2760 Cameron Road, West Kelowna, BC, or calling 778-797-8897 during regular business hours.

Powered by [CityView](#)

Registering for an Account on CityView Portal

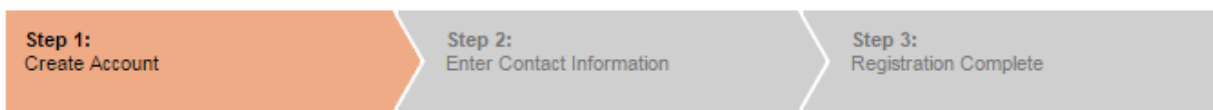
- Provides applicants, agents, and contractors the ability to Schedule Inspections and to see the details of their permits, which are not available to the general public, as well as provide an opportunity to upload documents, drawings, plans, etc. to your file.

Please Note: Before you are able to schedule inspections or see the details of your application(s), City staff need to link your registered user information to your application(s). It is therefore recommended that if you are going to be submitting a new application to the City it would be helpful if you first registered on Portal.

- Provides all members of the public with the ability to view the status of all Building Permits within City of West Kelowna.

Registration Process

[Sign In / Register](#) [Portal Home](#) [Property Search](#)



Welcome to City of West Kelowna Portal Registration

- ▾ Please enter your email address and choose a password

NOTE: The email address you enter is the email address that we will use to communicate with you regarding your account profile and services you request.

Email Address (this is your Login* ID)

It is important that you provide a valid, working email address that you have access to, as it must be verified before you can use your account. We will never sell or disclose your email address to anyone.

Password (min. 8 characters)*

Confirm Password*

Cancel

Next Step: Enter Contact Information

To register:

1. Click on the Register link at the top of the screen.
2. Follow the three-step process to create an account.
3. Click on the registration link found in the activation email you will receive.
4. Complete the registration process. Note: if you do not see the email please check your spam or junk email folder.

My Account and My Items

Once you have logged into Portal as a registered user two additional options are included in the menu at the top of the screen: My Account and My Items.

My Account

My Account is where you can maintain your password, contact information, and sign up for and maintain the Community Notification system.

[Sign Out](#) [My Account](#) [My Items](#) [Portal Home](#) [Property Search](#)

My Account

[Edit Contact Information](#)

Change your address and contact numbers

[Change Password](#)

Change the password for your account

[Change My Community Notifications](#)

Change the notifications you will receive

[View My Community Notifications History](#)

View the history of your community notifications

My Items

My Items is a useful tool to view and interact with applications that you have been linked to as a registered Portal user who is in the CityView system as an owner, agent, or another contact. Once you have clicked My Items you can then click on My Permit Applications to view the applications. The Reference Number link will open the Building Department Status page where you can find the status of the application, request an inspection, see inspection results, view documents, and upload additional documents.

Schedule an Inspection

Scheduling an Inspection from the My Items page

1. Click the Schedule Inspection button below the appropriate permit number.

My Items

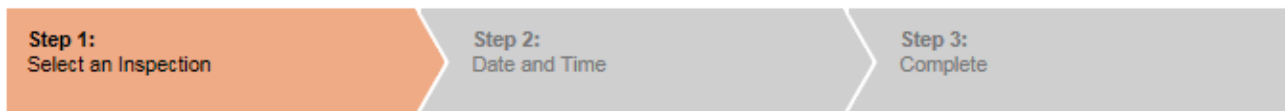
This page lists all the applications and other items in which you are a contact.

[Expand All / Collapse All](#)

- ▾ My Permit Applications

Reference Number	Address	Type	Status	Date Created
PRBD20170532	2760 CAMERON RD	Building - Residential	Permit(s) Issued	10/05/2017
<input type="button" value="Schedule Inspection"/>				
PRBD20170528	2680 CAMERON RD	Building - Residential	Permit(s) Issued	09/29/2017
<input type="button" value="Schedule Inspection"/>				

2. Then follow the 3 step scheduling process:



Schedule an Inspection

- ▾ Please select an inspection to schedule

- Footing
- Dampproofing and Drain Tile
- Water Service
- Sewer Service
- Underground Plumbing
- Rough-in/Drain/Waste/Vent
- Water Distribution System
- Shower Pan
- Radon/Poly
- Framing/Fire Stopping
- Insulation
- Occupancy/Utility Billing Start Date
- Final

The City of West Kelowna Building Department will be notified of your inspection request.

Other ways to Request an Inspection through CityView Portal

1. Select Request an Inspection from the Portal Home page found under the Building Department heading. The Search for Permits page will open.
2. Search for the appropriate permit by typing either the Permit Number or civic address into the search field.
3. If you search by Permit Number, CityView will open at Schedule an Inspection and you may then carry on with the scheduling process. If you search by civic address you will see the Permit Application below the map. From here you may click Schedule Inspection to get to the scheduling process.

If you happen to be on the Permit Application Status page you may schedule an inspection by opening the collapsed Inspections heading. When you click the Schedule button as seen below, the scheduling process is made available.

- ▶ Permits

- ▼ Inspections

Inspection	Outcome	Requested	Scheduled	Date Inspected
Footing	Pending	10/20/2017	10/20/2017	Cancel
Inspector:	Email: N/A			
Dampproofing and Drain Tile	Pending	Schedule?		
Inspector:	Email: N/A			
Water Service	Pending	Schedule?		

Please Note: the cut off time for an inspection request for the next business day is 4:00 pm.

For example, if you would like to request an inspection for tomorrow you need to make your request before 4:00 pm today.

Confirming or Cancelling an Inspection:

You may confirm an inspection has been booked or you may cancel an inspection on either the My Items page under My Upcoming Inspections or on the Permit Application Status page under Inspections. If you are cancelling your inspection on the day the inspection was requested please phone the office at (778) 797-8820.

How to View Application Information

Building Department: Status

Found under the Building Department heading on the Portal Home page, you may search for an application by clicking the Status link and then begin typing either the civic address of the property or the application number in the search field.

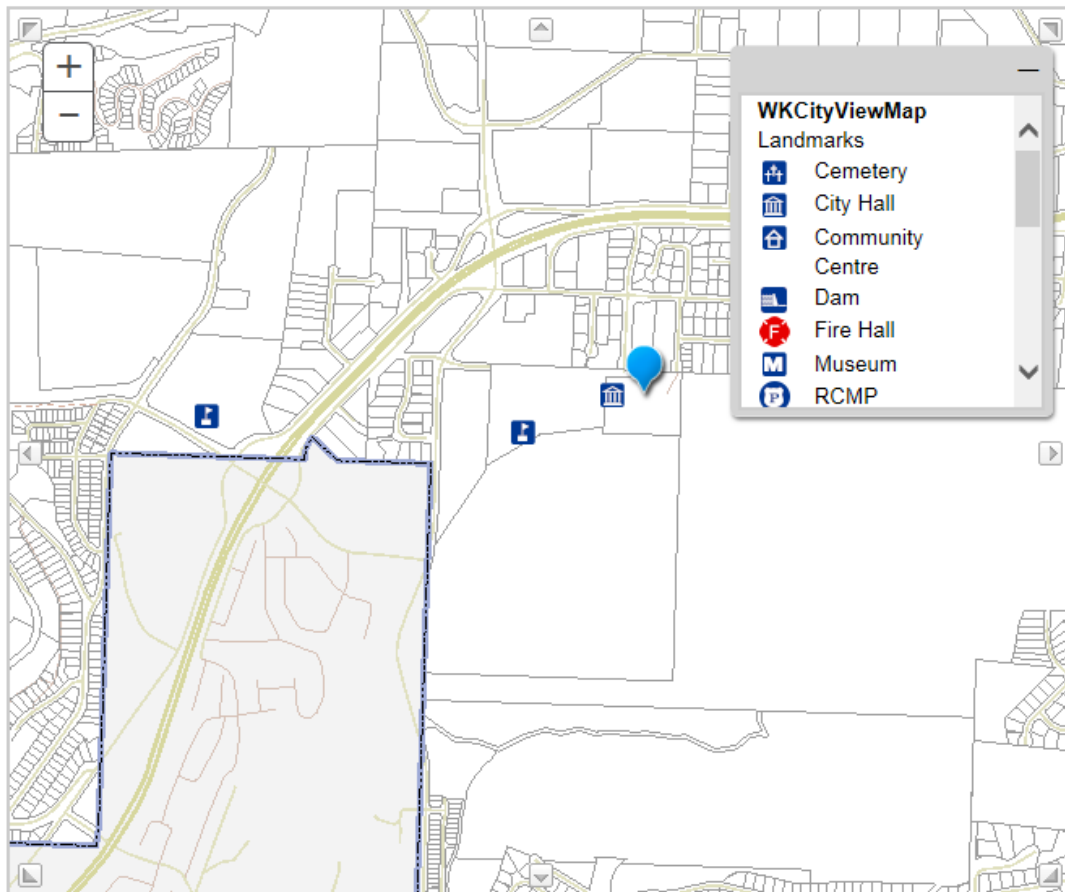
Searching by civic address:

- Search for Permits

Search:

Begin typing a permit number or address and we will search existing permits. If the item you are searching for appears, please select it from the list.

- Map



- Permit Applications

Permit Number: PRRTW20170533
Permit Type: Retaining Wall
Status: Pending
Locations: 2760 CAMERON RD
017-915-465

[Permit Status](#)

Search results: You will see the property location indicated with a balloon and the status of the application will be displayed below the map. Clicking on the Permit Status link will open another window with additional information regarding the application.

The Application Status page provides the following information.

Permit Application Status

In order to schedule inspections, you need to be signed in. You will only be able to schedule inspections if you are a contact on the permit application.

[Expand All / Collapse All](#)

Note: You can collapse and expand individual sections by clicking the header of the section you wish to collapse/expand.

- ▼ Summary

Application Number: PR20153674

Application Type: Building - Residential

Application Status: Finalled

Category of Work: 02-Addition to existing building non-residential & residential

Description of Work: INSTALLATION OF FALL PROTECTION EQUIPMENT.

Locations: [017-915-465](#)
[2760 CAMERON RD](#)

Application Date: 10/28/2015

Issued Date: 10/28/2015

Expiration Date: 04/06/2018

Date Finalled: 04/06/2017

- ▼ Legal Description

Legal Description: 2; KAP48075; 3486

- ▶ Permits

- ▶ Related Permit & Planning Applications

Property Information: Search for a Property

Using this search tool you will see some basic information about the property and find applications currently in the system that have been related to the property. NOTE: not all applications may be found in the system. Properties that have been subdivided over the years may not display all applications.

1. Click either the Search for a Property link found below the Property Information heading on the Portal Home page or the Property Search link in the menu at the top of the page.
2. Enter the civic address for the property. The full number and road name is best as the search function is limited if you type in only the road name. Should you see a return of two possible addresses and one has a civic address followed by a number with this format, [PID: 000-000-000], please use this search result to see the information.
3. A new page will open displaying the results. If there are no applications related to the property you will only see the property information. The Planning and Subdivision section defaults closed beneath Permit Applications.

Property Review

Parcel Number: 017-915-465

[Printable](#)

- ▾ Property Details

Parcel Number: 017-915-465

Status: Active

Legal Desc: Lot 2, DL 3486, Plan KAP48075
SKATING RINK &
HALL.

- ▾ Addresses


Address:	Street #	Street Name	Direction	Unit #	Status
	2760	CAMERON RD			Active

▾ [Permit Applications](#)

Permit #	Type	Work Class	Status	Date Issued
PR20153674	Building - Residential	02-Addition to existing building non-residential & residential	Finaled	10/28/2015
Permits: Description: INSTALLATION OF FALL PROTECTION EQUIPMENT.				
PR20153329	Building - Residential	02-Addition to existing building non-residential & residential	Finaled	03/27/2015
Permits: Description: MUNICIPAL HALL - SANITARY PIPING MODIFICATION.				
PR20142924	Building - Residential	03-Alteration and improvements	Finaled	04/06/2014

Building Department: Upload Submittals (Documents)

Once signed in and linked to your application as a registered Portal user, you may upload documents to your application using either the Upload Submittals link found under the Building Department heading on the Portal Home page or through the Application Status page.

1. Click the Upload Submittals link to open the Search for a Building Permit Application page and enter either the CityView Project Number, or the City of West Kelowna file number.
2. The Permit Application Submittals page for that application opens showing the list of documents required for the application. Generally you will have already submitted the necessary documents with your original application. The  will provide information about the item.

[Sign Out](#) [My Account](#) [My Items](#) [Portal Home](#) [Property Search](#)

Permit Application Submittals

▼ [Guidelines For Electronically Submitting Documents:](#)




- Submitted documents should be under 50MB in size.
- Accepted file extensions:
 - pdf, jpeg, jpg, doc, docx, xls, xlsx, dwg, gdb, dbf, prj, sbn, sbx, shp, shx, cpg, idx
- All plans shall be to scale.
- Keep file name consistent with wording used on application form.

Once you have chosen the files you wish to upload, please click the button located at the bottom of the page, to complete your submission.

- ▼ Current Submittal

[Print Requirement Items](#)

Submittal #1) Building - Residential (25-Nov-2016)

Type	Status	Date Received
▼ Application / Permit 	Received	11/25/2016
Select a new document for this requirement:		<input type="button" value="Browse..."/>
▼ Owner Authorization Form 	Received	11/25/2016
Select a new document for this requirement:		<input type="button" value="Browse..."/>
▼ Application Fee 	Received	11/25/2016
Select a new document for this requirement:		<input type="button" value="Browse..."/>

3. You may add a new or revised document into this list or use the option to upload any additional document, drawing, report, etc. by scrolling to the bottom of the page and clicking the Browse... button under Upload Additional Documents. Once you have selected your document(s) click the Upload Documents button at the bottom of the page.

- ▾ **Upload Additional Documents**

▾ **Guidelines For Electronically Submitting Documents:**

- Submitted documents should be under 50MB in size.
- Accepted file extensions:
 - pdf, jpeg, jpg, doc, docx, xls, xlsx, dwg, sbn, sbx, shp, shx
- All plans shall be to scale.
- Keep file name consistent with wording used on application form.

Once you have chosen the files you wish to upload, please click the button located at the bottom of the page, to complete your submission.

Select any additional documents you wish to provide:

Browse...

Site Plan.pdf

[Remove](#)

Provide a short description of this set of documents:

Upload Document

4. If you have selected an incorrect document to upload you can click Remove before uploading the document.
5. If you choose to search for the application using the civic address of the property, the search results will return a list of applications attached to the property. Find the correct application and then click Permit Submittals link to upload documents.

Should you have any questions regarding Portal please email us at cityview@westkelownacity.ca