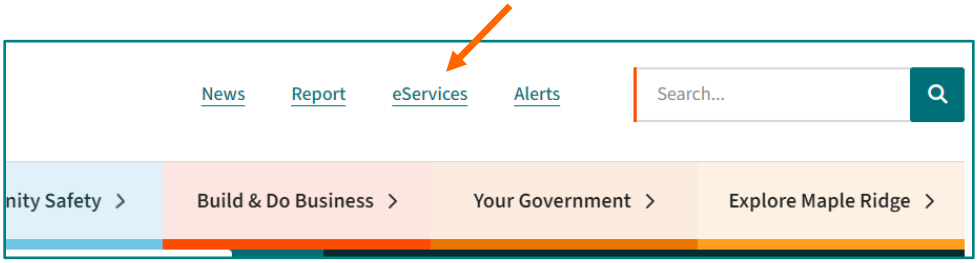
Guide to eServices

Building Department online services

This guide is to provide assistance when using Building Department eServices available on the City of Maple Ridge website: https://www.mapleridge.ca/.
Click eServices at the top right of every webpage as pictured, to access all online services:

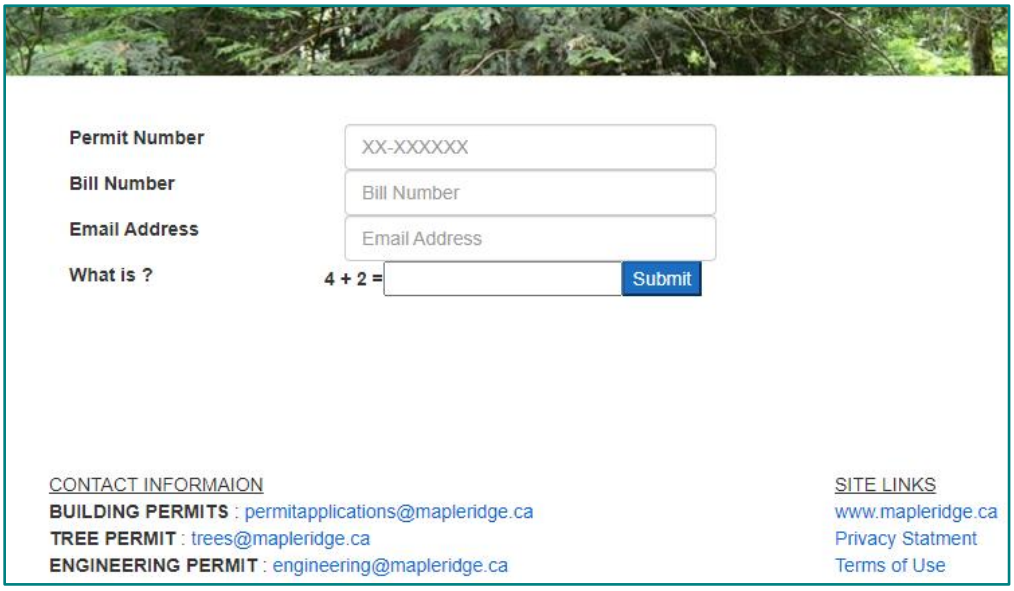


TRADES PERMIT APPLICATIONS:

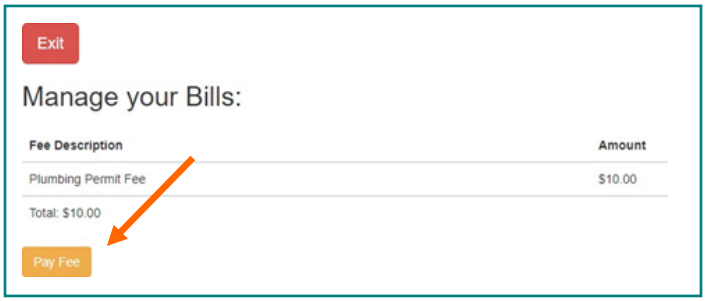
Plumbing, electrical, gas and sprinkler permits that do not require drawings as part of the application may be sent to permitapplications@mapleridge.ca for processing.
(Additional documents such as Heat Loss Calculations, Hydronic Calculations or other documentation, where the file size is less than 10MB total, can be submitted along with the trades permit application.)
Once the permit has been processed, you will receive an email with the information necessary to pay the permit fee online. Please ensure the email address provided on the application form is for the person authorized to complete online permit fee payments.
NOTE: There is a maximum limit of $6000 per credit card transaction.

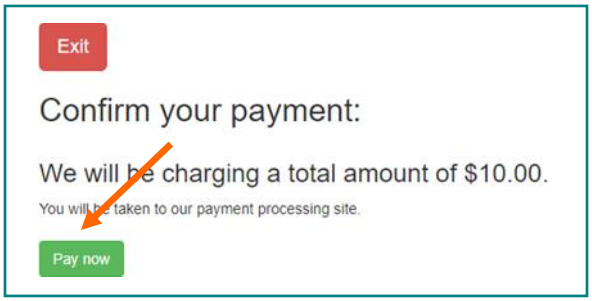
PERMIT FEE PAYMENTS ONLINE:

When the permit is ready for payment, you will receive an email that contains the Permit Number, Bill Number and a link to the payment website. Upon clicking the link, a payment page will appear as pictured below.
Enter the permit number (with dash), bill number, email address, answer the skill testing question and click 'Submit'.

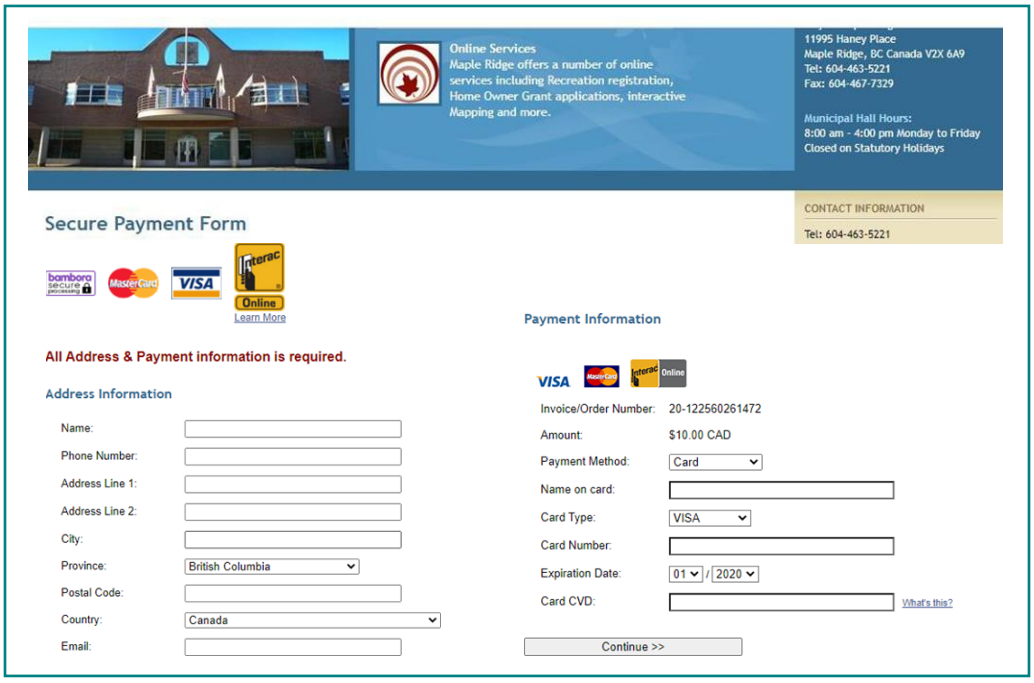


After clicking 'Submit', the following screen will populate. Click 'Pay Fee' to start the transaction, click 'Pay now' to confirm payment amount. You will then move to payment processing.

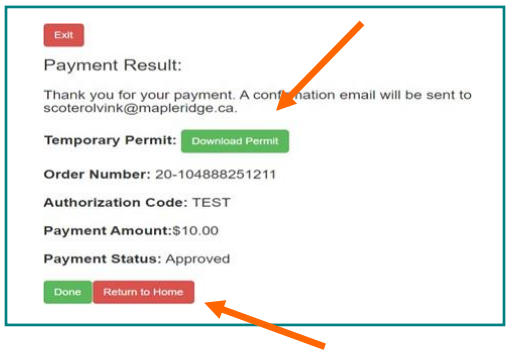




After clicking 'Pay now', you will advance to the secure payment site to complete payment processing.

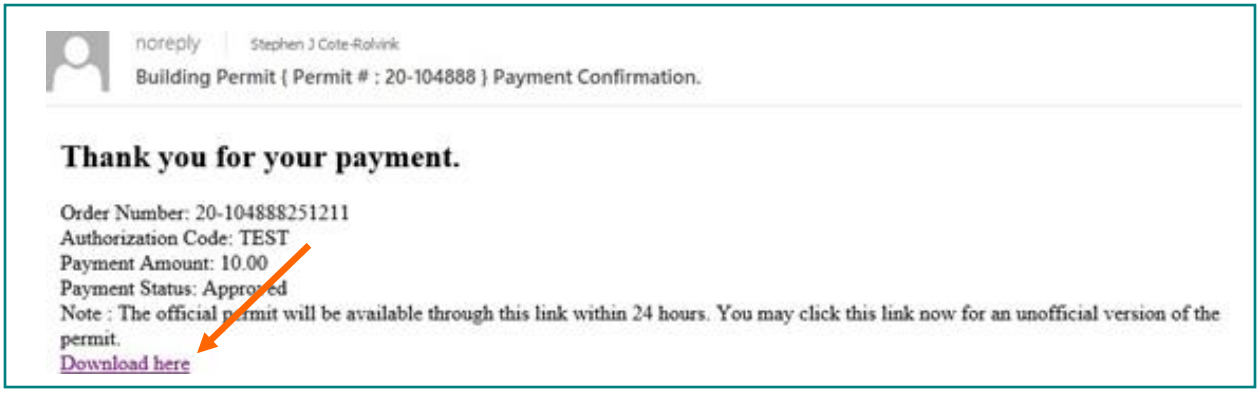


Following successful payment transaction, click green 'Download Permit' button for an unofficial copy of your permit (The unofficial version does not contain issuance and expiry dates). Click the red 'Return to Home' button should you have additional fees for payment.



Following payment completion, two emails will be sent to you; one email to verify internet payment transaction and a second to verify completion of payment with the City of Maple Ridge . The second email will contain a link to the unofficial permit copy.
NOTE: Within 24 hours, the link will be updated to provide the official copy to include issuance and expiry dates.

Sample email #2 with Permit download link:

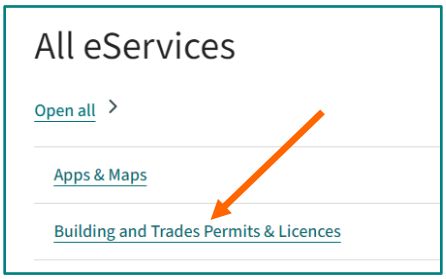

noreply Stephen J Cote-Rolvink
Building Permit { Permit # : 20-104888 } Payment Confirmation.

Thank you for your payment.

Order Number: 20-104888251211
Authorization Code: TEST
Payment Amount: 10.00
Payment Status: Approved
Note : The official permit will be available through this link within 24 hours. You may click this link now for an unofficial version of the permit.
Download here

NOTE: The eService online payment service does not extend to payments of Securities or Development Cost Charges (DCCs) which must be paid by cheque, letter of credit or cash.

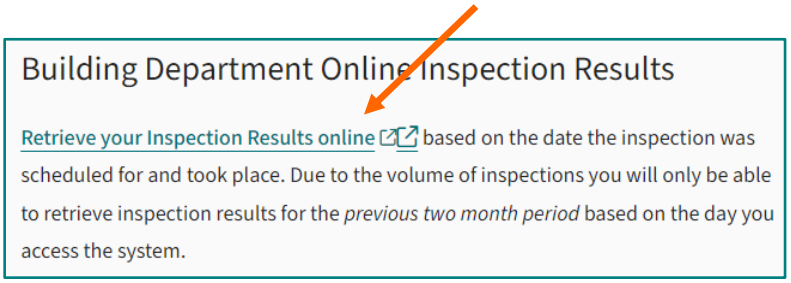
INSPECTION RESULTS ONLINE:
Also available through eServices, you now have access to inspection results for inspections scheduled and conducted within the previous 1 year period from the date of inquiry. Click 'eServices' at the top right of website, scroll down to middle of page, click 'Building and Trades Permits & Licences', click 'Retrieve your Inspection Results online'.


All eServices

Open all

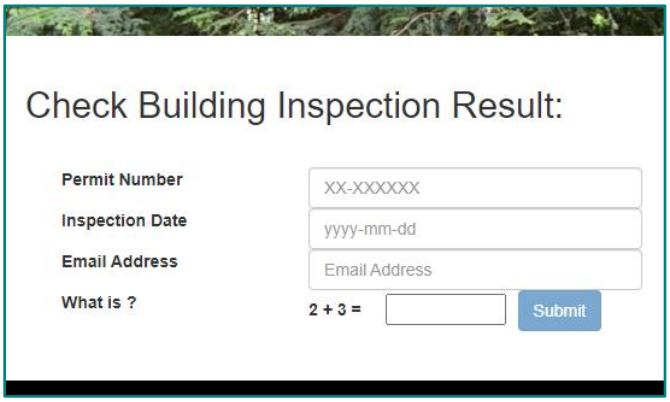
Apps & Maps

Building and Trades Permits & Licences


Building Department Online Inspection Results

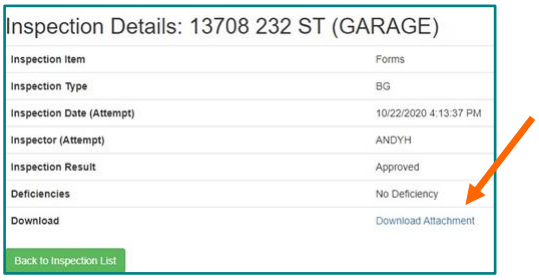
Retrieve your Inspection Results online based on the date the inspection was scheduled for and took place. Due to the volume of inspections you will only be able to retrieve inspection results for the *previous two month period* based on the day you access the system.

After clicking the link to inspection results, you will be prompted to input permit number, date of inspection, associated email address and answer a skill testing question to proceed to the results.



Once permit criteria is entered, the inspection result will populate in the fourth column as pictured below. Click 'View Details' and then 'Download Attachment' and a copy of the inspection slip will open.

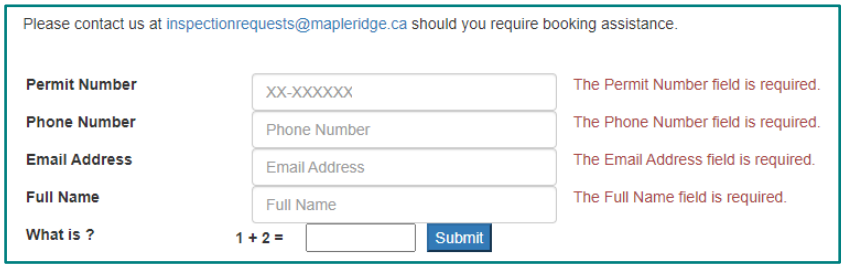




BOOKING AN INSPECTION:

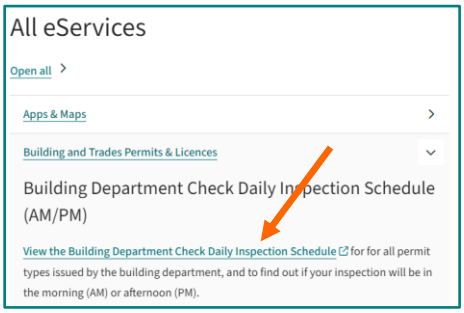
Inspections can be booked online under eServices by clicking the 'Building and Trades Inspection Booking' button as pictured. You will be prompted to input required information and click 'Submit'. From there, follow the prompts to book the inspection. Once the inspection request has been booked, you will receive a confirmation email.
Please allow until next business day to receive the confirmation email if booking an inspection later in the day.
NOTE: Gas and electrical contractors will have an additional step of completing an online declaration as part of the inspection booking process.





VERIFYING INSPECTION TIMES AND FUTURE DATED INSPECTIONS:

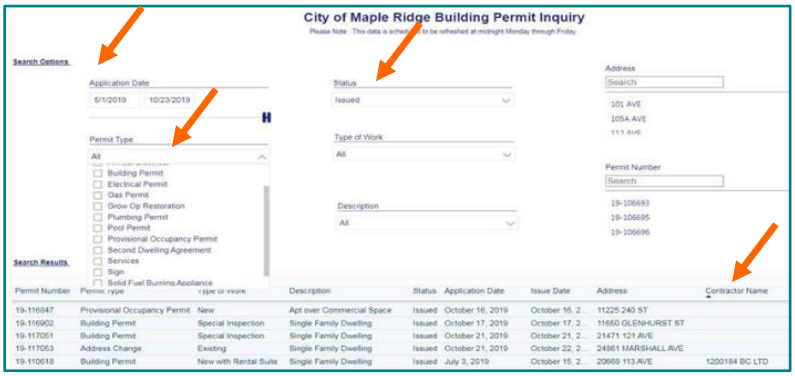
On the day of inspection, the booking system will specify if the inspection is scheduled for the morning (AM) or the afternoon (PM) and will include which inspector will attend.
To confirm your inspection information, under eServices, click 'View Daily Inspections Schedule' link or click the following link: https://www2.mapleridge.ca/multidayschedule/home/dailyscheduleh



NOTE:
The system allows you to sort inspections based on inspection type (i.e. plumbing, electrical, building, etc.).
For future dated inspection bookings, to confirm the inspection has been scheduled, select a date in the 'Select Date' field to view.
***Inspectors will make every attempt to accommodate requests for AM or PM inspection timeframes however, we are unable to guarantee these timeframes due to length or complexity of other inspections or other unforeseen challenges.**

FINDING A PERMIT NUMBER:

To find a permit number, under eServices, click 'Building Permit Inquiry' or click the following link:
https://www1.mapleridge.ca/activitymaps/apps/biPermitInquiry.html
Adjust the 'Application Date' slide bar to narrow your search to applicable year in which permit was issued. Select a 'Permit Type' and under 'Status', select 'Issued or 'Issued' and 'Final'. All related permits will populate at bottom of screen. Click on 'Contractor Name' to sort contractors alphabetically and scroll down to applicable contractor.



*For final inspection results, you can access this page next business day following an inspection. Select 'Final' under 'Permit Type'. This is a useful tool to assist in keeping track of multiple permits or searching permit information and results from previous years.