How To: Fix and Re-submit an Incomplete Application

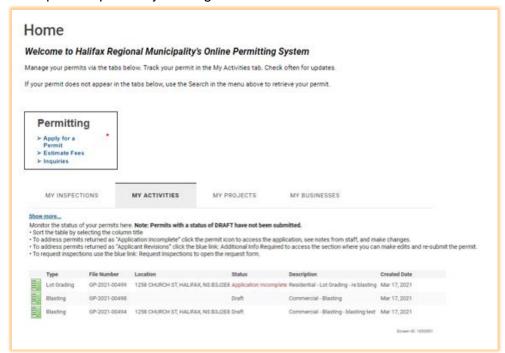
When a permit application is first submitted it goes through a completeness check to ensure all documents are included and meet our standards (legible, labeled etc.) and that the application information is sufficient to pass the application to a reviewer.

In the event an application does not pass the Completeness Check, HRM staff will return to the permit to the applicant as 'Application Incomplete'.

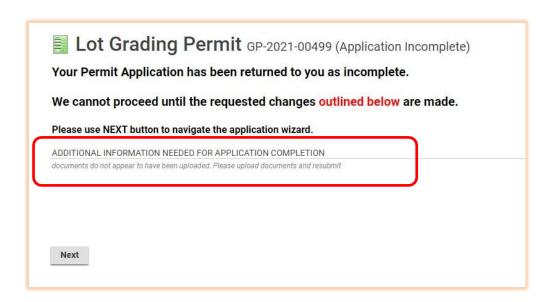
The Applicant will receive a notice that the application requires attention and from the customer portal account can make the changes or provide the additional information requested as part of the Completeness Check.

Incomplete Application

- From the My Activities tab, the Status will indicate 'Application Incomplete' in red text.
- 2. Open the permit by clicking the icon.



- 3. The permit application opens, and the first screen contains comments about what information is needed, or what changes are required, before resubmitting the application.
- 4. Use the 'Next' and 'Back' buttons within the application to navigate the wizard.



5. **Changes to Application**: The system will walks through each page of the application so required changes can be made.

Common reasons permits are returned as Application Incomplete:

Application:

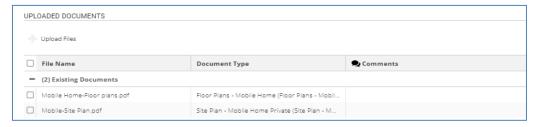
- Measurements were entered in imperial (feet, inches etc.)
- The work type selected was incorrect based on the project scope.
- The work description is not detailed enough to understand the project
- The work description does not align with the documents submitted
- Information not entered or entered incorrectly (ex. Occupancy Grid).
- Based on a change in the application additional fees must be paid.

Documents:

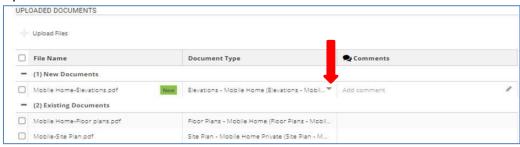
- Documents are submitted as one package and not by document type
- Documents are illegible
- Documents are missing critical information (such as address)
- Documents have incomplete information (ex. missing set-backs)
- Document is incorrect (ex. Wrong development, photo of a cat etc.).
- Missing required document (ex. Elevations).

- 6. **Changes to Documents**: In the event a document did not meet our standards, or an incorrect document was uploaded (ex. Plans for a different property, or photo of a cat), the document may be 'Excluded' from the application. If this is the case, it will not appear it in the uploaded documents list.
 - a. Make the required changes to the document(s) as requested
 - b. Upload the new document (drag and drop or browse for the file)
 - c. Ensure the 'Document Type' field is selected from the pull-down menu.
 - d. Click 'Next' to continue

Sent back with document excluded:



Upload corrected document:

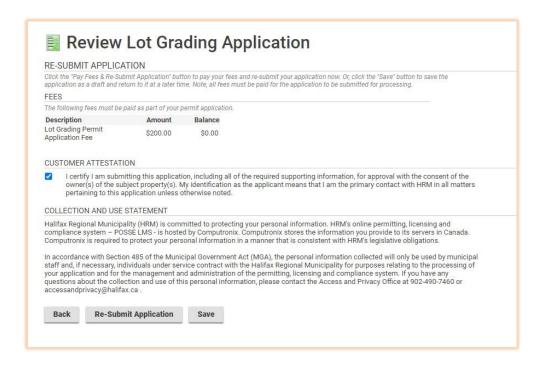


- e. The comments field allows the customer to provide an explanation of the changes made to the document. It is not required but can be helpful.
- f. If an incorrect document is accidentally uploaded, it can be deleted it by selecting the box beside the document. A trash can / delete button appears. The incorrect document can be deleted and the new document uploaded.

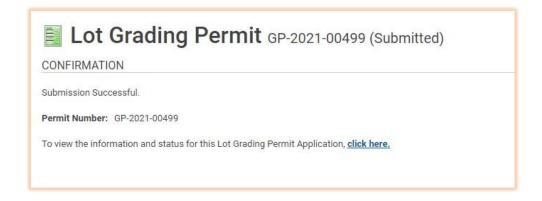


Note: Documents previously uploaded and submitted documents cannot be deleted at this time.

- 7. The end of the application is marked by the Review Application page.
 - a. Ensure all requested changes have been made
 - b. Pay any outstanding fees
 - c. Re-Submit Application



8. The system will confirm the submission was successful.



9. If the changes to the application resulted in a refund, please request the refund now. For instructions on requesting refunds please see our other How-To guides.