

Customer Portal Series

How To: Submit a Withdraw and Request a Refund

Withdraw a Permit Application

Permit applications can be withdrawn prior to the issuance of the Permit.

STEP1: From the Home page, select My Activities.

HALIFAX Welcome, POSSE User Home Search Pay My Payments Profile Sign Out

Home

Welcome to Halifax Regional Municipality's Online Permitting System.

Manage your permits via the tabs below. Check these tabs often for updates.

[Apply for a Permit](#)

[Estimate Fees](#)

MY INSPECTIONS **MY ACTIVITIES** MY PROJECTS MY BUSINESSES

[Show more...](#)

By date of last activity ADMIN

Type	File Number	Location	Status	Description	Created Date
Fence	GP-2020-01490		Draft	Commercial - Fence	Nov 27, 2020
Fence	GP-2020-00519	65 HINES RD, EASTERN PASSAGE, NS B3G1M4	Submitted	Residential - Fence - fence	Sep 3, 2020
Building Permit	BP-2020-01243	77 BRUNELLO BLVD, TIMBERLEA, NS	In Review	Residential - Dwelling - Single Detached - New Building	Nov 18, 2020

STEP 2: Select the permit you wish to withdraw.

MY INSPECTIONS **MY ACTIVITIES** MY PROJECTS MY BUSINESSES

[Show more...](#)

By date of last activity ADMIN

Type	File Number	Location	Status	Description	Created Date
Fence	GP-2020-01490		Draft	Commercial - Fence	Nov 27, 2020
Fence	GP-2020-00519	65 HINES RD, EASTERN PASSAGE, NS B3G1M4	Submitted	Residential - Fence - fence	Sep 3, 2020
Building Permit	BP-2020-01243	77 BRUNELLO BLVD, TIMBERLEA, NS	In Review	Residential - Dwelling - Single Detached - New Building	Nov 18, 2020

Submit a Withdraw and Refund Request

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STEP3: From the permit file, Select **Withdraw Permit**.

HALIFAX Welcome, POSSE User [Home](#) [Search](#) [Pay](#) [My Payments](#) [Profile](#) [Sign Out](#)

General Permit - GP-2020-00519

Status: Submitted Application Date: Sep 3, 2020
Issue Date:
Completed Date:
Expiration Date:

Description: Residential - Fence - fence

DETAILS DOCUMENTS PERMIT TYPE DETAILS PROJECT ACTIVITY CONTACTS

DETAILS

Applicant: Homeowner
Type: Residential
Permit Type: Fence
Primary Location: 65 HINES RD, EASTERN PASSAGE, NS B3G1M4
Specific Location:
Work Description: fence

LOCATIONS

Parcel ID	Address	Net Acres
40-602-377	65 HINES RD, EASTERN PASSAGE, B3G1M4	
Total Area:		

CONTRACTORS

Type	Contractor...	Contract Value	Final Req. :
Building:			<input type="checkbox"/>
Electrical:			<input type="checkbox"/>
Mechanical:			<input type="checkbox"/>
Plumbing:			<input type="checkbox"/>
Other:			
Total Contract Value:		\$2,000.00	

OWNER/TENANT

Name: My Name
Mailing Address: 66 anywhere Street
City: dartmouth
State / Province: Kansas
Zip / Postal Code: b3r3t4
Phone Number: 5558887474

RELATED INFORMATION

Type	Description
Project	PR-2020-000031: Active (POSSE User) test project

HOLDS

Type	Description	Status
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PERMIT ACTIVITIES

This is where you can make requests on your permit. The eligible request types will appear depending on what your permit status is. The requests can include:

FEES

You have no outstanding fees.

[Request Refund](#)

RENEW PERMIT

You cannot renew this permit at this time.

WITHDRAW PERMIT

[Withdraw Permit](#)

DOWNLOAD PERMIT

You cannot download this permit at this time.

AMEND PERMIT

You cannot amend this permit at this time.

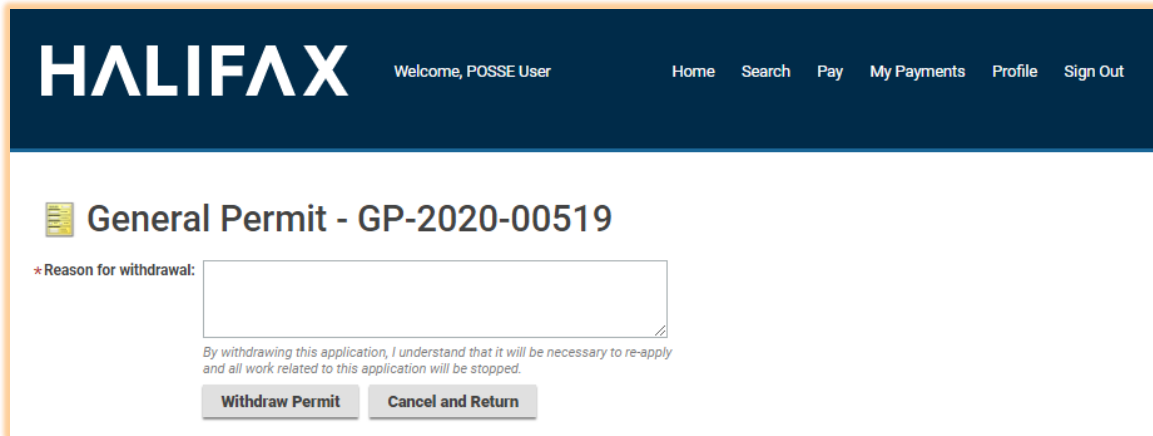
REQUEST INSPECTION

You cannot request an inspection at this time.

Submit a Withdraw and Refund Request

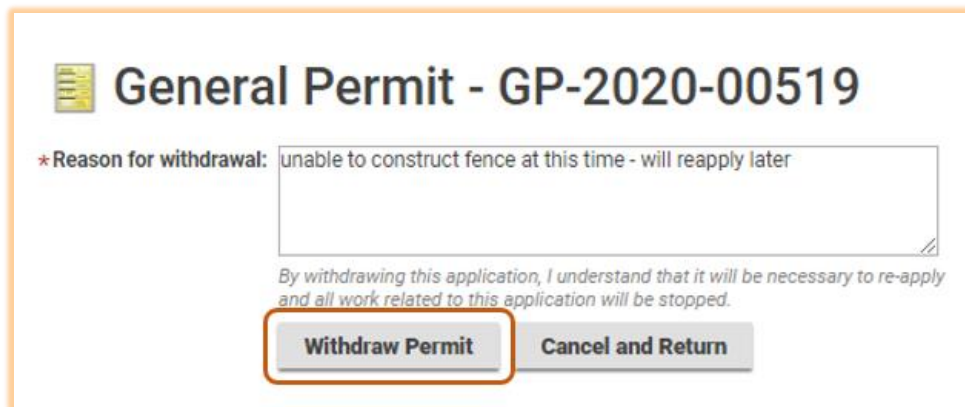
Customer Portal Series

STEP 4: Provide a reason for withdrawal. This is a mandatory field.



The screenshot shows the Halifax Customer Portal interface. At the top, the Halifax logo is on the left, and navigation links for 'Welcome, POSSE User', 'Home', 'Search', 'Pay', 'My Payments', 'Profile', and 'Sign Out' are on the right. Below the header, the page title is 'General Permit - GP-2020-00519'. A form field labeled '* Reason for withdrawal:' is empty. Below the form field, there is a disclaimer: 'By withdrawing this application, I understand that it will be necessary to re-apply and all work related to this application will be stopped.' At the bottom of the form, there are two buttons: 'Withdraw Permit' and 'Cancel and Return'.

STEP 5: Click **Withdraw Permit** button.



The screenshot shows the Halifax Customer Portal interface, similar to the previous one. The page title is 'General Permit - GP-2020-00519'. The form field labeled '* Reason for withdrawal:' now contains the text 'unable to construct fence at this time - will reapply later'. Below the form field, there is a disclaimer: 'By withdrawing this application, I understand that it will be necessary to re-apply and all work related to this application will be stopped.' At the bottom of the form, there are two buttons: 'Withdraw Permit' and 'Cancel and Return'. The 'Withdraw Permit' button is highlighted with a red border.

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STEP 6: The permit has been withdrawn and you are returned to the Permit page.

General Permit - GP-2020-00519

Status: Withdrawn Application Date: Sep 3, 2020
Issue Date:
Completed Date: Dec 1, 2020
Expiration Date:

Description: Residential - Fence - fence

DETAILS DOCUMENTS PERMIT TYPE DETAILS PROJECT ACTIVITY CONTACTS

DETAILS

Applicant: Homeowner
Type: Residential
Permit Type: Fence
Primary Location: 65 HINES RD, EASTERN PASSAGE, NS B3G1M4

Specific Location:

Work Description: fence

LOCATIONS

Parcel ID	Address	Net Acres
40-602-377	65 HINES RD, EASTERN PASSAGE, B3G1M4	
Total Area:		


CONTRACTORS

Type	Contractor...	Contract Value	Final Req. :
Building:			<input type="checkbox"/>
Electrical:			<input type="checkbox"/>
Mechanical:			<input type="checkbox"/>
Plumbing:			<input type="checkbox"/>
Other:			
Total Contract Value:		\$2,000.00	

OWNER/TENANT

Name: My Name
Mailing Address: 66 anywhere Street
City: dartmouth
State / Province: Kansas
Zip / Postal Code: b3r3t4
Phone Number: 5558887474

RELATED INFORMATION

Type	Description
 Project	PR-2020-000031: Active (POSSE User) test project

HOLDS

Type	Description	Status
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PERMIT ACTIVITIES

This is where you can make requests on your permit. The eligible request types will appear depending on what your permit status is. The requests can include:

FEES

You have no outstanding fees.

Request Refund

RENEW PERMIT

You cannot renew this permit at this time.

WITHDRAW PERMIT

You cannot withdraw this permit at this time.

DOWNLOAD PERMIT

You cannot download this permit at this time.

AMEND PERMIT

You cannot amend this permit at this time.

REQUEST INSPECTION

You cannot request an inspection at this time.

Submit a Withdraw and Refund Request

Customer Portal Series

Request a Refund

After the permit withdraw request is completed, you can submit a request for the refund of paid fees. A refund will not be issued unless a request is made.

STEP 7: Click **Request Refund** button from permit page.

General Permit - GP-2020-00519

Status: Withdrawn Application Date: Sep 3, 2020
Issue Date:
Completed Date: Dec 1, 2020
Expiration Date:

Description: Residential - Fence - fence

DETAILS DOCUMENTS PERMIT TYPE DETAILS PROJECT ACTIVITY CONTACTS

DETAILS

Applicant: Homeowner
Type: Residential
Permit Type: Fence
Primary Location: 65 HINES RD, EASTERN PASSAGE, NS B3G1M4
Specific Location:
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Parcel ID	Address	Net Acres
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PERMIT ACTIVITIES

This is where you can make requests on your permit. The eligible request types will appear depending on what your permit status is. The requests can include:

FEES

You have no outstanding fees.

Request Refund

RENEW PERMIT
You cannot renew this permit at this time.

WITHDRAW PERMIT
You cannot withdraw this permit at this time.

DOWNLOAD PERMIT
You cannot download this permit at this time.

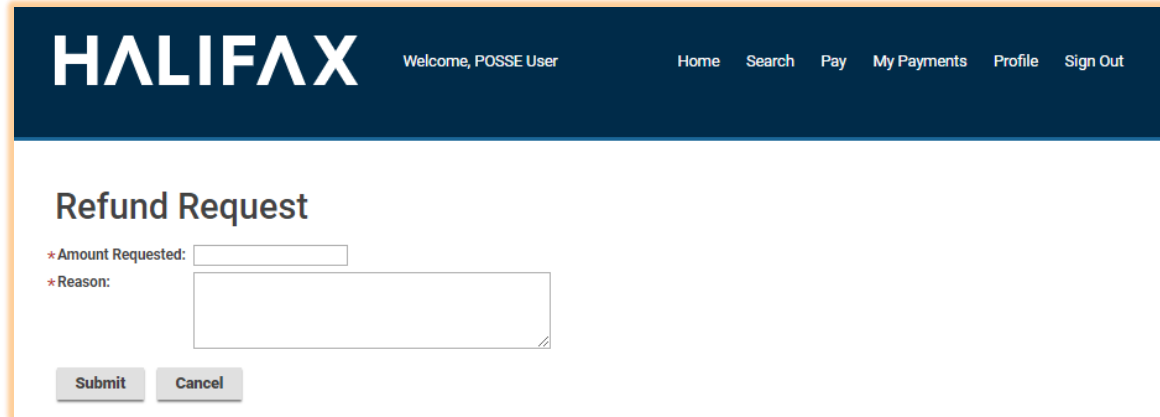
AMEND PERMIT
You cannot amend this permit at this time.

REQUEST INSPECTION
You cannot request an inspection at this time.

Submit a Withdraw and Refund Request

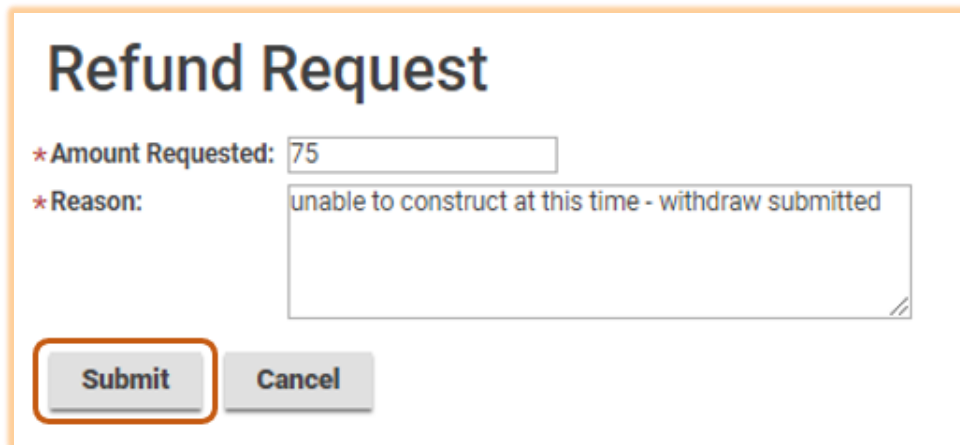
Customer Portal Series

STEP 8: Enter the amount requested and the reason for the request. These are mandatory fields.



The screenshot shows the Halifax Customer Portal interface. At the top, the Halifax logo is on the left, and navigation links for Home, Search, Pay, My Payments, Profile, and Sign Out are on the right. Below the navigation bar, the page title is "Refund Request". The form contains two mandatory fields: "Amount Requested" and "Reason". Both fields are currently empty. At the bottom of the form, there are two buttons: "Submit" and "Cancel".

STEP9: Click **Submit** button.



The screenshot shows the Halifax Customer Portal interface with the "Refund Request" form filled out. The "Amount Requested" field contains the value "75". The "Reason" field contains the text "unable to construct at this time - withdraw submitted". The "Submit" button is highlighted with a red border, indicating it is the next step in the process. The "Cancel" button is also visible.

Submit a Withdraw and Refund Request

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STEP 10: You are returned to the permit page where it is noted that a refund has been requested.

PERMIT ACTIVITIES

This is where you can make requests on your permit. The eligible request types will appear depending on what your permit status is. The requests can include:

FEES

You have no outstanding fees.
You have requested a refund.

RENEW PERMIT

You cannot renew this permit at this time.

WITHDRAW PERMIT

You cannot withdraw this permit at this time.

DOWNLOAD PERMIT

You cannot download this permit at this time.

AMEND PERMIT

You cannot amend this permit at this time.

REQUEST INSPECTION

You cannot request an inspection at this time.

The permit is removed from your **'My Activities'** tab, but can be located and viewed using the **Search** function.