



Dear Community Building Partners:

RE: MODIFIED SERVICES FOR THE PERIOD OF DECEMBER 27, 2024, to JANUARY 1, 2025

Effective December 27, 2024, to January 1st, 2025, Building and Planning Services will be offering reduced services. Remember that 311 and One-Stop Services at Tom Davies Square will remain available for service throughout the holiday season, other than on December 25, 26 and January 1.

SUBMITTING APPLICATIONS

Building Services: permit applications may be electronically submitted directly through PRONTO by visiting www.greatersudbury.ca/pronto. Permit processing times may be impacted during this time. All other inquiries can be submitted directly to the Building Services general email buildingservices@greatersudbury.ca.

Planning Services will not be accepting applications between 2 p.m. on December 24, 2024, and January 1, 2025.

We remind residents and priority audience groups to continue to send information to our teams via telephone and email as you would normally do; we will respond to all requests in date order when we resume full operations on January 2, 2025.

Also of Note:

Conservation Sudbury staff will not be available for consultation, appointments or review during that same period. All applications and requests for information will be managed in date order on January 2, 2025. All other requests can be submitted directly via email to ndca@ConservationSudbury.ca.

Building Permit Issuance

From December 27, 2024, to January 1, 2025, Building Services will only be issuing permits through PRONTO to residents or stakeholder groups on an emergency basis where impact to life safety is of concern.

Building Permit Inspections

Building Services will not be conducting regular inspections between 2 p.m. December 24, 2024, to January 1, 2025. Inspections will be granted to residents or stakeholder groups only on an emergency basis where impact to life safety is of concern. Building Services Inspection requests can be directed to the Manager of Inspection Services by calling 311.

General Inquiries

All general inquiries may be directed one of three ways:

1. Submitted directly by email to:
 - a. Building Services buildingservices@greatersudbury.ca,
 - b. Planning Services at planningservices@greatersudbury.ca
 - c. Conservation Sudbury at ndca@ConservationSudbury.ca.
2. Contact 311.
3. Contact via phone:
 - a. Building Services main line at ext. 4278
 - b. Planning Services main line at ext. 4295
 - c. Contact Conservation Sudbury main line 705-674-5249

All requests received will be managed in date order when regular operations resume on January 2, 2025

We also have a wealth of information available online that you can continue to rely on. For further information, please visit:

Building Services: <https://www.greatersudbury.ca/live/building-and-renovating/>

Planning Services: <https://www.greatersudbury.ca/do-business/planning-and-development/>

Conservation Sudbury: <https://conservationsudbury.ca/en/>

Thank you for your patience and understanding as our team enjoys some well-deserved time off with their loved ones!

If you have any questions or feedback, please contact either one of us.

Sincerely,



Guido A. Mazza, P.Eng.
Director of Building Services
Chief Building Official



Kris Longston,
Director of Planning Services

cc. Kevin Fowke, Interim CAO
Tony Cecutti, GM, Growth and Infrastructure