

PRONTO UPDATES – Now in Effect

September 1, 2026**Overview**

As part of the City of Greater Sudbury's ongoing commitment to improving building permit timelines and enhancing the applicant experience, several improvements to the PRONTO e-permitting system are now in effect.

Key Changes**Improved Application Intake & Submission Requirements**

PRONTO now guides applicants through project-specific questions to generate a tailored list of required submissions aligned with plans examination standards. Applications must meet minimum completeness requirements before proceeding to staff review. This helps reduce delays caused by incomplete submissions and improves timeline predictability.

Permit Fee Invoicing at Start of Review

In alignment with the Ontario Building Code Act, permit fees are now invoiced at the beginning of the review process. This change supports more efficient application processing and helps improve the overall permitting experience for applicants.

Payment Timeline Requirement

Permit fees must be paid within 14 calendar days of invoicing. Applications with unpaid invoices beyond this timeframe may be cancelled.

Improved Communication & Status Updates

Applicants will receive deficiency notifications throughout the review process. Status updates will be provided through review-stage comments, and applicants should refer to the Processing Status Tree in Pronto to track progress and next steps.

These enhancements help create more efficient, transparent, and predictable permitting experience by providing clearer submission requirements, reducing delays and improving application processing timelines.

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Resources to support your application, along with information on how to use PRONTO, are available on the City's Building and Renovating webpage:

www.greatersudbury.ca/live/building-and-renovating/

For questions relating to this information, please contact Building Services via telephone at 705-674-4455 Ext. 4278 or via email:

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