



## Servicing Agreement Applications

**No.: DEVAPPS-17**  
**Date: 2024-11-26**

### Purpose

To provide information to applicants on recent changes to the Servicing Agreement application process and introduce MyPermit, the City of Richmond's online application portal for building and development applications.

### Background

The City of Richmond launched MyPermit, an online application portal for building and development-related projects in November 2023. MyPermit enables paperless application submission through a web-based system to apply for and securely pay for your application. As part of the City of Richmond's efforts to improve service delivery, we are transitioning all Servicing Agreement applications to our digital application platform. To learn more about MyPermit, visit [richmond.ca/MyPermit](https://richmond.ca/MyPermit).

**As of December 2, 2024, the City of Richmond will accept Servicing Agreement Applications exclusively through MyPermit.**

### How MyPermit Works

The MyPermit system works by allowing property owners (Applicants) or their authorized agents to apply for a Servicing Agreement through a secure online self-service portal, without having to email or visit City Hall. During the application process, you will need to answer screening questions about your project, upload supporting materials and securely pay the application fee. MyPermit simplifies your application experience by providing the following features:

- **24/7 Online Access:** Submit your applications at any time, from anywhere—no more waiting for office hours!
- **Securely pay your application fee online and download invoices:** Manage your application fee payment securely online, and receive invoices instantly.
- **Self-Service Options:** Work at your own pace, save your application for later and address requests for information from the convenience of your online dashboard.

Once the application has been accepted, the applicant will receive a notification from ePlan directing them to provide contact details for their Civil Engineering Consultant in order to upload documents for City review.

### How to Access MyPermit

To access MyPermit, you will need to sign up for a MyRichmond account.

1. Visit [richmond.ca/MyRichmond](https://richmond.ca/MyRichmond) on your internet browser or scan the QR code.
2. Register for your account by clicking on the register button and entering your email address.
3. Once your email is verified and your account is registered, on the MyRichmond homepage navigate to the MyPermit tab on the left hand side of the page.
4. In the Active Permits and Applications section, select +Apply Now to start the process.



If you require support or more information, please contact the Zoning Information Line at 604-276-4017 or email [zoning@richmond.ca](mailto:zoning@richmond.ca).