

# Building and Development CityView Portal

## Planning and Subdivision Instructions

CityView Portal is available to provide applicants, agents, and the general public with the ability to track Development Services applications within the City of West Kelowna.

### Portal Home Page

Home > CityView Portal

[Sign In / Register](#) [Portal Home](#) [Property Search](#)

Welcome to the City of West Kelowna's Building and Development CityView Portal. You can find information regarding development in West Kelowna by either checking the Application Status page or, for information specific to Planning/Subdivision applications, by signing up for Community Notification. Once you have registered as a Portal user, you may upload documents to your active Planning, Subdivision, and Building Permit applications as well as check their status at any time. You may also request an inspection for your Building Permit through Portal. Instructions/information regarding Portal use are available in the Help for Building and Development Portal link in the left hand menu bar. The CityView Portal is another step in our continued efforts to improve service to citizens.

**Building Department**  
[Status](#)  
[Upload Submittals](#)

**Planning and Subdivision**  
[Status](#)  
[Upload Submittals](#)

**Property Information**  
[Search for a Property](#)

The personal information you provide for registration on the Building and Development Portal is collected pursuant to the Local Government Act/ Community Charter for the purposes of using the Portal. Your personal information will not be released except in accordance with the Freedom of Information and Protection of Privacy Act. Any questions regarding the collection of information should be directed to the Legislative Services Department, phone: 778-797-2250.

Powered by CityView

Registering for an account on Portal will provide:

- the ability to sign up for Community Notification automated emails based on the neighbourhoods and activities of interest you select.
- applicants and agents with the ability to see the details of their application, which are not available to the general public, as well as provide an opportunity to upload documents, drawings, plans, etc. to your file.

**Please Note: Before you are able to see the details of your application(s) City staff need to link your registered user information to your application(s).** It is therefore recommended that if you are going to be submitting a new application to the City it would be helpful if you first registered on Portal.

## Registration Process

[Sign In / Register](#) [Portal Home](#) [Property Search](#)

**Step 1:**  
Create Account

**Step 2:**  
Enter Contact Information

**Step 3:**  
Registration Complete

### Welcome to City of West Kelowna Portal Registration

- ▾ Please enter your email address and choose a password \_\_\_\_\_

NOTE: The email address you enter is the email address that we will use to communicate with you regarding your account profile and services you request.

Email Address (this is your Login\* ID)

It is important that you provide a valid, working email address that you have access to, as it must be verified before you can use your account. We will never sell or disclose your email address to anyone.

Password (min. 8 characters)\*

Confirm Password\*

Cancel

Next Step: Enter Contact Information

### To register:

1. Click on the Register link at the top of the screen.
2. Follow the three-step process to create an account.
3. Click on the registration link found in the activation email you will receive.
4. Complete the registration process. Note: if you do not see the email please check your spam or junk email folder.

## **My Account:**

Once you have logged into Portal as a registered user two additional options are included in the menu at the top of the screen: My Account and My Items.

My Account is where you can maintain your password, contact information, and sign up for and maintain the Community Notification system.

[Sign Out](#) [My Account](#) [My Items](#) [Portal Home](#) [Property Search](#)

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### **My Account**

#### [Edit Contact Information](#)

Change your address and contact numbers

#### [Change Password](#)

Change the password for your account

#### [Change My Community Notifications](#)

Change the notifications you will receive

#### [View My Community Notifications History](#)

View the history of your community notifications

## Community Notification

Once signed in:

1. Set up or change your Community Notification selections by clicking the My Account link found at the top of the screen.
2. Then click the Change My Community Notifications link to open the My Community Notifications page.
3. Choose when you would like to receive notification: real time (one notification per application), or a single notification per day (all applicable applications in one email per day). Unless you have an ongoing application you do not need to select "Send me notifications about my related items".
4. Select the individual neighbourhood(s) you are interested in or click "Subscribe to All".

See a West Kelowna neighbourhoods map on the next page or double click this link:



NeighbourhoodsM  
ap20160504.pdf

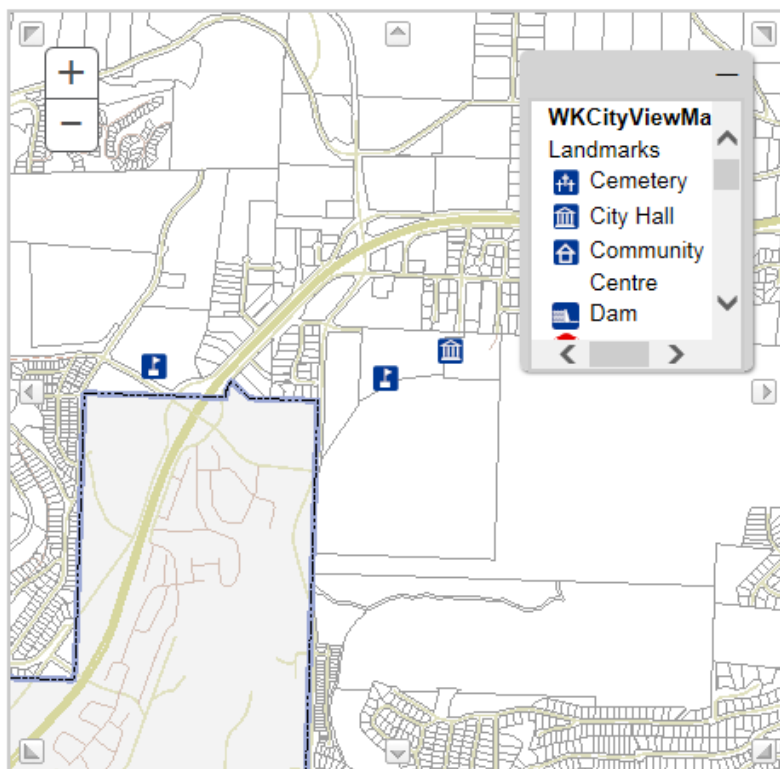
### - ▾ **Subscribe To Neighbourhoods In Your Community**

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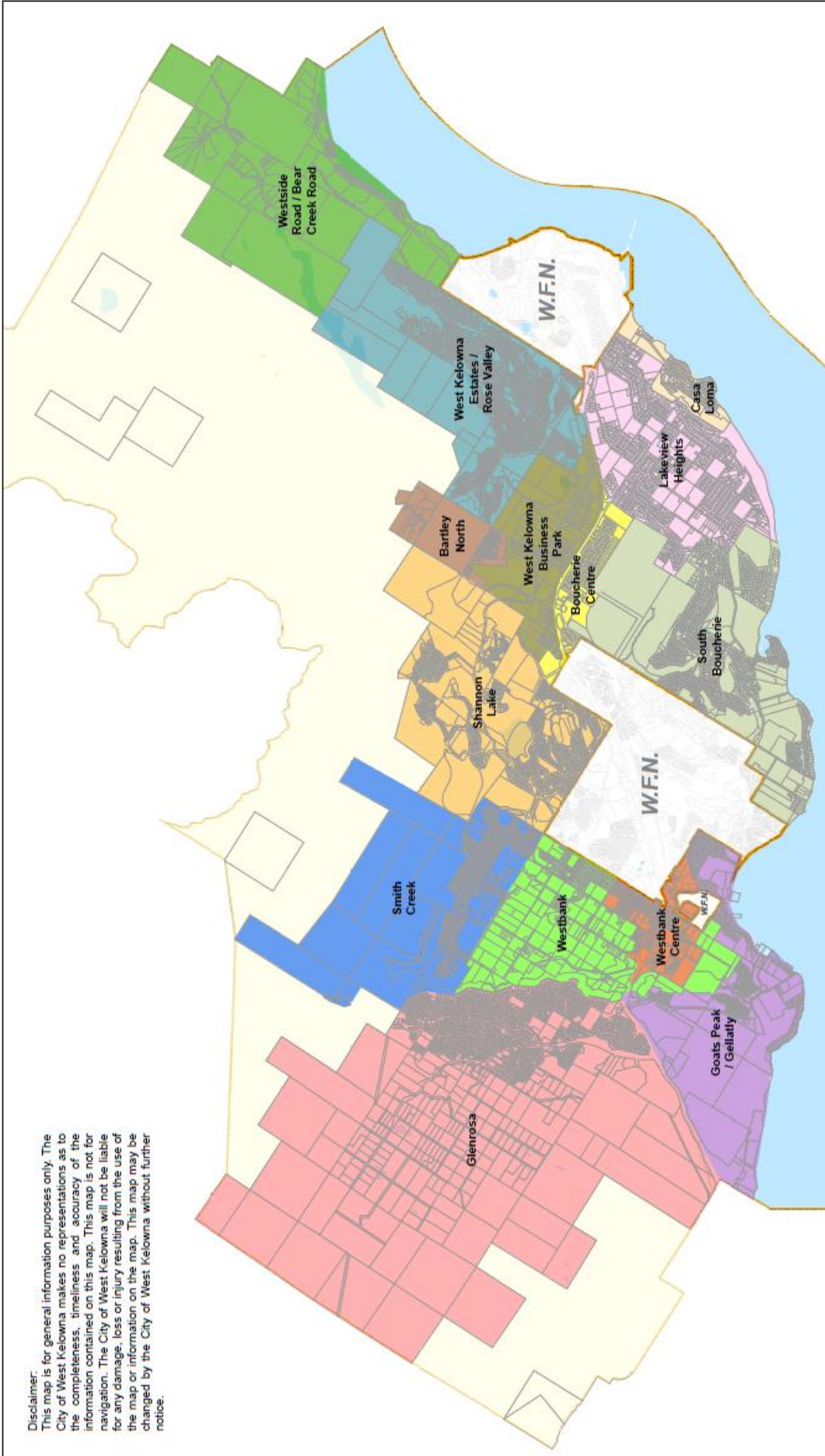
You can choose to receive notifications from one or more different areas. Please choose which areas interest you, so we only send notifications about areas you are interested in.

(Note: If you have chosen to receive notifications about applications you have submitted, you will receive these notifications regardless of their location.)

[Subscribe To All / Unsubscribe From All](#)

<input checked="" type="checkbox"/> Bartley North	 A map of West Kelowna showing various neighbourhoods. A blue dashed box highlights a central area. A legend on the right lists landmarks: Cemetery, City Hall, Community Centre, and Dam. The map includes zoom controls and a compass.
<input checked="" type="checkbox"/> Boucherie Centre	
<input checked="" type="checkbox"/> Casa Loma	
<input checked="" type="checkbox"/> Glenrosa	
<input checked="" type="checkbox"/> Goat's Peak / Gellatly	
<input checked="" type="checkbox"/> Lakeview Heights	
<input checked="" type="checkbox"/> Other	
<input checked="" type="checkbox"/> Shannon Lake	
<input checked="" type="checkbox"/> Smith Creek	
<input checked="" type="checkbox"/> South Boucherie	
<input checked="" type="checkbox"/> West Kelowna Business Park	
<input checked="" type="checkbox"/> West Kelowna Estates / Rose Valley	
<input checked="" type="checkbox"/> Westbank	
<input checked="" type="checkbox"/> Westbank Centre	
<input checked="" type="checkbox"/> Westside Road / Bear Creek	

**Disclaimer:**  
 This map is for general information purposes only. The City of West Kelowna makes no representations as to the completeness, timeliness and accuracy of the information contained on this map. This map is not for navigation. The City of West Kelowna will not be liable for any damage, loss or injury resulting from the use of the map or information on the map. This map may be changed by the City of West Kelowna without further notice.



**Neighbourhoods**  
 City of West Kelowna

**Legend**

- Glenrosa
- Smith Creek
- Westbank
- Westbank Centre
- Goats Peak / Gellatly
- West Kelowna Estates / Rose Valley
- Westside Road / Bear Creek
- Lakeview Heights
- Casa Loma
- Other
- Shannon Lake
- West Kelowna Business Park
- Boucherie Centre
- Bartley North
- South Boucherie



Map Updated on: May 04, 2016  
 neighbourhoodsmap.mxd

5. Below the list of neighbourhoods is a list of the activities you may choose from for notification. Depending on the type of application, you may choose to be notified when an application is received, scheduled for a Council meeting, or when a decision has been made. You also have the option to “Subscribe to All”.

- **▼ Planning and Subdivision Notifications**

[Subscribe To All / Unsubscribe From All](#)

Subscribe?	Notification Description
<input checked="" type="checkbox"/> <a href="#">Sample</a>	Agricultural Land Reserve (A) Application Decision
<input checked="" type="checkbox"/> <a href="#">Sample</a>	Agricultural Land Reserve (A) Scheduled for Council Meeting
<input checked="" type="checkbox"/> <a href="#">Sample</a>	Comprehensive Development Plan (CDP) Application Decision
<input checked="" type="checkbox"/> <a href="#">Sample</a>	Comprehensive Development Plan (CDP) Application Final Decision
<input checked="" type="checkbox"/> <a href="#">Sample</a>	Comprehensive Development Plan (CDP) Application Received
<input checked="" type="checkbox"/> <a href="#">Sample</a>	Comprehensive Development Plan (CDP) Scheduled for Council Meeting
<input checked="" type="checkbox"/> <a href="#">Sample</a>	Development Permit (DP) Application Decision
<input checked="" type="checkbox"/> <a href="#">Sample</a>	Development Variance Permit (DVP) Application Decision
<input checked="" type="checkbox"/> <a href="#">Sample</a>	Development Variance Permit (DVP) Application Received
<input checked="" type="checkbox"/> <a href="#">Sample</a>	Development Variance Permit (DVP) Scheduled for Council Meeting
<input checked="" type="checkbox"/> <a href="#">Sample</a>	Floodplain Exemption (FEX) Application Decision
<input checked="" type="checkbox"/> <a href="#">Sample</a>	Land Use Contract Amendment (LUCA) Application Decision
<input checked="" type="checkbox"/> <a href="#">Sample</a>	Land Use Contract Amendment (LUCA) Application Received
<input checked="" type="checkbox"/> <a href="#">Sample</a>	Land Use Contract Amendment (LUCA) Scheduled for Council Meeting

6. Once you have completed your selections, scroll to the bottom of the page and click the Save button.
7. Your selections can be modified at any time by signing in to your account, clicking the Change My Community Notifications link, making the desired changes, and saving.
8. To remove all Community Notifications sign into your account, click the Unsubscribe from All button for both neighbourhoods and notifications and save.
9. The View My Community Notifications History link under My Account provides another means of seeing the notifications sent to you.

## My Items

My Items is a useful tool to view and interact with applications that you have been linked to as a registered Portal user who is in the CityView system as an owner, agent, or another contact. Once you have clicked My Items you can then click on My Planning and Subdivision Applications to view the applications. The Reference Number link will open the Planning and Subdivision Application Status page where you can find the status of the application, see upcoming or past meetings, view documents, and upload additional documents.

[Sign Out](#) [My Account](#) [My Items](#) [Portal Home](#) [Property Search](#)

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### My Items

This page lists all the applications and other items in which you are a contact.

[Expand All / Collapse All](#)

- ▶ **My Permit Applications**

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- ▼ **My Planning and Subdivision Applications**

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Reference Number	Status	Name	Date Created
<a href="#">PL20160000311</a>	Approved		11/16/2016
<a href="#">PL20160000310</a>	Adopted		11/16/2016
<a href="#">PL20160000309</a>	Approved - Not Issued		11/16/2016
<a href="#">PL20160000308</a>	Subdivision Complete - In Warranty		11/16/2016

## How to view application information:

### Planning and Subdivision: Status

Found under the Planning and Subdivision heading on the Portal Home page, you may search for an application by clicking the Status link and then begin typing either the civic address of the property or the application number in the search field.






Searching by civic address:

The screenshot displays a web portal interface. On the left is a dark teal sidebar with navigation links: "Bylaws", "Help for Building and Development Portal", "Notify Me®", "Service Request", "Maps", "In the Works", and "Jobs". The main content area is titled "Search for a Planning and Subdivision Application". It features a search bar with the text "2760 CAMERON RD" and a "Go!" button. Below the search bar is a "Find Applications Near Me" button. A "Map" section shows a map with a red balloon icon indicating the location of the application. A "WKCityViewMap Landmarks" pop-up window is visible, listing various landmarks with corresponding icons: Cemetery, City Hall, Community Centre, Dam, Fire Hall, Museum, and RCMP. Below the map, the "Planning and Subdivision Applications" section displays the following information: Project Number: PL20160000284, Project Name: Sample DVP, Status: New, and Locations: 2760 CAMERON RD, 017-915-465. A link for "Planning and Subdivision Status" is provided at the bottom of this section.

Search results: You will see the property location indicated with a balloon and the status of the application will be displayed below the map. Clicking on the Planning and Subdivision Status link will open another window with additional information regarding the application.



The Application Status page provides the following information.

- Building
- Planning
- Subdivision
- Bylaws
- Help for Building and Development Portal
-  **Notify Me®**
-  **Service Request**
-  **Maps**
-  **In the Works**
-  **Jobs**

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### Planning and Subdivision Application Status

[Expand All / Collapse All](#)

Note: You can collapse and expand individual sections by clicking the header of the section you wish to collapse/expand.

**- ▾ Summary**

Project Number: PL20160000284  
Project Name: Sample DVP  
Application Types: Development Variance Permit (Status: New)  
Application Status: New  
Public Notice Summary: Propose the construction of a storage shed to be located 0.8 m from the interior side parcel boundary.  
Locations: [017-915-465](#)  
[2760 CAMERON RD](#)  
Date Entered: 09/23/2016  
File Reference Number: SAMPLE DVP  
Application Accepted Date: 09/23/2016  
Legal Description: Lot 2, DL 3486, Plan KAP48075  
SKATING RINK AND HALL.

**- ▾ Application Types**

- ▶ **Development Variance Permit**

**- ▶ Meetings**

[Portal Home](#)

## Property Information: Search for a Property

Using this search tool you will see some basic information about the property and find applications currently in the system that have been related to the property. NOTE: not all applications have been entered into the system at this time. Also please note that properties that have been subdivided over the years will not display all applications.

1. Click either the Search for a Property link found below the Property Information heading on the Portal Home page or the Property Search link in the menu at the top of the page.
2. Enter the civic address for the property. The full number and road name is best as the search function is limited if you type in only the road name. Should you see a return of two possible addresses and one has a civic address followed by a number with this format, [PID: 000-000-000], please use this search result to see the information.
3. A new page will open displaying the results. If there are no applications related to the property you will only see the property information. The Planning and Subdivision section defaults closed beneath Permit Applications. Open the Planning and Subdivision Applications link and select from any of the CityView generated Permit Numbers which will then open the Application Status page for the application.

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### Property Review

Parcel Number: 026-813-912

[Printable](#)

#### - ▾ Property Details

Parcel Number: 026-813-912

Status: Active

Legal Desc: Lot 1, Plan KAP81960

DISTRICT LOTS: 2042, 5056, 5057 5064 & 5065.

#### - ▾ Addresses

Address:	Street #	Street Name	Direction	Unit #	Status
	2390	DOBBIN RD			Active
	2376	DOBBIN RD			Active

#### ▸ [Permit Applications](#)


##### ▾ [Planning and Subdivision Applications](#)

Permit #	Type	Status	Date Closed
<a href="#">PLDP12-11</a>	Development Permit	Issued	

[Map](#)

## Planning and Subdivision: Upload Submittals (or other Documents, Drawings, Reports, etc.)

Once your registered Portal user information has been linked to your application(s) by City staff and you have signed in on Portal, you may upload documents to your application using either the Upload Submittals link found under the Planning and Subdivision heading on the Portal Home page or through the Application Status page.

1. Click the Upload Submittals link to open the Search for a Planning and Subdivision Application page and enter either the CityView Project Number, or the City of West Kelowna file number.
2. The Planning and Subdivision Application Submittals page for that application opens showing the list of documents required for the application. Generally you will have already submitted the necessary documents with your original application. The  will provide information about the item.

### Planning and Subdivision Application Submittals

#### ▼ [Guidelines For Electronically Submitting Documents:](#)





- Submitted documents should be under 50MB in size.
- Accepted file extensions:
  - pdf, jpeg, jpg, doc, docx, xls, xlsx, dwg, gdb, dbf, prj, sbn, sbx, shp, shx, cpg, idx
- All plans shall be to scale.
- Keep file name consistent with wording used on application form.

**Once you have chosen the files you wish to upload, please click the button located at the bottom of the page, to complete your submission.**

#### - ▼ Current Submittal

[Print Requirement Items](#)

#### Submittal #1) Development Variance Permit (22-Mar-2017)

Type	Status	Date Received
▼ <b>Agent Authorization</b> 	Received	03/22/2017
<b>Agent Auth.</b>	<input type="button" value="New"/>	
Select a new document for this requirement:	<input type="button" value="Browse..."/>	
▼ <b>Application Fee</b> 	Received	03/22/2017
Select a new document for this requirement:	<input type="button" value="Browse..."/>	
▶ <b>Completed Application Form</b> 	Received	03/22/2017
<b>Application</b>		
▼ <b>Data Summary Sheet</b> 	Received	03/22/2017
<b>Data Summary</b>	<input type="button" value="New"/>	

3. You may add a new or revised document into this list or use the option to upload any additional document, drawing, report, etc. by scrolling to the bottom of the page and clicking the Browse... button under Upload Additional Documents. Once you have selected your document(s) click the Upload Documents button at the bottom of the page.

- **Upload Additional Documents**

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Select any additional documents you wish to provide:

Browse...

CityView Basics.docx

[Remove](#)

Provide a short description of this set of documents:

Upload Documents

4. If you have selected an incorrect document to upload you can click Remove before uploading the document.
5. If you choose to search for the application using the civic address of the property, the search results will return a list of applications attached to the property. Find the correct application and then click on the Planning and Subdivision Submittals link to upload documents.

Should you have any questions regarding Portal please email us at [cityview@westkelownacity.ca](mailto:cityview@westkelownacity.ca)