



User Guide: How to Apply for Tenancy Change

If a Tenancy Change application is required, you can apply for it at the same time as a new business licence application or building permit, apply online or in person at the Planning Services Centre. For more information, please review the [Tenancy change requirements list](#).

1. Access the Website

- Visit apply.calgary.ca
- Select the **“Start New Business Licence and/or Land Use Approval”** tile
- This launches both new-licence and land-use workflows.



2. Log in or Register

- Sign in with your myID, or click “Register New Business Account” to create one.

Sign in with your myID account

Username (required)

Password (required)

Sign in to myID

3. Initiate the “Approvals Required”

- Start “Approvals Required” workflow by filling out the application until you reach step 7
- On the approvals summary page, click **Yes – apply now**.

Planning Approval

Planning term(s):

- Office

If you are planning to operate a business within the City of Calgary, you will need to obtain planning approval. This process involves the review of your business location's existing approvals, your proposed business activities, and building safety information. Based on these factors, specific approval types will be required to complete the process.

Initial Planning Approvals For This Business Type:

- Tenancy Change

Through a Tenancy Change request, Planning Services will review the business location's current approvals, proposed activities, and building safety information to identify if additional documents, applications, and/or fees are required. You will be informed after the initial screening.

Apply now?

Yes – apply now

4. Enter Applicant and Business Details

- Applicant’s name, contact info and role
- Business legal name, address, operating hours

Step 8: Tenancy Change

Same as business location address

Mailing Address:

Country: **Province/State:**

City: **Postal Code/Zip:**

Owner / Leaseholder Contact Information

Full Name: Same as applicant

Phone Number: Same as applicant

Email: Same as applicant

5. Provide a Description of the Proposed Use

- Short narrative of activities and occupancy

6. Upload Required Attachments.

Note: Not all listed document types are required for all applications

- Signed lease or letter of intent
- Site plan (unit location)
- Interior floor plan (if changed)
- Specialist reports (fire safety, accessibility, etc.)
- Use Questionnaire

Step 9: Tenancy Change Document

Only files with .pdf, .doc, .docx, .xls, .xlsx, .png, .jpg, .jpeg, .txt, .dmg extension are allowed.

SUPPORTING DOCUMENT USE QUESTIONNAIRE [Open fillable form](#)

The personal information in this application is being collected under the authority of The City of Calgary Business Licence Bylaw 32M90 (Section 4) and amendments thereto, as well as section 33(c) of the FOIP Act. This information is being collected for the purpose of determining the applicant's eligibility to be granted a City of Calgary Business Licence. It may be shared with relevant City of Calgary departments, and/or any other applicable Municipal, Provincial or Federal agencies required as part of the Business Licence application process. It may also be used to conduct ongoing evaluations of services received from The City of Calgary, Business Licence Section. The name of the licence holder and the nature of the licence will be available to the public as authorized by the FOIP Act. You may direct questions about the collection, use or disclosure of your personal information by the City of Calgary at 800 Macleod Trail SE Calgary, Alberta in relation to this program by emailing the FOIP Program Administrator for Planning and Development at plngbldg@calgary.ca or by telephone at (403)268-5311.

7. Review and Accept Declarations

- Read the City's standard applicant declaration

Step 11: Applicant's Declaration

Online Services Terms of Use

PLEASE REVIEW THESE TERMS OF USE CAREFULLY. BY ACCESSING AND USING THIS ELECTRONIC ONLINE SERVICES WEBSITE, YOU ACCEPT AND AGREE TO THE FOLLOWING TERMS OF USE. IF YOU DO NOT AGREE WITH THESE TERMS OF USE YOU ARE NOT AUTHORIZED TO USE THIS ONLINE SERVICES SITE AND MUST IMMEDIATELY DISCONTINUE USE OF THIS ONLINE SERVICES SITE.

1. [Interpretation](#)

These **Online Application Consent and Confirmation of Applicant** supplement, and shall be interpreted consistently with, the general Terms of Use for the City of Calgary's website, found at the bottom of each web page.

I consent and confirm this information is true.

8. Pay All Applicable Fees

- Portal auto-calculates licence and land-use fees
- Pay by credit card and download your receipt

9. Submit the Application

- Click Submit to send for review