



Community Planning – Development Engineering Bulletin December 23, 2025

Subject: New online submission process for Building Permit Clearance launched

The City of Calgary is introducing a new online process for submitting **Building Permit Clearance (BPC)** requests to improve efficiency, consistency, and transparency for applicants.

Starting December 23, 2025, Building Permit Clearance requests will be submitted through **Urban Development Online (UDO)**, The City's secure online customer portal. This new digital workflow replaces the current email-based submission process.

Currently, Building Permit Clearance requests are submitted by email using PDF forms and supporting documents. This process can be difficult to track and often requires follow-up when information is incomplete.

Under the new process, customers will submit Building Permit Clearance requests directly through a new **"BP Clearance"** tab in UDO. The workflow is fully integrated with The City's internal system, **POSSE**, enabling structured routing, centralized document management, and automated notifications throughout the review and clearance process.

Important Transition Notice:

Starting December 23, 2025, Building Permit Clearance requests will no longer be accepted by email. All new BPC submissions and revisions must be submitted through UDO.

Key benefits of the new process:

- **Improved tracking and visibility** – View previous submissions and monitor the status of related Data Service Requests (DSRs).
- **More efficient processing** – Automated workflow routing reduces manual handling and delays.
- **Complete and accurate submissions** – Required fields and attachments are validated at submission.
- **Improved service timelines** – Fewer incomplete submissions and follow-ups are expected to support faster overall clearance timelines.

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