



City of Richmond

## Report to Committee

**To:** Planning Committee  
**From:** A.L. (Rick) Bortolussi  
Manager, Building Approvals Department  
**Re:** Builders' Round Table

**Date:** December 23, 2003

**File:**

### Staff Recommendation

That the report on the Builders' Round Table, dated, December 23, 2003 be received for information

A.L. (Rick) Bortolussi  
Manager, Building Approvals Department  
(4114)

Att. 3

FOR ORIGINATING DIVISION USE ONLY

CONCURRENCE OF GENERAL MANAGER

## Staff Report

### Origin

During the September 2003 Urban Development liaison meeting held with members of the Greater Vancouver Home Builders Association (GVHBA), one of the agenda items discussed was consideration for a Good Neighbour Program to address single-family infill housing activity. It was also suggested that similar meetings with individual departments be held to discuss departmental issues or concerns.

Since the liaison meeting, some contractors expressed concerns on some technical issues such as, property drainage; retaining wall construction details; attic space conversion; inspector access, the Interactive Voice Response (IVR) telephone system and Building Regulation Bylaw requirements.

### Analysis

On December 10, 2003, the Building Approvals Department supervisors and manager, in partnership with the GVHBA, held a Builders' Round Table to initiate a liaison with the construction community on process and technical concerns. The agenda package was prepared jointly with Peter Simpson, Chief Operating Officer, GVHBA. Announcements were made through the GVHBA (weekly Hot Sheet), the City Page and bulletins at the front-of-house.

#### *Good Neighbour Program Rollout*

Mr. Simpson introduced the roll out of the Good Neighbour Program and provided a background on his efforts to expand the program to various municipalities. The purpose of the program is to provide guidance to individuals involved with infill construction activities. It was suggested that through simple communication with neighbours, problems and complaints can be reduced or even avoided. He also indicated that existing neighbours could assist builders by watching construction site activities during non-construction periods. A brochure has been printed and is being issued with each new issued residential building permit.

#### *Technical Issues*

Attached, as **Appendix A**, to this report is a table indicating the agenda item discussed, a description of the issue and action undertaken by Building Approvals Department. Overall the actions presented were well received by the attendees.

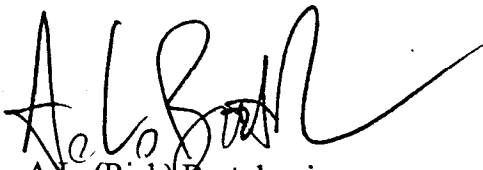
A copy of the meeting minutes is attached as **Appendix B**. The agenda package containing the Public Notice, Agenda, the Good Neighbour Program Brochure and other supporting correspondence is also attached as **Appendix C**.

### Financial Impact

There was no financial impact for the December 10, 2003 Builders' Round Table. Should future sessions be scheduled, minor budget funds for refreshments could be considered.

### Conclusion

The general consensus provided by the attendees was that the meeting had value and the information was well received. Attendees were pleased that Building Approvals staff listened to concerns and took quick positive action, especially with the roll out of the new Good Neighbour Program, response on the property drainage and retaining walls as well as with the IVR enhancements. The attendees also indicated their appreciation of this means of communication and being given an opportunity to provide input/feedback on issues. Discussion with participants further suggested that meetings should occur quarterly or semi-annually. With the potential of future meetings taking place, goals under both the City's Strategic Program and the Urban Development Division's Why Not Initiative can be fully attained.



A.L. (Rick) Bortolussi  
Manager, Building Approvals Department  
(4114)

ALB:alb

## **Builders' Round Table**

### **Schedule of Agenda Item Issues/Actions**

The following is a list of agenda items or concerns discussed during the Builders' Round Table held on December 10, 2003, along with an issue summary and an statement indicating action undertaken by Building Approvals Department:

#### **Infill Housing Construction Complaints**

- *issue:* Neighbours are complaining on contractor activities impacting neighbourhoods during construction.
- *action:* In partnership with GVHBA a "Good Neighbour Program" was rolled out during the meeting. The purpose of the program is to improve communications between contractors and existing neighbours and reduce complaints.

#### **Property Drainage Requirements:**

- *issue:* Concern of requiring property line drainage installed along property lines when the adjacent parcel is proposed to raised to the same level.
- *action:* Staff reviewed policy including associated public drawings. Drawings revised to facilitate elimination of property line drainage when both lots are raised at the same time.

#### **Retaining Wall Construction Detail**

- *issue:* Detail as to when the first course of landscape ties are to commence as well as requesting a design that incorporates installation of fence posts within the retaining wall.
- *action:* Bulletin No. Building-07 revised and a new retaining wall design was prepared. The bulletin now provides contractors two design options which additional engineering input would not be required.

#### **Attic Space Conversion**

- *issue:* Attic spaces over attached and detached garages are being converted into habitable space or storage space and resulting in homes exceeding the maximum permitted floor area ratio.
- *action:* Bulletin No. Permits-20 revised to clarify construction design and details for attic space.

#### **Building Regulation Bylaw Review**

- *issue:* Concern expressed that permit fees are raised yearly and that they do not accurately reflect the level of service provided.
- *action:* The bylaw is currently under review and it was noted that the fees were implemented in March 2002 and that there was no increase in fees during 2003. It was noted that as a result of MIA insurance coverage no longer being provided for claims on water penetration claims that the city is "self insured" on those types of claims. It was mentioned that during the review of the current fee schedule, research would include risk management principles and opportunities to increase options for insurance coverage along with an associated fee schedule to reflect risk.

**Appendix A****Objective Based Code Update**

- **issue:** The new Provincial Building Code, expected in 2005/2006 is proposed to be a complete overhaul of the current code.
- **action:** The new code is going to be an objective based code and will incorporate current prescription requirements as a solution to meeting the objective requirements. The Manager, Building Approvals Department is a member of the Standing Committee on Houses and Small Buildings (Part 9 of the National Building Code) as well as the Provincial Building Policy Advisory Council. As a result of this participation, attendees were also informed that nationally and provincially, there will be a training program developed addressing the new objective based code and further information will be disseminated when available.

**Community Charter Impact**

- **issue:** Will there be an impact on building bylaws with the Community Charter coming into effect?
- **action:** Currently the Provincial Building Policy Branch is drafting the regulations for the portion of the Community Charter pertaining to building regulations, as this is one of the five areas in which the Province has invoked "concurrent agreement" requirements. In this particular area, the Province wants to be involved in concurrent agreements for any bylaw developed that would create a new technical standard inconsistent with a current provincial standard.

**Inspector Access**

- **issue:** Contractors expressed concern that the inspector access at the front of house was reduced to only one period of the day during the summer peak construction period.
- **action:** Inspector access times at the beginning and end of day was reinstated. Bulletin Nos.Info-09 and Info-10 were revised and issued.

**Plans Processing Concurrent Fast Track Option**

- **issue:** Development Applications introduced "fast tracking" processes for simple rezones, subdivision and DP's. Will there be a similar option for building permit applications.
- **action:** It was announced that complete building permit applications could be submitted for concurrent review for a Development Application "fast track" application. Bulletin, Permits-01 revised accordingly.

**Stock Building Plans Repeat Use on Multiple Lots**

- **issue:** Can there be a process to facilitate a "reuse" of stock plans for subsequent additional parcels/lots.
- **action:** Building Approvals will look at an amendment to the bylaw that could create a new option for registering stock plan reuse for additional permit expediting.

**Appendix A**

**IVR System Update**

- **issue:** Concerns expressed on use of IVR.
- **action:** Contractors informed on customer complaint contact on IVR problems. See manager's memorandum to Mayor and Council dated December 22, 2003. Copy attached.

**Future Meetings**

- **issue:** Was this meeting of value? Should there be future similar meetings and how can we increase attendance?
- **action:** The general consensus was that the meeting had value and the information was well received. Attendees indicated their appreciation of this means of communications and also their ability to provide input/feedback on issues. It was suggested that based on agenda items, meetings could occur quarterly or semi-annually. Attendees offered assistance to "spread the word" for future meetings.

### Builder's Information Session

The following are the minutes of the meeting of December 10, 2003. 8:45am to 10:45am

In attendance:

- P. Simpson   GVHBA
- B. Switzer   Polygon Development
- P. Ring       Adera Development
- D. Westermark
- N. Poon       Kensington Homes
- R. Orioux
- A. Sandhu
- V. Bwitiz

City of Richmond:

- R. Bortolussi
- J. Erceg
- G. Chan
- A. Stevens
- G. Woo
- L. Johnson
- J. Stephens
- E. S. Nishi

R. Bortolussi opened the meeting by welcoming the participants, and provided a brief overview of the purpose for the meeting.

**1. Good Neighbour Program:**

- Peter Simpson of the GVHBA provided a description of his involvement in the development of the program, and that it provides the neighbourhood with information as to what is occurring in their area.

Comments:

- The neighbourhood becomes an additional set of eyes for the developer during non-construction periods.
- Although the brochure identifies timeframes of when construction activity can occur, it was suggested that a bulletin to specifically highlight these hours may be more effective.....*to be reviewed by Building Approvals Department.*

**2. Drainage:**

- Drawings P105-1 & P105-2 up-dated to reflect previous concerns.
- P105-2 addresses conditions where there is a difference in elevation between adjoining sites.
- The Supervisor Gas/Plumbing Inspection can authorize the elimination of property line drains between lots in a subdivision without a storm service agreement.

**3. Retaining Walls:**

- Drawing PSBldg07-2 was developed as an amendment to Bulletin " Building 07 " and incorporates fence posts into the wooden retaining wall.

Comments:

- The new drawing showing L/3 is not to scale.....*this will be reviewed.*
- Do the specific dimensions on the drawings prevent other designs to be used;....*No, the dimensions are a minimum other engineered sizes could be also used.*
- Is this detail required for all retaining walls; ie landscaping.....*No, this would generally occur only at a property line.*

**4. Attic Spaces; Bulletin Permits-20:**

Comments:

- If the attic height is being restricted this area should be allowed to be used for storage, as there is a general lack of storage space in a dwelling unit...*will be forwarded to the Zoning Bylaw review team.*
- Does this bulletin apply to multi-family projects as well?...*although the bulletin was initially developed to address the problem associated with SFD's , Yes this could also be applied to multi-family projects.*
- Using building restrictions to obtain compliance with Zoning regulations, invites designers to think of solutions to get around the restrictions.
- Wording regarding the installation of a sub floor in an attic space requires clarification...*bulletin to be updated and reprinted.*
- J Erceg stated that in the review of the Zoning & Development Bylaw the issues regarding finishing attic areas, crawl spaces, storage space, building massing will be taken into consideration.
- The City would welcome the participation of the industry in this Bylaw review process.

**5. Building Regulations Bylaw :**

- The department is currently reviewing various aspects of the Building Regulation Bylaw; risk management as it pertains to professional input, insurance and fees.
- The bylaw with its proposed modifications will be circulated for comment

Comments:

- Forms inspections; is there a need for the building inspector to inspect, when a land surveyor and engineer approves the forms ....*at this time yes, the placing of concrete is treated as a priority inspection, and is usually an a.m. inspection, current example of problems, the inspector is another set of eyes.*
- As the move is towards placing more responsibility onto the professionals, are inspections required for all specific stage of construction?...*for complex projects before construction proceeds, a site meeting is arranged between the inspector and developer/professional to review each others expectation.*

**6. Objective Based Code:**

- The National Code is expected in the fall of 2005
- Provincially the code is expected to be adopted in late 2005/early 2006.

**7. Charter:**

- The effects of the charter on how we do business is currently being reviewed.

Comments:

- How is the floodplain issue currently being handled as the Province has relinquished this responsibility.....*requires review and discussion.*
- Why is there an exempt area, as in a flood situation the water knows no boundaries.
- A floodplain study is currently being undertaken by a consultant.

**8. Inspectors Access:**

- Bulletins Info-10 & 09 revised.
- Inspector's accessibility hours 8:15am to 9:00am and 4:15pm to 5:00pm
- Concrete placement inspections are given priority.



- Final inspections—if an inspection can not be completed can work proceed based on the developers past record?.....*this is a sensitive issue that requires more discussion.*

**9. Plans Processing:**

- Bulletin Permits-01 revised.
- Permit review can occur concurrently with a “fast tracking process being implemented by Development Applications for simple rezones, subdivision and DP’s.
- Although each application is evaluated on its own merits, applications that comply with the OCP, have no servicing issues will be given the opportunity to be fast tracked.

**10. Building on Multiple Lots:**

- As part of the Building Regulation Bylaw review, the department is proposing to accept a single set of drawing (stock plans) for construction on multiple lots.

**11. IVR:**

- In response to concerns raised by the industry, effective December 10, 2003, inspection requests or cancellations can be made up until 8:00pm for the following day.
- System enhancements underway, looking at accepting telephone numbers when the developer wishes to contact the inspector and a “backstroke key” to erase errors.

Comments:

- Time change to 8:00pm very positive.
- Requesting inspections on multiple permits.....takes too long, is there a means to request inspections on other permits without starting from square one each time?
- Can the information and IVR be provided in other languages?.....*to be reviewed.*
- When doing business in the office can the request for an inspection be made through the permit center clerks?.....*to be reviewed.*

**12. Future Meetings:**

- Should this type of information sharing session occur on a regular basis?

Comments:

- The consensus was that they are helpful, and should occur quarterly.
- It’s OK to have this type of meeting but, it must be productive.
- These meetings are intended to work both ways, besides City issues, items regarding the development industry should also be discussed.

recorder  
e.s nishi

**City of Richmond**6911 No. 3 Road  
Richmond, BC V6Y 2C1**Public Notice**

(604) 276-4000 Fax (604) 276-4177

**Builder's Round Table****Date: 2003-11-21**

The Building Approvals Department is undergoing an extensive review of how we do business. As part of this review, our various customers have expressed an interest in looking at ways to enhance our communications. During a recent meeting with the Greater Vancouver Home Builders Association members, positive feedback was received to look at opportunities to discuss concerns and upcoming potential issues. One such initiative is a Good Neighbour Program.

This Notice is to announce the first BUILDER'S ROUND TABLE jointed sponsored by GVHBA and Building Approvals Department has been scheduled for Wednesday, December 10, 2003 at 8:30 a.m. at Richmond City Hall. This meeting is open to our permit customers. To confirm your attendance please call (604) 276-4141.

A draft agenda includes:

- > Introduction and Welcome
- > Good Neighbour Program Rollout
- > Property drainage requirements
- > Retaining Walls
- > Attic spaces
- > New Building Regulation Bylaw
- > Objective Based Code, update
- > Inspector access
- > Open question period
- > Future meetings.

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A.L. Bortolussi  
Manager, Building Approvals Department

**This System Will Allow You To:**

1. Schedule an inspection.
2. Leave a voicemail message with an inspection request.
3. Get inspection results.
4. Cancel and reschedule inspections
5. Get permit status.

*Please write your Permit Number in the space provided for future reference:*

Permit #: \_\_\_\_\_

**Before Calling You Will Need:**

1. A touch tone phone.
2. A permit number.
3. An inspection code.

**Things to Remember**

- You need your eight (8) digit permit number.
- Do not hang up until you hear your confirmation number.
- Have a pen and paper to write down your confirmation number.

Each inspection is scheduled for the next working day. The Cutoff Time to schedule an inspection is **8:00 pm**.

**City of Richmond**  
6911 No. 3 Road, Richmond, BC V6Y 2C1  
Tel. (604) 276-4000 Fax (604) 276-4063  
[www.city.richmond.bc.ca](http://www.city.richmond.bc.ca)

**Customer IVR Pocket Reference**

To access the IVR System dial  
**(604) 276-4111**

**City of Richmond**  
Building Approvals Department  
[www.city.richmond.bc.ca](http://www.city.richmond.bc.ca)

**Press:**

- 1** Schedule an Inspection
- 2** Cancel or Reschedule an Inspection
- 3** Obtain Inspection Results
- 4** Obtain Plan Review Status
- 5** Obtain Inspection History Fax
- 9** To Repeat this Menu
- 0** To Speak with an Operator
- \*** Listen to General Information
- #** Hang Up

**Building**

- 100 Forms
- 105 Elevation
- 110 Crawl Space
- 115 Sheathing
- 120 Frame
- 125 Insulation
- 130 Heating
- 135 Final Building
- 140 Commercial Cook Hood
- 142 Retaining Wall

**Demolition**

- 500 Final Demolition

**Sprinkler**

- 600 Sprinkler - Rough In
- 605 Final Sprinkler

**Sign**

- 700 Sign Forms F/S
- 705 Final Sign

**Plumbing**

- 300 Underground
- 305 Rough In
- 310 Shower/Bath
- 315 Water Service
- 320 Piping - Plumbing
- 325 Final Plumbing
- 340 Cross Connection
- 345 Backflow Preventor

**Gas**

- 405 Gas Vent
- 410 Gas Piping
- 415 Visual Air
- 420 Air Test Certificate
- 425 Final Gas

**Site Services**

- Single Family Dwellings
- 200 Sanitary Sewer Res
- 205 Infiltration Test Res
- 210 Storm Sewer Res
- 215 Final Site Res

**Site Services**

- Multi / Family Res / Commercial
- 220 Sanitary Sewer Comm/I
- 225 Infiltration Test Comm/I
- 230 Storm Sewer Comm/I
- 235 Final Site Comm/I
- 240 Water/Fire Main



### Related City Bylaws

- Construction activity noise is governed by the Public Health Protection Bylaw No. 6989, which prohibits construction activity noise prior to 7:00 am and after 8:00 pm on Monday to Saturday or prior to 9:00 am and after 6:00 pm on Sundays and Statutory Holidays.
- Applications for exemption to this bylaw must be made to the Engineering Inspections Department at 604-276-4014.

- The City's Unsanitary Premises Regulation Bylaw No. 7162 contains requirements for proper clean-up of properties.

- Subject to the Local Government Act, all people doing business in the City such as Designers, Builders, Sub-trades, etc. are required to hold a valid Richmond Business Licence as stated in Richmond's Business Licence Bylaw No. 7360.

- Builders and Sub-trades should be aware of local parking regulations in the City's Traffic Bylaw No. 5870 and should not block or obstruct private driveways, sidewalks, lanes or streets.

Other City Bylaws may also apply.

### Other Regulations

As well as City bylaws and regulations, construction projects must also conform to other Provincial regulations. The Workers' Compensation Act covers a wide variety of issues, from safety helmets and boots to property protection, to proper shoring of trenches.

### Clean Up & Close Out

Collect and remove construction waste on a regular basis. Prompt clean-up keeps the site from becoming a safety hazard and an eyesore. Regularly clean sidewalks, streets and lanes that have become dirty or muddy from excavation and landscaping activities. Repair any damage done to abutting properties.

### Telephone Enquiries:

For more information on infill building, please contact:

#### Greater Vancouver Home Builders' Association

#203, 15463 - 104 Avenue  
Surrey, BC V3R 1N6 ..... 604-588-5036  
Web: [www.vancouverhomebuilders.org](http://www.vancouverhomebuilders.org)

#### City of Richmond

6911 No. 3 Road  
Richmond, BC V6Y 2C1 ..... 604-276-4000  
Web: [www.city.richmond.bc.ca](http://www.city.richmond.bc.ca)

Building Approvals Department  
Information ..... 604-276-4285

Development Permits, Subdivision, Zoning &  
Business Licence ..... 604-276-4017

Public Works 24hr Enquiries &  
Emergency Calls ..... 604-276-8721

Bylaws - Community ..... 604-276-4345

Fire Department ..... 604-278-5131

Richmond Health Authority ..... 604-233-3150

Workers' Compensation  
Board ..... 604-276-3100

BC Hydro ..... 604-543-1595

Telus ..... 604-310-2255

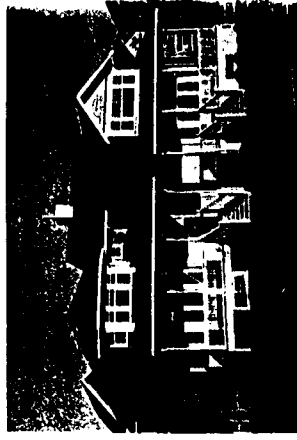
BC Gas ..... 1-800-777-1991



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6911 No. 3 Road, Richmond, BC V6Y 2C1  
Telephone (604) 276-4000 Fax (604) 276-4063  
[www.city.richmond.bc.ca](http://www.city.richmond.bc.ca)  
December 10, 2003

## Good Neighbour Program

(Construction Intrusion into Communities)



The Greater Vancouver Home Builders Association and with the City of Richmond, have created this brochure which recommends what builders should do as "good neighbours" and what neighbours might reasonably expect from a builder working in their area.

City of Richmond  
Urban Development Division  
[www.city.richmond.bc.ca](http://www.city.richmond.bc.ca)



## What is Infill Housing ?

Infill Housing is the construction of new residential structures in an already established neighbourhood. As Richmond continues to grow and evolve so do its neighbourhoods, and we must protect and enhance the quality of life presently enjoyed by its residents. Neighbourhoods may be impacted by changes that could involve:

- demolition
- construction of larger single-family homes
- duplex construction
- townhouse construction
- major additions and renovations to existing homes

## Communicating with Neighbours

Well before work starts and prior to any applications for a building permit, minor variance, rezoning or Official Community Plan amendment, an infill builder should advise nearby residents what is being planned, by writing a letter or visiting them personally. When neighbours have full information, they are usually much more supportive and understanding of the project.

In these letters/visits, the builder should give neighbours a sheet with his/her full name, address and phone number. In this way, neighbours can contact the builder immediately if they have concerns, or if there is any emergency.

Prior to the project beginning, a sign should be erected at the site, also giving the builder's full name and phone number. Signs may be obtained from the Greater Vancouver Home Builders' Association.

## What Makes a Successful Infill Housing Project?

**Good Neighbour Practices**  
There are six basic recommended Good Neighbour Practices for builders:

1. Obtain all required permits and approvals
2. Inform all surrounding neighbours about your plans and what you are doing
3. Protect the immediate neighbourhood, including trees on and off site
4. The site should be kept clean at all times
5. Respect hours of work and noise regulations
6. Do not block driveways, keep street and lanes passable

The General Contractor should ensure all his sub-trades comply with City Bylaws and these Good Neighbour Practices.

## City Approvals

Builders should consult with City Planning and Building staff well in advance to determine if the project meets all planning requirements. If a proposal does not comply with the current Zoning Bylaw, the site may require rezoning; a minor variance request through the Board of Variance; or a Development Variance permit, which require City Council's approval.

Every infill project must receive City approval (building permit, etc.) before construction starts.

Generally, soils removal and site preparation does not require a permit.

## Development Permits

A Development Permit from the Development Applications Department is required for all multi-family residential projects. The process time will vary depending on the planning issues involved.

## Demolition Permits

A permit must be obtained from the Permits Centre. The builder should arrange for the safe disconnection of all utilities and the removal of all hazardous materials prior to demolition, and ensure that Part 8 of the BC Building Code titled "Safety Measures at Construction and Demolition Sites" is complied with.

Dust, noise and debris must be minimized and the work should be undertaken at a time which will not have a negative impact on the harmony of the neighbourhood.

## Building Permits

City staff review construction drawings for compliance with land use, the minimum requirements of the BC Building Code, as well as other applicable bylaws and regulations. The permit site card must be displayed on the site where it is visible from the street.

## Protection and Safeguards

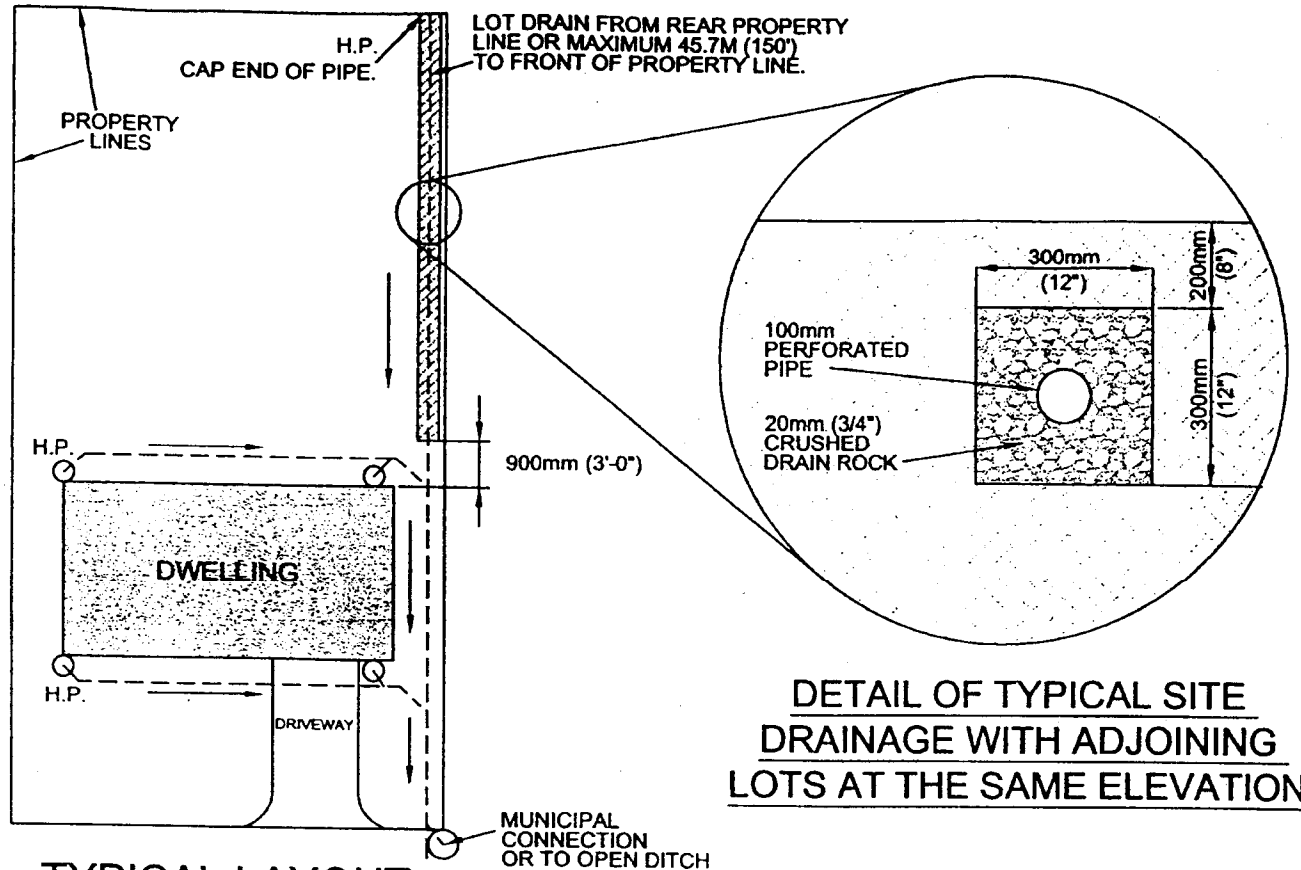
Vacant homes waiting for demolition should not be allowed to become an eyesore or a potential fire hazard. Ideally a house should be vacant on for a very short period before being demolished or removed from the site.

Do not damage or disrupt existing neighbourhood services during construction. Prior to excavation or digging, contact electrical, gas, telephone, cable and other utilities for information on underground service locations.

Do not use power, water from neighbouring properties without their consent.

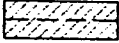
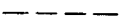

Protect adjacent buildings, landscaping, fence, etc. from construction activities. Use fencing or equivalent measures to protect shrubs. If certain areas are at risk, the builder should work out an acceptable agreement with the affected property owner before starting work.

Care should be taken to secure the project site and building to restrict access by children or pets. Do not encroach neighbouring properties nor build construction wastes on site.



**TYPICAL LAYOUT**

**LEGEND**

-  100mm (4") perforated flexible pipe with large slots. 300mm (12") of 20mm (3/4") crushed rock around pipe.
-  100mm (4") C.S.A. approved solid sewer pipe.
-  Direction of flow and pipe grade (see note 6).
- H.P. High point of system.

**NOTES**

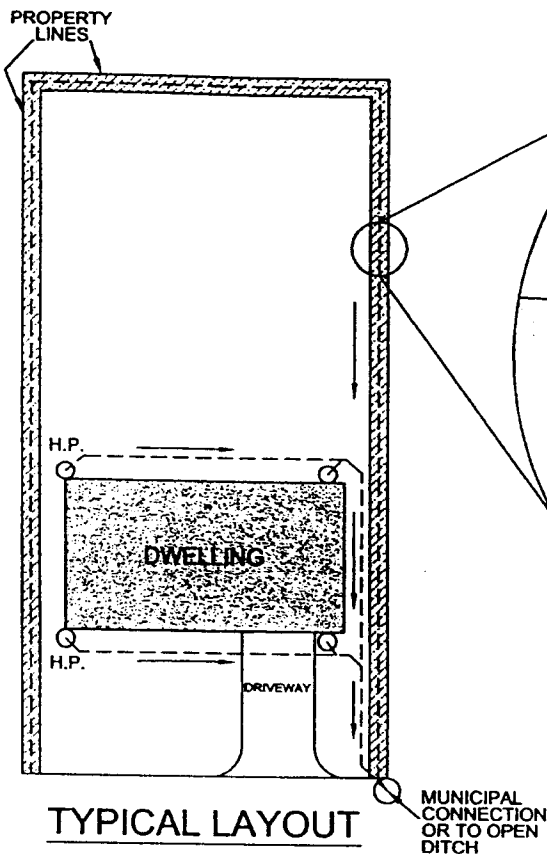
1. Changes of direction to be made with combinations of wye's and 45 degree bends.
2. Minimum of 200mm (8") cover required at any point of system.
3. All joints in solid plastic sewer pipe are to be glued.
4. The installation may vary depending on location of building and municipal connection.
5. Solid sewer pipe to be "properly" bedded in 150mm (6") sand or gravel.
6. All pipe to have uniform grade from any high point to the city connection or ditch high water level.
7. Any pipe under a driveway with less than 450mm (18") of cover to be C.S.A. approved D.W.V. plastic or equal.
8. P105-1 applies to all new construction with exception of those designed to P105-2.



City of Richmond


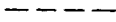

**Typical Storm Sewer Diagram for SFD and Duplex**

Dr. No.: P105-1  
 Sheet No.: 1 of 1  
 Scale: NTS  
 Date: 2003/11/25

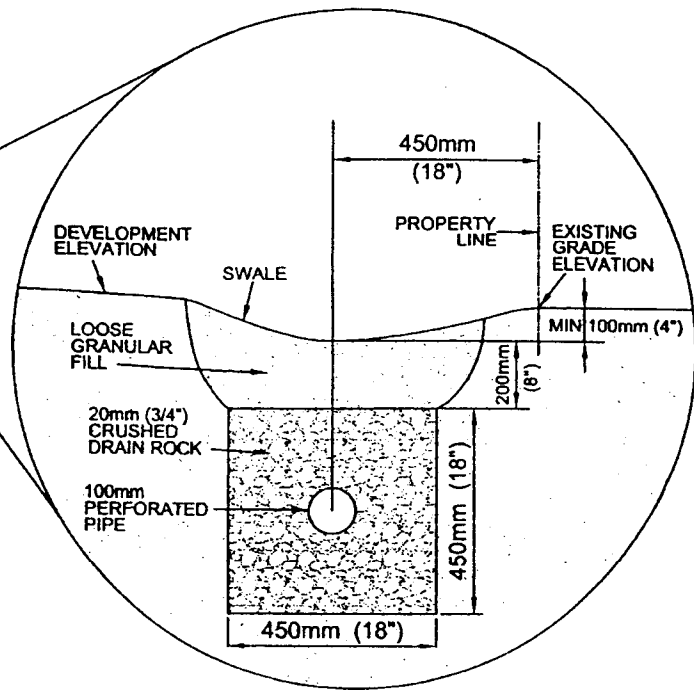


**TYPICAL LAYOUT**

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-  Direction of flow and pipe grade (see note 6).

H.P. High point of system.



**DETAIL OF TYPICAL PROPERTY LINE DRAINS WHERE PERIMETER DRAINS ARE REQUIRED**

**NOTES**

1. Changes of direction to be made with combinations of wye's and 45 degree bends.
2. Minimum of 200mm (8") cover required at any point of system.
3. All joints in solid plastic sewer pipe are to be glued.
4. The installation may vary depending on location of building and municipal connection.
5. Solid sewer pipe to be "properly" bedded in 150mm (6") sand or gravel.
6. All pipe to have uniform grade from any high point to the city connection or ditch high water level.
7. Any pipe under a driveway with less than 450mm (18") of cover to be C.S.A. approved D.W.V. plastic or equal.
8. When building permits are issued on adjacent lots of a subdivision without a storm service agreement, the requirement for property line drains between the lots may be eliminated upon review by the Supervisor, Plumbing/Gas Inspections.
9. See also P105-1 Typical Storm Sewer diagram for SFD and Duplex.

Perimeter drains are required for each lot of a new subdivision, infill lots, demolition and rebuilding in an existing subdivision, or where property is raised above or slopes towards the adjacent property.



City of Richmond

**Typical Storm Sewer Diagram for SFD and Duplex Where Perimeter Drains are Required**

Dr. No.: P105-2

Sheet No.: 1 of 1

Scale: NTS

Date: 2003/11/25

⑥



**City of Richmond**  
6911 No. 3 Road  
Richmond, BC V6Y 2C1

**Bulletin**  
**Building Approvals Department**  
**Building Inspections Section**

(604) 276-4000 Fax (604) 276-4063

## Wood Retaining Walls

**No.: BUILDING-07**

**Date: 1998-07-27**

**Revised: 2003-12-10**

### Purpose:

- To inform owners and contractors of City requirements for wood retaining walls.

### Background:

- The Building Approvals Department has received concerns pertaining to soil retention methods constructed and their ability to prevent water from migrating across property lines.

### Implementation:

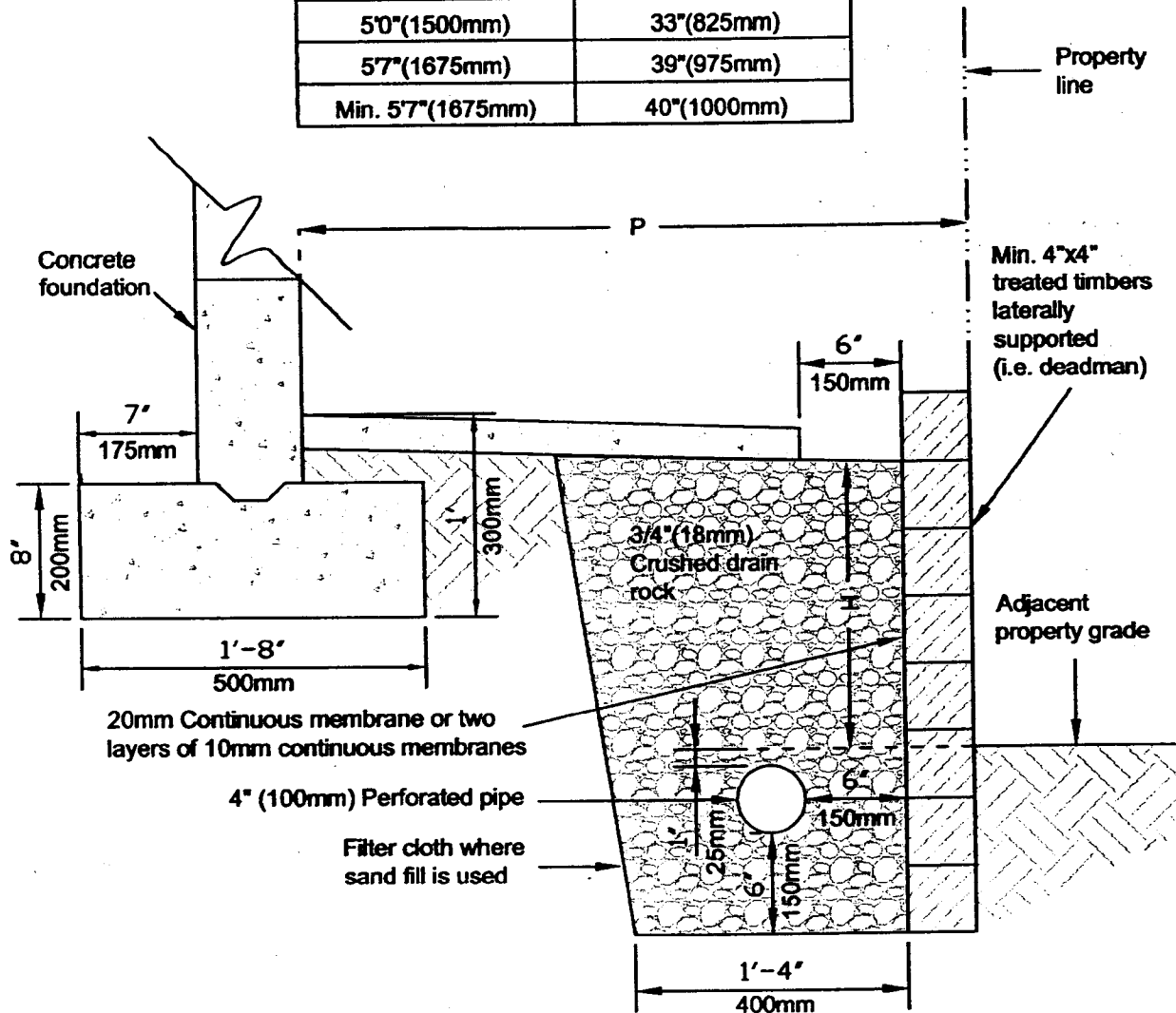
- Effective immediately, soil retention methods at or near property lines which incorporate a wood retaining wall shall be designed and constructed utilizing either of the Building Approvals Department's Wood Retaining Wall Design PSBldg07-1 and PSBldg07-2, dated December 8, 2003.
- The Wood Retaining Wall Design applies to those designs having a maximum height of 1 metre above the adjacent lower grade.
- All joints in the 20 mil continuous membrane or the two layers of 10 mil continuous membranes are to be lapped minimum 150 mm and sealed. In the two layer application, joints in the membranes are to be staggered.
- Where the retaining wall height exceeds 1 metre above the adjacent lower grade, the design is to be undertaken by a Registered Professional Engineer.
- A building permit is to be obtained prior to constructing a retaining wall exceeding 1 metre in height.
- Should you have any questions, comments or suggestions concerning this bulletin please contact Mr. Gavin Woo, Building Code Engineer – Permits Section at (604) 276-4113.

A.L. Bortolussi  
Manager, Building Approvals Department

See over →



P	Max. H
4'0" (1200mm)	22" (550mm)
4'6" (1350mm)	27" (675mm)
5'0" (1500mm)	33" (825mm)
5'7" (1675mm)	39" (975mm)
Min. 5'7" (1675mm)	40" (1000mm)



**Notes:**

- Retaining walls over 40" (1000mm) require design by registered professional engineer.



City of Richmond

# Wood Retaining Wall Detail Single Family Dwelling

Dr. No.: PSBldg07-1

Sheet No.: 1 of 1

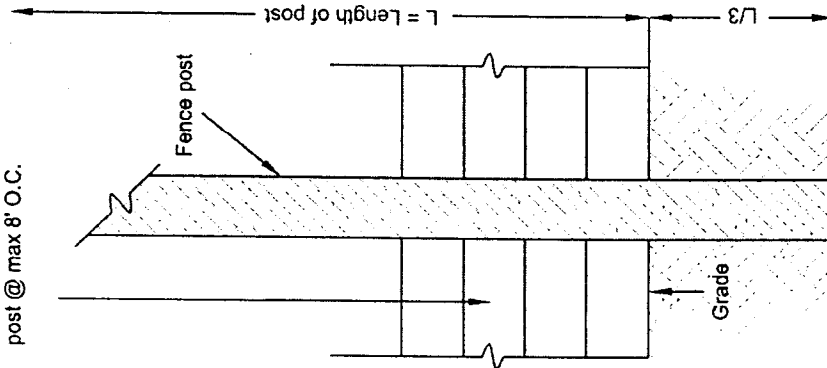
Scale: NTS

Date: 2003/12/08

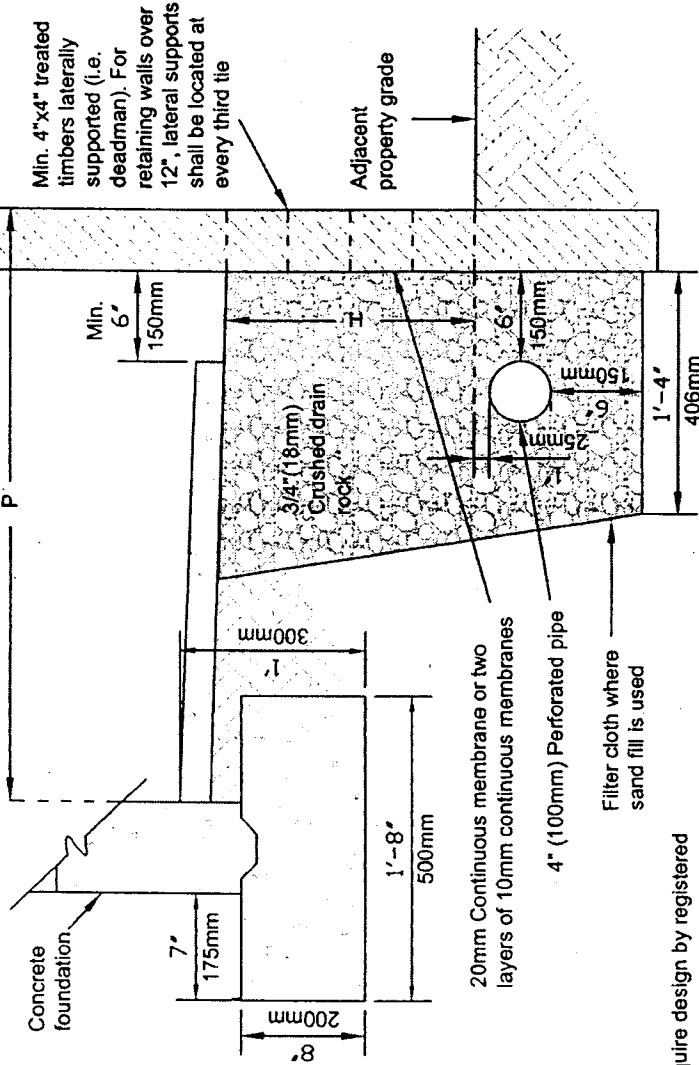
# Retaining wall with fence posts

P	Max. H
4'0" (1200mm)	22" (550mm)
4'6" (1350mm)	27" (675mm)
5'0" (1500mm)	33" (825mm)
5'7" (1675mm)	39" (975mm)
Min. 5'7" (1675mm)	40" (1000mm)

Min. 4"x4" treated timbers toe-nailed with min 2" galvanized nails at both faces of each tie into min. 4"x4" fence post @ max 8' O.C.



Elevation view



Notes:  
 1. Retaining walls over 40" (1000mm) require design by registered professional engineer.



City of Richmond

## Wood Retaining Wall Detail Single Family Dwelling

Dr. No.: PSBldg07-2

Sheet No.: 1 of 1

Scale: NTS

Date: 2003/12/08



**City of Richmond**  
6911 No. 3 Road  
Richmond, BC V6Y 2C1

**Bulletin**  
**Building Approvals Department**  
**Permits Section**

(604) 276-4000 Fax (604) 276-4063

**Attic Spaces in a Single Family Dwelling**

**No.: PERMITS-20**  
**Date: 1999-05-10**  
**Revised: 2003-12-10**

**Purpose:**

- To inform owners and contractors that constructing an accessible unfinished attic in a single family dwelling, for future conversion into a liveable space when the maximum Floor Area Ratio (FAR) has been reached, is not permitted

**Background:**

- It has come to our attention that a number of single family dwellings are being designed and built to facilitate conversion of an accessible unfinished attic space into a liveable area including storage space. The area of the liveable area would be included as part of the FAR and if the single family dwelling has already reached the maximum permitted FAR, converting such areas contravenes the Richmond's Zoning and Development Bylaw 5300.

**Implementation:**

- Effective immediately unfinished attic areas in a single family dwelling must not incorporate any of the following features in the building design:**
  - Attic ceiling joists, when permitted, and the bottom cord of roof trusses sized to support more than a ceiling load as prescribed by the BC Building Code.
  - Installing sub-flooring over the bottom cord of roof trusses or when permitted, attic ceiling joists.
  - Storing or applying interior finishing material for walls or ceilings of the attic.
  - Insulating the attic space from the exterior space.
  - Roughing-in electrical wiring or heating system.
  - Providing truss designs to permit the future removal of the central web members.
  - Framing the attic in a manner to allow sufficient headroom, for a future room.
  - Framing a floor/ceiling or wall assembly to facilitate a future stair or doorway opening other than a required attic access in compliance with the BC Building Code.
- Effective immediately framing material used for unfinished attic areas in a single family dwelling is limited to the following:**
  - Conventional roof rafter and ceiling joist assembly when the clear height from the underside of the ceiling joist to the highest point within the attic area is less than 1.5 m.
  - Conventional web trusses (Fink or Howe) are permissible for all attic areas.

Should you have any questions, comments or suggestions concerning this bulletin, please contact Mr. Ernie Nishi, Supervisor, Permits Section at (604) 276-4278.

*A.L. Bortolussi*

A.L. Bortolussi  
Manager, Building Approvals Department



**City of Richmond**  
6911 No. 3 Road  
Richmond, BC V6Y 2C1

**Bulletin**  
**Building Approvals Department**

(604) 276-4000 Fax (604) 276-4063

**Inspection Staff Access to Public**

**No.: INFO-09**

**Date: 1998-01-05**

**Revised: 2003-12-10**

**Purpose:**

- To inform the public of changes to the Inspector's office public availability schedules.

**Background:**

- The Building Approvals Department is reviewing how we do business and in particular how we can provide better customer service. One such area is access to our inspection staff.

**Implementation:**

- Effective September 29, 2003, office access to our Building and Plumbing/Gas Inspection staff at our front counter or by telephone will be between 8:15 a.m. to 9:00 a.m. and 4:15 p.m. to 5:00 p.m.
- All inspection requests received prior to 8:00 p.m. on a business day will be placed on the next business day inspection schedule. Inspection requests can be made by:
  - In person during office hours, which are 8:15 a.m. to 5:00 p.m. weekdays, except Statutory Holidays; or either to:
  - 24 Hour Inspection Request Line at (604) 276-4111;
  - Fax line at (604) 276-4177.

When requesting an inspection, please state:

- Your eight (8) digit Permit number; and
- The three (3) digit inspection code(s) of the inspection(s) you would like to schedule.

Accurate information is requested to ensure correct recording of your request.

- Should you have any questions, comments or suggestions concerning this bulletin please contact either Mr. Larry Johnson, Supervisor, Building Inspections at (604) 276-4315 or Mr. John Stephens, Supervisor, Plumbing/Gas Inspections at (604) 276-4326.

A.L. Bortolussi  
Manager, Building Approvals Department



**City of Richmond**  
6911 No. 3 Road  
Richmond, BC V6Y 2C1

**Bulletin**  
**Building Approvals Department**  
**Building Inspections Section**

(604) 276-4000 Fax (604) 276-4063

**Inspection Priorities / Appointments**

**No.: INFO-10**  
**Date: 1999-10-12**  
**Revised: 2003-12-10**

**Purpose:**

- To inform owners and contractors on the Building Approvals Department process of priority and appointments for scheduled inspections.

**Background:**

- The Building Approvals Department is reviewing how we do business and in particular how we can provide more efficient customer service. One such area is the Building, Plumbing and Gas Inspection processes.

**Implementation:**

**Inspection Requests**

- 24 Hour Inspection Request line at (604) 276-4111.
- An inspection requested prior to 8:00 p.m. on a business day will be placed on the next business day inspection schedule.

**Priority Inspections**

- Inspections will be performed on a priority basis as follows:
  - BUILDING INSPECTIONS:**
    - Inspections such as form work, elevation (slab), ductwork in slab, radiant heating, etc., where concrete is to be placed are given priority and normally performed before noon.
  - PLUMBING / GAS INSPECTIONS:**
    - Plumbing, sewer and water line inspections for site services and underground are given priority and normally performed before noon.

**Inspection Appointments**

- Appointment times for Building, Plumbing and Gas Inspection appointments for **homeowners** will be accepted.
- All scheduled inspection appointments must be confirmed with the inspectors ((604) 276-4000) either between 4:15 p.m. to 5:00 p.m. the day before the inspection is to take place, or between 8:15 a.m. to 9:00 a.m. the day the inspection is to take place.
- Note: Inspection appointments for contractors and commercial properties may also be accepted on a first come basis, however, designation of a.m. or p.m. only, will normally apply.
- Should you have any questions, comments or suggestions concerning this bulletin please contact Mr. Larry Johnson, Supervisor, Building Inspections at (604) 276-4315 or Mr. John Stephens, Supervisor Plumbing/Gas Inspections at (604) 276-4326.

A.L. Bortolussi  
Manager, Building Approvals Department



**City of Richmond**

6911 No. 3 Road  
Richmond, BC V6Y 2C1

**Bulletin**  
**Building Approvals Department**  
**Permits Section**

(604) 276-4000 Fax (604) 276-4063

**Plans Processing – Alternate Method  
Single Family Dwellings**

**No.: PERMITS-01**

**Date: 1993-03-08**

**Revised: 2003-12-10**

**Purpose:**

- To inform applicants of an alternate method of processing applications for single family dwelling permit review.

**Background:**

- The unusual increase in single family dwelling applications has resulted in unacceptable delays in processing applications for building permits.

**Implementation:**

- Effective immediately; applications for permit review containing the following additional information will be "fast tracked". This information is in addition to the plans and supporting documents required by Richmond Building Regulation Bylaw 7230.
- Site Plan (drawn to a minimum scale to 1:200 or 1/16" = 1'- 0") showing:
  - Exact lot dimensions;
  - Main dwelling and accessory buildings and their exact location in relation to all property lines;
  - All easements and right of ways;
  - Street names;
  - Location and size of services to City's connection (water, sewer, storm);
  - Driveway location showing width and distance from side property; and
  - North arrow.
- Detailed "site coverage" calculations.
- Detailed "floor area ratio" calculations (indicate areas included and excluded in calculations, i.e. garage, covered patio).
- "Residential Vertical Envelope" compliance, i.e. outline R.V.E. on elevations.
- Spatial separation calculations and drawing as required.
- Proof of soil bearing capacity. Geotechnical Engineer's Report may be required.
- Drawings signed and stamped by a Structural Engineer addressing all **structural components** and their load carrying system **outside the scope of Part 9**.
- Appropriate "Letters of Assurance", including "Owner's Undertaking" and "Confirmation of Insurance Coverage".
- This process can occur concurrently with the "fast track process" implemented by the Development Applications Department for simple rezoning, subdivision or development permit applications.
- Should you have any questions on this bulletin, please contact Mr. Ernie Nishi, Supervisor, Permits Section at (604) 276-4278.

A.L. Bortolussi  
Manager, Building Approvals Department



**City of Richmond**  
6911 No. 3 Road  
Richmond, BC V6Y 2C1

**Public Notice**  
**Building Approvals Department**

(604) 276-4000 Fax (604) 276-4063

**New Interactive Voice Response  
Phone System Goes Live**

**Date: 2002-05-29**  
**Revised: 2003-12-10**

In a measure to improve our level of customer service, the department will be activating a new integrated voice inspection request response phone system on June 17, 2002. The inspection request system, called IVR, is an automated phone system that, when using a touch tone phone, allows you to:

- Schedule, cancel, or reschedule inspections;
- Leave a voicemail message with an inspection request;
- Get inspection results and messages from inspectors;
- Obtain inspection history; and
- Obtain building permit application status via fax.

An Inspection Request System User Guide is being printed and will be mailed to all active permit holders. All new permits will be issued with a copy of the guide along with a Customer IVR Pocket Reference Guide. With the efficiency of the new system we will be extending the cut-off time to 8:00 p.m. for requesting inspections for the next business day. To access the new system, the inspection request phone number is (604) 276-4111.

A.L. Bortolussi  
Manager, Building Approvals Department



**City of Richmond**  
6911 No. 3 Road  
Richmond, BC V6Y 2C1  
(604) 276-4000

## **Inspection Request System User Guide**

**Building Approvals Department**

Inspection Requests Line (604) 276-4111 Fax (604) 276-4063

### **Interactive Voice Response (IVR) Phone System**

Our new inspection request telephone system is being implemented in response to input received by our various client groups on how we can improve our level of service and provide more customer options. This User Guide has been prepared to assist you on how to use the IVR Phone System and also describes the various options available to you.

### **What the Inspection Request System Provides**

The inspection request system, called IVR, is an automated phone system that allows you to:

- Schedule / cancel / reschedule inspections;
- Leave a voicemail message with an inspection request;
- Get inspection results and messages from inspectors;
- Obtain inspection history; and
- Obtain permit application status via fax; using a touch tone phone.

### **How to Access IVR**

The inspection request phone number is **(604) 276-4111**. The IVR system is available 24 hours a day. If for any reason IVR can't complete your requested transaction, you may be forwarded to a staff person during business hours.

### **What You Need to Schedule an Inspection**

To schedule an inspection, you need the following:

1. Your eight (8) digit Permit Number;
2. The three (3) digit inspection code(s) of the inspection(s) you would like to schedule; and
3. Pen and paper to write down your confirmation number. Use this confirmation number when inquiring about your telephone request.

Remember to listen to the site address spoken by the system to make sure you have the correct permit.

### **IVR Cutoff Times**

While IVR is available 24 hours a day, keep in mind that there are some times when you will be transferred to an operator or given a different phone number to dial for service. *To obtain an inspection for the next business day, you must request the inspection prior to 8:00 pm.*

### **Will IVR Ever Stop You from Scheduling an Inspection**

Your permit must be issued before an inspection can be scheduled.

### **How Permits are Tracked in IVR**

Permits are tracked and inspections scheduled in the new system with an assigned eight (8) digit permit number. When your permit is issued and printed, your Permit Number will appear in the upper left-hand corner of your permit. *Note: Your Permit Number is a distinct eight (8) digit number. The fastest way to schedule an inspection is to use your Permit Number.*



## Where to Find Inspection Codes

Enclosed (on page 3) is an inspection reference sheet that contains all the available inspection codes, brief instructions on dialling into the IVR system, and some reminders about different inspections. If you need additional copies of the IVR inspection reference sheet or the IVR Pocket Reference, copies can be picked up in our Permit Centre or visit our website at <http://www.city.richmond.bc.ca>

## Obtaining Plan Review Status

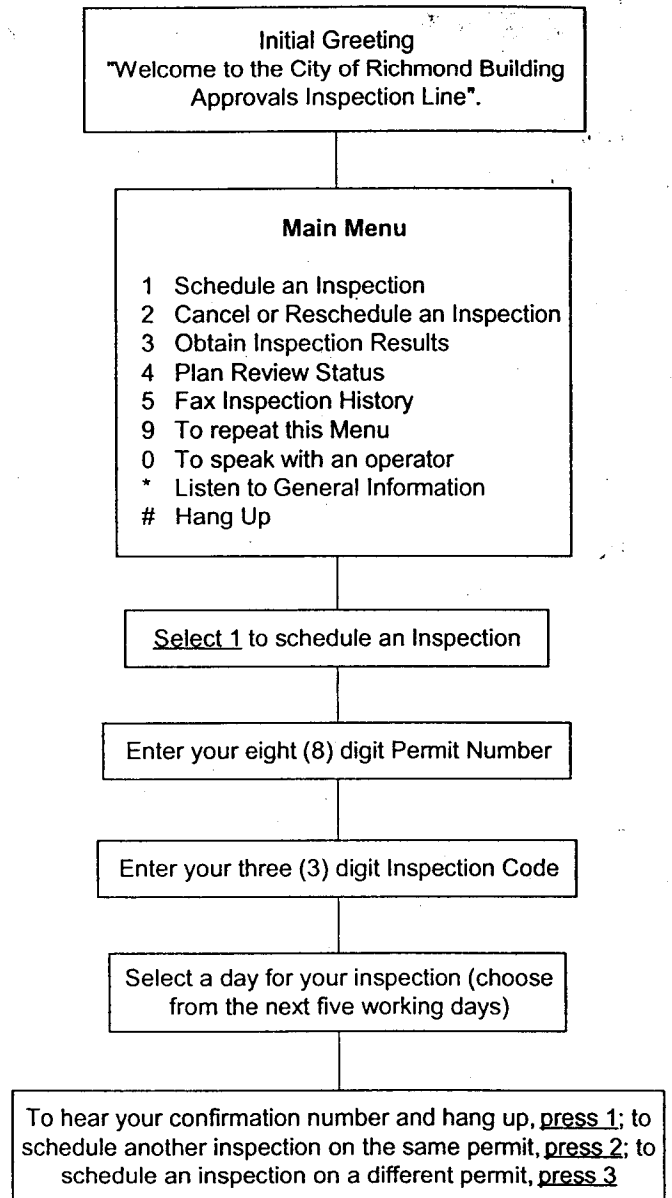
Your Plan Review Status can be obtained using the IVR system. When you dial into IVR, select 4 from the main menu. You will need to supply a fax number where your Plan Review Status can be sent. Plan Review Status Reports are available on all permits.

## Important Information About the Voicemail Feature of IVR

If you record a message for an inspector using the voicemail feature of IVR, please be sure to press the # key when you are done recording your message and then the 1 key to send the message. The inspector will not receive your message if you do not press these keys to send your message.

## Instructions for Requesting an Inspection Using IVR

Dial (604) 276-4111





## City of Richmond

Building Approvals Department

### Customer IVR Pocket Reference

To Access the IVR System  
Dial: (604) 276-4111

Press:

- 1 Schedule an inspection
- 2 Cancel or reschedule an inspection
- 3 Obtain inspection results
- 4 Obtain plan review status
- 5 Obtain Inspection History Fax
- 9 To repeat this Menu
- 0 To speak with an Operator
- \* Listen to general information
- # Hang up

### Things to Remember

- You need your eight (8) digit permit number.
- Do not hang up until you hear your confirmation number.
- Have a pen and paper to write down your confirmation number.

## Building

- 100 Forms
- 105 Elevation
- 110 Crawl Space
- 115 Sheathing
- 120 Frame
- 125 Insulation
- 130 Heating
- 135 Final Building
- 140 Commercial Cook Hood
- 142 Retaining Wall

## Site Services

### Single Family Dwellings

- 200 Sanitary Sewer Res
- 205 Infiltration Test Res
- 210 Storm Sewer Res
- 215 Final Site Res

## Site Services

### Multi / Family Res / Commercial

- 220 Sanitary Sewer Comm/I
- 225 Infiltration Test Com/I
- 230 Storm Sewer Com/I
- 235 Final Site Com/I
- 240 Water/Fire Main

## Plumbing

- 300 Underground
- 305 Rough In
- 310 Shower/Bath
- 315 Water Service
- 320 Piping – Plumbing
- 325 Final Plumbing
- 340 Cross Connection
- 345 Backflow Preventor

## Gas

- 405 Gas Vent
- 410 Gas Piping
- 415 Visual Air
- 420 Air Test Certificate
- 425 Final Gas

## Demolition

- 500 Final Demolition

## Sprinkler

- 600 Sprinkler – Rough In
- 605 Final Sprinkler

## Sign

- 700 Sign Forms F/S
- 705 Final Sign

## How to Schedule a Reinspection

If an inspector has been out to do an inspection and your inspection was not approved for any reason, you will be required to schedule a reinspection. There are no separate codes for reinspections. To schedule a reinspection, simply call and, using the same three (3) digit inspection code you initially used to schedule the inspection, schedule your inspection again. Please allow time for the inspector to enter his inspection results into our system as another inspection cannot be requested until a result has been entered.

## If You Receive the Message, “No inspections may be scheduled. Permit status is unknown.”

This means the permit is not yet issued or the permit number has been incorrectly entered. To request inspections on a permit, the permit status must be Issued.

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## What if IVR Doesn't Accept Your Three (3) Digit Code

If your three (3) digit code isn't accepted, there are a couple of things to check. First, only applicable inspections can be requested on a permit. For example, if you have a plumbing permit, you will not be able to request building inspections using that permit number. You will need the building permit number to request the needed building inspections. Second, although the # key is used to accept information you enter into the IVR system, you do not need to press the # key after entering your three (3) digit inspection code. Just enter the three (3) digit code and IVR will continue with the scheduling process.

## Rescheduling and Cancelling Inspections

To reschedule or cancel a “next day” inspection, you must call in your request no later than 8:00 pm. If you call between 8:00 pm and 8:15 am, you'll be asked to call back after 8:15 am to speak to an operator.