

BWG PILOT Concierge Program

Program Agreement Information

Concierge Program Agreement

Participation in the PropelGrowthBWG Concierge Program requires the signing and execution of a formal agreement between the Town and the property owner. This agreement outlines roles, responsibilities, key deadlines, and expectations to support faster approvals and strong collaboration.

After the required Pre-consultation meeting, the Program Manager will meet with the applicant and their team to review the process, draft the agreement, and finalize key milestones (Schedule B). Both parties are expected to uphold the terms. While every effort will be made to resolve issues together, failure to meet the agreement may result in removal from the program.

Program Agreement Meeting

Following the mandatory Pre-consultation meeting and letter to the Applicant, the PM will schedule a meeting with the Applicant and their project team to prepare the contents of the Concierge Program Agreement.

The meeting will have the PM walk the Applicant and their team through the Concierge Program process, draft agreement and develop Schedule B to the agreement which provides the key dates/deadlines associated with the processing of the Planning Act applications.

Items from the Pre-consultation will form part of the agreement including:

- List of required Planning Act applications are listed from Pre-con
- List of studies/plans/reports from the Pre-consultation meeting/process
- Timelines, deadlines, milestones and responsibilities for each type of Planning Act application

There will be detailed discussion of key items to ensure transparency and clarity, including but not limited to:

- Proposed timelines for the entire development process will be mapped out and will form the Concierge Program Agreement
 - Public Meeting date, if applicable
 - Turnaround times for review and responses of submissions
 - Payment of securities
 - Preparation of documents
 - Reports to Council/Committee of the Whole
- Identify initial potential challenges and brainstorm solutions
- Communication plan for how the Program Manager, town DART, applicant and their professionals will be mapped out
- Outline of how regular communication updates to Council and Senior Management Team will occur on the progress and issues associated with the development proposal

BWG PILOT Concierge Program

Program Agreement Information

- Other processes, programs, works, etc. that can be commenced in parallel with the Planning Act application(s), may include:
 - Community Improvement Plan grants/loans
 - Community public information centre/session
 - Pre-review of building permit drawings, including model homes
 - Site alteration, site works, site servicing, etc. preliminary discussion
 - Servicing scheme review and upgrades
 - Identification of other Town by-law implications (e.g. signage, development charges, servicing allocation, right-of-way works)

Concluding the meeting, the PM will prepare the draft agreement with assistance from town legal staff and send to the Applicant for review. Where the terms of the agreement are agreed upon by both parties, the agreement will be signed and executed. An executed copy will be provided to the Applicant.

Council Directed Priority Projects

Where an applicant is considering a Council Directed Priority Project, staff will present the proposal to Council at a Regular Meeting of Council. It is Council's discretion to approve a project and make recommendations as to the attributes of a project.

The PM will keep Council informed of the progress and where necessary, bring any potential challenges or changes in the project to Council.

These proposals are clearly outside of the two other streams of the Concierge Program - the Employment and Residential streams. Projects that meet the eligibility requirements for the Employment and Residential streams will not be permitted to participate as a Council Directed Priority Project.

Any applicant that intends to embark on a Council Directed Priority Project should consider the following:

- Project is a high-value, high-profile, employment-generating project that brings significant economic benefits to BWG different from those in the Employment or Residential projects
- Project will result in a significant community benefit to BWG or a complex project facing urgent timelines, including MZO's (Minister Zoning Orders) or major institutional proposals
- Project is to be completely ready for building permit issuance
- Project supports the Town in achieving its Housing Pledge and Growth Management population and employment targets in a timely manner
- Project provides a competitive advantage by being located in BWG while serving a broader area than the Town's geographic boundaries; thus fostering economic prosperity and helping to facilitate job creation and economic vitality that expands the tax base



BWG PILOT Concierge Program

Program Agreement Information

- A qualifying project provides enhancements to support the Town's reputation as a Centre of Excellence - a healthy and sustainable community. In addition, it reduces the Town's ecological footprint and supports its Climate Action Plan
- Project substantially enhances the quality of life by supporting a strong, equitable, diverse, inclusive and welcoming community
- Project would utilize innovative ways and non-traditional/alternative construction techniques to build high-quality housing
- There would be financial contributions to support Town-initiated community-based projects
- Proposals for Affordable Housing projects are encouraged where a residential project would have at least 20% of the proposed units identified as Affordable housing as defined by the Provincial Planning Statement 2024 and the applicant agrees to keep these units as Affordable for at least 21 years.