



# BWG PILOT Concierge Program

## Frequently Asked Questions

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1. Can an applicant start in the regular Planning Act application process (not including an Official Plan Amendment) and make application afterward to the PropelGrowthBWG Concierge Program?
  - a. Yes, if there is no Official Plan Amendment application associated with the in-progress planning application types.
2. Where an applicant who applied for the PropelGrowthBWG Concierge Program and cannot start due to the maximum of 3 applications in the program start with the regular Planning Act application process (not including an Official Plan Amendment) and switch over later when there is room in the Concierge Program?
  - a. Yes, if there is no Official Plan Amendment application associated with the in-progress planning application types.
3. Can an applicant only get Conditional Building Permits to qualify for pulling building permits within 6 months of planning approval?
  - a. No, full building permits must be pulled and there is no exception for conditional building permits.
4. Is there an opportunity for an applicant to negotiate on losing servicing allocation if building permits are not pulled within 6 months of planning approval?
  - a. Town staff cannot change the parameters of the Program Agreement, only Council can.
5. Is there an opportunity to apply for a Community Improvement Plan grant/loan and also be in the PropelGrowthBWG Concierge Program at the same time?
  - a. Yes, the Office of Economic Development staff are happy to work with any applicant.
6. What happens when Council makes a non-decision or refuses the planning application(s) and the applicant appeals to the OLT (Ontario Land Tribunal)?
  - a. The purpose of the Concierge Program is for expedited application processing and cannot guarantee the outcome of a Council decision.
  - b. Regular communications with Council/public prior to moving the planning applications far into the process will assist in mitigating issues to bring a positive result
  - c. The Concierge Program ends when an appeal is filed with the OLT no matter how many other planning applications are part of the Concierge Program



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- d. The applicant at a later date can make an application to the Concierge Program for a different planning application after the final decision is rendered by the OLT
7. What happens when the applicant does not adhere to the Program Agreement in terms of achieving milestones or deadlines?
- a. The Town is committed to helping applicants stay on track. If milestones or deadlines are at risk, the Program Manager (PM) will work closely with the applicant to resolve issues, find solutions and, if needed, adjust timelines through a formal amendment.
  - b. If progress isn't made, the PM will issue a written warning with a revised target. Continued delays may result in removal from the program.
  - c. Applicants will be given every opportunity to stay in the program, but repeated failures may lead to termination.
  - d. If removed from the program, the Concierge Program fees will not be refunded, as they cover dedicated staff time. However, the application will continue through the regular planning process.
  - e. If the Town does not meet its obligations under the Program Agreement, the Concierge Program fees will be refunded, and the project will receive direct support from the Director of Growth Services to stay on track.
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