



BWG PILOT Concierge Program

Program Expectations & Responsibilities

Program Expectations & Guidance for Applicants and Town of BWG

To keep projects moving efficiently from application to building permit, both the Town and applicants must commit to collaboration, clear communication, and meeting timelines. The Concierge Program is designed to fast-track high-priority developments—like job-generating projects and purpose-built rental housing—through a customer-focused, streamlined process.

Town Program Manager Role and Responsibilities

A dedicated Program Manager from Community Planning will guide your project as a single point of contact. Their role is to:

- Help navigate approvals and resolve challenges
- Maintain timelines and ensure clear communication
- Support a smooth and efficient review process
- Be solutions-focused to help mitigate through bottlenecks and site challenges.
- Work with the applicant and their team in an open and professional manner.
- Uphold the timelines and provisions in the Program Agreement.

Applicant Responsibilities

To stay on track, applicants must:

- Secure all necessary agency approvals/permits/requirements associated with the Planning Act application (e.g., conservation authority, Simcoe County access)
- Apply for building permits within 6 months of planning approval or risk losing servicing allocation. The servicing allocation would be transferred to a willing proponent to construct in a timely manner.
- Communicate openly with the Town and provide complete, high-quality submissions
- Ensure all consultants are aligned with the program's goals and timelines
- Be solutions-focused and open to collaborative problem-solving
- Commit to providing high quality submissions and that the applicant team members/consultants are all aligned to achieve program expectations and fulfill the program agreement provisions and timelines

By working together, we can build better, faster—for the benefit of the entire BWG community.