

RMOW Building and Plumbing Bylaw Update

Engagement Summary - March 2025

The RMOW is in the process of updating its building and plumbing bylaw using the Municipal Insurance Association of British Columbia (MIABC) model core bylaw. This prescriptive bylaw template has been developed and reviewed legally to provide a base for local governments to adopt.

Approximately 80 per cent of the core bylaw is standardized through the core bylaw, and 20 per cent of the bylaw is flexible and can be customized to a community's unique needs.

To address some of Whistler's unique needs and building context, the RMOW recently sought feedback on the three editable areas of the bylaw: fees and charges, unrestricted areas, and potential inclusion of a Certified Professional program.

Engagement Process

On February 12, 2025, the Resort Municipality of Whistler [launched a project page](#) on Engage Whistler about the proposed building and plumbing bylaw update, including the following:

- Information about the proposed bylaw update, including three editable areas of the bylaw for which the municipality can receive input;
- Information about two online information sessions and an online survey; and
- The project timeline, including steps for incorporating feedback into the draft bylaws.

From February 12 to March 13, 2025, the project page received:

- 1,030 visits and 1,936 views from 706 visitors
- 35 survey responses
- 144 downloads of project materials

The RMOW's marketing campaign for project engagement was successful. Visitors were referred to the project page through the following channels:

- Social pinpoint campaigns - 45.44%
- Direct referrals (direct URL) - 32.98%
- Social media - 9.79 %
- Websites - 6.70%
- Search engines - 5.09%

The RMOW provided the three opportunities for community members to get informed and share their insights about proposed building and plumbing bylaw updates:

1. Online building bylaw information session - Part 1: Unrestricted matters and Certified Professional program - February 26, 2025
2. Online building bylaw information session - Part 2: Permit fees and charges - February 27, 2025
3. Online survey from February 12 to March 13, 2025

In addition, RMOW staff attended a regular meeting with the Sea to Sky Canadian Home Builders' Association (CHBA) to share information about proposed changes and receive feedback from the local building community.

Engagement Summary

Find a summary of participation and input received from the information sessions, meeting with the Sea to Sky CHBA, and survey.

Building bylaw information session – Part 1: Unrestricted matters and Certified Professional program (February 26, 2025)

Attendance

- 45 people registered and 32 people attended the session online.

This session was hosted by:

- Melissa Hollis, Building Department Manager, RMOW
- Ken Kunka, Bylaw Consultant, Flywheel Building Solutions
- Jill Brooksbank, Senior Communications Officer, RMOW

[Download the presentation.](#)

Comments were generally supportive about the RMOW's proposed approach for including some unrestricted matters and the Certified Professional program in the building bylaw. The following are some comments and questions related to each area:

Unrestricted matters

- Questions about fire access route design and application to small renovations; staff clarified that the intention to formalize this and make requirements clear in the building bylaw; fire access route design requirements would not apply to small renovations
- Question about wildfire requirements will include FireSmart considerations; staff responded that if requirements are included, they will be developed collaboratively

Certified Professional program

- Question about if the Certified Professional program applies to larger, custom spec homes that fall into Part 3 building classification; staff responded that if the Certified Professional program is included in the building bylaw, an applicant could use it
- Question about if the program applies to smaller renovations for Part 3 buildings; Staff responded that it is intended for large projects, not renovations

Building bylaw information session – Part 2: Permit fees and charges (February 27, 2025)

Attendance

- 32 people registered and 18 people attended this session online.

This session was hosted by:

- Melissa Hollis, Building Department Manager, RMOW
- Jay Klassen, Senior Building Official, RMOW
- Jill Brooksbank, Senior Communications Officer, RMOW

[Download the presentation.](#)

Participants were generally supportive of the proposed fees and charges approach and had raised questions understanding definitions, how the fees and charges were calculated, and how they relate to departmental costs. The following are some of the comments and questions related to fees and charges:

Fees and charges

- Questions about how the new model compares to the existing model for covering departmental costs; staff responded that the permit fees are expected to cover departmental costs and projected permit revenues are reviewed annually
- Question about what the fees cover with respect to staff time; staff indicated that they had reviewed permit applications and permits that the RMOW issued over the last five years and averaged the fee structure based on those departmental costs
- Questions about definitions and the fee structure for major and minor revisions
- Question about conflict resolution when there is a disagreement between staff and designers; staff responded that applicants can bring forward any concerns for the department manager to review
- Question about annual CPI fee increases; staff responded that the options are to use uniform inflation calculation or to go to Council annually to adjust fees, which is more time consuming
- Question about if heat pumps and plumbing fixtures are included; staff responded that building and plumbing fees are included in the Permit Scope Index, but heat pumps are a separate item

Canadian Home Builders' Association (CHBA) meeting (March 5, 2025)

In addition to the community information sessions, staff joined a regular meeting with the Sea to Sky CHBA to share information about proposed changes and receive feedback from the local building community.

General feedback was positive and supportive of the RMOW's proposed changes. The following is a summary of comments and questions related to each area:

Fees and charges

- Question about proposed fee increases being tied to inflation; staff commented that the RMOW will have the opportunity to revisit changes and make changes in a year needed
- Comment that the industry would support the fee changes if there was more transparency about how they are determined

- Comment about a desire for clarity around definitions of major or minor revisions and additional fees

Unrestricted matters

- Question about fire access route design and if this would turn into a Development Permit; staff responded that the intention is to provide guidelines in the building bylaw
- Comment about screening equipment on roofs and other structures and that heat pumps are being added to homes and creating noise
- Comments about wildfire hazard requirements and desire to address this through building bylaw, rather than Development Permit Area requirements, which are currently unclear
- Question about firefighting water supply requirements, which staff clarified

Certified Professional program

- Question about application to Part 9 building; staff clarified that this is only applicable to Part 3 buildings
- Comment that it would be interesting to apply this to complex (Part 3) single family homes; staff noted that the RMOW will share more information about the program with industry

Building and plumbing bylaw survey (February 12 to March 13, 2025)

Responses

- There were 35 responses to the online survey.
- Questions were skippable, so the total number of responses for each question varies.

Who we heard from

- Out of 33 respondents, two thirds indicated that they were Whistler property owners and over half (51.52%) indicated that they were full-time residents. Less than 10 per cent (9.09%) indicated that they were part-time residents and more than 10 per cent (12.12%) indicated that they were residents of a neighbouring community.
- We asked about respondents' interest or involvement in building matters in Whistler. More than three quarters (75.76%) indicated that they were contractors, builders, architects or other building professionals. Six out of ten respondents (60.61%) indicated that they were property owners, more than 45 per cent (45.45%) indicated that they were community members, and three per cent (3.03%) indicated that they were real estate agents.

Survey design

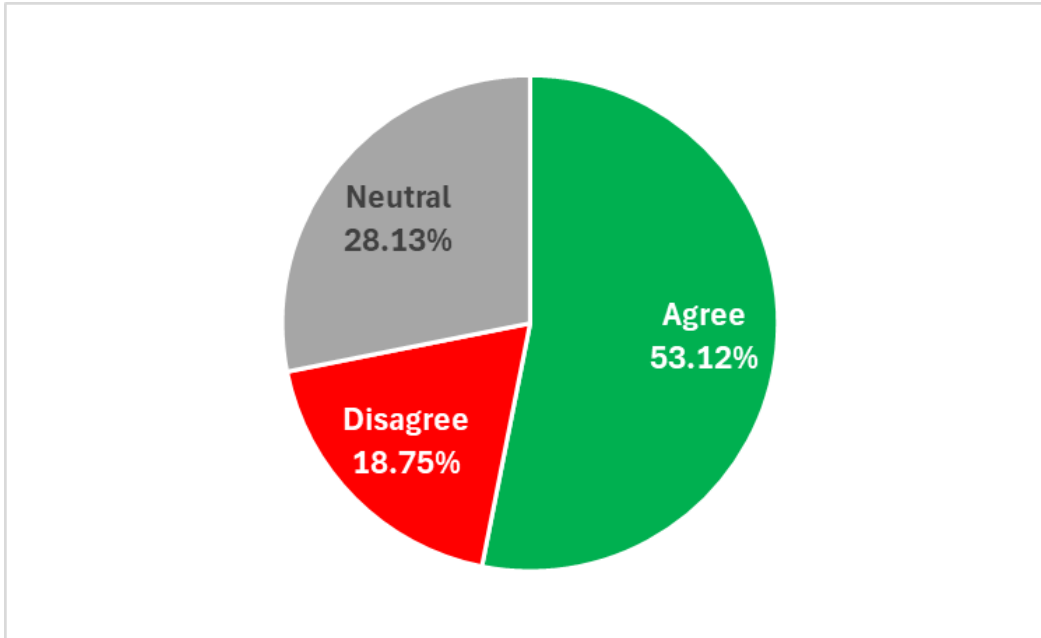
We asked survey respondents about their level of agreement with 1) the RMOW's proposed fees and charges approach; 2) including requirements for each of the 13 individual unrestricted matters in the building bylaw; and 3) implementing a Certified Professional program and including it in the building bylaw. For each of these questions, we used five-point Likert scales and providing an option to select "I don't know". We have summarized results below.

We also provided an opportunity for respondents to "Explain their level of agreement or provide further comment" after these questions, and we asked if respondents had any other (general) comments about Whistler's building bylaw update.

Fees and charges

We asked survey respondents to indicate their level of agreement with the statement, “The municipality should follow the proposed approach (outlined above) to calculate permit fees.”

Out of 32 respondents, more than half (53.12%) agreed with the RMOW’s approach to fees and charges, less than 20 per cent (18.75%) disagreed with the RMOW’s approach, and close to 30 per cent (28.13%) were neutral (see chart below).



We have calculated this by combining the following:

- Agree = Strongly agree + somewhat agree
- Disagree = Strongly disagree + somewhat disagree
- Neutral = Neither agree, nor disagree + I don't know

Feedback about the proposed fees and charges approach

Here's a summary of the survey comments about the proposed new fees and charges, highlighting arguments for and against the changes along with supporting quotes.

Support for the fees and charges

1. Necessary for improving services and efficiency

- Some respondents believe increased fees will help fund improvements in permitting, inspections, and overall municipal services.
- *"This seems like a more accurate way to calculate permit fees."*
- *"Agree that the fee assessment structure needs to be switched."*
- *"If higher fees mean faster permit approvals and better service, then I support the changes."*
- *"The current system is overloaded, and increasing fees to hire more staff or improve efficiency makes sense."*

2. Aligning fees with project complexity

- Supporters argue that larger, more complex projects should bear a higher financial burden.
- *"Small projects should not be subsidizing large developments. A fee structure that reflects complexity is fair."*

- *"It makes sense for fees to be scaled based on project size and impact."*
- *"Standard fees for valuation I believe will be a welcome change for most projects. However, this could be a bit overly simplified for many of the larger scale complex residential projects that are seeming to be more commonplace."*

3. Fee structure needs to be clear and transparent

- Several respondents support the new fee structure but wanted to see clear comparisons with the existing structure and easy to follow guidelines.
- *"Agreed in principle, but transparency on the proposed fees and a comparison of this compared to the existing approach is required!"*
- *"I'm not against the increase in fee. Just keep it simple so it's easy for everyone to understand."*
- *"More transparency and clear guidance is required so applicants understand what is required."*

4. Encouraging compliance and professionalism

- Some believe higher fees could deter non-compliant builders or developers from cutting corners.
- *"Charging more for non-compliance or re-inspections could push developers to get it right the first time."*
- *"Increased fees for repeat offenders is a good idea—why should taxpayers cover the costs of their mistakes?"*

Opposition to the proposed fees and charges

1. Increased costs for small projects and homeowners

- Many worry that the new fees will disproportionately affect smaller projects and individual homeowners.
- *"These changes will make small renovations unaffordable for regular homeowners."*
- *"Why should a homeowner fixing a deck pay the same kinds of fees as a developer building a high-rise?"*
- *"My concern is the fee costs, in my opinion fees are currently too high and this revision will certainly not be reducing fees."*

2. Unclear rationale and need for transparency/clarity

- Some respondents feel the rationale behind the fee increases hasn't been well explained.
- *"Where is the money going? Before increasing fees, the RMOW should provide a breakdown of how current funds are used."*
- *"I'd support this if I knew exactly how the extra revenue would improve services, but right now it's unclear."*
- *"It would be good to understand a real-life comparison of what effect the new vs. old will have. In a time when construction costs are skyrocketing, we need to be sensitive to not adding to this."*
- *"I think the fee index is too complicated and has too many pages and categories... It will take too much time to manage and sort it out."*

3. Risk of slowing development and driving away investment

- Some fear that increased fees could discourage investment in local construction and development.
- *"Higher fees could push developers to look elsewhere, which would hurt the local economy."*
- *"If fees keep increasing, it may not be worth building here anymore."*

Additional comments

1. Resubmission costs

- Several respondents had concerns about resubmission costs and one suggested charging an hourly fee for resubmissions/revisions.
- *"While the extra clarity for typical costs is appreciated and necessary for consistency it appears that the typical new home or renovation project will attract significant extra fee costs especially for resubmissions / revisions."*
- *"I do believe an hourly fee structure might be better - as this would appropriately tackle the complex nature and larger/smaller scopes of projects and accurately would prorate the fees for projects requiring resubmissions or revisions."*
- *"I do not agree with the additional fees for revisions and resubmissions - I do not believe that this large amount is reasonable - building costs and fees are already high enough - this would further encourage people to not update their drawings for renovations and not follow through/close out permits or even take out permits in the first place. A lot of older buildings in Whistler require significant revision of scope as the project progresses and this is just the nature of tackling these old property renovations."*
- *"Does this also mean that applications which might be missing one small detail on the drawings which require an additional page to be added or one missing calculation will be subject to the 15% fee outlined?"*

2. Demolition fees

- Two respondents commented on how the fee structure may encourage demolitions, rather than renovations, which would be preferable.
- *"In conjunction with Whistler striving to increase their) environmental reputation, it would seem that demolitions should be discouraged. This could be done by increasing the cost of demolitions substantially. Since some partial demolition is inevitable the dumping fees for construction material should be astronomical thereby encouraging the rebuilding of existing structures or the reusing of materials."*
- *"I also believe the fees are already significant especially when Works and Services charges are added - this creates an additional barrier for people to renovate their homes which is needed in Whistler - as opposed to encouraging knocking and rebuilding."*

3. Non-combustible construction costs

- Commenters also noted that charging more for non-combustible construction would be a disincentive for preferred construction methods.
- *"It seems a little strange that non-combustible construction is more expensive... Have you considered offering reduced rates for construction going beyond building code minimum i.e. one step above step code, FireSmart, accessibility features?"*
- *"Also charging more for Non-Combustible Construction seems to discourage this method and that would seem contra indicated when considering fire mitigation in general."*

4. Increase with cost of living index

- There were two comments related to proposed CPI increases for fees.
- *"Proposed fee changes should be in line with cost of living index."*
- *"STRONGLY disagree on annual CPI increase of fee costs. This will increase fees costs by approx 25% over 8 years."*

5. Miscellaneous comments

- The following are some other miscellaneous comments related to permit calculations and permits required.
- *"I would think that using cubic meters rather than square meters would be more appropriate for measuring build size and permits."*
- *"It seems somewhat disingenuous to charge permit fees for maintenance ie siding, windows, hot water tank replacement and roofs."*
- *"STRONGLY disagree on all cost amounts, especially for most of the individual items such as heat pump, permit extensions etc- 25% additional of the original BP? That could easily be \$5000."*
- *"As recommended by the Whistler Municipal Council 5-7 years ago, all permits for roof replacement should be abolished. It's completely unnecessary and doesn't allow roofing companies to perform their work within the very tight timeline associated with Whistler's short roofing season. Furthermore, it's apparent that Whistler is one of the few jurisdictions in Canada that require a building permit for roof replacements. There's a very good reason why most of Canada does not ask for one."*

Unrestricted matters

For each of the 13 unrestricted matters, we asked survey respondents to indicate their level of agreement with the statement, "The RMOW should include requirements for this unrestricted matter in the building bylaw" (see chart below).

It's important to note that we did ask if respondents agreed with the RMOW's initial recommendations to include, exclude, or consider the matter in the building and plumbing bylaw.

There was strong support ranging from over 60 per cent (61.77%) to more than three quarters (75.76%) in agreement with including the following unrestricted matters, which the RMOW recommended including or considering in the bylaw:

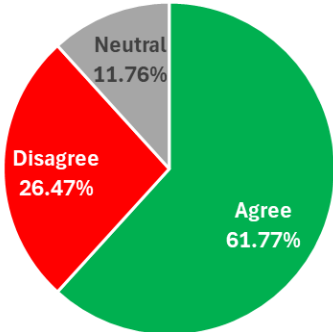
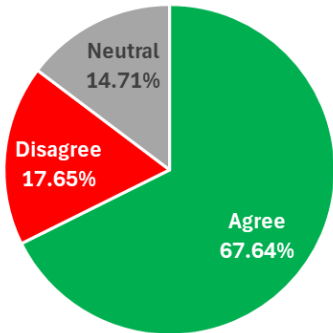
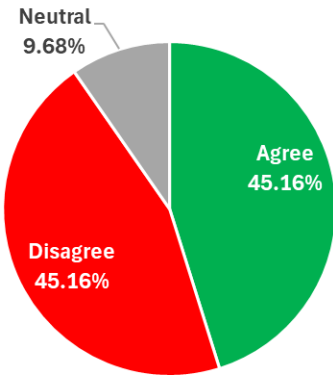
- Fire access route design
- Wildfire hazard requirements
- Firefighting water supply requirements
- Fire sprinkler suppression

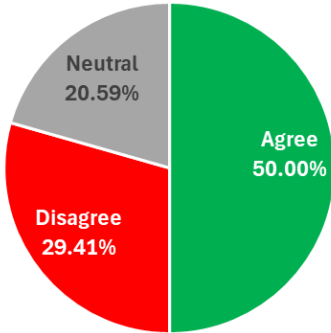
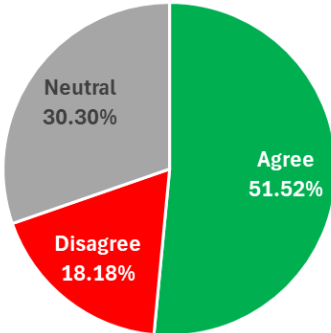
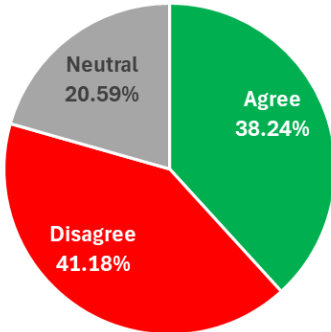
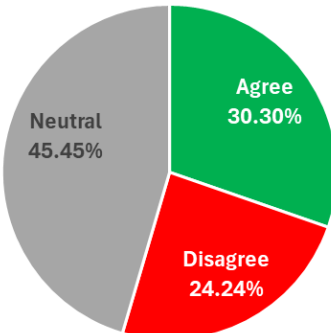
At least 50 per cent (or more) of the respondents disagreed with or were neutral about including the following unrestricted matters, which the RMOW recommended excluding from the bylaw:

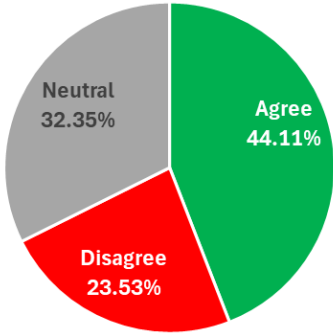
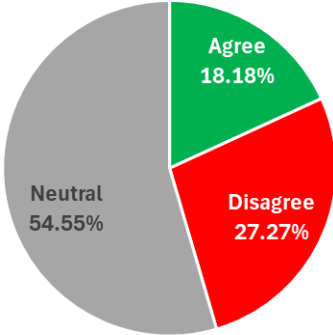
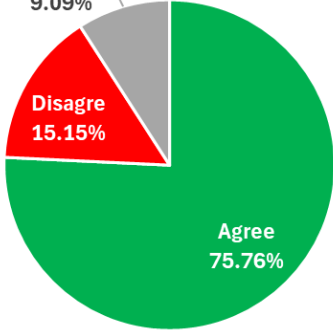
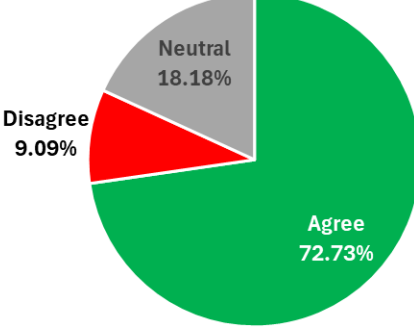
- District energy systems and connections
- Protection of designated heritage properties
- EV charging stations/plug-ins
- Screen equipment on roofs or other structures
- Noise mitigation/ transmission of sound into a building from external sources
- In building radio repeaters
- Accessible and adaptable design requirements

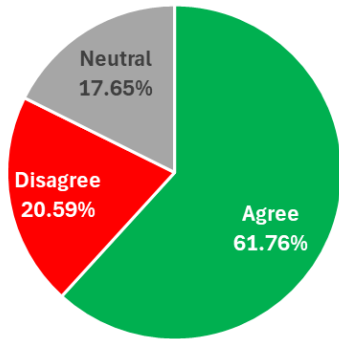
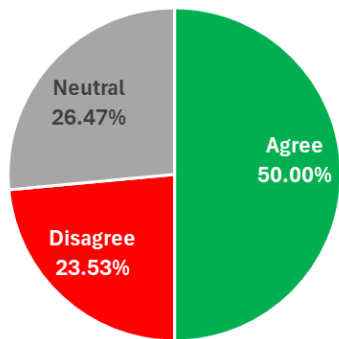
More than half of respondents supported including the following unrestricted matter, which the RMOW recommended excluding from the bylaw:

- Backflow prevention device testing
- Parking spaces for persons with disabilities

<p>Unrestricted matter & RMOW's initial recommendation</p> <p>Read descriptions & rationale</p>	<p>Survey response summary</p> <p>The RMOW should include requirements for this unrestricted matter in the building bylaw.</p> <p><i>Agree = Strongly agree + somewhat agree</i> <i>Disagree = Strongly disagree + somewhat disagree</i> <i>Neutral = Neither agree nor disagree + I don't know</i></p>								
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Agree	50.00%								
Disagree	23.53%								
Neutral	26.47%								

Here's a summary of survey comments about the unrestricted areas. Some express general support or concern about including unrestricted matters in the bylaw. There are several comments from this section that pertain to water conservation and landscaping that do not relate to any unrestricted matters.

Support for RMOW's recommendations about unrestricted matters

General support

- Several respondents expressed support for the RMOW's recommendations.
- *"The approach by the RMOW is reasonable"*
- *"Agree with staff recommendations noted for each item"*

Opposition to inclusion of unrestricted matters

Concern about over-regulation

- Several respondents expressed concerns with introducing additional regulations in Whistler.
- *"The fewer regulations the better. We don't need to add to what is already an extremely laborious process."*
- *"There needs to be an understanding between what is practical to cover in a bylaw over and above building code... Building code has been updated provincially and nationally significantly enough that we should feel comfortable that owners, and taxpayers are not being over tasked and charged to create or improve housing at their expense..."*
- *"Why do we need to do anything different than the rest of the province and the requirements of the BC Building Code. There is no reason to have a Whistler unique set of regulations."*
- *"Keep the bylaws to a minimum, related to life and safety. National and provincial building code is more than adequate and puts RMOW on a level playing field."*

RMOW comments: All construction needs to adhere to the BC Building Code, BC Plumbing Code, and BC Fire Code. The RMOW's building and plumbing bylaw, which is being updated, controls the construction, alteration, repair or demolition of buildings and structures for the health, safety and protection of people and property. The bylaw helps the municipality administer permit issuance and inspections.

Feedback about specific unrestricted matters

1. Fire access design route

- Some survey respondents supported standards for egress that respond to unique local conditions and support wildfire resilience, rather than other mitigation measures.
- *"Fire safety is a localized matter. We have snow conditions, topography and water issues all within a community that sits directly in forest interface. Life safety in this area cannot be encompassed within a standardized building code and the muni should step in and override/write in their own safety rules."*
- *"Life safety issues within the RMOW vary greatly and the minimum code standards for egress do not necessarily allow for intended life safety measure written in the building code. Residents assume they are safe when in fact they may not be."*
- *"Fire access will need to be explicitly laid out as this could be a potentially very costly requirement. If topography needs to be changed drastically, the enlistment of geo techs, engineers etc could become prohibitive."*
- *"Our experience with wildfire mitigation practices is they are often overkill and irrelevant, while some are responsible such as general siding specifications and sprinklers, others make no sense and the alternative would be too costly and prohibit alteration of existing structures... Perhaps encouraging the focus on egress opportunities is adopted instead of costly specifications that don't work anyway."*

2. Firefighting water supply requirements

- Respondents offered differing opinions about responsibility for ensuring adequate water supply for firefighting. There were some related comments about the importance of sprinklers for wildfire suppression.
- *"Water supply requirements are a muni responsibility. Don't make a permit applicant responsible for upgrading muni water lines/fire hydrants, this is what tax dollars are for or lie in the responsibility of large scale developments, ie: subdivision development or zoning changes."*
- *"Water to fight fires is needed but we can mandate what has proven to work best in prevention: Water storage tanks and sprinkler systems filled with rainwater are most effective and easy to install and fill with rainwater."*
- *"Sprinklers have shown to be saving the houses that survived wildfires. We must encourage and include sprinkler systems using rainwater collection to save water that is needed for landscapes and firefighting. see above. This can be done with codes and/ or incentives."*

3. Accessibility

- Some respondents recommended prioritizing accessibility, while others saw this a personal choice in residential homes.
- *"Design for those challenged by accessibility should be a very high priority."*
- *"Regarding accessibility and adaptability this should be left to personal choice in residential homes."*

4. Electric Vehicle (EV charging)

- One respondent suggested that EV charging should be a homeowner's decision.
- *"While some of these matters are completely within the muni responsibilities others should be left up to the owner's choice. If they want electrification capabilities in their homes for electric vehicle charging."*

5. Protection of heritage buildings

- One respondent advocated for protecting Whistler's historical buildings, even though the community does not currently have heritage designations.
- *"Whistler has some older buildings that are part of the town's history and while not designated as 'heritage' they do reflect heritage and we will never get there as a town if we don't protect some of the history we have!"*

6. Water conservation

- There are no unrestricted matters related to water conservation. However, several respondents suggested a need for water conservation requirements (including those related to grey water use, collection, and storage) and moist landscapes for fire prevention.
- *“Building codes must encourage grey water use and saving water inside the house so water can be used outside the house to keep the landscape irrigated. Moist landscapes don't burn... Building codes must encourage water collection in larger scales and water conservation, re-using water.”*
- *“Water is not scarce, it comes too much at the wrong time and we don't collect or store to utilize properly... New buildings can help and building codes can ask for conservation as well as collection of water to allow water where it is needed most for the environment and community health.”*
- *“My main concern is water usage. We should have bylaws to require new builds to include grey water systems, at least for outdoor water use (e.g. watering lawns/gardens, washing cars). We should also have water meters. This is the most effective way to reduce wasteful water usage... It is also wasteful to use drinking quality water to water lawns and gardens in municipal parks and other outdoor features.”*
- *“Grey water systems are long overdue in this country and could largely deal with relieving the pressure from treated water going out into landscapes.”*

7. Landscaping

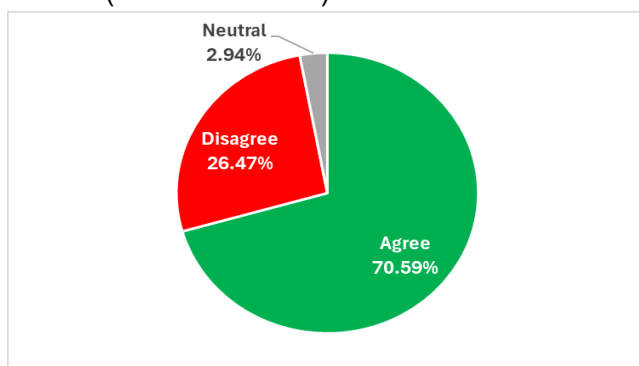
- There are no unrestricted matters related to landscaping. However, there were a couple of comments about the need for horticultural knowledge for wildfire management and horticultural expertise
- *“Pertaining to wildfire management and fire suppression, I believe horticultural knowledge is absolutely necessary. All flat roofs should really be green and water from roofs should be collected to irrigate the gardens. Ensuring planting the right plants for the right place practice is adopted. Choosing leafy deciduous trees over conifers and choosing trees that do not tax the ground water reservoirs and affect subsidence(for example aspens create a suckering root system that steals water from other plants and destabilizes the ground)...”*

RMOW comments: These comments have been forwarded to the Planning and Engineering departments for consideration. The RMOW's landscaping requirements are considered during development and subdivision application processes.

Certified Professional program

We asked survey respondents to indicate their level of agreement with the statement, “The RMOW should implement a Certified Professional Program and include it in the building bylaw.”

Out of 34 responses, more than 70 per cent (70.59%) of respondents agreed that the RMOW should implement a Certified Professional program and include it in the building bylaw, around a quarter (26.47%) disagreed with implementing the program and including it in the bylaw, and almost three per cent (2.94%) were neutral (see chart below).



Feedback about the Certified Professional program

Here's a summary of key comments from the survey about implementing a Certified Professional (CP) program, highlighting arguments for and against the program along with supporting quotes.

Support for the CP Program

1. Efficiency and reducing workload

- Many respondents believe the CP program could help address the backlog in building permit applications and inspections.
- *"The RMOW is currently overloaded with applications and inspections. This seems like a great way to reduce the workload."*
- *"Anything to speed up the process of the building permit process is very much welcomed."*
- *"If this process of a Certified Professional Program makes it more efficient, I support this plan."*

2. Expertise and accountability

- Supporters argue that CPs are highly qualified and should take responsibility for compliance instead of municipal inspectors.
- *"The certified professionals are far more qualified than a building inspector. They also carry professional responsibilities and therefore have a real stake in getting it right."*
- *"Let the professional take responsibility and leave the RMOW to Bylaws."*

3. Expanding scope

- Some suggested CPs should also be involved in residential projects and landscape requirements.
- *"Please extend CPP to Part 9 buildings; they are complex in Whistler."*
- *"A Certified Professional Program could extend to landscape requirements to ensure Canadian Landscape Standards are met."*

RMOW comments: Since launching the project page, staff received clarification from the Architectural Institute of BC about the scope, roles, administration, and limitations of the CP Program. It is a prescribed program with no opportunities to expand its scope to include Part 9 buildings or landscaping.

Opposition to the CP program

1. Conflict of Interest

- A major concern is that CPs are hired by developers, creating potential bias.
- *"How can someone being paid to do a job sign off on the job? This is a conflict of interest and a very bad idea."*
- *"The CP program is for the benefit of the developer. They work for them and are paid by them. We need independent review of projects."*

2. Past failures and need for trust

- Some believe the system has already been tested and found lacking.
- *"I believe this has proven itself in the past to be a flawed system."*
- *"Even CPs miss things. The more eyes on a project can greatly aid in life safety issues."*

3.

Increased costs for small projects

- Some argue the program should be limited to complex projects to avoid unnecessary costs.
- *"This should be dependent on the complexity of the project and not a blanket rule across all Part 3 buildings. Small tenant improvements should not require a coordinating professional, which just drives up project costs."*

RMOW comments: The CP program would be optional for Part 3 buildings and not apply to small tenant improvements.

General comments

Permit processing times and expediency

- Many of the open-ended comments relate to permit wait times and the desire to improve the RMOW's efficiency in permit processing.
- *"The RMOW should have set time limits to issue a permit or it should be deemed issued. Waiting 8 months to a year for a simple renovation permit is totally unacceptable. Especially for a business that is paying rent until the permit can be reviewed and issued. 1 week for a renovation residential or commercial 3 weeks for above and 3 months for a complex part 3 building."*
- *"Speed up permit times and transparency in turn around times. For contractors, having open ended permit times makes it impossible to manage workflow, keep people employed, and manage client expectations. The review process needs more clarity overall, with tangible deliverables from the RMOW."*
- *"Permit processing times are the biggest road block to construction in the RMOW. The process needs to be improved and times drastically shortened."*
- *"Anything to speed up the process of the building permit process is very much welcomed."*
- *"Instead of raising fees, why not streamline the permitting process and reduce unnecessary delays?"*
- *"Focus on efficiency improvements before asking for more money."*
- *"At the municipal level the permitting process needs to be greatly simplified at all costs. Any building permit shouldn't take more than two months and roughly \$5000 to get. I have been in the construction industry for 25 years in three different provinces and have never seen things so over complicated in my life, as they are in Whistler."*
- *"This should be seen as an endless pursuit....so please keep improving year after year."*

Other comments

- The following are other miscellaneous comments about secondary suite sizes; permitting stratification, and subdivision; and horticultural expertise in the permitting process.
- *"The bylaw restricting the size of secondary suites should be amended to either increase the allowable size substantially or eliminate the size restriction. Considering the housing shortage in Whistler this is a retrograde bylaw."*
- *"[Provide] clarity and how the city will support builders in permitting, stratification and subdividing to enhance housing opportunities."*
- *"General architects are not horticultural experts. Permits need to be subject to a landscape architect or red seal level horticultural expert. Please employ or designate a horticultural expert to oversee any architectural plans."*

Conclusion

The RMOW provided opportunities for community members to learn about proposed building and plumbing bylaw update, ask questions at information sessions, and share feedback through a community survey.

A total of 706 people made 1,030 visits to the project page on Engage Whistler from February 12 to March 13, 2025, and were responsible for 144 downloads of project materials. A total of 50 people attended two online information sessions and 35 people completed an online survey providing detailed and relevant feedback.

There was overall support from more than half (53.12%) of the survey respondents for the RMOW's proposed approach to fees and charges, and more than 70 per cent (70.59%) of respondents for implementing a Certified Professional program and including it in the building bylaw. There was general support for including several unrestricted matters in building and plumbing bylaw. Constructive comments related to individual unrestricted matters that will help inform the RMOW's bylaw updates.

General comments about the speeding up the building permit process are reflected in the goals of the building and plumbing bylaw update, which are to provide more clearly defined roles and responsibilities and to streamline the building permit process, while also supporting enforcement and alignment with other RMOW bylaws and the provincial *Building Act* and Building and Plumbing Codes.

Staff are incorporating feedback from the community to clarify and update the proposed fees and charges, parameters of the Certified Professional program, and recommendations for including specific unrestricted matters in the bylaw update. Building staff have also forwarded some of the comments received through this engagement to other relevant municipal departments.