

eApply User Guide:

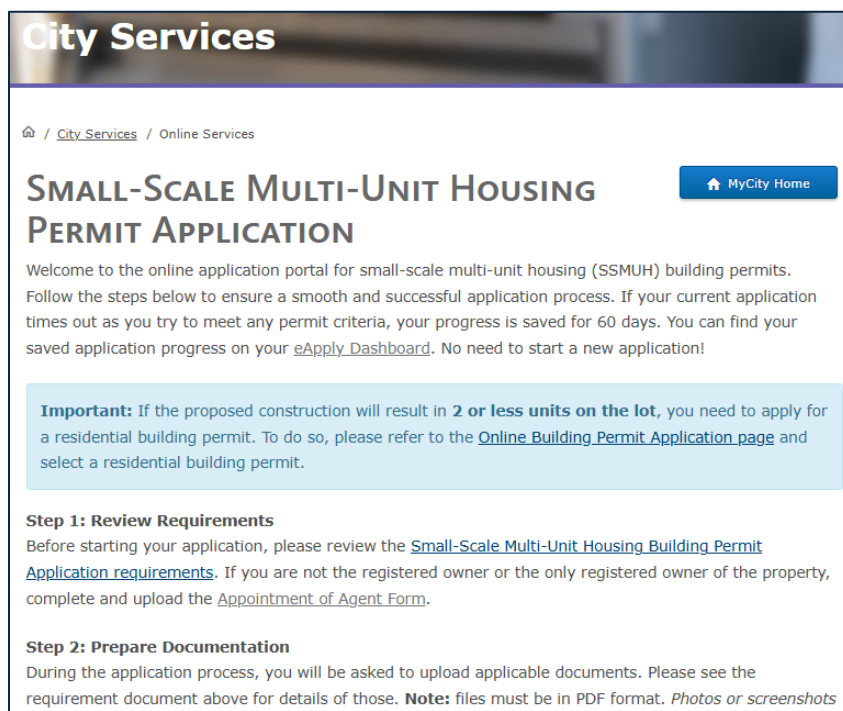
How to apply for a Small-Scale Multi-Unit Housing Permit

Welcome to the eApply portal! This guide will walk you through each step of the Small-Scale Multi-Unit Housing Permit application process, ensuring you have the information and resources needed to complete your application smoothly and efficiently.

Introduction

With the eApply portal, applying for a Small-Scale Multi-Unit Housing Permit is streamlined and user-friendly. This document provides detailed, step-by-step instructions to help you navigate each page of the portal, from initial setup to final submission.

Get started now! → [Small-Scale Multi-Unit Housing Permit Application start page](#)



The screenshot shows the 'City Services' page for 'SMALL-SCALE MULTI-UNIT HOUSING PERMIT APPLICATION'. It includes a breadcrumb trail, a 'MyCity Home' button, a welcome message, an important note about residential permits, and two steps: 'Step 1: Review Requirements' and 'Step 2: Prepare Documentation'.

City Services

Home / [City Services](#) / Online Services

SMALL-SCALE MULTI-UNIT HOUSING PERMIT APPLICATION [MyCity Home](#)

Welcome to the online application portal for small-scale multi-unit housing (SSMUH) building permits. Follow the steps below to ensure a smooth and successful application process. If your current application times out as you try to meet any permit criteria, your progress is saved for 60 days. You can find your saved application progress on your [eApply Dashboard](#). No need to start a new application!

Important: If the proposed construction will result in **2 or less units on the lot**, you need to apply for a residential building permit. To do so, please refer to the [Online Building Permit Application page](#) and select a residential building permit.

Step 1: Review Requirements
Before starting your application, please review the [Small-Scale Multi-Unit Housing Building Permit Application requirements](#). If you are not the registered owner or the only registered owner of the property, complete and upload the [Appointment of Agent Form](#).

Step 2: Prepare Documentation
During the application process, you will be asked to upload applicable documents. Please see the requirement document above for details of those. **Note:** files must be in PDF format. *Photos or screenshots*

How to Use This Guide

Please use this guide alongside the eApply application portal.

Follow the instructions in this guide step-by-step. Each section in the **Page-by-Page Application Instructions** section matches a specific page in the application process, offering details and tips to help you complete each part accurately. Key information is highlighted in blue boxes (example below), so be sure to read this information carefully.



 **Important:**

Always read this important text. It will help you with your application!

Navigating eApply

Understanding Symbols Used in eApply

When navigating eApply, helpful information is included throughout to support you during your application. Look out for the symbols below:

-  Tool tips are marked with this blue icon. **Hover over** them to see helpful information!
-  Mandatory items are marked with a red asterisk.

Unsubmitted Applications

While filling in your application, if you leave without submitting (or you are inactive for more than 10 minutes), eApply automatically saves your unsubmitted applications.

Important:

Unsubmitted applications expire after 60 days! Please ensure you complete and submit your application within this timeframe to avoid losing your progress.

To access these unsubmitted applications, go to your MyCity account and navigate to the “eApply Dashboard” area (see image below). All saved applications are listed here and will indicate the created date and the expiry date. Click one to pick up where you left off!

The screenshot displays the 'City Services' eApply Dashboard. At the top, there are navigation buttons for 'MyCity Home', 'Online Payments', and 'eApply Dashboard'. The 'eApply Dashboard' button is highlighted with four red arrows. Below the navigation is the heading 'EAPPLY DASHBOARD' and a sub-heading 'Unsubmitted Applications'. A table lists two 'DEMOLITION PERMIT' applications with their respective 'Created Date' and 'Expiry Date'. At the bottom, there are two buttons: 'Apply for a new permit or application' and 'Back to Accounts'.

City Services

Home / City Services / Online Services

MyCity Home Online Payments eApply Dashboard

EAPPLY DASHBOARD

Check your [Accounts](#) for permits and applications you've already applied for.

Unsubmitted Applications

The following applications were started but not submitted:

DEMOLITION PERMIT Expiry Date: Jun 29, 2025	Created Date: Apr 30, 2025	➔
DEMOLITION PERMIT Expiry Date: Jun 28, 2025	Created Date: Apr 29, 2025	➔

Apply for a new permit or application Back to Accounts

Before Starting Your Small-Scale Multi-Unit Housing Permit Application

Before you begin applying for a Small-Scale Multi-Unit Housing Permit, please review the permit requirements, prepare necessary documentation, and confirm you have a MyCity account. Doing this ahead of time will help ensure a smooth and successful application process.

Review Small-Scale Multi-Unit Housing Permit Requirements

Before starting your application, please review the [Small-Scale Multi-Unit Housing Permit Requirements](#).

Prepare Applicable Documentation

During the application process, you will be asked to upload applicable documents. Please have the following documents ready, if applicable:

- Appointment of Agent Form: If you are one of multiple owners or an agent applying on behalf of owner(s), complete and upload the [Appointment of Agent Form](#). This form is not required if you are the sole owner.

Create or Use Your MyCity Profile

Users must be signed in to a personal or business MyCity profile to complete applications in the eApply portal. You can log-in to or register for a MyCity profile during the application process.

Don't have an account? Visit mycity.nanaimo.ca to sign up today!

Page-by-Page Application Instructions

Let's get started! This section explains the different pages you'll see while completing your eApply Small-Scale Multi-Unit Housing permit application and provides details on how to complete your application.

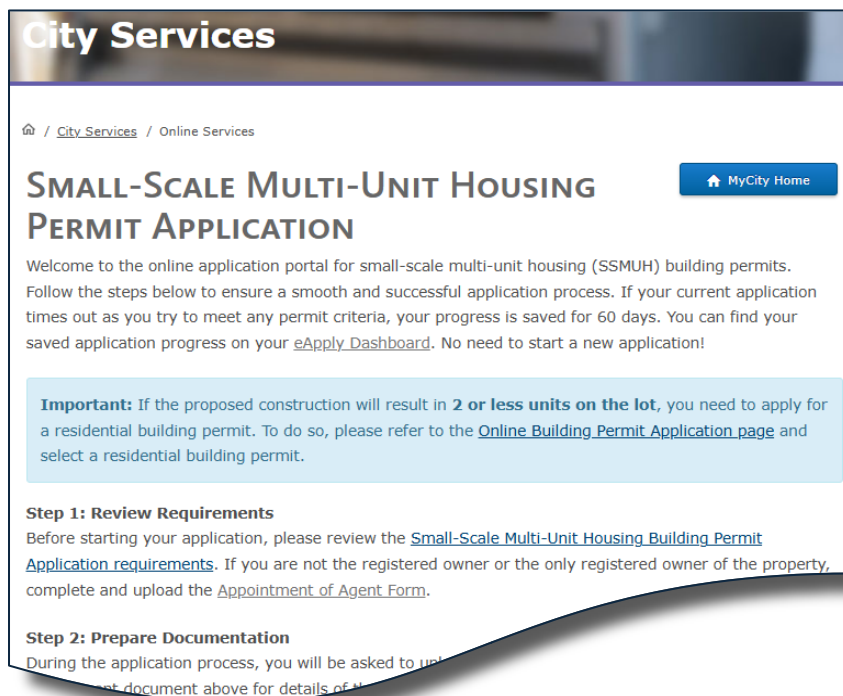
Please read all instructions carefully. If you have any questions, contact City of Nanaimo staff at developmentengineering@nanaimo.ca or 250-754-4251 for help.

! [CLICK HERE to start your application](#) !

Small-Scale Multi-Unit Housing Permit Application Start Page

! Important:

This page includes important information about completing your application. Preparing ahead of time will help ensure a smooth and successful application process.



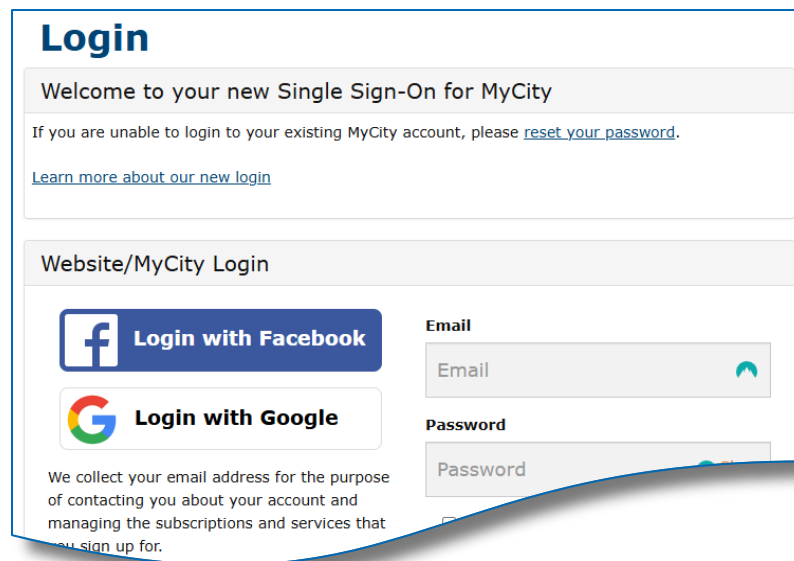
1. Open the **Small-Scale Multi-Unit Housing** Permit Application start page.
2. **Read the content** provided on the page.
3. Click "**Continue**" to proceed.

Login Page

⚠ Important:

This page will not appear if you are already logged in to MyCity.

Need an account? Click "**Register for an account**" and follow the prompts to set one up!



Login


Welcome to your new Single Sign-On for MyCity

If you are unable to login to your existing MyCity account, please [reset your password](#).

[Learn more about our new login](#)

Website/MyCity Login

 **Login with Facebook**

 **Login with Google**

Email

Email

Password

Password

We collect your email address for the purpose of contacting you about your account and managing the subscriptions and services that you sign up for.

Using Facebook or Google

If you want to login using Facebook or Google, click the option you prefer and follow the prompts.

Using Email and Password

1. **Enter your personal or business email address and password.**
2. If you've forgotten your password, click "**Forgot your password?**" and follow the prompts.
3. If using a personal device, **check the "Remember me" box** if you want the site to remember your login details.
4. This option is not recommended for public or shared computers.
5. **Complete the reCAPTCHA** to verify you are not a robot.
6. Click "**Login**" to access your account.

Ownership Status Page

⚠ Important:

If you are an **Agent** (acting on behalf of one or more owners) or **One of multiple owners** (who is representing the group of owners), you must have a completed Appointment of Agent form. You must upload this form during a later step of your application.

SMALL-SCALE MULTI-UNIT HOUSING PERMIT APPLICATION

MyCity Home

Ownership Status

Before submitting an application, you must have an ownership interest in the property or be authorized to act on behalf of the owner(s).

You must meet one of the following conditions:

- You are the **sole property owner**,
- You are **one of multiple owners**,
- You are an **authorized signing authority** for the property owner (including signing authority for a company, society, or organization that owns the property), or
- You are an **agent authorized by the owner(s)** to act on their behalf.

If there are multiple individual owners—such as spouses, family members, business partners, or joint tenants—please select **"One of multiple owners."**

Applicants or agents acting on behalf of one or more owners must submit an [Appointment of Agent Form](#).

Important: If you do **not** own the property and do **not** have authorization from the owner(s), you cannot submit an application. For general questions about a property you do not own, please contact staff by phone, email, or in person at the Service and Support Centre, 1000 West Street.

1. **Read the content** provided on the page.
2. Select **one** of the available options that applies to you.
3. Click **"Continue"** to move forward.

Additional Questions Page

SMALL-SCALE MULTI-UNIT HOUSING PERMIT APPLICATION

MyCity Home

Additional Questions

Civil Design Checklist: Please review the [Civil Design Checklist](#) before submitting a Small-Scale Multi-Unit Housing Building Permit Application.

Have you checked property title for covenants & encumbrances?*

Have you reviewed the civil design checklist?* ?

← Back
Continue →

1. **Read the content** provided on the page.
2. Click ? to further **understand the information required**.
3. Select **one** of the available options that applies to you(*).
4. **Confirm** that you have reviewed the civil design checklist. You will not be able to continue if you have not reviewed the civil design checklist and checked the property title
5. Click **“Continue”** to move forward.

Documents Upload Page

⚠ Important:

If the Small-Scale Multi-Unit Housing Permit application is related to one or more existing permits, please enter them below. This information will assist staff in processing your application.

🏠 MyCity Home

SMALL-SCALE MULTI-UNIT HOUSING PERMIT APPLICATION

Primary Documents Upload

Upload the primary documents that are applicable to your application. Multiple documents can be uploaded for each document type below. Civil Design Checklist documents can be uploaded on the next page.

Note: files must be in PDF format. *Photos or screenshots of documents and plans converted to PDFs will not be accepted.*

Plans/drawings submission requirements: To scale 1/4" = 1' or 1:50 showing the specifications of the structure. For a sample of the expected level of detail and information required for a building permit application, see the [Small-Scale Multi-Unit Housing Building Permit Application requirements PDF](#). Electronic plan submissions – hand drawn or computer generated – are to be in PDF format and must be a clean copy with no watermarks or other interfering mark-ups. Photographs of plans or documents are not accepted.

Warranty/rental exemption requirements: You must consider warranty or rental exemption requirements which can be found here: [Builders & Developers | BC Housing](#).

[Check all of the small-scale multi-unit housing building permit application requirements here.](#)

If your current application times out as you try to meet any permit criteria, your progress is saved for 60 days. You can find your saved application progress on your [eApply Dashboard](#). No need to start a new application!

Appointment of Agent


Add File

Building Permit

Add File

Here's where you can upload required documents related to your application.

For each applicable document type:

1. Click  to further understand the documentation required.
2. Click **“Choose File”**. A file explorer window will open.
3. From the window, select the appropriate file from your device.
4. Click **“Open”** and the filename will appear in the grey field.
5. **Repeat this step** for each type of document you need to upload.
6. Uploaded the wrong document?
 - Next to the file you want to remove, **click “Clear”**.
 - Follow step 1 above and upload the correct document.
7. Click **“Continue”** to move forward

Civic Design Checklist Documents Upload Page

⚠ Important:

Only PDF documents are accepted. Please do not upload any other file types.

Note: Photos or screenshots of documents and plans converted to PDFs will not be accepted.

Civic Design Checklist Documents Upload

Upload the civic design checklist documents that are applicable to your application. Multiple documents can be uploaded for each document type below.

Note: files must be in PDF format. *Photos or screenshots of documents and plans converted to PDFs will not be accepted.*

Plans/drawings submission requirements: To scale 1/4" = 1' or 1:50 showing the specifications of the structure. For a sample of the expected level of detail and information required for a building permit application, see the [Small-Scale Multi-Unit Housing Building Permit Application requirements PDF](#). Electronic plan submissions – hand drawn or computer generated – are to be in PDF format and must be a clean copy with no watermarks or other interfering mark-ups. Photographs of plans or documents are not accepted.

[Check all of the small-scale multi-unit housing building permit application requirements here.](#) Scroll down to the Civic Design Checklist for these specific files.

If your current application times out as you try to meet any permit criteria, your progress is saved for 60 days. You can find your saved application progress on your [eApply Dashboard](#). No need to start a new application!

Certification of Design *

Add File


A complete set of detailed design drawings *

Add File

Water Meter Sizing Sheet *

Here's where you can upload documents related to your application.

For each applicable document type:

1. Click  to further understand the documentation required.
2. Click **“Choose File”**. A file explorer window will open.

3. From the window, select the appropriate file from your device.
4. Click **“Open”** and the filename will appear in the grey field.
5. **Repeat this step** for each type of document you need to upload.
6. **Uploaded the wrong document?**
 - Next to the file you want to remove, **click “Clear”**.
 - Follow step 1 above and upload the correct document.
7. Click **“Continue”** to move forward.

Contact Information Page

CONTACT INFORMATION

Contact Information

Please enter your contact information below.

First Name*	Initial
<input type="text"/>	<input type="text"/>
Last Name*	
<input type="text"/>	
Phone	
<input type="text"/>	
Contact Email Address*	
<input type="text"/>	
Confirm Email Address*	
<input type="text"/>	

Here, you can add and manage contact information for both personal and business purposes. Multiple contacts may be added from this page.

1. **Enter your contact information;** you must complete all mandatory fields (*).
2. **Review and fill in business information if applicable.**
3. Click **"Add/Update Contact"** to proceed.
4. **OPTIONAL:**
 - To add additional contacts, click "Add New" and return to step 1.
 - To change information on a current contact, click the contact and adjust the details as needed.
5. Once all contacts are added, click **"Continue"** to move forward

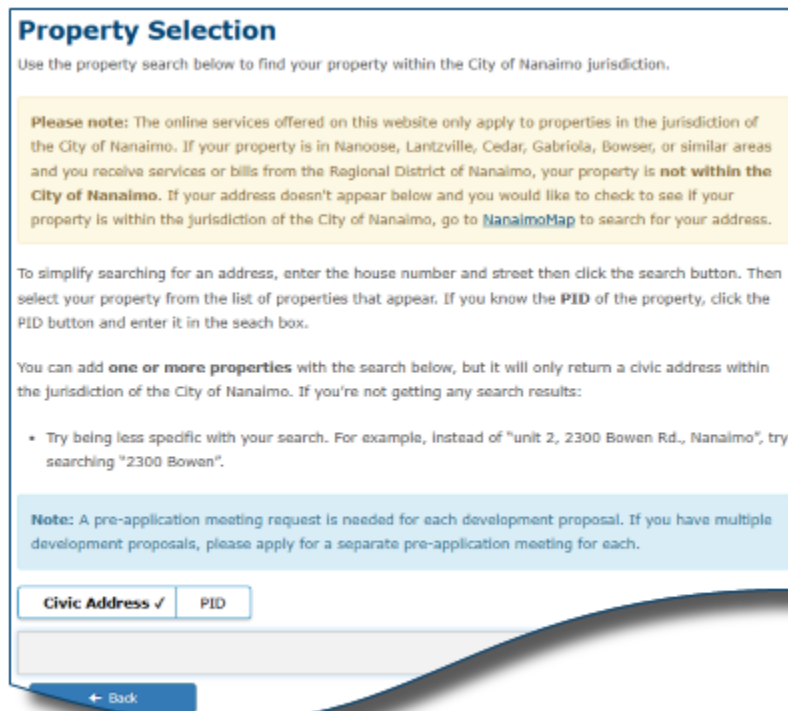
Property Selection Page

⚠ Important:

The search will only return addresses within the jurisdiction of the City of Nanaimo. Check out [NanaimoMap](#) for details on exact addresses and jurisdiction limits.

If you're not getting any search results:

- Try being less specific with your search. For example, instead of “unit 227, 411 Dunsmuir St., Nanaimo”, try searching “411 Dunsmuir”.
- You may be looking for a property outside of Nanaimo, check [NanaimoMap](#) for details.



Property Selection

Use the property search below to find your property within the City of Nanaimo jurisdiction.

Please note: The online services offered on this website only apply to properties in the jurisdiction of the City of Nanaimo. If your property is in Nanoose, Lantzville, Cedar, Gabriola, Bowser, or similar areas and you receive services or bills from the Regional District of Nanaimo, your property is **not within the City of Nanaimo**. If your address doesn't appear below and you would like to check to see if your property is within the jurisdiction of the City of Nanaimo, go to [NanaimoMap](#) to search for your address.

To simplify searching for an address, enter the house number and street then click the search button. Then select your property from the list of properties that appear. If you know the **PID** of the property, click the PID button and enter it in the search box.

You can add **one or more properties** with the search below, but it will only return a civic address within the jurisdiction of the City of Nanaimo. If you're not getting any search results:

- Try being less specific with your search. For example, instead of “unit 2, 2300 Bowen Rd., Nanaimo”, try searching “2300 Bowen”.

Note: A pre-application meeting request is needed for each development proposal. If you have multiple development proposals, please apply for a separate pre-application meeting for each.

Civic Address ✓
 PID

← Back

This page allows you to search for the property by Civic Address.

1. **Type the address** in the search field and **click the magnifying glass** (🔍) to search.
2. From the search results, **click on the correct property**.
3. When you have selected all properties that are related to this pre-application request, click **“Continue”**.

Business License Selection Page

You can connect a business license to your Small-Scale Multi-Unit Housing Permit application and eApply gives you several options to do this. Read each option carefully and choose the one best suited for your application.

BUSINESS LICENCE SELECTION

I would like to select a licence registered to my MyCity profile.

I would like to register a licence account to my MyCity profile.

I have a licence with the city and would like to enter my licence number.

I have an Inter-Community licence and would like to use that.

I would like to continue without providing any licence information. I understand I must provide a valid business licence before permit issuance.

[← Back](#)

1. **Select one of the available options.**
2. Depending on your choice, **fill in the requested information (if any).**
3. Click **“Continue”** to move forward

Project Description Page

Project Description

Please describe your project in the **Project Description** field below.

Use the **Access Code** with the folder number you'll receive at the end of this submission to share the folder with other MyCity accounts.

Project Description Details

Please enter the details of the Small-Scale Multi-Unit Housing Building Permit Application below.

Access Code (for sharing)

Project Description*

← Back
Continue →

1. Please **describe** your project in the Project Description field
2. You can **enter** an Access Code but this is not required.
3. Click "**Continue**" to move forward.

Construction Cost Page

Construction Cost

Enter the estimated cost of construction below.

Cost of Construction
(CAD\$)*

← Back
Continue →

1. Please **enter** the estimated Construction Costs.
2. Click "**Continue**" to submit your application.

Confirmation Page

⚠ Important:

Please review all information carefully. Incomplete applications will not be accepted.

3. **Review your information carefully** and check all the details entered on the page.
4. If needed, click **“Edit Answers”** to edit any incorrect information.
5. **Read all acknowledgement(s).**
6. **Check acknowledgement box(es).**
7. Click **“Continue”** to submit your application.

Receipt Page

⚠ Important:

The permit number listed on this page is **for reference only**.

! No work can begin on a project until all criteria are complete and the permit is issued by the City of Nanaimo.

Congratulations! Your application has been submitted.

To check the progress, upload additional files, and/or pay any fees (if due) for your application, check your MyCity Accounts page and click on the link for this permit application.