

# Was your home affected by the 2020 hail event?

## My home has hail damage and/or flooding – what’s the first thing I should do?

The City of Calgary recommends that you contact your home insurance provider before doing any repair work on your property. All homes permitted to be built in Alberta since February 1, 2014 are required to have Provincial New Home Warranty Registration. Please visit <https://www.alberta.ca/new-home-warranty-overview.aspx> for further information on what damage may be covered by this Provincial program.

## I want to start repair work. What do I need to know before I hire a contractor?

Contractors are required to hold a valid City of Calgary business licence and The City has the authority to suspend or revoke this licence. While the vast majority of contractors are legitimate business people, before you hire a contractor, here’s what you can do to help guard against bad business practices:

- Get the business or trade name of the contractor/company, the owner’s name and the business address and phone number.
- Call 311 to confirm that the contractor holds a valid business licence.
- Call the Better Business Bureau 403-531-8784

## How do I work with The City on repairing the damage to my home or business?

We are committed to helping Calgarians. The time to repair, restore or rebuild your home will vary based on you and your contractor’s schedule. Depending on the type(s) of permit(s) you need, the length of time will vary. Each permit process can be different depending on the nature of the work. We understand this is a difficult time and we will continue to support you as best we can.

## What will happen with my 2021 property assessment?

With the 2020 property assessment and tax time-period now concluded, Assessment has begun preparing the 2021 property assessments. During the upcoming months we will collect and review property information including sales data to ensure the upcoming assessment values remain fair and equitable to all taxpayers. Your 2021 property assessment values will reflect the market value changes if any to your property. Assessment notices will be sent early in 2021. For more information about how your property assessment is prepared, please visit [calgary.ca/assessment](http://calgary.ca/assessment). If you have specific property assessment questions please contact (403) 268-2888.

## Types of Damage

### REPAIRING OR REPLACING

#### You are considering:

- Repairing or replacing roof material (i.e. shingles)
- Repairing or replacing siding or trim
- Repairing or replacing doors, windows or skylights
- Repairing or replacing eavestroughs and downspouts
- Repairing or replacing exterior lighting
- If flood damage has occurred, replacing your furnace, hot water tank, or electrical panel due to damage, but not completing any changes to the layout of your home or basement
- Repairing or replacing an existing deck, fence or garage due to damage
- You are not considering rebuilding your home

### REBUILDING OR RESTORING

#### You are considering:

- Rebuilding your home
- Restoring your home to its pre-flood state but your home has structural damage
- Changing the floor plan of your home or basement

### DEMOLITION

#### You are considering:

- Demolishing your home

## What permit(s) do I need to fix the damage in my home?

Check the following chart to find out what permits or steps you might require to complete the work in your home.

The City wants to reduce any delays in having your home repaired. For most repair or replacement work a development or building permit will not be required. See the chart below for when a licenced contractor is required to complete work and when a City permit is required. Prior to starting any work on your home, we recommend you contact (403) 268-5311 to discuss your plan.

# Repairing or replacing

## INSIDE YOUR HOME:

The following work requires a licenced contractor and a City Permit. Licenced contractors can apply for permit(s) online.

### Gas repairs

- Hot water tank replacement (upgrade or any venting change)
- Furnace replacement older model (upgrade or any venting change)

### Electrical repairs

- Electrical panel replacement

## OUTSIDE YOUR HOME:

The following work does not require a City Permit

- Repairing roof materials or replacing roof materials with a similar type.
- Repairing siding and trim or replacing siding with a similar type.
- Repairing or replacing doors, windows or skylights, provided the fair market value of the work does not exceed \$5000.
- Repairing or replacing eavestroughs and downspouts.
- Repairing or replacing exterior lighting.
- Repairing or replacing a Fence.

The following work requires a City Permit

- Repairs or replacement of existing structures (pre-existing permit), such as:
  - Deck (600 mm above grade at any point),
  - Retaining walls (over 1.2 metres in height)
  - Detached: Garages, Carports, Sheds (over 10 sq metres)
  - Factory-built (metal) wood burning fireplaces and stoves
  - Swimming pools, hot tubs, some ponds (water features)
  - Secondary Suites

Please also note:

- When replacing bedroom windows, ensure a minimum of one window in a bedroom provides a minimum unobstructed opening of 0.35 sq.m. (3.77 sq.ft.), with no dimension less than 380 mm (15")
- When replacing openable windows in rooms other than a bedroom, consider preventing falls by installing a window that has a mechanism that can only be released with the use of tools or special knowledge capable of controlling the free swinging or sliding operation of the openable part of the window so as to limit any clear unobstructed opening to not more than 100 mm (4") measured either vertically or horizontally, where the other dimension is greater than 380 mm (15"). This is not generally necessary where the bottom edge of the openable portion of the window is more than 900 mm (36") above the finished floor, or the openable part of the window is less than 1800 mm (6 feet) above the floor or ground on the other side of the window.

If you are considering any new construction, or additions to your home, please call 311 or visit [calgary.ca/myhome](http://calgary.ca/myhome)

# Rebuilding or restoring

## REBUILD:

We encourage you to contact our Planning Services Centre to learn more about the development and building permitting process, and to set up a pre-application meeting.

## RESTORE:

If you have structural damage you should hire a Structural Engineer. Contact the Planning Services Centre.

## HOME OR BASEMENT FLOOR PLAN CHANGE:

If your home has no structural damage, but you'd like to now change the existing floor plan of your home or basement a building permit will be required.

## Building permit

- Structural Engineer's review may also be required
- Apply online [calgary.ca/myhome](https://calgary.ca/myhome)

# Demolition

If your Structural Engineer has determined your home needs to be demolished or you've decided to demolish your home please consider the following:

- Work with your demolition contractor or general contractor to obtain your Demolition Permit to demolish your damaged home
- Ensure the company you hire to demolish your home is well versed in Government of Alberta asbestos abatement guidelines
- Ensure the disconnection of power (ENMAX), gas (ATCO), and water (City of Calgary – Water Services) prior to demolition
- Ensure your contractor contacts The City to inspect the demolition site once completed.

## Who can I contact if I have questions?

If you have questions related to your permits, inspections or development applications, please contact:

Planning Services Centre  
3rd Floor Municipal Building  
800 Macleod Trail SE  
403-268-5311  
[calgary.ca/livechat](https://calgary.ca/livechat)