

# Draft Service Commitment(s) on Service Webpage

## Development Planning Service Webpage

The screenshot shows a webpage with a dark green navigation bar containing the following tabs: Living Here, Things to Do, Online Services, Business, and Learn More. Below the navigation bar, there is a list of links under the 'Things to Do' tab:

- [Comprehensive Zoning By-law Project \(Zone Richmond Hill\)](#)
- [Research and Demographic Information](#)
- [Approvals Plus \(A+\) Program](#)
- [Community Improvement Plan \(CIP – Grants\)](#)
- [York Region Official Plan](#)

Below the links is a section titled 'Frequently Asked Questions (FAQs)'. It contains two expandable questions:

- What are the permitted uses and Zoning standards applicable to a property? (+)
- What is the Land Use Designation of a property and what can be developed? (+)

Below the FAQs is a section titled 'Our Service Commitments' with a minus sign (-) on the right. A green arrow points to this section from the left. The commitments listed are:

- General development and land use planning related inquiries (via phone or email) will be reviewed and you will hear from us within 2 business days.
- Request for pre-submission meeting prior to submitting a development application will reviewed and you will hear from us within 14 business days.
- Pre-submission letters will be available to you within 45 business days.
- Following submission of an official plan amendments (OPA), zoning by-law amendment (ZBA), plan of Subdivision (SUB), Site Plan Control (SPA), Part Lot Control Exemption (PLC), Draft Plan of Condominium (CDM) application, you will receive an acknowledgement letter within 30 days.
- Following submission of a minor variance and consent application, you will receive an acknowledgement email within 2 business days.
- Following submission of a Sign By-law, Radio-Communications, Street Naming, Addressing application, you will receive an acknowledgement letter or email within 30 days.

At the bottom of the page, there is a green bar with an envelope icon and the text 'Receive Email Updates...'.

**Most service commitments will be founded three clicks from the homepage, where possible.**