



Stouffville

Site Plan Approval Concierge Service

Public Process Manual

2026

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This manual is a public guide to the Town's Concierge Service, outlining how the process works, what to expect at each stage, and how to participate. It provides a clear, step-by-step overview of the process, including eligibility criteria, timelines, roles and responsibilities, and submission expectations.

What is the Site Plan Approval Concierge Service?

The Concierge Service provides an expedited process for Site Plan Approval applications that meet eligibility criteria throughout the site plan approval application process.

Through this service, Town staff work collaboratively with applicants to identify requirements, resolve issues early, and streamline the site plan review process. The goal is to improve the quality of submissions, reduce the number of resubmissions, and support more efficient and predictable approvals.



Eligible for the Concierge Service?

You may also qualify for financial incentives through the Town's *Affordable Housing Community Improvement Plan*.

Why is the Town implementing this process?

The Town is facing housing challenges and is seeking to increase housing supply, by delivering a mix of housing types and tenures by incorporating affordable or attainable housing units and aligning intensification and growth management objectives as set out in the Official Plan and Housing Action Plan. Funded by the Housing Accelerator Fund (HAF), the Town has developed this process to expedite site plan approval for projects that meaningfully contribute to affordable and complete communities.

To support the delivery of affordable/attainable/supportive housing and other strategic projects in the Town of Whitchurch-Stouffville, the Town has adopted a Concierge Service for eligible development proposals. This process is intended to “fast-track” applications that meet defined eligibility criteria to get shovels in the ground faster than going through the regular Site Plan Approval process.

The Concierge Service is established under Section 41 of the *Planning Act, 1990* and designed to reflect these principles. To support this program, this manual has been created to clearly outline eligibility, submission requirements, timelines, and applicant responsibilities.

How to Use This Guide

This manual is intended to guide applicants through the Town's Concierge Service process for eligible development applications. The following sections will explain the

purpose of the program, the process for applicants from submission to approval, applicable fees, and next steps. This manual is organized by sequential headings that will take the applicant through the process, what supporting materials are required, and other resources. Applicants are encouraged to review the manual fully to understand the requirements and expectations of the applicant. This manual should be read in conjunction with applicable Town By-laws, standards, and provincial legislation.

Legislative Authority

Under Section 41 of the Planning Act, the Council of the Town of Whitchurch-Stouffville passed Site Plan Control By-law No. 2026-024-RE designating all lands within the Town as a Site Plan Control area. This program has been established under Section 41 and guides the review of the application in accordance with its policies.

The Concierge Service is designed to support and complement the formal planning application process. It does not replace any required approvals under the Planning Act.

Applicants are still required to submit a formal application, which will be reviewed for completeness and processed in accordance with legislated timelines.

By working through key issues early and improving submission quality, the Concierge Service helps streamline the formal review process and reduce delays once an application is submitted.

Site Plan Approval Concierge Service

Purpose of the Program

The purpose of the Concierge Service is to streamline site plan approval through thoughtful collaboration and prioritized application review.

Objectives

1. To provide conditional site plan approval within 44 to 60 days;
2. To provide a transparent, efficient process for both staff and applicants;
3. To foster collaborative relationships.

Eligible Projects

The Concierge Service is available for select residential and non-residential applications. For the purpose of defining eligibility for the Concierge Process, the following definitions apply:

Definitions for Residential Applications

Priority Project Subject	Description
Affordable Housing	In the case of <u>ownership housing</u> the least expensive of: • Housing for which the purchase price results in annual accommodation costs not exceeding 30% of gross annual household income for low- and moderate-income households; or • Housing for which the purchase price is at least 10 percent below the average purchase price of a resale unit in the Municipality. In the case of <u>rental housing</u>, the least expensive of: • A unit for which the rent does not exceed 30 percent of gross annual household income for low- and moderate-income households; or • A unit for which the rent is at or below the average market rent of a unit in the municipality by bedroom type
Attainable Housing	Housing that is accessible to moderate-income households and is not subsidized but available at market or slightly below-market rates.
Accessible Housing	Units designed and constructed to accommodate individuals with disabilities, meeting or exceeding the Accessibility for Ontarians with Disabilities Act (AODA) standards.
Purpose-built Rental Units	Means a secure and long-term option for households who cannot or choose not to own their homes.
Family-sized Units	3 or more bedrooms in either market or rental multi-unit residential projects.
Supportive Services	Services provided on-site or in conjunction with the housing to support residents, such as counselling, medical care, or employment assistance.

Non-Residential Applications

These projects have been identified as strategically important and support housing to promote complete and healthy communities where people can work and have their day-to-day needs easily met and may include:

- Employment-generating uses for housing communities

- Innovation hubs, or business incubators
- Projects that enhance community and residential neighborhoods, such as facilities that provide essential services, cultural or recreational amenities, or smaller-scale convenience commercial uses.

Eligibility Criteria

The Concierge Service is intended for development applications that would benefit from enhanced coordination and early collaboration with Town staff. It is typically suited for projects that require input from multiple departments or agencies, where a high level of communication can help streamline the review process and reduce delays.

Applications may be eligible for the Concierge Service if the application meets the following:

- ✓ The proposal conforms to the Town's Official Plan, Zoning By-law, and other applicable policies.
- ✓ The applicant has completed or is willing to participate in a Pre-Application Consultation (PAC) with the Town.
- ✓ The Applicant is prepared to submit a complete, high-quality application, including all required plans, studies, and fees.
- ✓ You are willing to actively participate in the process and respond to comments in a timely manner.

In addition to the above, residential proposals must:

- ✓ Include a minimum of 25% affordable, attainable, or accessible housing and/or supportive services (as determined by the Town), and
- ✓ Demonstrate involvement from an experienced proponent or partner (e.g. non-profit, public agency, or private developer with relevant experience).

Where timelines, submission quality, or responsiveness compromise the Concierge Service objectives, the Director of Planning may remove the application from the Concierge stream and return it to the standard site plan approval process.

If you have received approval for any financial or non-financial incentive program through the [*Town's Affordable Housing Community Improvement Program*](#) you are automatically eligible to participate in the Concierge Service. Staff will coordinate and confirm eligibility.

Applicant Responsibilities

As part of the Concierge Service, applicants are expected to:

- Submit complete and accurate information, including all requested plans, studies, and fees
- Be prepared for meetings and clearly present their proposal
- Respond to comments and requests for information in a timely manner
- Work collaboratively with Town staff to address technical and policy requirements
- Maintain agreed-upon timelines and notify the Town of any delays

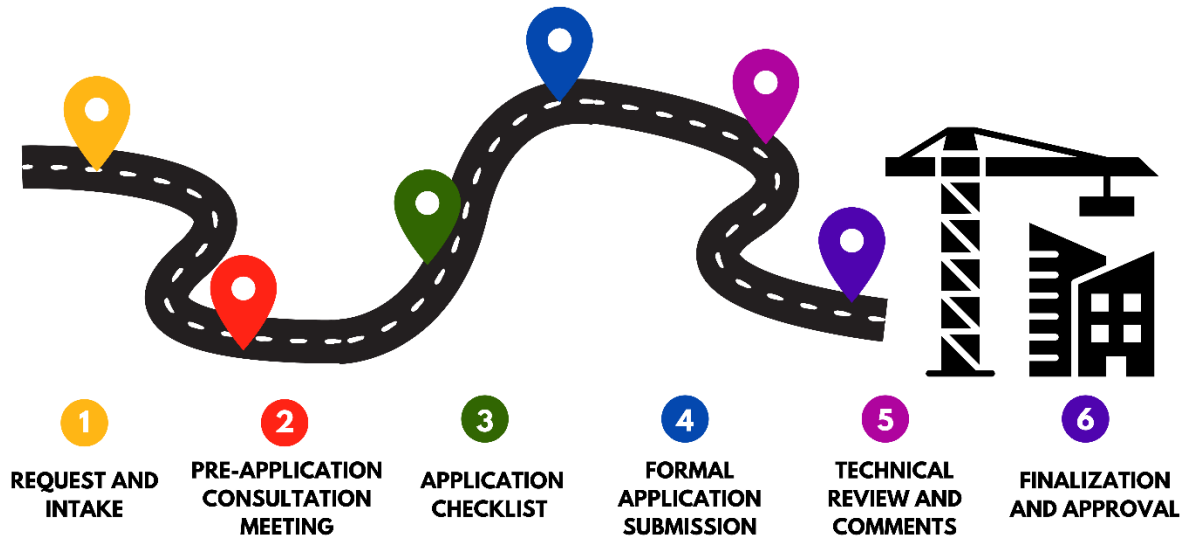
Town Responsibilities

Throughout the Concierge Service process, applicants will be assigned a single Town contact who is responsible for coordinating the following:

- Coordinate input from relevant departments and external agencies
- Provide clear, consolidated comments and direction
- Identify key issues, requirements, and approvals early in the process
- Support problem-solving and facilitate discussions between reviewers and the applicant
- Monitor progress and work with the applicant to keep the application on track

Application Process

The following provides an overview of the Concierge Process.



Step 1: Request and Intake

1

To begin this process, you must submit a **Pre-Application Consultation Request & Eligibility Intake Form** (attached as Appendix B), along with any available supporting materials and applicable fees.

Intake forms can be submitted to Town staff by email at:

developmenthelp@townofws.ca

Following a review of your proposal the Town staff will confirm the project's eligibility for the Concierge Service and assign a Concierge Lead.

The Concierge Lead will contact you within 2 business days to confirm your participation in the program and provide you with the next steps of the process, including a date and time for your Pre-Application Consultation (PAC) meeting.

2

Step 2: Pre-Application Consultation Meeting

The PAC meeting provides an opportunity to discuss your proposal with the Town's review team before submitting a formal application.

During this meeting:

- The Concierge Lead will explain the Concierge Service and outline the roles and responsibilities of all parties.

- The review team will provide preliminary comments on your proposal.
- Staff will identify any key issues, required studies, and next steps in the application process.

The Town is committed to helping applicants through this process efficiently. If issues arise during the review process, the Concierge Lead will work with you to identify solutions and, where necessary, adjust timelines.

3

Step 3: Formal Application Checklist and Agreement

Within 2 business days of the PAC meeting, you will receive:

- A Pre-Application Consultation Checklist outlining the materials required for a complete application;
- Scoped Terms of Reference for any required studies or reports;
- Information on applicable fees; and,
- A draft Concierge Service Agreement.

This information will guide the preparation of your formal submission. The Concierge Lead will be available to assist by answering process-related questions, connecting you with appropriate staff, and coordinate meetings with Town departments or external agencies where necessary.

A signed Concierge Service Agreement (Letter of Undertaking) is required as part of a complete submission.

4

Step 4: Formal Application Submission

Once you have prepared all requested materials, you can submit your complete application package to the Concierge Lead by email.

For the application to be deemed complete, the applicant must submit the following:

- ✓ A complete application form
- ✓ Signed Concierge Service Agreement
- ✓ Site plans, drawings, and building elevations
- ✓ Technical studies (e.g., servicing, traffic, environmental, or planning reports)
- ✓ Supporting documentation identified through Pre-Application Consultation
- ✓ Applicable application forms and fees

The Concierge Review Team will confirm whether the submission is complete within 2 business days. Your application will be circulated to relevant technical reviewers.

5

Step 5: Technical Review Comments and Revisions

Technical reviewers will **provide coordinated comments within approximately 15 business days** of a complete submission. You will be required to address the comments provided and **submit revisions within 10 business days**. This process will repeat until the Town is satisfied with the layout and access arrangements of the proposal.

6

Step 6: Finalization and Approval

Once the site layout and design are acceptable, the Concierge Lead will issue a **Satisfactory Site Plan Subject to Conditions (SSPC) Letter**.

After the SSPC letter has been issued, applicants are to fulfill the conditions of the SSPC and can begin the process of applying for a Conditional Building Permit. Prior issuance of a “Conditional Building Permit” the following works must be completed:

- Works related to any tree-protection within the Municipal Right of Way
- Road Occupancy Permit issuance from Engineering/Public Works for construction and/or final access
- Erection of all erosion and sediment control measures as per approved plan(s)
- Any site alteration applications that must be made as per comments from Engineering/ Public Works

A building permit application must be submitted within 6 months of receiving a SSPC letter.

Following the clearance of SSPC conditions:

- Site Plan Approval will be issued;
- The Site Plan Agreement will be finalized, signed, and registered on title; and,
- Required securities will be posted for on-site and off-site works.

A full Building Permit can then be issued once all applicable requirements of the Ontario Building Code have been satisfied.

Frequently Asked Questions

What happens if we can't meet the timelines?

The Concierge Service is based on a collaborative and timely review process. If timelines are not met or submissions do not meet required standards, the process may be adjusted.

This may include:

- Extending timelines to allow for additional review or revisions
- Requiring additional information or studies before proceeding
- Returning the application to a standard review process if expectations are not being met

The Town will work with applicants to resolve issues where possible; however, maintaining the Concierge Service requires ongoing commitment from both the applicant and Staff.

What is a Concierge Service Agreement?

The Concierge Service Agreement is a formal agreement between the Town and the Applicant. It outlines roles, responsibilities, key deadlines, and expectations to support faster approvals. While every effort is made to resolve issues together, failure to meet conditions of the agreement may result in removal from the program. The application would then be reassigned to the traditional site plan approval process.

What happens when the applicant does not adhere to the Program Agreement in terms of achieving milestones or deadlines?

- a. Staff is committed to helping applicants stay on track. If milestones or deadlines are at risk, the Concierge Lead will work closely with the applicant to resolve issues, find solutions and, if needed, adjust timelines.
- b. If progress isn't made, the Concierge Lead will issue a written warning with a revised target. Continued delays may result in removal from the program.
- c. Applicants will be given every opportunity to stay in the program, but repeated failures may lead to termination.
- d. If removed from the program, the Concierge Program fee reduction, at the time of application, will become null and void. The remaining application fee will be payable prior to the execution of the site plan agreement following completion of the review through the regular planning process.
- e. If Staff does not meet its obligations under the Program Agreement, the Concierge Program fee reduction from the time of application, will remain applicable, and the

project will receive direct support from the Director of Planning Services to stay on track.

APPENDIX A

Supporting Materials and Contacts

APPENDIX A

Supporting Materials and Contacts

Town of Whitchurch-Stouffville

111 Sandiford Drive, Stouffville, ON L4A 0Z8

By Phone: 1-905-640-1900

General Inquiries Pre- Application Submission:

- Development Services Commission:
 - Planning Services: developmenthelp@townofws.ca
 - Building Division: buildingpermits@townofws.ca
- Engineering/Public Works Commission:
developmentengineeringhelp@townofws.ca

Town of Whitchurch-Stouffville Quick Reference Documents:Town of Whitchurch-Stouffville Official Plan

- [Town of Whitchurch-Stouffville Zoning By-law 2010-001-ZO](#)
- [Engineering Standards](#)
- [Site Alteration By-law](#)
- [Town Planning Documents](#)
 - Urban Design Guidelines
 - [Fees and Charges By-law](#)
- [Water/Wastewater Master Plan](#)
- [Development Charges](#)
- [Community Benefits Charge](#)
- [Parkland Dedication By-law Update](#) (in progress)

York Region

17250 Yonge St., Newmarket, ON L3Y 6Z1

Phone: 1-877-464-9675 or Dial 711 with a TTY device

Email: accessyork@york.ca

York Region Quick Reference Documents:

- [Development Planning Review](#)
- [Development Engineering Review](#)
- [Development Application Supporting Studies](#)

Lake Simcoe Regional Conservation Authority ([LSRCA](#))

120 Bayview Parkway, Newmarket, ON L3Y 3W3

By Phone: 905-895-1281

Toll Free: 1-800-465-0437

URL: [Home - The Lake Simcoe Region Conservation Authority](#)

- [Ecological Off-setting Policy](https://lsrca.on.ca/index.php/planning-permits/ecological-offsetting/)<https://lsrca.on.ca/index.php/planning-permits/ecological-offsetting/>

Toronto and Region Conservation Authority ([TRCA](#))

5 Shoreham Drive, Toronto, ON M3N 1S4

By Phone: 416-661-6600

By Email: info@trca.ca

URL: [Toronto and Region Conservation Authority \(TRCA\)](#)

Utility Providers**Water, Wastewater and Storm Water**

Municipal water, wastewater and stormwater infrastructure is primarily available only within the Community of Stouffville. Where it is available, the system is owned and operated by the Town of Whitchurch-Stouffville's Engineering and Public Works Commission. For information about connection to existing services or construction of additional infrastructure, contact your Planner who will help to coordinate with the appropriate Town Staff member.

URL: [Municipal Servicing Allocation Process](#)

Waste Collection Services

Depending on the nature of the proposed development, the Town may require the property Owner to obtain private waste collection services. This is determined through the Site Plan Approval process.

Contact Information:**Hydro One**

Phone: 1-888-664-9376

Email: CustomerRelations@HydroOne.com

URL: [Hydro One | Home](#)

Enbridge

Phone: 1-877-362-7434

URL: [Home](#) | [Enbridge Gas](#)

Ministry of Transportation

By Phone: 416-235-4686

- Toll-free: 1-800-268-4686

URL: [Ministry of Transportation | ontario.ca](#)

Provincial Policies

[Provincial Planning Statement \(2024\)](#)

[Planning Act, R.S.O. 1990, c. P.13](#)

[Ontario Building Code \(OBC\)](#)

[Accessibility for Ontarians with Disabilities Act \(AODA\)](#)

[Oak Ridges Moraine Conservation Plan \(ORMCP\)](#)

[Greenbelt Plan](#)

APPENDIX B

Pre-Application Consultation Request & Eligibility Intake Form

APPENDIX B

Pre-Application Consultation Request & Eligibility Intake Form

Concierge Service Request & Eligibility Intake Form

Town File No.:	
Concierge Lead:	
Date:	

This supplementary form must be completed and submitted with the Town's Planning Application if you believe that your project meets the eligibility requirements, and you wish to be considered for the Concierge Service.

What is the Concierge Service?

The Concierge Service is an optional, enhanced support service designed to help eligible development projects move through the planning and approvals process more efficiently. Through this service, applicants receive early guidance, coordinated input from key Town departments, and a clear understanding of applicable requirements, timelines, and next steps. The Concierge Service is intended to reduce delays and support projects that align with the Town's priority objectives.

Complete the following checklist to determine if you are eligible for this Concierge Service. All fields must be checked 'YES' to be eligible.

YES	NO	Eligibility Requirements
		The development includes a minimum of 25% affordable, attainable, or accessible housing and/or supportive services.
		Demonstrated partnership with a recognized non-profit, public-sector agency, or a private developer with a proven track record in affordable/supportive housing delivery.
		The proposal complies with the Town's Official Plan, Zoning By-law, and other applicable municipal and provincial policies.* <i>*If an Official Plan Amendment, Zoning By-law Amendment, or other approvals are needed, the concierge program cannot be applied for until those approvals have been obtained.</i>
		I acknowledge a Pre-Application Consultation with Town Staff and Agencies is required and the owner/applicant must enter into a Concierge Services Agreement.

APPENDIX C

Site Specific Applicable Fees and Charges

APPENDIX C

Site specific Application Fees and Charges

The following table of applicable fees is being provided for the applicant's information to maintain transparency on what fees and charges will be required throughout the SPA process under the Concierge Program. **Staff to Complete.**

Fee Type	Calculation/Requirements	Total	Timing of Payment
Application Fee			
Peer Review Deposit	Major Applications - \$50,000 Minor Applications - \$30,000		at
Engineering Review Fees			At execution of Site Plan Agreement
Cash in Lieu of Parkland		TBD	At Building Permit
Development Charges		TBD	At Building Permit