

To ensure clarity of process, Calgary Building Services has made several resources available for the public seeking information on exterior insulation retrofits, including:

- 1) Online resources (calgary.ca/myHome);
- 2) Telephone (311 - Technical Assistance Centre);
- 3) In person (Planning Services Centre); and
- 4) Industry related (BILD Home Renovators Committee).

In addition, modifications to The City of Calgary’s ‘greenbuilding’ web hub (calgary.ca/greenbuilding) will include detailed information on permitting requirements and considerations explicitly related to exterior insulation upgrades. This is in keeping with Calgary Building Services efforts to make information accessible and convenient for homeowners.

Customer service channels

