



# CONTACTS

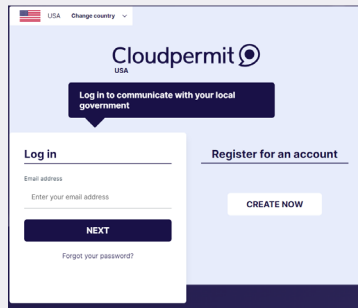
For questions and additional help:

## Office Hours

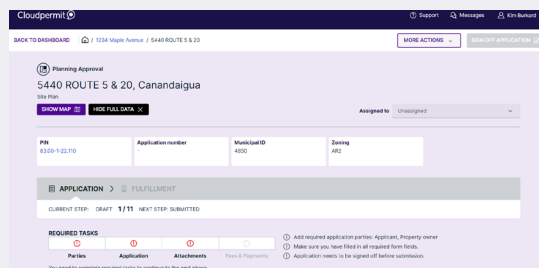
Monday - Friday: 8:00am - 4:00pm  
(585) 394-1120

5440 Route 5 & 20 West, Canandaigua, NY

- If you did not create the application yourself in CloudPermit, you may get an invitation from the CloudPermit system to join as one of the contacts for the application. Your project engineer or town staff may have done this.
- Click the invitation link in the email you received to login, set up a password, set your contact details, and be able to access the application data.
- The invites do expire quickly. If that has happened, click the **Forgot your password?** link on the CloudPermit login screen. A new link will be emailed to you so you can complete your account setup.



- This is a critical step as there may be actions waiting on you to complete before your application can move forward in the system. For example: property owners need to sign off before the application can be submitted for town review.



### Mike Warner, Zoning Officer

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### Sarah Reynolds, Administrative Coordinator

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### Allison Hirschmann, Clerk

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### Kimberly Burkard, Clerk

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## Updated Process for Submitting Applications to the Town of Canandaigua Development

As of February 2023, the Development Department has moved to an online, cloud-based system called CloudPermit for the submittal and approval of the following applications:

- Form-Based Code Projects
- Lot Line Adjustments
- Site Plans
- Sketch Plans
- Special Use Permits
- Subdivisions
- Zoning Variances



- Go to <https://us.cloudpermit.com> and set up an account and log into your account.
- Click CREATE YOUR FIRST APPLICATION button. Please note that the system will prompt you for data. Missing data or required actions/data will be highlighted in red.
- Set the project name. Click the NEXT button to move along in the application process.  
*Suggestion: use the property address as the project name, ex: 123 Maple Avenue.*
- Set project location.  
*Suggestion: when looking up the property address, only type in the street number and choose the appropriate property from the list that pops up. If the property does not yet have a street number, type in the tax map number and choose the property that pops up.*
- Choose Planning Approval, select project type, and choose category/scope/proposed use.
- Choose the appropriate radial button at the bottom of the page (applicant, preparing for customer, or already submitted the application in paper) and click FINISH AND CREATE.
- Add the applicant and property owners to the application. The applicant and property owner can be separate or the same person. Add all contact data.

- Complete the missing application data. The application data needed will vary depending upon the application type.  
*Note: another page will load. When complete, navigate back to the main application page.*
- Upload the attachments highlighted in red. You can add additional documents as needed but the application cannot be submitted without the required files.  
*Note: Make sure to choose the appropriate choice for file type and add a description. As you complete the upload of each required file, you will see the status change from red to green.*
- If all data has been correctly added, a SIGN OFF APPLICATION button will appear in the upper right corner. Applicants and property owners will need to sign off on this application in order to submit it to the Town staff. CloudPermit will allow an easy and single button click signoff for registered CloudPermit users.
- You may SUBMIT the application now. Once it has been correctly submitted, an application number will be assigned. (You can see the application number at the top of the page.) At this point, the Town staff will be able to see and act upon the application.  
*Note: Until the application reaches this state, the Town staff are unable to begin processing your application.*

## System/Configuration Requirements

- Applicants and property owners can access the CloudPermit system via any up-to-date major web browser (Chrome, Safari, Microsoft Edge, etc.).
- Anyone using the CloudPermit system will need a valid email and may need to add “cloudpermit.com” to their contact list so application messages do not end up in the spam folder.

## Tips

- Notifications and messages from the CloudPermit system will be sent by email to the applicants and property owners. Reading and addressing any requests coming from CloudPermit on a timely basis will be key to preventing unnecessary delays.
- Review the application for any items flagged in red. That indicates some action or data is required.
- Have all your application files converted to PDF documents before starting to create your application.
- Additional documentation is available on the Development Office webpage. Scan the QR block to the right or visit: [townofcanandaigua.org](http://townofcanandaigua.org)

