



# City of Leduc Policy

**Policy Title: Development & Concierge Service Policy**

**Policy No:** 110033

**Supersedes:** n.a

**Revision #:** n.a

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| <b>Authority:</b> City Manager                                                                                                             |
| <b>Approval Date:</b>                                                                                                                      |
| <b>Effective Date:</b> September 30, 2025                                                                                                  |
| <b>Relevant Legislation:</b>                                                                                                               |
| <b>Relevant Council Date of Resolution(s):</b>                                                                                             |
| <b>Relevant Bylaw and Date(s):</b>                                                                                                         |
| <b>Authority's Signature:</b>  Derek Prohar, City Manager |

## **Purpose:**

To provide direction to support service delivery and efficiencies that enable housing development within the City of Leduc. The enhanced service delivery will provide certainty and seamlessness to application processes for housing developments.

## **Definitions:**

Market Housing – means housing that is provided without subsidy for rent or mortgage through public and/or non-profit funding or supplements.

Non-Market Housing – means housing that is made affordable through public and/or non-profit ownership or rent supplements.

Rental Housing – means housing that is for tenant occupancy, with a tenancy agreement and not occupied by an owner.

## **Policy:**

### **Concierge Service:**

1. The Planning Economic Development department will endeavor to provide a seamless concierge service for both preliminary application and formal application requests for housing developments, by having a primary staff member:
  - a. Liaising on behalf of an applicant with relevant Planning & Economic Development Department staff to efficiently streamline the steps and understanding, for municipal permitting and licencing requirements.

- b. Coordinating necessary meetings on behalf of the applicant with other internal City departments teams, such as Public Services, Engineering, and Parks & Open Spaces, etc., as required, to obtain municipal permitting and licencing.

#### Digital Permitting:

- 2. Software upgrades including upgrades for online platforms, will be monitored regularly and prioritized for implementation, to ensure new features enhance performance for service delivery of applications for housing developments.

#### Target Timelines & Reporting:

- 3. City Administration will make available to the public, quarterly digital reports of average timelines for development permit application reviews and pre-application meetings for housing applications.
  - a. Average target timeline for development permit application reviews:
    - i. Non-market Housing developments: 10 calendar days
    - ii. Rental Housing developments: 10 calendar days
    - iii. Market Housing developments: 20 calendar days
  - b. Average target timeline for pre-application meetings:
    - i. Non-market Housing developments: 10 calendar days
    - ii. Rental Housing developments: 10 calendar days
    - iii. Market Housing developments: 20 calendar days