



# Transforming government services with remote opportunities

In 2023, British Columbia experienced its most devastating wildfire season on record. Online permitting software and remote work options are making a profound impact in the Squamish-Lillooet Regional District (SLRD).

“There were 56 properties damaged by wildfire in the SLRD last year, with many homes completely destroyed,” said Jay McEwen, SLRD’s chief building official. “Most of these destroyed properties were secondary or vacation properties for residents from other parts of the province. Cloudpermit has allowed affected individuals to apply for permits, connect with designers, and receive support remotely.”

Many of those impacted were first-time applicants and had never built a home before.

This easy-to-use tool made it simple for them to submit complete applications. It has clear steps and strict submission requirements. As a result, departments can expedite the permit process, reducing back-and-forth communication and streamlining the process for property owners.

“This software has truly expedited our approval process,” McEwen said. “Now, we can help our community move forward faster after such tragedies.”

## Save Residents Valuable Time

Residents have also benefited from working online. The SLRD’s population spans four municipalities and four electoral areas across a large area. Some residents previously made a six-hour round trip to the regional district’s administration office in Pemberton to submit permit applications.

“We’re happy to save our residents valuable time by offering online services,” McEwen said. “Now, with stronger customer service, our community can submit applications online at their own pace.”

The intuitive and convenient user interface has led to positive feedback from residents and builders alike.

“Before this software, the majority of our permit applications used to be incomplete,” McEwen said. “Now, we no longer chase assets since all submitted applications are complete. This has cut our processing time by months and streamlined our permitting process for everyone involved.”

Remote work solutions erased the need for long commutes to the office. Remote work also lessened confusion over application requirements. These improvements have enhanced the area’s appeal for residents and staff alike.

## Attract, House, Retain Talent

The national housing crisis complicates talent attraction, but remote work opportunities help address these obstacles.

“It’s challenging to retain, hire, and find housing for talent in our region because of high living costs and limited housing,” McEwen said. “This software has removed a significant barrier to our business continuity, particularly during summer’s busy season. Now, we can hire remote staff to meet high development demands.”

Looking back on the past year, McEwen said, “We wouldn’t be where we are without Cloudpermit’s support. I cannot speak highly enough about our experience with their team. We look forward to strengthening our partnership and leveraging our remote capabilities to support wildfire recovery, better serve our community, and attract talent.”

To learn more about online community development software, visit [cloudpermit.com](https://cloudpermit.com).



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