

TOWN OF AJAX

ONLINE PROPERTY INFORMATION REQUEST – APPLICANT USER MANUAL

How do I submit an Online Property Information Request?

You need to register as an individual or Organization (Company) to apply for a Property Information Request. The [Account Registration User Guide](#) can assist you in creating an account. If you are a returning user, enter your e-mail address and password and select “**Login**”.

There are two fees associated with the Property Information Request.

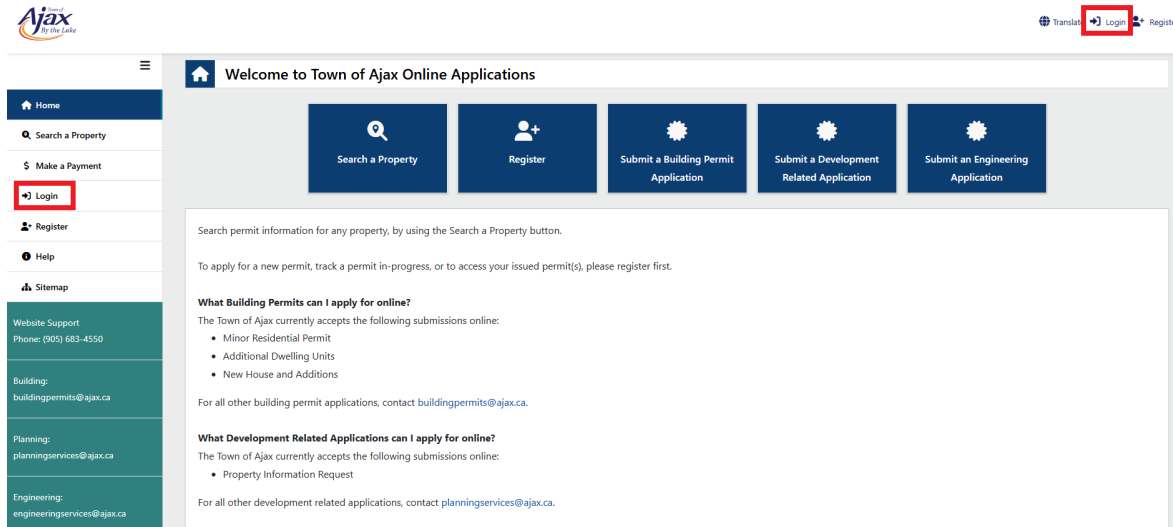
1. Non-refundable fee – this is an administrative fee that cannot be refunded once the application has been submitted. It is to cover basic administrative costs associated with the application and it must be paid in order to submit your application.
2. Property Information Request fee – the fee amount is calculated based on the information being requested. These will be charged after the application has been submitted and reviewed for completeness by Town staff. An invoice will be sent to you via email and through the portal. This fee must be paid before staff can begin working on your Property Information Request.

More information can be found in 2.9 Administrative Fees and Confirmation Screen

Step 1.0 – Log in to the Home Page

1.1 Home Page Screen

Navigate to the portal home page <https://eapply.ajax.ca/>. Click the “**Login**” button. The login button is located on the top right-hand corner of the screen or the button on the left-hand menu.



1.2 Login Screen

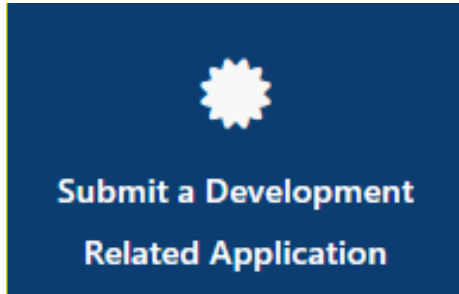
After the “**Login**” button has been clicked, the following login screen will appear.

1. Enter the email address associated with your account registration.
2. Enter your password
3. Check the reCAPTCHA box
4. Click the “**Login**” button

The screenshot shows the Login screen with the following elements: A title 'Login' and subtitle 'Login With Credentials:'. An 'Email' field with the placeholder 'username' and a blue instruction '1. Enter Email'. A 'Password' field with the placeholder 'password' and a blue instruction '2. Enter Password'. A reCAPTCHA box with the text 'I'm not a robot' and a blue instruction '3. check the reCAPTCHA box'. A 'Forgot password?' link and a blue instruction '4. Press Login button' pointing to the 'Login' button. At the bottom, there is a section for users who do not have an account, with a 'Register' button.

1.3 Development Related Application Screen

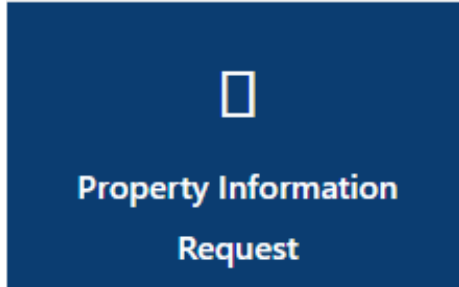
Once you have logged in, the homepage will re-appear. Click the “**Submit a Development Related Application**” button.



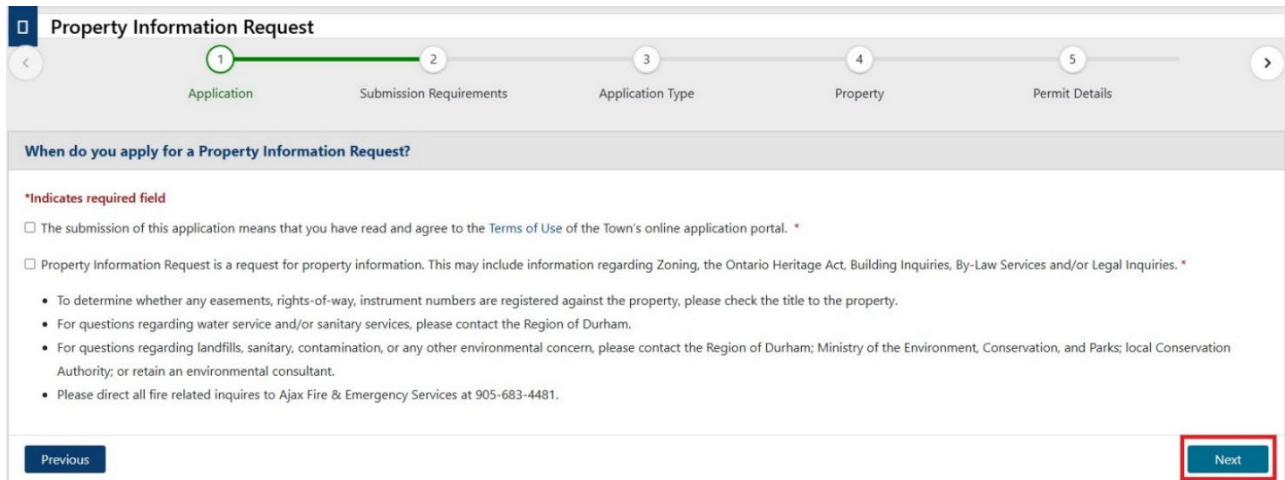
Step 2.0 – Property Information Request Application Process

2.1 Preliminary Stage of the Property Information Request Application

Click the “Property Information Request” button



You must confirm that you have read and agree to the Town’s Terms of Use and that you are requesting information that is provided by the Town of Ajax through Property Information Requests by checking all of the boxes. Please click “Next” located at the bottom right-hand corner of the screen to proceed further.



Property Information Request

1 Application 2 Submission Requirements 3 Application Type 4 Property 5 Permit Details

When do you apply for a Property Information Request?

***Indicates required field**

The submission of this application means that you have read and agree to the Terms of Use of the Town’s online application portal. *

Property Information Request is a request for property information. This may include information regarding Zoning, the Ontario Heritage Act, Building Inquiries, By-Law Services and/or Legal Inquiries. *

- To determine whether any easements, rights-of-way, instrument numbers are registered against the property, please check the title to the property.
- For questions regarding water service and/or sanitary services, please contact the Region of Durham.
- For questions regarding landfills, sanitary, contamination, or any other environmental concern, please contact the Region of Durham; Ministry of the Environment, Conservation, and Parks; local Conservation Authority; or retain an environmental consultant.
- Please direct all fire related inquiries to Ajax Fire & Emergency Services at 905-683-4481.

Previous Next

2.2 Submission Requirements Screen

Please confirm that you have read, agree to, and are able to provide the submission requirements by checking all of the boxes.

Then, click “**Next**” located at the bottom right-hand corner of the screen to proceed further.

The screenshot shows a web application interface for a 'Property Information Request'. At the top, there is a progress bar with six steps: 1. Submission Requirements (highlighted in green), 2. Application Type, 3. Property, 4. Permit Details, and 5. Property Information Request. Below the progress bar, the main content area is titled 'Submission Requirements'. It includes a red asterisk indicating required fields. The requirements are listed as follows:

- One (1) copy of a legal survey (only required for vacant lots of record - the survey will not be reviewed for zoning compliance). *
- Application fee, in accordance with the Planning Act User Fees and Charges Section of the Town of Ajax Fees and Charges By-law, as amended. Payments can be made by cash, cheque or money payable to the Town of Ajax. Electronic payment options are available, an additional 2.49% service fee applies. *
- Each application shall only reference one municipal address. Additional fees as outlined in the Planning Act User Fees and Charges Section of the Fees and Charges By-law, as amended, must be accompanied with the applicable form for each additional municipal address. *

A blue 'Next' button is located at the bottom right of the form area.

2.3 Application Subtype

Please select what type of land use you are asking about by clicking the dropdown menu under “**Application Subtype**”. Once you have done this, please click “**Next**”.

If you are unsure which Subtype to select, please contact the Town of Ajax Planning Services at planningservices@ajax.ca to confirm.

The screenshot displays a web application interface for a 'Property Information Request'. At the top, a progress bar shows seven steps: 1. Requirements, 2. Application Type (current step), 3. Property, 4. Permit Details, 5. Property Information Requested, and 6. Discla. Below the progress bar, the main form area is titled 'New Application for a Property Information Request'. A red asterisk indicates a required field. A message states: 'The following application is for a Property Information Request'. There are two dropdown menus: 'Application Type *' with 'Property Information Request' selected, and 'Application Subtype *' which is open, showing a list of options: Commercial, Industrial, Institutional, Mixed Use, and Residential. A 'Previous' button is located below the 'Application Type' dropdown.

2.4A Property Search

The next step is to search for the property and select the correct property address in relation to your request.

Fill the required fields, then click **“Search”**.

Property Information Request

Application Type **Property** Permit Details Property Information Requested Disclaimer

Managing Attached Documents

Select Property

***Indicates required field**

Which property do you need information about?
You can search for the address using one of the two (2) options:
1) Simple: Enter the street number and begin to enter the street name. Select the correct street name from the drop down list.
2) Advanced: Fill all or some of the fields select Search. Choose the address from the result table.

Simple Advanced

Which property do you need information about ? *

Street Number <input type="text" value="Street Number"/>	Street Name <input type="text" value="Street Name"/> x	Street Type <input type="text" value="Street Type"/> x	Direction <input type="text" value="Direction"/> x
Unit Number <input type="text" value="Unit Number"/>	Lot # <input type="text" value="Lot"/>	Plan # <input type="text" value="Plan"/>	Roll # <input type="text" value="Roll #"/>

Note: Not all search fields need to be filled to conduct a search. In the following example, a partial search was conducted using only the **“Street Name”** search field.

2.4B Property Search

In this example, a search was conducted by filling the “Street Name” search field. This will bring up a list of properties on that street. Find the property related to your inquiry and click “Select”. Then click “Next” to progress to the next screen.

Property Information Request

3
4
5
6
7

Application Type
Property
Permit Details
Property Information Requested
Disclaimer

Select Property

*Indicates required field

Which property do you need information about?

You can search for the address using one of the two (2) options:

1) Simple: Enter the street number and begin to enter the street name. Select the correct street name from the drop down list.

2) Advanced: Fill all or some of the fields select Search. Choose the address from the result table.

Simple Advanced

Which property do you need information about ? *

Street Number

Street Name

Street Type

Direction

Unit Number

Lot #

Plan #

Roll #

Clear
Search

Street Address	Plan	Lot	Unit	Select
10 Abela Lane , Ajax	40M1489		19	Select
11 Abela Lane , Ajax	40M1489		13	Select
12 Abela Lane , Ajax	40M1489		20	Select
13 Abela Lane , Ajax	40M1489		12	Select
14 Abela Lane , Ajax	40M1489		21	Select
15 Abela Lane , Ajax	40M1489		11	Select
16 Abela Lane , Ajax	40M1489		22	Select
17 Abela Lane , Ajax	40M1489		10	Select
18 Abela Lane , Ajax	40M1489		23	Select
19 Abela Lane , Ajax	40M1489		9	Select
2 Abela Lane , Ajax	40M1489		15	Select
20 Abela Lane , Ajax	40M1489		24	Select
21 Abela Lane , Ajax	40M1489		8.60	Select
22 Abela Lane , Ajax	40M1489		25.61-	Select
23 Abela Lane , Ajax	40M1489		43	Select

Total Items : 52
Current Page : 1 / 4

Row Per Page 15

[←](#)
[1](#)
[→](#)

Previous
Next

2.5 Property Confirmation Screen

Please confirm that all of your application details, including the property that you are inquiring about as well as your name, are correct.

Provide a short description of the work being undertaken or the reason for your Property Information Request. This information will be used to assist Town staff in addressing your inquiry.

The screenshot shows a web application interface for a 'Property Information Request'. At the top, there is a progress bar with six steps: 1. Property, 2. Permit Details, 3. Property Information Requested, 4. Disclaimer, and 5. Documents. Step 4 is currently active. Below the progress bar, the heading 'Confirm the following details' is followed by a red asterisk indicating required fields. The details are as follows:

Address	1 Tester Trail (Lot-123), Ajax, ON
Legal Description	TEST PROPERTY FOR DPSP
Application Type	Property Information Request
Application Sub Type	Residential
Applicant	TEST

Below the table is a text input field for 'Reason for your request (140 characters) e.g. Purchase, Permitted Uses, Violations, etc. *'. A warning message states: 'Once you click on the Confirm button you will not be able to go back.' At the bottom, there are 'Previous' and 'Confirm' buttons.

2.6 Selecting the Property Inquiry

Please select the types of information that you are requesting by checking “Yes” or “No” for each line and providing specifics where requested. The associated fees for each category are indicated in the blue subheader beside the category.

Once the selections have been made, click “Next”.

Property Information Request

4 Property 5 Permit Details 6 Property Information Requested 7 Disclaimer 8 Documents

Project Information

*Indicates required field
Responses will ONLY be provided for the question(s) checked yes and paid for below.

Fees:

Zoning Inquiries (\$345.90)

What is the zoning classification of the subject property? * Yes No

Is the following use permitted on the subject property? Please specify:

What is the status of any applications for minor variance pursuant to Section 45 of the Planning Act or Zoning By-law Amendment application pursuant to Section 34 of the Planning Act submitted for the subject property? * Yes No

Ontario Heritage Act Inquiries (\$158.70)

Is the property designated under the Ontario Heritage Act? * Yes No

Are there any properties designated under the Ontario Heritage Act located directly adjacent to the subject property? * Yes No

Is there a Heritage Easement registered on the property? * Yes No

Is the property listed on the Town of Ajax Heritage Property Inventory? * Yes No

Building Inquiries (\$158.70)

Are there any outstanding Orders issued under the Ontario Building Code Act, in relation to the subject property? * Yes No

Are there any open/outstanding building permits associated with the subject property? * Yes No

Have any occupancy permits been granted/revoked/cancelled for the subject property? * Yes No

Has a building permit for an accessory apartment been issued for the subject property? * Yes No

By-law Services Inquiries (\$158.70)

Are there any property standard violations registered against the property? * Yes No

Legal Inquiries (cost per agreement) (\$258.00)

Has the subdivision been assumed by the Town of Ajax? * Yes No

Have all the works required by the following Agreement been completed. * Yes No

Please specify type of agreement, Instrument number, and Application No.(e.g.SP1/13):

Save for Later Next

2.7 Disclaimer Screen

Please confirm that you have read and agree to the terms and conditions for Property Information Requests by checking all of the boxes. Once all of the boxes are checked, please click “**Next**” to proceed further.

Property Information Request

4 Property 5 Permit Details 6 Property Information Requested 7 Disclaimer 8 Documents

Disclaimer

***Indicates required field**

- A response will be generally provided within ten (10) business days after all applicable fees have been processed. *
- The Town and its employees, director or officers shall not be liable in any way whatsoever for inaccurate information. *
- The information in this letter does not constitute an opinion or advice of, or representation by the Town of Ajax of the lawfulness of the use of the property or building thereon nor compliance with applicable laws, codes, or regulations. The requestor must satisfy him/herself with respect to the same. *
- Surveys will not be reviewed for Zoning Compliance. *
- Subdivision or site plan agreements will not be discharged from title, unless a subdivision or site plan agreement has been registered to replace the original. *
- The Town of Ajax will not discharge utility easements from title. For information regarding utility easements, please contact the individual utility company (i.e. Elxicon, Rogers, Bell, Enbridge, etc.). *
- Agreement releases require a formal request and separate fee, as outlined in the Planning Act User Fees and Charges By-law, as amended. *

Personal information contained on this form is collected under the authority of the *Municipal Act*, 2001, Section 11(1). The information collected in this form will be used to process your Property Information Request. Questions about the collection of personal information should be directed to the Records Manager/FOI Coordinator, 65 Harwood Avenue South, Ajax, Ontario, L1S 2H9, (905) 683-4550.

If you have any comments on the format or content of this application form, please complete a Customer Feedback Form, which is available at Planning and Development Services, Town of Ajax.

Previous Save for Later Next

2.8 Document Upload Screen

The document upload screen allows you to upload any document relevant to your Property Information Request.

Note: If you select Legal Inquiry, you will need to upload the relevant legal agreement for the property. This is mandatory for all Legal Inquiries.

If any other type of Property Information is selected, you are not required to upload any documents. You can choose to upload a document if it is relevant to the information being requested.

To upload a file:

- Enter a description of the file (e.g. legal agreement)
- Use the **“Browse Files”** button or drag and drop the file into the box. This will show the document to be uploaded.
- Click the **“Upload All”** button to upload the file. A box on the screen will show the upload progress and if the upload was successful.
- If the upload was successful, click **“Continue to Confirmation”** to proceed further.

The screenshot shows a web interface for a 'Property Information Request'. At the top, a progress bar indicates the current step is '4' (Managing Attached Documents), with other steps being '5' (Permit Details), '6' (Property Information Requested), '7' (Disclaimer), and '8' (Documents). The main content area is titled 'Managing Attached Documents' and includes a note: '*Indicates required field'. Below this, it lists 'Online Property Information Request Submission Requirements', including a bullet point: '• For uploading of Legal Agreement(s), if applicable'. The 'Current Attachments' section shows 'You currently have no attachment(s) associated with this permit'. The 'Upload New Attachment' section contains a table with columns for 'Attachment Type', 'Description', and 'Document'. The first row shows 'Agreement(s) - CLO' in the Attachment Type column. The Description column is empty. The Document column contains a text box with the prompt 'Drop attachment(s) here or' and a 'Browse Files' button. A red error message 'This is required' is displayed below the text box. An 'Upload All' button is located at the bottom right of the table. At the very bottom of the screen, there are 'Save for Later' and 'Continue to Confirmation' buttons.

Attachment Type	Description	Document
Agreement(s) - CLO		Drop attachment(s) here or Browse Files <small>This is required</small>


When “**Upload All**” is clicked, it will show the upload progress and will display any errors that may pop up. If an error is displayed, check the attachment file name and try again.

Note: Check the file name of the attachment to ensure that only alphanumeric characters are used (A-Z; 0-9). Do not use any special characters. Label the file name to indicate the specific document. The accepted files are JPEG, JPG, PNG, XLS, DOC, DOCX, XLSX, PDF, ZIP.

Upload Progress ✕

Agreement(s) - CLO - Test.docx

95%



Property Information Request

Property Permit Details Property Information Requested Disclaimer Documents


Managing Attached Documents

*Indicates required field

Online Property Information Request Submission Requirements

- For uploading of Legal Agreement(s), if applicable

Current Attachments

Document Type	File Name	Description	View
Agreement(s) - CLO	248790-2025_100953_000_00_CLO_CLO-Compliance_Letter_(New)-20900-Agreement(s)_-_CLO-Test-202502031414513909	Agreement(s) - CLO	

Upload New Attachment

Required Documents - The document(s) listed here are required to proceed. If Legal Inquiry was selected. *

Attachment Type	Description	Document
	No pending attachments	

Attachment Type:

Description:

Attachment: Browse Files

✕ Clear Upload

Save for Later Continue to Confirmation

2.9 Administrative Fees and Confirmation Screen

The following screen shows an overview of the application, and an overview of the required fees. There are two fees associated with a Property Information Request:

- a. Non-refundable fee – this is an administrative fee that cannot be refunded once the application has been submitted. It is to cover basic administrative costs associated with the application.
- b. Property Information Request fee – the fee amount is calculated based on the information being requested. These will be charged after the application has been submitted and reviewed for completeness by Town staff. An invoice will be sent to you via email and through the portal. This fee must be paid before staff can begin working on your Property Information Request.

The Non-refundable fee is charged at the time of application submission. You can pay online by clicking **“Pay Now using Credit Card”**. All online applications have an administrative 2.49% fee in addition to the non-refundable fee.

Property Information Request

4 Property 5 Permit Details 6 Property Information Requested 7 Disclaimer 8 Documents

Administrative Fee and Confirmation

Thank you for submitting a Property Information Request. Please see the details below:

Application Number : 25 100953 000 00 CLO	Application Type : Compliance Letter (New)
Address : 1 Tester Trail, Lot 123 Ajax	Application Subtype : Residential
Applicant : Test	Invoice # : 87599
Outstanding Fees : \$25.70	

Bill #	Description	Amount
87599	Non-Refundable Admin Fee	\$25.70

Fees Overview

Total amount paid to date : **\$0.00**
Total due : **\$25.70**

[Pay Now Using Credit Card](#)
[Pay Later, Finish Application Submission](#)

The Town of Ajax will conduct an intake review and contact you if we require further information prior to processing. The application will not be processed until any outstanding items have been provided and the non-refundable fee has been paid.
[Back to Home page](#)

If the **“Pay Later”** option button is clicked, it will save the application, and you will need to either pay in person at Town Hall (65 Harwood Avenue South, Ajax, Ontario – open weekdays from 08:30-16:30) or mail a cheque to the Town of Ajax located at 65 Harwood Avenue South, Ajax, Ontario L1S 2H9. Once the payment has been cleared, the application will be submitted.

2.10 Paymentus Payment Screen

If the “Pay Now using Credit Card” option is selected, a window will pop up to the Paymentus credit card payment processing screen. This will allow you to enter your credit card information to pay the non-refundable fee. Complete the required fields to proceed further.

The screenshot displays the 'Enter Payment Information' window from Paymentus. At the top left is the Ajax By the Lake logo. The navigation bar includes 'One Time Payment' and 'Payment Information', with 'English | Français' on the right. The form itself is titled 'Enter Payment Information' and includes a note: 'All fields are required unless labeled as optional.' The fields are organized as follows: First Name and Middle Name (Optional) are in the top row; Last Name and Daytime Phone Number are in the second row; ZIP/Postal Code is a single field below; Email and Re-Enter email are in the fourth row; Pay this Amount \$ 25.70 is a text field; Payment Date is a dropdown menu with 'Now' selected; Payment Method is a dropdown menu with 'Credit Card' selected, showing logos for VISA, Mastercard, and AMEX; Card Number and CVV are in the sixth row; Expiry Month and Expiry Year are dropdown menus; Card Holder Name is a text field. At the bottom are 'Continue' and 'Cancel' buttons. Below the form is the Paymentus logo and a footer with copyright and legal notices.

Once payment has been made, you will receive an email with the confirmation payment receipt indicating the Receipt Number and Permit Application Number for the non-refundable fee payment.

2.11 Completion of the Online Application Process

Town staff will review the online application for completeness before sending you an invoice for the Property Information Request fee. You are required to pay the fee before staff can begin working on your Property Information Request. You will not receive your requested Property Information Request letter if you do not pay the Property Information Request fee. Once the payment is received, you will be emailed a confirmation payment receipt.

It will generally take up to 10 business days for the Property Information Request to be completed.

If the non-refundable fee is not paid within 10 business days, your application will be cancelled, and you will need to submit a new online application.