DEPARTMENT OF PLANNING
Cayman Islands Government

CommunityWorks
ONLINE PLANNING SYSTEM

Department of Planning (DOP) | Government Administration Building (GAB)

www.planning.ky/ops

info@planning.gov.ky

345-244-6501

TOPICS COVERED

CLICK ON A TOPIC OR SUBTOPIC TO JUMP TO THAT SECTION
SELECT THE COMMUNITY WORKS ICON IN THE TOP RIGHT ANY TIME TO RETURN TO THIS SLIDE

NAVIGATION

DASHBOARD

QUICK ACCESS

ADD NEW

SUBMIT NEW APPLICATION

ADD INSPECTIONS / PLAN REVIEWS

Navigation

Dashboard

SHOWS A HIGH-LEVEL OVERVIEW OF ALL THE RECORDS YOU ARE ASSOCIATED WITH.

- The Record File Hierarchy card on the left of the Dashboard is an interactive list.

- The Files are the "container" for the records to which you are associated.

- Clicking on a File will expand it to show the records it contains.

- Selecting a record will populate the right side of your dashboard with "snapshot" information on that record.

- From this snapshot view you can,

  - View / Open Inspections, Plan Reviews, and Documents

  - Add new work using the actions drop down.

  - Open the record to see full details using the ⬈ icon.

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Quick Access | Navigation

- Use the header bar "Community Works" icon to return to home

- Select the "Add New" button to Submit a New Application (Corporate Users only) or add an Inspection / Plan Review

  (Professional and Corporate Users) to an existing record.

- Use the "View Notifications" bell to see notification relative to records you are associated with.

- Select the "Push Pin" button to quickly access a "Pinned" record.

- Select the initials at the top right to access your user profile, help, manage notification preferences, or logout.

My Profile

User Guide

Disable notifications

Sign Out

Pin Record

- The action of "pinning a record" is like a virtual bulletin board to which you are "pinning" items of importance for easy access. And removing them when they are no longer critical.

- If you are working on many different records, but need quick access to just a few, use the pinning feature to keep track of those critical records.

- To pin a record,

    1 Select the "Push Pin" in the Record Snapshot from your Dashboard.

    2 Open the Details pop-up using the "i" bottom on the far left of the table row in the "My Jobs" search results table. The "Pin" icon can be selected or unselected in the top row of the Details pop-up.

    3 If a Record is opened, the header of Record View shows the "Pin" icon to be selected or unselected.

- Pins turn **green** when selected and are **grey** when unselected.

- Use the "Push Pin" button third from right in the Quick Access Header at the top of the screen to "Pin" a record.

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CB-P22-0061

CB-B22-0027

← CB-B22-0027

PERMIT | BUILDING PERMIT - CAYMAN BRAC | 101C45

Actions ⌄

2

Details:

Record No.	CB-B22-0027
Record Class	PERMIT
Record Subclass	BUILDING PERMIT
Record Status	
Status	Started
Block & Parcel	101C45
Island	CAYMAN BRAC
Type Group	
Description	
Ownership	PRIVATE
Land Condition	VACANT LAND
Owner	Annie Tate

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← CB-B22-0027

PERMIT | BUILDING PERMIT - CAYMAN BRAC | 101C45 -

OVERVIEW   ACTIONS   PLAN REVIEW (3)   INSPECTIONS (4)

Record Progress

⌄ Application Submission

PLAN REVIEWS (GENERAL BUILDING - GENERAL)
i100722-144603-34 (NEW)

Notifications

In the Quick Access Header Bar there is a "Bell" icon that has a red circle with a number in it.

- This is your notifications center.

- Here you will receive updates on actions related to records you are associated with.

- You can use the [icon] icon to open the form or action listed in the notification.

- The teal circle with initials in it denotes which account holder originated the record.

[trash icon] When you no longer need to have the notification in your "inbox", select the black trash can to remove it.

Notifications

TB CB-P22-0061: Online Application(i100922-202547-
09-Oct-22 21:22:10

DJ Online Application(i100722-144208-90) Submitted
07-Oct-22 14:42:09
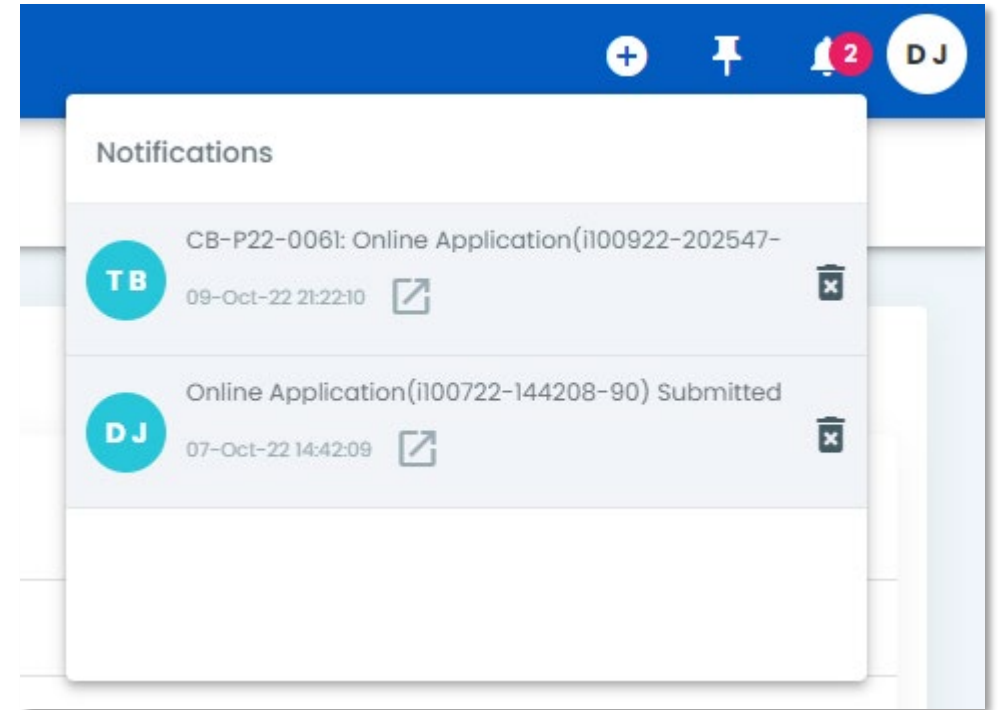
User Account

In the Quick Access Header Bar, the last icon on the right is a circle with initials in it. This is the User Account Menu.

- This User Guide is linked to the **User Guide** section.

- The third option in the User Account menu is a toggle between **Disable and Enable Notifications.**

- Use the **Sign Out** button at the bottom of the User Account menu to log out of Community Works OPS.

- To manage your account, select **My Profile.**

  - The profile section will show details about your account. Allow you to update your initials, display name, email address, phone number, and password. Select **Save** after making changes.
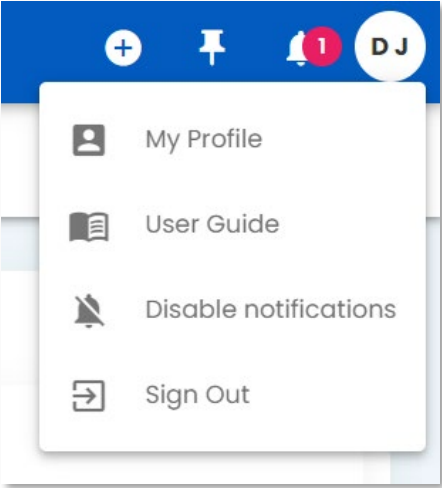
My Profile   Save

Name	jkt_corp	Display Name	JKT Development
Initials		Phone	
Email		New Password Minimum length: 8	
Roles	Corporate	Specialities	

My Profile

My Profile
User Guide
Disable notifications
Sign Out

Quick Access | Add New

- Corporate Users can select the "Add New" button to Submit a New Application or add an Inspection / Plan Review to an existing record.

- Professional Users can select the "add new" button to add an inspection / plan review to an existing record

- Select the box below to see detailed steps of that process.

Corporate Users	Professional Users
Submit New Application	Add Inspection / Plan Review
Add Inspection / Plan Review	

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Quick Access | Add New

- Corporate Users can select the "Add New" button to Submit a New Application or add an Inspection / Plan Review to an existing record.

- Professional Users can select the "add new" button to add an inspection / plan review to an existing record

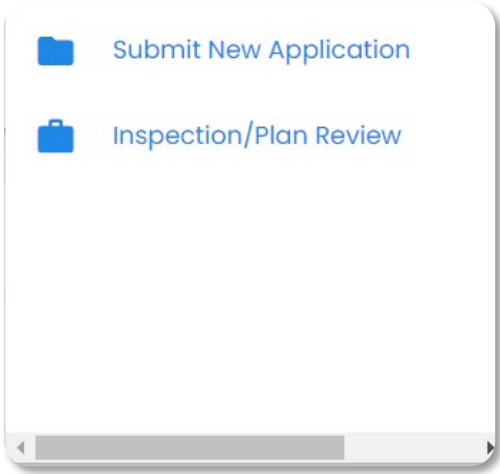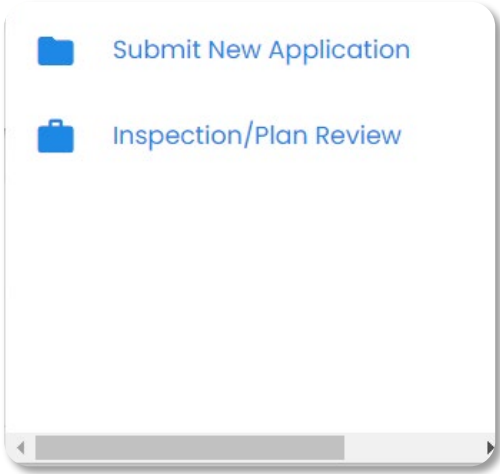- Select the box below to see detailed steps of that process.

Corporate Users

Submit New Application

Add Inspection / Plan Review

Professional Users

Add Inspection / Plan Review

Add New

Quick Access | Submit New Application

The Online Application Request Form is divided into nine sections. Details about each step are on the following pages of this guide, select a step to jump to the page that explains it.

Online Application Request Form

① APPLICATION TYPE — ② RECORD TYPE — ③ GENERAL INFORMATION — ④ ABOUT YOU — ⑤ LOCATION — ⑥ STRUCTURE — ⑦ ASSIGNMENT — ⑧ DOCUMENT — ⑨ REVIEW

| Application Type | Record Type | General Information | About You | Location | Structure | Assignment | Document | Review |
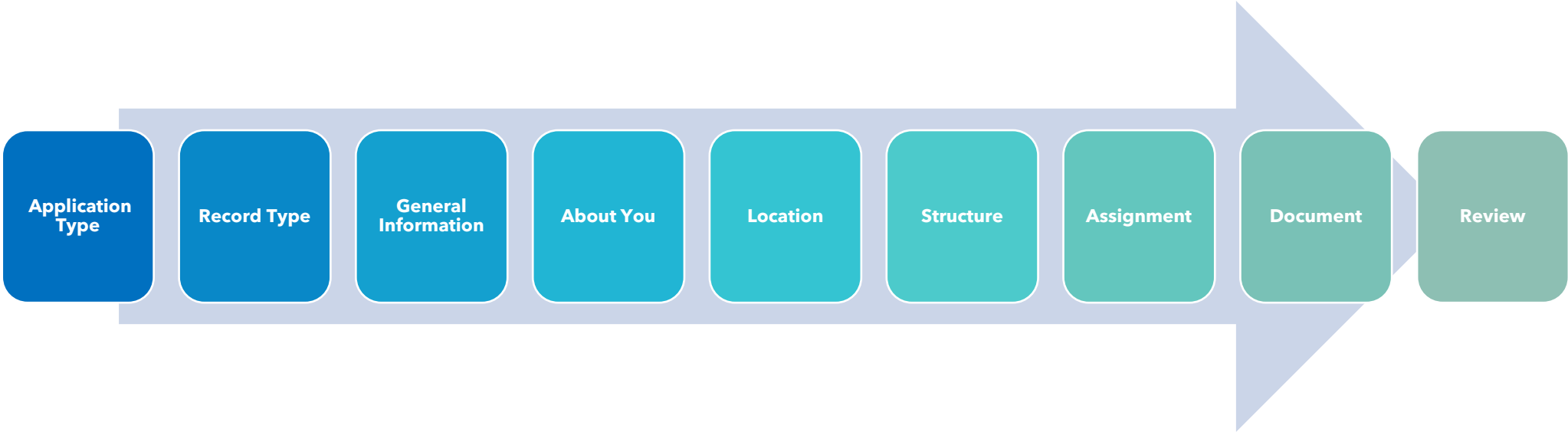
Submit New Application | Application & Record Type

- The first step is to select which type of application you are applying for.
  - **Project (Planning Permission)**
    - Any new development proposal for which you need planning permission. (Apartment, House, Fence, Land Clearing, Subdivision etc.)
  - **Permit**
    - Application for permission to build following planning permission (Some exceptions apply; solar panel and some electrical works.)
  - **Third Party Program Permit**
    - Application for permission to build that has been pre-approved by an authorized third party
  - **Inquiry Letter**
    - Zoning Inquiry letter (due diligence property background check)
    - Restriction Removal Letter (Requesting removal of Land Register restriction as related to compliance with planning conditions.)
  - Once you have selected the appropriate application type, select "Next" and you will proceed to the Record Type selection.
- The second step is to select which Record Type your application is. These options will be different based on the Application Type you selected in Step 1.
- Once you have selected the appropriate Record Type, select "Next" and you will proceed the General Information section.

Online Application Request Form

① APPLICATION TYPE — ② RECORD TYPE

I am applying for... *

- ○ PROJECT (PLANNING PERMISSION)
- ○ A THIRD PARTY PROGRAM PERMIT
- ○ PERMIT
- ○ INQUIRY LETTER

Next

Submit New Application | General Information

- In the General Information section, you will be asked basic details regarding the location, property type, ownership type, property use, estimated project cost, and other details. The specific questions differ based on your selections in Step 1 and 2.

- As with all forms, question with a red asterisk (*) are required fields. You will not be able to move forward without answering these questions.

- If there are questions at this step that you need to step away to find the answer to you may select "Save and Leave" at the bottom and return to the form later.

- Once you have filled in all the required fields you proceed to the next step by selecting "Next" at the bottom.

- The system will save your work as you go, you only need to "save" if you plan to "Save and Leave" in order to gather more information before completing the form

Online Application Request Form

APPLICATION TYPE — RECORD TYPE — ③ GENERAL INFORMATION

What Island is the site located on? *

○ LITTLE CAYMAN

○ GRAND CAYMAN

◉ CAYMAN BRAC

Planning / Building Control classification *

◉ DOCK, SEAWALL, DAVIT, BOAT LANDING

Classification of property / use

◉ RESIDENTIAL

○ COMMERCIAL

○ INDUSTRIAL

○ INSTITUTIONAL

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Submit New Application | About You

- The "About You" step covers information about the people and businesses involved in the project.

- Each application must have detail on the Agent, Applicant, and Owner.

  - **Agent** | The primary contact on the record, must be a Corporate account. (Previously, business).

  - **Applicant** | The person who the submission is being done on behalf of.

  - **Owner** | The owner of the property where application is occurring. In many cases this is also the applicant.

- Optional "team members" for whom you may include details are the Project Manager and the Project Designer

  - **Project Manager** | This is a Professional account holder. Considered the main Professional contact for the record.

  - **Project Designer** | A back up "agent". Must be a corporate account. Only applicable if the Project Designer differs from the agent.

- Once you have filled in all the required fields you proceed to the next step by selecting "Next" at the bottom.

Online Application Request Form

✎ APPLICATION TYPE ✎ RECORD TYPE ✎ GENERAL INFORMATION ④ ABOUT YOU

Agent*

[🔍]

Project Manager

[🔍]

Project Designer

[🔍]

[Email]

Submit New Application | Location

- The Location section allows you to select the Block & Parcel(s) associated with the project.

- Select "Add Location" to see the "Add Location" pop-up.

  - Use search filters for "LandRef" to search by Block or Parcel

  - Narrow your search down by identifying the Island using the "Island" drop down.

  - Select the "Select" arrow at the right of the table row to add a Block & Parcel number to your locations.

- You may identify one Block & Parcel as the primary location by putting the "primary" toggle in the on (purple) position

- If the project is searched for within CW OPS using "Block & Parcel" as a search filter, the "primary" Block & Parcel will be used.

- If a Block & Parcel is added that you wish to remove, use the pink trash can button at the far right of the table row to delete it.

- Once you have added all the Block & Parcel numbers necessary, proceed to the next step by selecting "Next".

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Submit New Application | Structure

- In the Structure section you may add names and descriptions of the structures involved in the project.

- Select "Add Structure" to view the "Add Structure" pop-up.

- Select a Structure option from the Structure drop down.

- Describe the structure in the Description text box.

- Save your work using the "Save" button to return to the application form.

- Once you have added all the relevant structures, select "Next" to proceed or "Save and Leave" to save your work and return later to complete the application.

Online Application Request Form

APPLICATION TYPE — RECORD TYPE — GENERAL INFORMATION — ABOUT YOU — LOCATION — 6 STRUCTURE

DOCK

Dock with boardwalk, covered sitting area, floating dock and electrical lift system.

EDIT   DELETE

Back   Add Structure   Next   Save And Leave

Structure *
ADDITION

Description

Structure Name

Addition?

Building Size

Number of Buildings

Proposed Floor Area

Save   Close

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Submit New Application | Assignment

The Assignment step is where you Assign team members to the project.

- All users added here, Corporate or Professional, will be given access to this record and notified of its progress and related actions.

- Any user that needs to be able to submit application or request inspections / plan reviews related to this record should be added here.

- As the agent, you will be able to manage Assignment to this record later, outside of the form.

- Use the button to add Professional and Corporate users at the bottom of the table. These buttons will display p-pop-ups to search and add their respective user types.

  - Search filters include, Name, Type and Island.

  - Use the Select arrow at the right of the table row to Assign (add) the user to the record.

- Use the pink trash can at the far right of the Assignment Table to remove users.

- Once you have added all the relevant structures, select "Next" to proceed or "Save and Leave" to save your work and return later to complete the application.

Online Application Request Form

| | APPLICATION TYPE | RECORD TYPE | GENERAL INFORMATION | ABOUT YOU | LOCATION | STRUCTURE | 7 ASSIGNMENT | 8 DOCUMENT | 9 REVIEW |

	DISPLAY NAME	PHONE	EMAIL ADDRESS	
Corporate	Corporate User	345-555-6655	Lisa@abc.com	🗑
Professional	Lynn		mark@def.com	🗑
Professional	Professional `	09809	erin@def.com	🗑

Back | Add Corporate | Add Professional | Next | Save And Leave

Professional: ✕

Name

Type

Island

Search

Name | Island | Select

⌄ (0)

Submit New Application | Document

Upload documents associated with your application here.

- Select the "Add Document" button to view the Document upload page.

- In the Document Upload page, select the "Upload Files" button to add documents to the "Upload Bay".

  - You can select multiple files at a time from your system's file browser or drag and drop files into the bay.

  - Use the pink trash can to remove unwanted documents before saving.

- On the right side of the of the Document Upload page are two subtabs, BASIC and ADVANCED. Use these to provide DOP with information related to the documents you are uploading.

  - Documents uploaded in bulk will be given the same corresponding BASIC and ADVANCED data.

  - Documents of differing Types, Subtypes, Statuses, or Structure Name should be uploaded separately.

Submit New Application | Document

- Select "Save" below the "Upload Bay" to save the documents to the application.

  - You will be returned to the Document Section of the Application where you will see the File uploaded including the documents you added.

  - Select "Add Document" to add additional documents

  - Select "Next" to proceed.

  - Select "Save and Leave" to save your work and return later.

Submit New Application | Review

- The Review step allows you to see all the information added and review it for errors or omissions.
- At the bottom of the page, you will be given four options,
  - **Back**
    - To review previous pages
  - **Preview Fees**
    - A Fee overview page will be displayed from which you can return to the application
  - **Accept & Proceed**
    - If selected, a confirmation pop-up ensuring you intend to Submit this application will appear. Select yes or no.
    - Selecting "Yes" will submit the application. The system will give you a notification at the bottom of the screen in a black pop-up alerting you that the application has been submitted.
    - Additionally, you will see a notification in your Notification center (the bell at the top right of your screen.)
  - **Save & Leave**
    - Save your work and return later. Form is not submitted.

Submit New Application | Payment

- Once submitted, the progress of new applications can be tracked through the "Track New Applications" tab on the left menu bar.

- Once the application status changes to Approved (accepted by DOP) you can make a payment.

- Select the magnifying glass icon on the right end of the table row to view the Record.

- Select the three blue lines in the top right corner of the application form, then "Fees & Payment" to view fees and make a payment.

- Select the payment method you prefer to complete the payment.

- A payment pop-up will come up to enter payment method information.

Submit New Application | Payment

Once payment has been processed you will see a summary page with the option to Download an invoice or go back to the application.

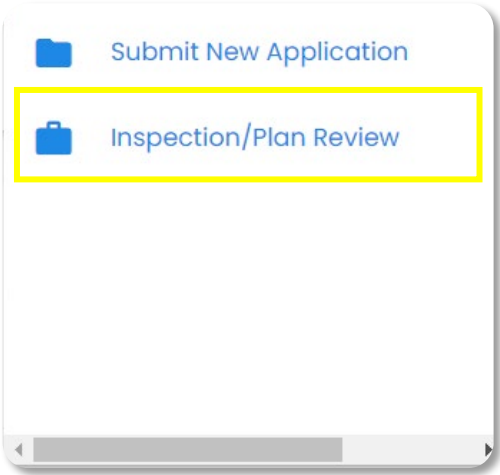**i101022-141927-57**

JKT   (balance: $500.00)   **DOP-7591-101022-141951-14**   `CREATED`

✏️ PROCEED PAYMENT   ② DONE

Order Number: DOP-7591-101022-141951-14
Tracking Id: i101022-141927-57
Txn Date: 31-Dec-69
Total Amount: $56.25
Record Number: B22-0620
Land Ref : 20456
Project Name : Duplex Test AET
Applicant : Charlie Wilson
Memo :

Description	Unit	Amount	Quantity	Total
OPS Service Transaction- Electronic	per submission	$10.00	1	$10.00
File Retention Fee	per submission	$25.00	1	$25.00
DISCHARGE PERMIT - Apartment buildings not registered as a Condominium group	By the per apartment	$20.00	1	$20.00
Duplex - Area B	square foot	$1.00	1	$1.00
IFF - Gross floor area of the development and any extension thereto - AREA C	square foot	$0.25	1	$0.25

Back To Application   ⬇ **Download Invoice**

Submit New Application | Download Invoice

- See a sample "Downloaded Invoice" here.
- Invoice downloads to a .pdf for easy sharing and printing

Add New Work | Inspections or Plan Reviews

- Use the "Add New" button in the Quick Access menu bar at the top of the page to add new work, either an Inspection or Plan Review, to an existing record.

- Selecting "Inspection / Plan Review" will bring up the "Add Work" pop-up.

- Use this pop-up to identify which record you want to apply the work to.

- Use the Selection arrow at the right of the search results table to select the record.

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Add New Work | Inspections or Plan Reviews

- Next you will identify the work type, category, and subtype from three subsequent drop-downs.

- Once you have made your selections, click "Proceed" to create the form.

- There will be a black pop-up at the bottom of your screen to alert you that the work has been created.

- The system will then take you to the request form to fill in further details.

- All required details have red asterisks (*)

- Once the all required details are filled in you can use the ☰ button in the top right to Submit. After confirming that you *do* want to Submit, one of two things will happen;

  - If payment is not required, a black notification box will appear at the bottom stating that your form was successfully submitted

  - If there are fees associated with your request, you will be taken to the payment page.

Add Work: INSPECTIONS ✕

✎ Choose Record   ② Select Work Type

WORK TYPE *
INSPECTIONS

Category *
PLUMBING

Type *
ROUGHIN / DWV – (Plumbing Inspection Request Form)

Proceed

SUBMIT (Payment)

Fees

Activities

INTERIM ELECTRICAL INSPECTION REQUEST FORM (ELECTRICAL | MAINS) 💲   i101022-123713-29 NEW

DETAIL   SIGNATURE   DOCUMENT

Preferred Inspection Date*   10/19/2022

DATE OF SUBMISSION   10-Oct-22

IR Origin   JKT Development

Client Ref

APPLICANT INFORMATION

Add New Work | Payment

- After selecting Submit (Payment) you will see the payment screen.

- Select the Payment Option you prefer

- A payment pop-up will come up for you to enter payment information.

Add New Work | Payment

- Once payment is completed you will see the completed summary page to the right.

- You have the option to go "Back to the Application" or "Download the Invoice"

- See invoice sample on next page.

ZHENYA XIA (balance: $500.00) DOP-7591-101122-110001-5 `CREATED`

✏️ PROCEED PAYMENT ② DONE

Order Number: DOP-7591-101122-110001-5
Tracking Id: i101122-105925-54
Txn Date: 31-Dec-69
Total Amount: $135.00
Record Number: CB-B22-0027
Land Ref : 101C45
Project Name : Junie House
Applicant : June Thomas
Memo :

Description	Unit	Amount	Quantity	Total
OPS Service Transaction- Paper based	each insp.	$25.00	1	$25.00
OPS Service Transaction- Electronic	per submission	$10.00	1	$10.00
Re- inspection after two inspections	each insp.	$100.00	1	$100.00

Back To Application   ⬇ **Download Invoice**

Add New Work | Payment

- See a sample "Downloaded Invoice" here.
- Invoice downloads to a .pdf for easy sharing and printing

⚙️CommunityWorks

Thank you for taking the time to familiarize yourself with our system.

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