

# Bulletin: Security Gates & Roll Shutters



Bulletin #22-01  
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*This guide has been prepared to provide convenient information only. It is neither a bylaw nor a legal document.*

*If any contradiction between this guide and the relevant Municipal Bylaws and/or applicable codes is found, such bylaw and/or codes shall be the legal authority.*

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## Introduction

The Kelowna [2040 Official Community Plan \(OCP\)](#) strongly discourages roll shutters & security gates in Urban Centres and in the Core Area (Policy 4.17.1 & 5.16.1), as they tend to negatively impact the pedestrian experience and may contribute to increased crime and vandalism in the long term. However, due to the current increase in property crime, we understand that local businesses have an urgent concern to protect their property. The Community Safety Team & Development Planning are committed to working with business owners on a case-by-case basis to determine if an exception to allow roll shutters can be made.

## What do I do if my business has been targeted?

1. If your business has suffered property crime, call the RCMP to report it on the non-emergency line 250-762-3300. If a crime is in progress, call 9-1-1.
2. Check out our online [Business Safety Toolkit](#) which provides practical steps to protect yourself, your staff, and your business.
3. If your business has been a repeat victim of property crime, please reach out to our [Community Safety Team](#) at [communitysafety@kelowna.ca](mailto:communitysafety@kelowna.ca) to discuss opportunities to increase safety for your business through an on-site consultation.

## How do I get an exception to permit roll shutters?

After exhausting all other options for securing your property, Development Planning may consider an exception to the OCP to permit roll shutters & security gates. To initiate the process, please contact [planninginfo@kelowna.ca](mailto:planninginfo@kelowna.ca).

## What permit do I need from Development Planning?

The installation of roll shutters & security gates on any commercial, industrial, institutional, or multi-family development will require a Development Permit & Building Permit. The primary purpose of the Development Permit is to outline requirements for hours of operation, design, and encroachments of shutters or gates over public property. This type of permit can typically be issued at Staff level without Council consideration on a shorter timeline and with a simpler process. Following issuance of a Development Permit, you will also require a Building Permit.

## What is the fee and where is the application form?

For this small-scale permit, Development Planning requires a "Document Administration Fee" outlined in our [Development Application Fee Bylaw](#). An [Application Form](#) and [Owner's Authorization](#) is also required.

We are here to help! Please reach out to [planninginfo@kelowna.ca](mailto:planninginfo@kelowna.ca) or call us at 250-469-8626 to speak to our Planner of the Day.

# Bulletin: Building Permit

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### Purpose

To inform the public of the building permit requirements when installing security gates and roll shutters to ensure exiting and life safety requirements of the BC building code are maintained.

### Requirements

A building permit is required when any sort of security gate or roll shutter is installed that may impede exit or life safety requirements as laid out by the British Columbia Building Code (BCBC). The requirements will vary based on each specific building type and occupancy, therefore, the Building Permit process is used to ensure proper compliance.

Prior to applying for a building permit, a Development Permit is required from Development Planning to address any potential form and character changes to the building façade, hours of operation, and potential encroachments. Contact the Planning Department for more information at [planninginfo@kelowna.ca](mailto:planninginfo@kelowna.ca)

### Examples / Options

1. If the building has 1 required exit per BCBC, the security shutters shall be operated electrically with a "Push to Exit" button located at the exit and wired with battery backup, to ensure the shutters will open in the event of a power failure (per BCBC acceptable solutions). Roll shutters shall also be interconnected with the fire alarm, if more than one exit/shutter is required, so that in the event of an emergency the shutters will all open.
2. If the building has 2 exits but only requires 1 exit by BCBC, roll shutters or security gates may be installed on the non-required exit. Exit Signage and emergency lighting may be required to be amended.
3. Security window film is also available as an option to protect and secure glass that can be applied over existing glass panels. If you are interested in this as an option please contact a glazing company for options as these do not affect building code requirements

These examples / options do not represent all the options on the market, and we recommend a discussion with the Building Department to ensure you are meeting the specific needs of your building and code compliance.

### Protection of Alcoves

Alcoves may be protected with folding or sliding gates but must be installed and remain within the property. The interior of the gate is required to have a method of opening that requires a one-hand, one action release hardware to open. In the event of an emergency, if the gate is locked from the exterior the Fire department may need to damage the gate to enter; the cost to replace or fix the gate will be solely on the owner.