

Bulletin: Security Gates & Roll Shutters

Site Assessment and Building Permit

Bulletin #22-01
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Updated: July 2026

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.

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.

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 to discuss opportunities to increase safety for your business through an on-site consultation.

What permits do I need and what is the process?

First, contact the Community Safety Team for an on-site consultation and possible CPTED (Crime Prevention Through Environmental Design). This is required **prior** to the issuance of a building permit.

Secondly, the installation of roll shutters & security gates on any commercial, industrial, institutional, or multi-family development will require a Building Permit. See information for obtaining a building permit on the following page.

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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.

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.

Building and Permitting
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