



**City of West Kelowna**  
2760 Cameron Road, West Kelowna, British Columbia V1Z 2T6  
Tel (778)797.1000 Fax (778)797.1001

March 18, 2020

Dear Sir/Madam,

**RE: City of West Kelowna Development Services Department Service Delivery Update**

In light of to the unprecedented, global effort to deal with the current Covid-19 pandemic, the City of West Kelowna Development Services Department will be adjusting the way in which we deliver our services to the community for the foreseeable future. While the doors at City Hall may be closed, we are very much still open for business. We know that residents, businesses, and families rely on the services that we provide to ensure public safety, business continuity, and development in our community. We are here to assist you, albeit in a slightly different way. Our hope is that by adjusting the way in which we deliver services, we are doing our bit to keep the community safe.

Please call or email our team by using the below contact details, and we will get back to you as soon as possible. We are asking that our customers seeking any information, development advice or meeting requests to please be in touch by these means, and we will arrange a way to assist.

We plan on maintaining Building, Plumbing and other Inspections in the community, but kindly ask that site personnel be reduced to one individual during inspection, to ensure distancing.

We will make use of the small mailbox outside City Hall for the deposit of small items, and will be working on electronic payment means to support the continuity of business in the community. We do ask that, where possible, electronic transmission be the preferred means.

Planning Department	778-797-8830	dev.services@westkelownacity.ca
Building Department	778-797-8820	building@westkelownacity.ca
Development Engineering	778-797-8830	dev.services@westkelownacity.ca
Bylaw Compliance	778-797-8810	bylaws@westkelownacity.ca

We know that these unusual measures will certainly be temporary, and thank you immensely for your understanding during this difficult time. Please monitor our website for future updates.

Sincerely,

Mark Koch, MPA MES RI MCIP RPP  
Director of Development Services