

**For distribution to CHBA team and membership.** Please don't hesitate to contact me should you have any questions or concerns.

Due to the current circumstances regarding COVID-19, Community Services staff at the RDCO have suspended all in-person services from the KLO Road office and all meetings will be held via telephone until further notice. It is important that we limit person to person contact as much as possible in order to ensure business continuity and keep the development approval process moving forward as smoothly as possible.

In the meantime, Community Services staff is receiving your emails and voicemail messages. Please phone us or forward any questions you have in writing and staff will work to respond to your inquiry as soon as possible. With some staff working out of the office we may require additional time to respond.

Building inspectors are continuing to complete inspections but have been instructed to minimize personal contact during inspections and to ensure that the minimum two metre physical distance standard is respected at all times. To further ensure the health and safety of our employees and customers, all requests for onsite inspections will also be subject to review and approval to proceed on a case by case basis. Please also note that as of March 23, 2020 building inspections are only being conducted for unoccupied and vacant buildings. Customers wishing to make an appointment are asked to please submit your request and purpose details to [inspections@rdco.com](mailto:inspections@rdco.com). Inspection Services staff will contact you to determine what alternate options need to be made for document submission (e.g. by email, general post, drop box or project site).

For more information or for general building and permit inquiries, please continue to contact: Inspection Services at (250) 469-6211 or [inspections@rdco.com](mailto:inspections@rdco.com)

For more information or for general planning and application inquiries, please continue to contact: Planning Services at 250-469-6227 or [planning@rdco.com](mailto:planning@rdco.com)

Stay safe and wash your hands, Todd

**Todd Cashin**

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