



Frequently Asked Questions

Q. How do I get garbage stickers during the pandemic?

- A.** No problem! If you are out of garbage stickers, please call our main switchboard at 250-479-6800 to discuss how we can serve you safely and efficiently.

During the call, we'll ask you how many you want to buy (they're \$3.00 each) and we'll figure out which payment and pick-up/delivery option will best suit your needs.

For payment, we can take cash, cheque, debit or – new for the pandemic response – electronic funds transfer.

For getting the stickers into your hands, there is either a pick-up in person by appointment option or Canada Post mail option available.

Q. What is happening with rezoning and other development applications?

- A.** Our Council Chambers has a set occupancy capacity. In the interest of maintaining physical distance, applications that are likely to generate significant interest will not be brought forward in the short term. As well, our Council meeting schedule has been reduced and meetings will focus on time sensitive matters. Meeting agendas are published on the Town's website on the Friday before the meeting.

If you have comments that you'd like to provide Council on any pending application or any other matter, you can still send those via email to info@viewroyal.ca. As the pandemic situation continues to evolve and we learn more information/receive additional guidance from the Province, we will revisit the topic of development applications to determine how to best serve all our clients.

Q. I'd like to apply for a building or plumbing permit. Is that still possible during the pandemic and if so how do I do that?

- A.** Yes, we are still accepting and issuing building and plumbing permits! Depending on your application we have varied options including submission via email, in person at Town Hall by appointment, or contact-less via the drop slot next to the main doors. Payment is required for all applications. We accept cash or cheque for all submissions or debit (with in person submissions) We also offer an electronic funds transfer through the Finance Department. Please call 250-708-2256 with your inquiries.

Q. I need a building inspection. How do I get that arranged?

- A.** Please call the building inspection appointment line at 250-708-2256 to arrange an inspection.

Complex buildings will continue to follow the professional reliance model where the responsible professional submits all documentation with the request for an occupancy permit.

Q. Wondering who to call if you see gatherings of more than 50 people; physical distancing closer than 2 metres of people that don't live in the same household; snowbirds just getting back to Canada that aren't self-isolating; or people trying to use playground equipment taped off and temporarily closed for use?

A. Our Bylaw Enforcement Department has been working closely regarding the 2 metre physical separation messaging with our businesses that remain open to provide essential services. These businesses have been doing a great job at incorporating provisions for physical distancing and customers have been following these efforts, all with a view to "flattening the curve". Kudos!

Some people however may not have heard or fully understood the implications of the novel coronavirus and are not following guidelines and orders that are now in place. Our Bylaw Enforcement Department is able to educate and inform in some circumstances, while in other situations, can advise those responsible for enforcement of Provincial public health orders of potential contraventions to investigate. Please call the Bylaw Enforcement Department at 250-727-7903 to discuss your concerns.

Q. Where can I learn more about the novel coronavirus?

A. The Town's website has plenty of informative links to reliable sources:
<https://www.viewroyal.ca/EN/main/town/covid-19-coronavirus.html>

Q. Where can I learn more about the support for businesses and/or individuals because of the COVID-19 pandemic?

A. Various levels of government are putting together responses to businesses and individuals that are being or will be impacted by the pandemic. Here are links to the federal, provincial and a regional website (South Island Prosperity Project) that may provide some information for you:

<https://www.canada.ca/en/department-finance/economic-response-plan.html>

<https://www2.gov.bc.ca/gov/content/safety/emergency-preparedness-response-recovery/covid-19-provincial-support>

<https://southislandprosperity.ca/covid-19-resources/>