



Welcome back!

COVID-19 has effected how we accommodate in-person visits to City Hall. We have made changes to keep everyone safe. Please, reduce the risk of exposure to the virus by connecting with us by phone, email or online to get the information you need. Please see below for contact information.

PLEASE DO NOT ENTER if you have:

- Fever
- Chills
- New or worsening cough
- Shortness of breath
- New muscle aches or headache
- Sore throat
- Traveled outside of Canada within the last 14 days
- Close contact with a person testing positive for COVID-19

Please sanitize your hands with hand sanitizer before and after your visit.

Maintain safe physical distancing of 2 metres (6-feet) at all times.

Know before you go

Property taxes and utility payments

Pay property taxes and utility bills online through your financial institution. For taxes select West Kelowna Taxes as the payee. For utility bills, select West Kelowna Utilities.

Pay by cheque using the mail or our drop box outside City Hall. Put your roll number (taxes) or account number (utility bills) in the cheque's memo line. Make cheques payable to City of West Kelowna.

Home Owner Grants

Claim your Home Owner Grant (HOG) at online.westkelownacity.ca. Unfortunately, HOG applications cannot be filled out inside the City Hall foyer.

Account information

Register or log in at online.westkelownacity.ca to view your property tax notice or utility bill details.

Development Services - building and development permits

The City is accepting building permits. Please visit westkelownacity.ca/building for the most up to date procedures. For booking inspections or additional questions, please call 778-797-8820.

If you have questions about a proposed development or public hearing, need a development permit or require subdivision or development application assistance, call 778-797-8830 for an appointment.

CONNECT WITH US

2760 Cameron Road, West Kelowna, BC V1Z 2T6
T: 778.797.1000 | F: 778.797.1001 | E: info@westkelownacity.ca



Parks, Recreation and Culture

View recreation programs and register online at westkelownacity.ca/recguide or call 778-797-8800. To inquire about facility and sports field bookings, call 778-797-2265.

If you still need to visit Recreation and Culture in person, the office is open 8:30 a.m. to 4:30 p.m. Monday to Friday, excluding statutory holidays. A maximum of 2 customers are permitted at a time. Please, use the provided hand sanitizer and maintain safe social distancing of 2 metres (6 feet).

Licences, passes and other requests for service

For all other service and contact information, call 778-797-1000 or visit westkelownacity.ca/services.

What to expect if you must visit City Hall

To better assist the public over the next several weeks, a welcome back ambassador will be outside the front doors at City Hall between 8:30 a.m. and 4:30 p.m. Monday to Friday (excluding statutory holidays). Please note the City Hall foyer will only accommodate a maximum of eight members of the public at a time in the interest of safety and for the wellbeing of residents and City staff.

If you must visit City Hall in-person, please take these five simple steps:

- 1. For the safety of everyone, please observe all COVID-19 measures.**
- 2. When you arrive outside City Hall, follow signs and markings that identify safe physical distances along the walkway; designated lines are in place for property taxes and other City business.**
- 3. If you have an appointment, please notify the City ambassador stationed outside City Hall.**
- 4. Provided there is a line-up outside the door, please take your position in line and follow physical distancing measures. Our ambassador will assist you.**
- 5. Please sanitize your hands before and after your visit. We will provide sanitizer.**

Please note we may adjust our processes as needed to provide a better experience for customers. Please give us feedback so we can work together to enhance our service as we move forward! We would be grateful if you took a moment to submit your feedback about accessing City Hall at info@westkelownacity.ca.

We are here to help!

If you cannot find the information you require or still need to visit City Hall in person, please call or email for an appointment using the contact information below. We are open 8:30 a.m. to 4:30 p.m., Monday to Friday, excluding statutory holidays.

Things may change quickly due to COVID-19's impacts on City services. Please visit our website and follow us on social media for up to date information. See below for details on how to connect with us.

Thank you and stay well!

CONNECT WITH US

2760 Cameron Road, West Kelowna, BC V1Z 2T6
T: 778.797.1000 | F: 778.797.1001 | E: info@westkelownacity.ca