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Subject: Development and Building Services Centre - October 7 training day

Good afternoon Mayor and Council,

The recently round of amendments to the Vancouver Building By-law will be coming into effect on November 1, 2019. To ensure that our staff in Development Buildings & Licensing (DBL) are fully briefed on these bylaw changes, we will be holding a staff training day on Monday October 7.

To minimize disruption to our clients, we have scheduled the training to occur in two shifts over the course of the day. This staggered schedule will allow the Service Centre to remain open, although service levels will be reduced. We will have members of the management team in the Services Centre to handle routine enquiries and to address any customer concerns.

There will be no impact on service levels for building and trades inspections or for business licensing services.

The City has been communicating the potential impact to clients in advance of this training day. We have notices posted on the City's website and posters on display in the Services Centre. We will also be communicating via social media in the coming week.

If you have any questions of concerns, please let me know.

Best,
Paul

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The City of Vancouver acknowledges that it is situated on the unceded traditional territories of the Musqueam, Squamish, and Tsleil-Waututh peoples.