

From: **"Mochrie, Paul"**  
To: **"Direct to Mayor and Council - DL"**  
Date: 2/9/2024 10:34:10 AM  
Subject: Revenue Services relocation: key messages (February 12, 2024)

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Dear Mayor and Council,

I am writing to inform you that, starting on February 12, 2024, the City's Revenue Services team will be temporarily located in the [West Annex building at 515 W. 10th Ave.](#), while renovations take place at their current location on the first floor of City Hall. The Revenue Services service counter will relocate to the first floor of West Annex, next to the Development and Building Services counter. Signage to direct visitors to the new location will be displayed in the City Hall lobby, entrances and parking meters.

Renovations are anticipated to last no longer than a year, and on-site signage about the relocation will be supported by information on our website, social media and through 3-1-1.

If you receive any public inquiries, you are welcome to use the below messages or refer folks to 3-1-1. Media inquiries about the work may be redirected to [media@vancouver.ca](mailto:media@vancouver.ca) or the below messages are also suitable to use.

### Key messages

- On February 12, Revenue Services is moving to the West Annex at 515 W. 10<sup>th</sup> Ave. while the City Hall spaces undergoes a renovation.
- This renovation will bring essential improvements to safety and accessibility for staff and the public, and an improved service experience. The work will take less than a year to complete.
- The renovations include space upgrades that will help the public better access City services:
  - Accessible public service counters and automatic door openers which meet [Rick Hansen certification](#) standards,
  - Enhanced queuing system and self-serve options; and,
  - Bright and inviting space with improved lighting and waiting area.
- Relocated services include:
  - **Payments: property tax, Empty Homes Tax (vacancy tax), bylaw fines, utility charges, accounts receivable**
  - Decals: commercial decals, garbage stickers
  - Other permits and licensing: alarm permits, residential parking permits, business licence renewals, dog licences
- Every effort will be made to minimize disruption of services. The public will be informed of the change with directional signage and information online.
- Funding allocation for this renovation work is included in the City's [2023-2026 Capital Plan](#). The final cost of the work will be determined after the contract is awarded to a successful vendor, which is anticipated to happen in the coming weeks.

Best,  
Paul

**Paul Mochrie** (he/him)  
City Manager  
City of Vancouver



The City of Vancouver acknowledges that it is situated on the unceded traditional territories of the xʷm k y m (Musqueam), Sṇwx̱w̱ú7mesh (Squamish), and səliłwətaʔ (Tsleil-Waututh) Nations.