From: "van Dyk, Donny"
To: "Direct to Mayor and Council - DL"
Date: 10/6/2025 10:28:28 AM
Subject: Upcoming information bulletin: Revenue Services renovations complete at City Hall

Dear Mayor and Council,

The City will be issuing the below news release today regarding Revenue Services' return to City Hall. Maria will share the Vancouver.ca and social links when these are live.

Thanks,
Donny

Donny van Dyk (he/him)
City Manager
City of Vancouver

The City of Vancouver acknowledges that it is situated on the unceded traditional territories of the xʷməθkʷəy̓əm (Musqueam), Sḵwxw̱ú7mesh (Squamish), and səlilwətaɬ (Tsleil-Waututh) Nations.

City of Vancouver
Information bulletin
October 6, 2025

Revenue Services renovations complete at City Hall

The City of Vancouver's Revenue Services has returned to its permanent location at City Hall following successfully completing essential renovations to improve accessibility, safety and overall service delivery for residents.

The renovations included space upgrades to help the public better access City services, including:

- Accessible public service counters and automatic door openers, which meet Rick Hansen certification standards
- Enhanced queuing system
- Bright and inviting space with improved lighting and waiting area
- Improved wayfinding signage

Residents can access Revenue Services through the West 12th Ave. entrance of City Hall on the first floor, for:

- Payments: property tax, Empty Homes Tax (Vacancy Tax), bylaw fines, utility charges, accounts receivable
- Decals: commercial decals, garbage stickers
- Permits & Licensing: alarm permits, residential parking permits, business licence renewals, dog

- licences

Revenue Services had temporarily moved to 515 West 10th Ave. in February 2024 while renovations took place at City Hall.

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Media Contact:
Civic Engagement and Communications
media@vancouver.ca