

# NEWS RELEASE

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## The doors may be closed, but the City is open for business

### Summary

COVID-19 has changed the way municipalities are doing business. In Nanaimo, most of the business that the public would have done in-person at a City facility, can be done online and by phone. Residents, property owners and businesses can access their accounts, connect with the City, make payments, apply for building permits and find services without stepping into a City building.

It starts at the City's website, which is accessible by smartphone, tablet or computer.

Some of the services available online are:

- business licence applications
- building permit applications of all types
- garbage and recycling schedules and our "What Goes Where" tool
- property taxes and utility services
- dog licences
- invoices, municipal tickets, and parking ticket payments
- development applications
- job postings
- change of address
- rebate programs
- and much, much more!

Visit [www.nanaimo.ca](http://www.nanaimo.ca) to find all the online services available.

*Strategic Link:* Staying open for business, even during this pandemic, is essential to keeping Nanaimo moving forward and helping to support the economy.

### Key Points

- On the City's mobile-friendly website, [www.nanaimo.ca](http://www.nanaimo.ca), access personal or business City accounts, connect with different departments, make payments and find services without stepping into a City building.
- Offices may be closed to the public during this COVID-19 pandemic, but the City continues to be open for business online and by phone.
- Newly launched, building permit applications of all types can now be completed and signed online.

### Quotes

"The current pandemic has certainly limited the way we do business, but indeed, the City is open. Need a dog licence? You can get that online. Need a permit? [Nanaimo.ca](http://Nanaimo.ca). Got a due date coming up? Bills can be paid online too. And if you prefer to speak to someone one-on-one, our phone lines are open and our friendly staff are here to help."

Leonard Krog  
Mayor  
City of Nanaimo

Continued... The doors may be closed, but the City is open for business

"The City has been developing new and innovative ways to do business online since long before the COVID-19 crisis began. We're keeping our distance but our staff are still here to help you move forward with development projects, business licences, property requests and much more."

Dale Lindsay  
General Manager, Development Services  
City of Nanaimo

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