

How do I get answers to property questions?

Determine the Department that can best answer your questions

Common questions:

- Was a building permit issued? (Building)
- Does zoning allow for X on my property? (Planning)
- How do I pay my property taxes? (Finance)
- What are the building setbacks? (Building)
- Can we connect to municipal sewer? (Engineering)
- Do I need a burning permit? (Bylaw Compliance)

Subject Matter	Department	Contact
Taxes, Utility Charges	Finance	finance@northcowichan.ca 250-746-3100
Development Permits, Zoning Info	Planning	planning@northcowichan.ca 250-746-3104
Building Permits, Plans	Building	building@northcowichan.ca 250-746-3104
Subdivision, Driveway Permits, Utility Connections, Environment	Engineering	engineering@northcowichan.ca 250-746-3103
Fire, Bylaw Compliance	Fire & Bylaw Services	bylaw@northcowichan.ca 250-746-3108

Contact the department directly, or call the main line 250-746-3100 and ask to be transferred.

For copies of *routinely available* records or those approved for streamlined FOI...

Issued Permits*	Routinely Available	Department can provide (with personal information removed)
Building Plans & Site Surveys	Approved streamlined FOI process	Department can provide with written request (with Copyright stamp applied)

***Permit types:** Building, Development, Development Variance, Driveway, Fireworks, Highway Construction, Soil Removal/Deposit, Temporary Commercial Use, Temporary Industrial Use, Temporary Trailer.

A comprehensive [Routinely Available Records List](#) is available on our website under "[Municipal Hall](#)" - "[Access to Records](#)".

For copies of records NOT routinely available or approved for streamlined FOI...

Submit an FOI Request (Request for Access to Records)	Must be in writing, be specific	Submit FOI requests to: fo@northcowichan.ca 30 business days to respond per FIPPA
---	---------------------------------	--

For more information and the fillable FOI Request Form, go to "[Municipal Hall](#)" - "[Access to Records](#)" on our website.

NOTE - if the Municipality is not the official office of record for a document, please contact the appropriate organization directly.

Other:

I want to schedule a file review to go over more complex property questions with building staff	Schedule w/ Building - \$50 fee	building@northcowichan.ca 250-746-3104
I want a File Research Letter prepared	Contact Planning - \$200 fee	Call: 250-746-3104