

How do I obtain property-related information?

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 250-746-3105
Subdivision, Driveway Permits, Utility Connections, Environment, Fire Hydrant info	Engineering	engineering@northcowichan.ca 250-746-3103
Fire Incidents, Fireworks Permits and Safety, Fire Inspections	Fire Department	fire@northcowichan.ca 250-746-3107
Bylaw Compliance, Business Licencing, Open Burning, Campfires	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, Occupancy Certificates	Routinely Available	Relevant Department can provide directly <i>(with personal information removed)</i>
*Building Plans & Site Surveys <i>(not registered on title)</i>	Approved streamlined FOI process	Building Department can provide directly <i>(must be in writing or email / copyright stamps applied)</i>

*Comprehensive [Routinely Available](#) and [Streamlined Records Lists](#) are 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 <i>(Request for Access to Records)</i>	Must be in writing, be specific	Fill out online FOI Request Form or email: fo@northcowichan.ca
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For more information, including access to our online FOI Request Form, go to "[Municipal Hall](#)" - "[Access to Records](#)" on our website.

PLEASE 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 250-746-3105
I want a File Research Letter prepared	Contact Planning - \$200 fee	planning@northcowichan.ca 250-746-3104