



# District of Lantzville Community Update

District of Lantzville Service Options, Municipal Hall Partial Re-Opening – Effective June 1, 2020, COVID-19 Update - District Operations, Two Beach Accesses Closed

## District of Lantzville Service Options

Municipal Hall has been closed to the public since March 18, 2020 in response to the COVID-19 pandemic. Our staff have been working remotely, in the field or at Municipal Hall to deliver services and respond to phone, email or mail enquiries.

The District of Lantzville has announced a partial re-opening of Municipal Hall for public access starting on Monday, June 1, 2020, with some modifications to operations and procedures as precautions to promote safety for our customers, staff and community. **The partial re-opening of Municipal Hall for public access is for the sole purpose of assisting the public with property tax or utility questions or payments.**

In response to COVID-19, we have implemented measures at Municipal Hall to minimize exposure, including:

- increase routine cleaning practices, disinfect high-touch surfaces, and minimize sharing tools and food
- encourage frequent hand washing and sanitizing; sneeze or cough into sleeve; do not touch face; no handshake greetings; and practice physical distancing (2 metres)
- encourage use of contactless payment options
- support staff to work remotely and stay home if sick
- limit traffic into Municipal Hall and designate one-way
- add physical barriers (plexiglass)
- provide service on-line, by phone and by mail.

The District of Lantzville is working on ways to phase in a return to full business operations at Municipal Hall as soon as conditions allow. Until then, customers are encouraged to utilize online services, or to phone, email or mail staff during regular office hours (Monday to Friday, 8:00 am to 4:00 pm, except holidays) to conduct business with the District. Payment options include: by cheque (by mail or by using the drop off slot located at Municipal Hall), or through on-line or telephone banking.

Starting Monday, June 1<sup>st</sup>, on Monday to Friday, except holidays, until further notice, *for those who wish to attend at Municipal Hall in person* with property tax or utility questions or payments, we offer the following partial opening hours:

- **8:30 am to 10:00 am – For seniors and vulnerable persons only**
- **10:00 am to 12:00 Noon and 1:00 pm to 3:00 pm –** For all others who wish to attend at Municipal Hall in person, on a first come-first served basis.

New COVID-19 Safety Plan is under development and will be posted at [www.lantzville.ca](http://www.lantzville.ca) and available at Municipal Hall.

## Municipal Hall Partial Re-Opening Conditions

This partial reopening of Municipal Hall for property tax or utility questions or payments, is subject to change without notice, dependent on Health orders and guidelines, and customer compliance with procedures, including:

- if you are sick, or have a family member confirmed or suspected, please do not enter Municipal Hall
- only one customer at a time will be allowed to enter
- no waiting inside Municipal Hall – overflow waiting will be located outside in an uncovered area (open to weather)
- practice physical distancing while in line – observe a minimum 2 metres (6 ½ feet) distance person to person
- customers must enter the building through the front door (Lantzville Rd) – exit through the side door (Dickinson Rd)
- Municipal Hall washrooms are not available for the public
- use hand sanitizer at the stations at the entrance and exit
- customer must stand in the designated location in front of the plexiglass barrier for the cashier open for service
- for those attending to make a payment, please consider paying with debit or cheque (credit cards not accepted) – we do continue to accept cash, if necessary.

## Contact Staff Using Direct in Dial Numbers or Email

MUNICIPAL HALL-----250.390.4006  
[district@lantzville.ca](mailto:district@lantzville.ca)

CHIEF ADMINISTRATIVE OFFICER-----250.933.8080

BYLAW ENFORCEMENT/BUILDING INSPECTION Contractor  
Nanaimo Regional District (RDN)-----250.390.6530  
[bylawservices@rdn.bc.ca](mailto:bylawservices@rdn.bc.ca) or [building@rdn.bc.ca](mailto:building@rdn.bc.ca)

DIRECTOR CORPORATE ADMINISTRATION-250.933.8082  
[tcoates@lantzville.ca](mailto:tcoates@lantzville.ca)

Deputy Director-----250.933.8081  
[nrichardson@lantzville.ca](mailto:nrichardson@lantzville.ca)

DIRECTOR PLANNING-----250.933.8083  
[kyoung@lantzville.ca](mailto:kyoung@lantzville.ca)

DIRECTOR FINANCIAL SERVICES -----250.933.8084  
Accounts Payable/Receivable-----250.933.8087  
Accounting - General-----250.933.8086  
[finance@lantzville.ca](mailto:finance@lantzville.ca)

DIRECTOR PUBLIC WORKS-----250.933.2250  
[fspears@lantzville.ca](mailto:fspears@lantzville.ca)

After Hours Public Works Emergency----1.888.826.8271  
ECONOMIC DEVELOPMENT-----250.933.8085  
[ahutchison@lantzville.ca](mailto:ahutchison@lantzville.ca)

FIRE RESCUE Emergency Calls Only-----911  
Fire Rescue Non-Emergency-----250.390.2811

FIRE CHIEF-----250.390.0363  
[nrukus@lantzville.ca](mailto:nrukus@lantzville.ca)

## COVID-19 Update – District Operations

The District continues to follow the orders and guidelines of health officials and WorkSafe BC during the COVID-19 pandemic. The following information about operations is subject to change as we respond to rapidly evolving COVID-19 information. Check [www.lantzville.ca](http://www.lantzville.ca) regularly for updates.

**Building Inspection & Bylaw Enforcement** – Our contractor, the RDN, has a new web portal ([cv.rdn.bc.ca/NanaimoPortal](http://cv.rdn.bc.ca/NanaimoPortal)) – a convenient way to apply for building permits, request building inspections and make bylaw complaints 24/7. Or contact staff by telephone at 250.390.6530 or email [bylawservices@rdn.bc.ca](mailto:bylawservices@rdn.bc.ca). For complaints about dogs at large or dangerous dogs, call direct to 1.888.754.1397 (the RDN's Animal Control contractor: Coastal Animal Control Services).

**Council meetings** – Until further notice, Council meetings are held electronically and closed to the public. The public can email or drop off at Municipal Hall by 12:00 Noon on Council meeting days, your agenda item input (include your name, address and comment) to be shared with Council and form part of the public record. Agendas are posted (District website and bulletin board) by the Friday before the Monday meeting. Visit [www.lantzville.ca](http://www.lantzville.ca) and click on the calendar to access agenda, agenda package, minutes, and video recording of meeting; OR view the agenda posted on the bulletin board at Municipal Hall. Committee meetings are cancelled until normal business operations resume. New Provincial Order permits electronic public hearings during pandemic, subject to conditions and notices.

**Economic Development** – The Economic Development Officer called Lantzville businesses to: ensure they were aware of Provincial and Federal COVID-19 assistance resources, assist with accessing support, and conduct a survey to assess the long-term impacts on our commercial operators. Visit [www.lantzville.ca](http://www.lantzville.ca) for resources links and to view survey results. Support our local businesses!

**Financial Services – Deferrals** – Have you considered deferring your home property taxes? Tax deferral is a low interest loan program managed by the Province that helps qualified BC homeowners pay their annual property taxes on their principal residence. You may qualify for the Regular Program if you're 55 or older, a surviving spouse of any age, or a person with disabilities OR for the Families with Children Program if you're a parent, stepparent or financially supporting a child. Once your deferral application has been approved, you can choose to defer, or not defer, in any given year and repay all or part of your loan at any time without penalty. **NEW** – Tax Deferral applications are processed by the Province (not at Municipal Hall). For more property tax deferral program information contact [www.gov.bc.ca/propertytaxdeferral](http://www.gov.bc.ca/propertytaxdeferral), a Service BC Centre, or 1.888.355.2700. **Note:** To defer, you will still need to claim your Home Owner Grant first, and unpaid taxes, utilities, penalties and interest from prior years must be paid to the District to be eligible.

**Home Owner Grant** – After you receive your property tax notice and if you qualify for a Home Owner Grant, you can claim your Home Owner Grant online by visiting the District's website at [www.lantzville.ca](http://www.lantzville.ca), or complete the Home Owner

Grant portion of your 2020 Property Tax Notice and deliver to Municipal Hall by July 2<sup>nd</sup>. A payment is not required to apply for your Home Owner Grant. Home Owner Grant applications must be completed each year to receive the grant. **NOTE:** Your bank cannot process your Home Owner Grant application. **2020 Property Tax Notices** – Property tax notices will be mailed in late May. Property owners who do not receive their property tax bill by the second week of June – particularly new owners – should call 250.933.8086. Property tax payment and your completed Home Owner Grant, if applicable, are due July 2, 2020. A 5% penalty applies on any outstanding balance at the end of October 1<sup>st</sup> and November 15<sup>th</sup>. The municipality has no authority to waive or modify these penalty amounts, which are required by law.

**Utility Payment Penalties** – The March 31, 2020 utility bill was due and payable April 30<sup>th</sup>. Property owners are encouraged to pay their bill if possible; however, no penalties will be imposed on utility bills issued from January 1<sup>st</sup> through June 30, 2020. For details, please see insert with your utility bill.

**Fire Rescue** – Category 2 & 3 open fire ban in effect; campfires permitted subject to conditions. Practicing strict cleaning, disinfection and social distancing; access to Fire Hall limited to mandatory maintenance and emergency calls; PPE stock maintained; training on-line and outdoors in small teams; and drive-by birthday recognitions also provides driving practice.

**Parks and Trails** – Playground equipment and the tennis courts remain closed until further direction from the Health Officer supports re-opening. District of Lantzville trails and parks are open, subject to compliance with physical distancing requirements and no large gatherings (50+). As a result, Park Bookings are not being accepted, and Minetown Day 2020 in Huddleston Park has been cancelled.

**Planning** – Planning services continue to be available by contacting staff by email, phone or mail.

**Public Works** – Stage 2 water restriction in effect. Minimal operation impact due to COVID, essential water and sewer services maintained, capital projects proceeding. Please maintain a 2 metre physical separation from workers, particularly when worker is in the field, e.g. in a ditch.

**Construction Notice: Beach accesses temporarily closed during Phase III Sewer expansion project at Harper Road (until end of May 2020) and Sebastion Road (until end of September 2020).** Our community is fortunate to have ten beach accesses! Drop off passengers and gear at one of the other beach accesses, then park at the parking lot on School Road. If parking near beach accesses, make sure that you do not block driveways or impede emergency vehicle access. *New 'no parking anytime' signs are being posted at certain beach accesses, with violators subject to towing.* For more information, visit [www.lantzville.ca](http://www.lantzville.ca).

**Solid Waste** – Due to COVID-19, customers should limit trips to the RDN Landfill and Transfer Station. To reduce demands on the facilities, store recyclables at home. Protocols at the regional facilities: no cash payments accepted; commercial traffic given priority at both facilities; and physical distancing - keep a distance of 2 m (6 ft) from staff or customers. *Extra garbage bag tags (\$3 per bag) can be purchased at [www.getinvolved.rdn.ca/extrabagtags](http://www.getinvolved.rdn.ca/extrabagtags).*