



PUBLIC SERVICE ANNOUNCEMENT

For immediate release

September 17, 2021

RICHMOND HILL REOPENS OFFICES FOR SELECT IN-PERSON SERVICES **Residents encouraged to use digital services for greater convenience**

RICHMOND HILL – On September 20, Richmond Hill will open its doors for select in-person services at both the main Municipal Offices and the Operations Centre.

For speed and convenience, residents are encouraged to continue using the City's wide range of online service options at RichmondHill.ca where possible instead of visiting a facility. However, those who need to access in-person services should note the following:

- While some services are available by walk-in, others require appointments to be booked in advance. Virtual appointments may also be available
- An online [COVID-19 health screening form](#) must be completed before visiting. You will be asked to show the results at the door. Do not visit if you are unwell.
- Face coverings/masks are required indoors
- Visitors can only access the buildings through the front doors
- Contactless payment is available and encouraged
- Additional health and safety measures such as physical distancing and capacity limits are in place. Please be aware outdoor lineups may occur
- Services and requirements may be subject to change due to provincial COVID-19 restrictions. Visitors are encouraged to visit RichmondHill.ca/COVID19 for the latest information before attending a City facility
- City offices are closed on holidays, including September 30 for the National Day for Truth and Reconciliation

Services Available at the Main Municipal Offices – 225 East Beaver Creek Road

The main Municipal Offices feature a new customer-centric service area on the ground floor, which will increase safety and accessibility for residents by removing the need to travel between multiple floors. Visitors will find it more streamlined and convenient to have Access Richmond Hill, Office of the Clerk, Planning Services, Building Services and Development Engineering Services all located by the main entrance.

The following in-person services will be available at 225 East Beaver Creek Road:

- Marriage licences (appointment required; [initial application](#) can be done online)
- Parking and By-law penalty notice payments ([online option](#) available)
- Garbage tag, green bin and blue box sales
- Routine Disclosures and Requests for Records ([online option](#) available)
- Commissioning of documents (appointment required)
- Municipal related invoice payments (with hardcopy of the bill)
- Tax and water bill payments (can also be done online through your bank)

- Apply for, change or cancel pre-authorized payments for water and property bills ([online option](#) available)
- Residential building permit application ([online option](#) available)
- Building Permit pre-consultation meeting (appointment required)
- Site alteration permit application prescreening (appointment required)
- Technical inquiries related to site alteration permits and subdivisions, site plans and grading complaints (appointment required)
- Traffic complaints (appointment required; email option available: traffic.inquiries@richmondhill.ca)

While the main Municipal Offices are open on the ground floor for service, Council meetings will remain virtual for residents to view or participate. City staff are pursuing a hybrid model of Council meeting which could allow for a combination of in-person and virtual participation. This will be tested with Members of Council this fall before inviting the public back in person.

Services Available at the Operations Centre – 1200 Elgin Mills Road East

The following in-person services will be available at 1200 Elgin Mills Road East:

- Garbage tag, green bin and blue box sales
- Parking and By-law penalty notice screenings and hearings (appointment required; [online](#) screenings available)
- Parking and By-law penalty notice payments ([online option](#) available)
- Sign retrievals (payment and pick-up of sign)
- Fire Route sign sales
- Recreation facility bookings (appointment required; [online option](#) available)

We are here to help

The Access Richmond Hill Contact Centre can help you with general inquiries and respond to questions or concerns about programs and services. We also offer translation assistance for residents who need services in languages other than English.

If you have questions about how to access a City service, please visit RichmondHill.ca or contact Access Richmond Hill by email at access@richmondhill.ca or by phone at 905-771-8800 Monday to Friday, 8:30 a.m. to 4:30 p.m.

MEDIA CONTACT

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