

Planning + Development Bulletin #2 | Services Available During City Hall Closure

March 26, 2020

Background

With the current COVID-19 pandemic Coquitlam City Hall is currently closed to the public however we are still maintaining key public services. This bulletin update #2 is in addition to the [bulletin sent on March 23, 2020](#) and is to inform you of the services that are available to process development and building applications, issue permits, and conduct site inspections.

Contacting Planning and Development

Our central customer service centre will continue to be staffed from 8:30-4:30 Monday to Friday.

Phone: 604-927-3430

Email: planninganddevelopment@coquitlam.ca

Please also feel free to contact your file manager directly.

Courier Deliveries

The City is able to accept courier deliveries/pick-up of applications, drawing packages, and cheques at the City Hall loading bay door off of Guildford Way (ground level between City Hall and the RCMP station).

- Packages **must** be labeled with the Department name, File Manager name, PROJ #, and site address.

Please ring the bell and a staff member will come to collect/deliver the package. We have also posted Reception's phone number on a notice outside the door just in case no mail room staff are available. Please be patient for a staff member to come retrieve the package. Packages left outside of City Hall will be destroyed and not processed.

You may also use the City Hall drop box in the ground level parkade off of Burlington Drive.

Digital Submissions

The City encourages applicants to submit small documents digitally by emailing planninganddevelopment@coquitlam.ca or your File Manager directly.

Any files over 5MB in size should be loaded through the City's file transfer service, [Coquitlam QFile](#) for digital submission & re-submission of your documents.

- Enter planninganddevelopment@coquitlam.ca; or <your file manager email address, if known> into Recipient Email field.
- Please name the document with wither your PROJ # or site address.
- We request you compress multiple files into one folder prior to sending.

Payments

Electronic funds transfer (EFT) process:

1. Applicant submits development or building application;
2. Staff emails an electronic invoice with the City's EFT banking information;
3. You send EFT payment through your financial institution;
4. Email: accountsreceivable@coquitlam.ca, (cc your file manager) noting the invoice amount, invoice number, name of payee, PROJ #, and application address.
5. Staff will finalize processing of your application.

The Planning + Development Department would like to thank all applicants for their patience as we all work through this unprecedented time. We encourage you to take advantage of the full range of the City's [online eServices](#).

This information is current as of March 26, 2020 and is subject to change based on Provincial health orders.