

List of Municipal Services affected during COVID-19 pandemic

Please note that access to City Hall is closed to the public for an indefinite period. This measure is necessary to ensure everyone's health and safety during the COVID-19 pandemic.

The City of Clarence-Rockland continues to provide essential services including drinking water, waste collection and road maintenance. However, some services are limited or postponed.

It is possible to access municipal services the following ways:

- **By telephone at 613-446-6022**
- **By email at info@clarence-rockland.com**
- **By using our online payment service <http://www.clarence-rockland.com/index.php/en/online-services>**
- **Leaving payments in the drop box located outside of our Client Service Centre at 1560 Laurier Street, Rockland.**

We thank you for your understanding and cooperation.

Building Permits and Inspections

At this time, building permits are currently accepted electronically by email to astdenis@clarence-rockland.com

If not possible to apply electronically, applications can be left at the Municipal drop box located outside the Client Services at 1560 Laurier Street, Rockland. Review time will be delayed by 48 hours for all applications received by mail/drop off.

Once the application has been reviewed and is ready to be issued, applicants will be notified of application fees owing via email or phone.

Payment can be made by way of cheque deposited into the Municipal drop box. Once payment is received, the building permit will be issued electronically, or arrangements can be made to be picked up.

Building inspectors will continue to inspect new constructions only. Inspections will only take place if the buildings are vacated during the time of inspection. Inspections for renovations, decks or sheds are suspended.

All other Building Department services will be conducted online or by telephone.

Business Licensing

The issuing and renewal of all business licences are currently accepted electronically by email. If not possible to apply electronically, applications can be left at the Municipal drop box located outside the Client Services at 1560 Laurier Street, Rockland.

Once the application has been reviewed and is ready to be issued, applicants will be notified of application fees owing via email or phone.

Payment can be made by way of cheque deposited into the Municipal drop box. Once payment is received, the business licences will be issued electronically, or arrangements can be made to be picked up.

Commissioning of Documents

The commissioning of documents service is currently suspended.

Daycares

Municipal Daycares are currently closed and therefore daycare services are currently suspended.

Dog Licenses

Payment for Dog License applications is currently accepted by mail or by way of cheque deposited into the Municipal drop box. The Dog Licence Application Form can be found on the City's Website. Once the completed form and payment is received, the dog tag will be sent by mail.

Fire Department

The Fire Department buildings are closed to the public; however, emergency services continue to be provided.

Fire Permits

The issuance of new fire permits is currently suspended. The expiry of all fire permits has been extended to April 30, 2020. No new permits will be issued for the time being.

Freedom of Information Requests

Intake of Freedom of Information requests is suspended at this time. Some delays may be expected in processing existing requests.

Lottery Licences

The issuance of lottery licenses is currently suspended.

Planning

All planning applications, including zoning by-law and Official Plan amendments, severances, minor variances, part-lot control, site plan control applications, must be submitted electronically via email in PDF format to mbelanger@clarence-rockland.com. Payments by cheque can be sent by mail or deposited in the drop-box at City Hall. Please note that there may be delays to the regular timelines for processing of applications which require a statutory public meeting due to restrictions on public gatherings. All communications will be done by phone or email.

Requests for Compliance Reports will no longer be accepted for the time being.

Property Taxes, Water/Sewer Bills and other Payments

Taxes, Water/Sewer Bills and other Municipal payments can be paid by mail, the drop box at the City Hall, online and telephone banking. Payments will continue to be processed on a daily basis.

If you are a vendor, sign up for EFT payments to receive your money directly into your bank account. Fill out the form and send back to us with a void cheque.

Recreational Facilities

All municipal recreational facilities, including community halls and the public library are currently closed.

Road and Sidewalk Maintenance

Critical road and sidewalk operations and maintenance, winter maintenance and emergency road, pothole and sidewalk repairs and maintenance, will continue.

Water

Critical Water operations will continue and include:

- providing safe drinking water
- safe collection and treatment of wastewater
- stormwater management

Drinking water is an essential service for our residents and businesses. Our drinking water continues to be safe to use and drink directly from the tap. It is continuously tested, monitored and analyzed to ensure it meets the strict provincial standards.

All emergency repairs and response will continue including emergency watermain break repairs. Critical construction projects related to water and wastewater treatment facilities will continue.

Waste Management and Curb Side Collection

The municipal landfill site is currently closed to the public. General contractors are urged to contact Client Services in order to obtain further information in regards to their options. Curb side collection will continue as per schedule. Bag tags for additional curbside bags are not available at this time, however, the limit on the number of bags has been lifted until further notice.

The transfer site will not be opened until May 2020.