



## GOVERNMENT AND PUBLIC BODY ROLES

### Municipal Government (City of Nanaimo)

[nanaimo.ca](http://nanaimo.ca) 250-754-4251

- Bylaw and parking enforcement
- Civic cemeteries
- Council meetings
- Community Safety Officer program
- Fire Rescue
- Garbage, sewer, and water user rates
- Licensing (business, dog, liquor\*, special event)
- Municipal property taxes
- Parks, fields, and trails (excluding regional/provincial parks\*\*)
- Permitting (building, burning, development, parade and special events, tree removal and pruning)
- Police services
- Recreation services and facilities
- Sustainability initiatives
- Traffic/road maintenance and snow removal (excluding highways)
- Zoning and community planning

### School District No. 68 (Nanaimo-Ladysmith)

[sd68.bc.ca](http://sd68.bc.ca) 250-754-5521

- Catchment areas and busing
- Management and operations of public elementary and secondary schools and facilities

### Regional District (Regional District of Nanaimo)

[rdn.bc.ca](http://rdn.bc.ca) 250-390-4111

- Regional landfill (250-722-2044)
- Regional parks\*\*
- Regional transit (250-390-4531)

### Provincial Government

[gov.bc.ca](http://gov.bc.ca) 1-800-663-7867

- Agricultural land regulations
- BC Assessment and property assessment files
- Birth certificates
- Child protection, adoptions and foster care
- Creation of new provincial legislation
- Gas, provincial income and sales taxes
- Health care (including homeless outreach and social services)
- Highway maintenance and snow clearing on highways (including highways within City boundaries)
- Home Owner Grant
- Hospitals
- Housing and tenancy (including affordable and social/homeless housing)
- ICBC
- Land titles and survey systems
- Marriage licences and certificates
- Provincial courts

### Provincial Government (continued)

- Provincial parks\*\*
- Provincial student loans
- School system
- Speculation and vacancy tax
- Wildlife and conservation
- WorkSafe BC

### Federal Government

[canada.ca](http://canada.ca) 1-800-622-6232

- Banking and interest rates
- Child tax benefits
- Climate and disaster planning/funding
- Creation of new federal legislation
- Criminal law and RCMP
- Employment Insurance and Canada Pension Plan
- Environment concerns
- Federal courts
- Federal student loans
- First Nations land and title issues
- Fisheries
- Foreign affairs
- Immigration
- Income tax
- International travel and borders
- Military
- National parks

\*Issued by the provincial Liquor Control and Regulation Branch (LCRB)

\*\*Regional and provincial parks in the Nanaimo area are listed on the back of this brochure.

This is not an exhaustive list – if you are not sure, please call the City.

## Frequently Asked Questions

### I have to go to court, where is the courthouse?

Both the Nanaimo Provincial Court and Nanaimo Supreme Court are located at 35 Front Street. For information about the different levels of court, go to [bccourts.ca](http://bccourts.ca).

### Can I get married at City Hall?

We do not hold wedding ceremonies at City Hall, but we do have parks and facilities where you can celebrate your special day. For booking information, please visit our website, or call 250-756-5200. For marriage licences, contact Service BC.

### Who can I talk to if I am having issues with my landlord or tenant?

The Residential Tenancy Branch (RTB) provides information, resources and dispute resolution services for tenants and landlords. To contact the RTB, call 1-800-665-8779 or email [hstro@gov.bc.ca](mailto:hstro@gov.bc.ca).

### I want to apply for my Home Owner Grant. Where do I go?

The Home Owner Grant program is administered by the Province of BC. To apply and learn more, call 1-888-355-2700 or visit [gov.bc.ca](http://gov.bc.ca).

## Contact Numbers and Local Addresses

BC Assessment	1-866-825-8322 901-5800 Turner Road
Land Title Office	1-877-577-5872
Regional District of Nanaimo	250-390-4111 6300 Hammond Bay Road
Regional Transit	250-390-4531 6300 Hammond Bay Road
Residential Tenancy Branch	1-800-665-8779
Service BC	250-741-3636 460 Selby Street
Service Canada	1-800-622-6232 60 Front Street

## Regional Parks (located in Nanaimo)

Benson Creek Falls Regional Park	Mount Benson Regional Park
Bension View Regional Trail	Nanaimo River Regional Park
Morden Colliery Regional Trail	Trans Canada Trail

## Provincial Parks (located in Nanaimo)

Hemer Provincial Park	Petroglyph Provincial Park
Morden Colliery Historic Provincial Park	Saysutshun (Newcastle Island) Marine Provincial Park



# Government Services Guide



Where do I go for...?