

## City of Richmond Contact Information

On the City of Richmond's website ([www.richmond.ca](http://www.richmond.ca)), visitors can find the "Contact Us" link at the bottom of the main page. By selecting this link, visitors will see an option for "Customer Feedback Forms," which allows them to request a service, report a problem, or provide feedback about any City service.

General inquiries can be sent to [infocentre@richmond.ca](mailto:infocentre@richmond.ca). This inbox is monitored regularly during City Hall operating hours (Mon-Fri: 8:15am-5:00pm, excluding statutory holidays).

Frequently Contacted Service Areas		
Contact Area	Phone Number	E-mail
General Inquiries	604-276-4000	<a href="mailto:infocentre@richmond.ca">infocentre@richmond.ca</a>
Public Works Dispatch (24 hour line)	604-270-8721	<a href="mailto:pw-dispatchers@richmond.ca">pw-dispatchers@richmond.ca</a>
Public Works Service Centre	604-244-1262	<a href="mailto:pwservicecentre@richmond.ca">pwservicecentre@richmond.ca</a>

Other Common Service Areas		
Contact Area	Phone Number	E-mail
Animal Protection (BC SPCA)	604-709-4668	<a href="mailto:animalservicesrequest@richmond.ca">animalservicesrequest@richmond.ca</a>
Building Approvals	604-276-4118	<a href="mailto:building@richmond.ca">building@richmond.ca</a>
Building Records	N/A	<a href="mailto:buildingrecordsrequest@richmond.ca">buildingrecordsrequest@richmond.ca</a>
Business Licences	604-276-4328	<a href="mailto:buslic@richmond.ca">buslic@richmond.ca</a>
Business Support Centre (My Business Portal)	604-276-4114	<a href="mailto:businesshelp@richmond.ca">businesshelp@richmond.ca</a>
City Clerk's Office	604-276-4007	<a href="mailto:cityclerk@richmond.ca">cityclerk@richmond.ca</a>
Community Bylaws	604-276-4345	<a href="mailto:bylawrequest@richmond.ca">bylawrequest@richmond.ca</a>
Development Applications	604-276-4395	<a href="mailto:devapps@richmond.ca">devapps@richmond.ca</a>
Dog Licences	604-247-4633	<a href="mailto:doglicence@richmond.ca">doglicence@richmond.ca</a>
Environmental Protection and Rodents	604-276-4316	<a href="mailto:envsustainability@richmond.ca">envsustainability@richmond.ca</a>
Garbage & Recycling	604-276-4010	<a href="mailto:garbageandrecycling@richmond.ca">garbageandrecycling@richmond.ca</a>
Invasive Plants and Insects	604-276-4316	<a href="mailto:invasiveplants@richmond.ca">invasiveplants@richmond.ca</a>
Parks Maintenance	604-244-1208	<a href="mailto:parks@richmond.ca">parks@richmond.ca</a>
Parks, Recreation and Cultural Services, Program Registration	604-276-4300	<a href="mailto:reghelp@richmond.ca">reghelp@richmond.ca</a>
Permits Centre	604-247-4638	<a href="mailto:permitsinfo@richmond.ca">permitsinfo@richmond.ca</a>
Recreation Fee Subsidy Program	604-247-4909	<a href="mailto:subsidy@richmond.ca">subsidy@richmond.ca</a>
Richmond Fire-Rescue Non-Emergency	604-278-5131	<a href="mailto:fire@richmond.ca">fire@richmond.ca</a>
Richmond RCMP Non-Emergency	604-278-1212	N/A
Sign Information	604-276-4016	<a href="mailto:signs@richmond.ca">signs@richmond.ca</a>
Tax Department	604-276-4145	<a href="mailto:taxdept@richmond.ca">taxdept@richmond.ca</a>
Traffic Operations	604-204-8707	<a href="mailto:trafops@richmond.ca">trafops@richmond.ca</a>
Tree Protection	604-247-4684	<a href="mailto:treeprotection@richmond.ca">treeprotection@richmond.ca</a>
Zoning Information	604-276-4017	<a href="mailto:zoning@richmond.ca">zoning@richmond.ca</a>