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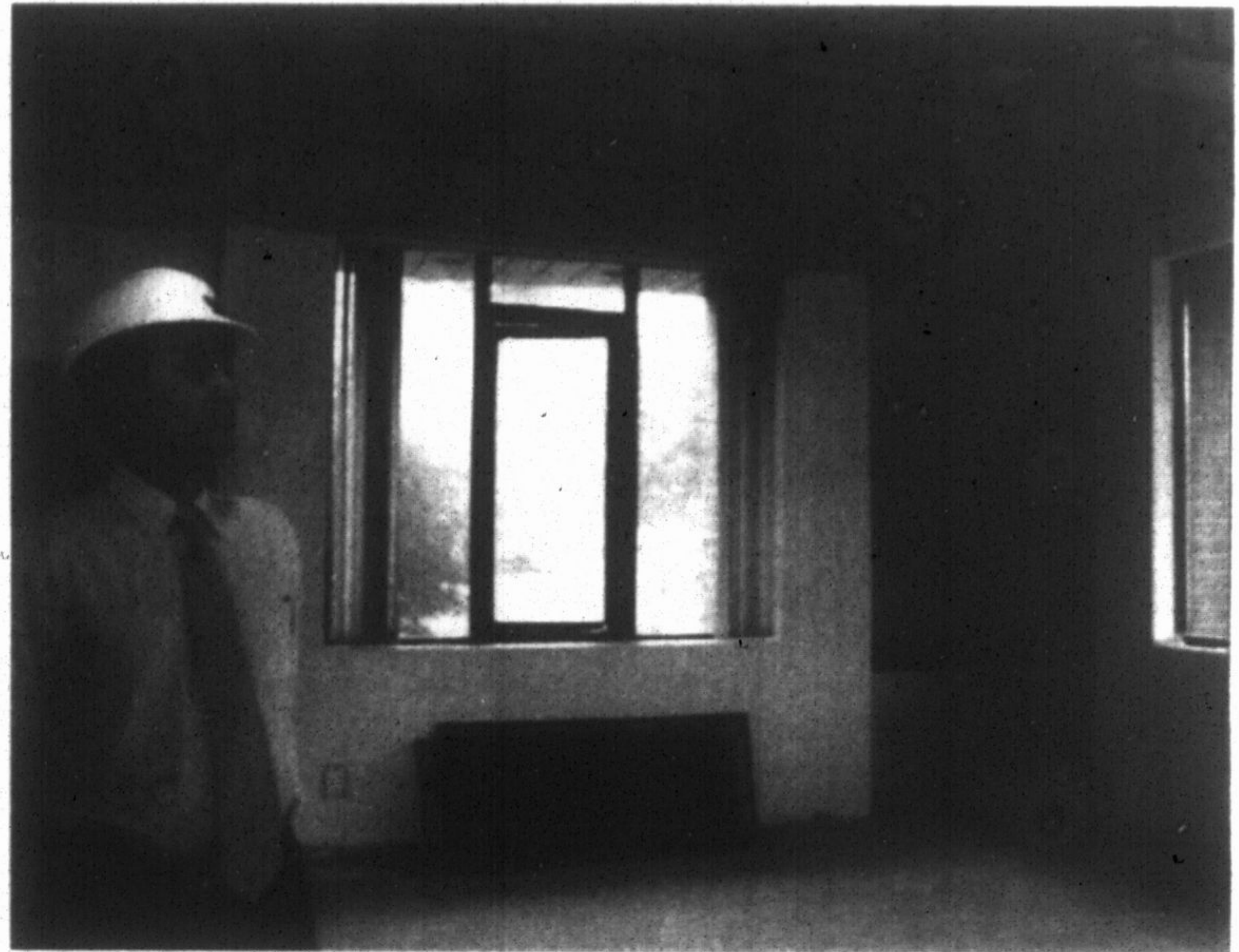


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STAFF PHOTO/STEVE SOMERVILLE

Town treasurer Marc Pourvahidi surveys what will be the mayor's office at the new town hall.

## Town hall closing two days for move

BY SANDRA BOLAN  
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The town's municipal offices will be closed for two days this summer to enable staff to move from 37 Sandiford Dr. next door to 111 Sandiford Dr.

"If we do all the packing too early, that puts too many disruptions on the public sometimes," town CEO Dave Cash said. "If they're half unpacked and half looking after the public, we don't think that would be appropriate. When we're opened, we're serving them well."

The town offices will be closed July 29 and Aug. 2 and re-open at 111 Sandiford Dr. Aug. 3. Aug. 1 is a civic holiday.

This means you will not be able to pick up green or blue bins or dog tags on those days. Bill payments will have to be made at financial institutions and civic weddings will have to take place in another municipality.

The bylaw department, along with building permit review and inspection services, will operate as per usual.

If there are emergency water breaks or

other incidents reported to the town's on-call answering service, that information will be re-directed to the appropriate department.

Along with a new address comes new phone numbers.

The town has decided to retire its New-market exchanges, which are used by some rural residents. They will be replaced with toll-free numbers.

The 905-895-5299 exchange will be replaced with 1-855-642-8697, while the 905-895-2423 number will be replaced with 1-855-642-8696.

The municipality's website is also changing from townofws.com to townofws.ca. Staff and councillor e-mail addresses will also switch from .com to .ca

It is going to cost the town \$30,075 to move about 90 people 230 metres down the road next month to the former Cook Canada building.

It is expected to cost \$10.15 million to transform the former physician equipment and supply company facility into the town hall.

## Residents asked for longer hours

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looking at all the arrows. They don't know where to go," Mr. Pourvahidi said. "Any type of business they have with the town can be at least initiated in one spot."

If the issue is beyond the scope of the centralized customer service representative, you will be directed to the appropriate department.

It's not only the reception area at the new town hall that is being revamped. You will also be able to deal with customer service representatives via e-mail.

There will also be a self-serve kiosk that will provide access to MPAC assessment rolls and archives of council reports.

Customer service hours are being expanded to 8 a.m. to 5 p.m. They are currently 8:30 a.m. to 4:30 p.m. Twice a month, when Tuesday council meetings are held, the customer desk will remain open until 7 p.m.

"Many residents have requested they see us before work or they barely make it after work," Mr. Pourvahidi said.

Complaints received by town staff will be logged into a service request manager software program and be tracked until completion.

"It may not be available Day 1, but it's certainly in the works and will be available shortly," Mr. Pourvahidi said.

Those complaints and issues will also be regularly reported to council so politicians are aware of what is taking place in their wards, Mr. Pourvahidi said.