The City of Duncan is the heart of the Cowichan Valley, providing many important services and amenities to a growing population within the region. Residents enjoy easy access to healthcare, a wide variety of retail shops, essential professional services, and a rich cultural experience. We are a major business centre for the key drivers of the regional economy: fishing, farming, forestry, and tourism industries.

Our downtown features a number of heritage buildings, as well as a large array of small, exquisite shops and restaurants catering to all tastes. Enjoy the cultural comings and goings and our eclectic selection of food and artisan merchandise at the weekly outdoor Saturday Farmer’s Market - one of the largest on Vancouver Island - or tour the world’s largest collection of outdoor totems.

The City of Duncan is a member of the Cowichan Valley Regional District (CVRD). The CVRD provides regional governance and services to both electoral areas and member municipalities – Duncan, North Cowichan, Ladysmith, and Lake Cowichan. For the City of Duncan, the CVRD provides emergency planning, economic development, regional parks, as well as a wide array of other services that benefit the City’s residents.

Visit Our Website: www.duncan.ca

Useful information for businesses can be found on the City’s website, including information about building permits and inspections, licensing, bylaws, property taxes, and more.

On behalf of the staff and council at the City of Duncan, we would like to welcome your business to Duncan. The reasons people choose to bring their business ideas to life here are as diverse as the over 800 businesses throughout the City.

The City of Duncan is located on the unceded traditional territory of the Hul’qumi’num speaking, Quw’utsun (Cowichan) people who are rich in culture and history. In the mid 1800’s when people began to settle on Vancouver Island, life for First Nations communities was changed forever. We value and respect our relationships with all of our neighbours know that working together gives us strength and direction that serves everyone in our communities.

The City has become the heart of the Cowichan Valley. We have a vibrant and thriving downtown core with a variety of shops, services, and a famous year-round Saturday Farmers market. We understand the importance and value of a strong localized economy.

Thank you for bringing your business venture to the City. Our City Council and our incredible staff are here to support you in any way that we can.

Respectfully,
Mayor Michelle Staples
Key City Contacts:

City Hall
200 Craig Street
Duncan, BC V9L 1W5
Phone: 250.746.6129
Fax: 250.746.6129
Email: duncan@duncan.ca

Public Works
1091 Marchmont Road
Duncan, BC V9L 2M8
Phone: 250.746.5321
Fax: 250.746.5898
Email: public@duncan.ca
After Hours Phone: 250.746.7192

Fire Department
468 Duncan Street
PO. Box 155,
Duncan, BC V9L 3X3
Emergency Phone: 911
Non-Emergency: 250.746.5211

New Businesses Should Contact:

Duncan Cowichan Chamber of Commerce
2896 Drinkwater Road
Duncan, BC V9L 6C2
Phone: 250.748.1111
Fax: 250.746.8222
Email: chamber@duncancc.bc.ca

Downtown Duncan Business Improvement Area Society (DDBIA)
203 - 111 Station Street
Duncan, BC V9L 1M8
Phone: 250.715.1700
Email: dbia@downtownduncan.ca

Cowichan Valley Economic Development
135 Third Street
Duncan, BC V9L 1N8
Phone: 250.746.7880
Fax: 250.746.7801
Website: www.ecdevcowichan.com

YOUR RESOURCES:

The Development Services Department provides assistance in the areas of land use, community planning, building permits, and inspections. The department is guided by the Official Community Plan, Zoning Bylaw, Building Bylaw, Maintenance of Property Bylaw, Sign Bylaw, and the BC Building Code, and ensures that projects are consistent with the City’s bylaws and policies. Before beginning work on a property, including installing new signage, making exterior changes, or reconfiguring the interior of a building, business owners should contact the Development Services Department to determine allowable changes and if permits are required.

The Public Works and Engineering Department operates and maintains essential engineering infrastructure. Business owners should contact the Public Works and Engineering Department if they have questions or concerns regarding their water, sewer, or road infrastructure. Businesses are responsible for coordinating their own garbage and recycling pickup.

The Finance Department oversees the financial operations of the City and provides support services in the form of financial information, advice, and direction to Council, City departments and the general public. Business owners should contact the Finance Department at City Hall if they have questions regarding Business Licences, fees and charges, utility billing, and property taxes.

The Corporate Services Department facilitates Council, Committee of the Whole, and Council Committee meetings. The department is responsible for bylaws and policies, municipal elections, bylaw enforcement, corporate communications, and records management. Business owners should contact the Corporate Services Department at City Hall if they have questions or concerns regarding City bylaws, policies, or parking regulations.

Mayor and Council provide local government leadership and decision making. The current Council was elected in October 2018, consisting of a Mayor and six Councillors. Council members serve a four year term and each member represents the City at large. The next municipal election will be held on October 15, 2022.