



Media Release

87 Cornwallis Street,
Kentville, NS, B4N 3W3
Phone: (902) 678-6141
Toll Free: 1-888-337-2999
www.countyofkings.ca

Municipality of the County of Kings
August 16, 2017

SINGLE POINT OF SERVICE Improving Our Operations

KINGS COUNTY, NS: Single Point of Service to commence Monday, August 21st, 2017

The Municipality of the County of Kings is pleased to advise that we are refining our customer service experience. We are implementing a Single Point of Service model with a commencement date of Monday, August 21st, 2017. In preparation for this change, please consider the following:

- You will now be able to access Building and Development services, as well as the standard services to which you are accustomed, at our Customer Service counter in the main lobby.
- Our Customer Service Representatives will be available to process all of your requests or book an appointment as necessary.
- For those who wish to conduct building, development or enforcement business with the Municipality, it is recommended that you call ahead to schedule an appointment prior to visiting our offices. This will ensure that the proper personnel will be available to meet with you when you arrive. You can do so by calling 902-678-6141, Monday-Friday, 8:30 am until 4:30 pm.
- Finance Department services currently offered at our main counter will remain the same. This includes tax and water bill payment along with dog registration and program payments/inquires.

Please be assured this shift in service delivery is intended to improve our operational effectiveness and efficiency while continuing to provide the best possible service to our residents and partners. We want to thank you in advance for your patience as we make the transition and are here to discuss any questions or concerns you may have.

CONTACT

Shawn West
Manager, Finance and IT Services
(902) 690-6136
Toll Free: 1-888-337-2999

For photos, information and news on what's happening around [Kings County](#) follow us on [Twitter](#), like us on [Facebook](#) or subscribe to our [YouTube](#) channel