

## **Resolution 21A**

### **CANADA POST (PASSED)**

⇒ District of Lunenburg

**WHEREAS** Canada post is in the process of switching from RR numbers for mail delivery tool to civic addresses; and

**WHEREAS** many of the rural residents are still not aware of their new civic address requirement and have not notified the PVSC and/or their municipality of the address change; and

**WHEREAS** municipalities rely on address information from the PVSC to mail out tax bills;

**THEREFORE BE IT RESOLVED** that the Union of Nova Scotia Municipalities urge the PVSC to find an immediate resolution to the address problems created by Canada Post moving to civic mailing addresses for rural mail deliveries.

### **BACKGROUND**

*Canada Post is in the process of moving to civic addresses for rural mail delivery and reassigning postal codes. This results in a new mailing address for many rural residents. A number of local post offices in Nova Scotia already rely solely on civic number addresses and will return mail that is not correctly addressed. Other post offices will be following suit and converting to civic addresses in the future. When making the change, the post office sends correspondence and notifies the public before they start returning incorrectly addressed mail.*

*As a result of roll out issues of the new postal address requirements, Canada Post seems to have created confusion among its various post offices. Certain post offices may require civic numbers while others still use rural route numbers. Mail routed through an outside post office requiring civic numbers can be returned if there is no civic number on the mail, even though the residents own post office does not require civic numbers in their mailing address.*

*Unfortunately, many residents fail to inform the Property Valuation Service Corporation (PVSC) and/or the Municipality of their new civic mailing address.*

*Recently, in October 2010, the District of Lunenburg received numerous returns the first day of our tax mail out. Several calls to the postal authorities in Halifax, Ottawa and the local post office persuaded the post office to deliver tax bills with incorrect (old) postal codes and RR numbers.*

*The District of Lunenburg has been working with the PVSC to come to some solution to this addressing problem.*

*The Audit committee recommends a UNSM resolution be approved by Council.*

Forwarded to:  
*Property Valuation Services Corporation*

**RESPONSE:**

*This letter is in response to your correspondence dated November 21, 2011 in regards to Union of Nova Scotia Municipalities (UNSM) Resolution 21A Canada Post- requesting the Property Valuation Services Corporation (PVSC) to find an immediate resolution to the address problems created by Canada Post moving to civic address from rural route mail delivery.*

*The PVSC held a meeting November 21, 2011, in the District of Lunenburg office with representatives from the District of Lunenburg, Canada Post and the Property Innovation Council.*

*At the meeting, it was acknowledged that the Single Address Initiative (SAI) would assist and greatly improve the capture and distribution of mailing address. However, it was agreed that resolving issues related to mailing address is complex and requires the cooperation of various groups and it cannot be done by the PVSC on its own. The meeting resulted in a number of follow-up items by all parties.*

*Until the SAI is fully implemented PVSC will commit to regular meetings with all parties in an effort to deal with issues as they arise.*

*Ms. Kathy Gillis  
Chief Executive Officer  
Property Valuation Services Corporation  
December 12, 2011*