What is Request For Service?

The City of White Rock's Request For Service is for reporting non-emergency requests. Service requests are assigned to the staff responsible during our normal hours, Monday - Friday, 8:30am - 4:30pm.

The goal of this system is to make it easier for people to request service from their computers or mobile devices. It also helps us respond quicker, track problems and improve efficiency. If you encounter any difficulties with the system, please call us at 604.541.2100 or email us at finance@whiterockcity.ca.
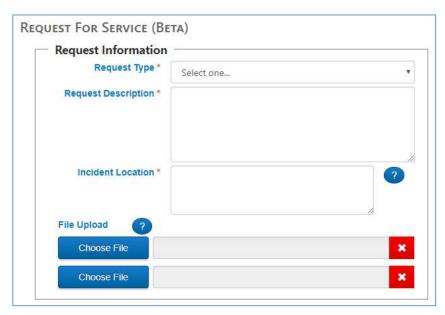
How to enter a Request?

1. From our online portal, select the type of request you would like to report.

2. Request Information

   Tell us about your request in this section. The better you can describe the nature of the incident and its location, the more efficient we can be.

Request Type	Select the type of service you would like to request.
Request Subtype	Based on the selected Request Type, a Request Subtype list box may be displayed to allow you to further define your request.
Request Description	Describe your request and give us as much details as possible
Incident Location	Identify the location of the request, for example, the "1100 BLK OF LEE ST" or the "CORNER OF BEST ST AND ROPER AVE".
File Upload	If you have a photo of the incident or the area that the incident took place, you may upload it with your request. Click "Choose File" to select an image from your computer or mobile device. If you selected an incorrect image, click the X to remove your selection and search again.

3. Contact Information

This section allows us to contact you for clarification of the request or location if it is necessary.

Requestor Name	Please tell us your name. This information is required.
Requestor Address	If you would like to give us your address, this is optional.
City	The city you reside in. This is optional.
Phone (primary)	Your primary phone number. This information is required.
Email Address	An email address that we can contact you with. This information is required.
reCAPTCHA	By selecting this checkbox, it helps us to verify a human user, not a computer, is submitting the request.

4. Confirmation

All service requests are tracked by the Reference Number you are given when you submit the form.

REQUEST FOR SERVICE (BETA)
Thank you. Your reference number for this request is **32203**.
We may contact you if a follow up is required.