



<b>Policy No.: A-22-2023</b>	<b>Section: Administration</b>	<b>Page #1 of 2</b>
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<b>Title:</b>	<b>Bylaw Enforcement and Response to Citizen Complaints</b>
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<b>Rescind Policy:</b>	<b>A-22 Bylaw Enforcement and Response to Citizen Complaints</b>
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**Purpose:** To ensure that the bylaw division is serving the needs of the community and that our response to bylaw non-compliance is efficient and properly prioritized.

- 1. Policy:**
- 1.1 Citizen complaints shall be investigated by a Town employee or Bylaw Officer within 48 business hours.
  - 1.2 Ongoing neighbor disputes resulting in ongoing complaints may be deemed invalid.
  - 1.3 The investigator shall investigate and gather information.
  - 1.4 The investigator shall attempt to resolve the concern through verbal communications, if possible.
  - 1.5 If a Bylaw infraction is unresolved with verbal communications, an infraction letter will be sent and enforcement shall follow.
  - 1.6 Any work or action taken by the Town or qualified contractors will be invoiced to the owner of the property as per the Town's Master Rates Bylaw or affected Bylaw.
  - 1.7 If the invoice remains in arrears for more than sixty (60) day, the invoice costs will be added to the tax roll of the property.
  - 1.8 All documentation letters shall be filed in the property file of the tax roll.
- Procedure A-22-2023 provides the approved processes for implementation of the policy.

	DATE	RESOLUTION NUMBER
Approved	March 2, 2021	158-2021
Amended	August 28, 2023	462-2023
Amended		

**ORIGINAL SIGNED**

**Amy Cherniwchan  
Mayor**

**ORIGINAL SIGNED**

**Dawn Phillips  
Chief Administrative Officer**