



RCRS Secondary:	GOV-02	Effective Date:	1984-AUG-14
Policy Number:	COU-056	Amendment Date/s:	1990-JAN-04 CEPC 1990-JAN-22 COUNCIL 1990-APR-23 COUNCIL 1990-AUG-20 COUNCIL 1990-SEP-17 CEPC 1990-OCT-22 CEPC 1993-OCT-18 COUNCIL
Title:	Unightly Properties – Property Maintenance Bylaw	Repeal Date:	
Department:	Bylaw Enforcement – General	Approval Date:	1989-AUG-14 CEPC

PURPOSE:

To clearly define the current Property Maintenance Bylaw clean-up procedures.

DEFINITIONS:

N/A

SCOPE:

Authority to Act – Delegated to Staff.

POLICY:

Current Property Maintenance Bylaw Clean-Up Procedures endorsed, as outlined in the report, with the inclusion of a letter to the property owner/s to advise them of the proposed clean-up date.

PROCESS:

The procedures are as follows:

When a complaint is received, a Bylaw Services Officer is assigned and attends the complaint within a maximum of two working days. The Officer views and photographs the property and if it is felt that action must be taken, the property owner or occupant is spoken to and advised.

A letter is sent by registered mail to the owner advising that the matter will be referred to Council for its consideration. The owner is advised in the letter that he may attend the meeting to address Council with respect to the property.

The Officer attends the property on the day of the Council meeting to determine if any action has been taken. The property is again photographed at that time. If the property is cleaned up, no further action is taken.

Should Council pass a Resolution ordering a clean-up of the property, a letter is sent by registered mail to the owner of the property advising that the property must be cleaned up within fourteen days or the City or its agents may enter and conduct the clean up. If the clean up is not done in the required time,

the owner is contacted to determine what action is contemplated. Depending on the circumstances, an extension of 7 to 14 days may be granted.

After all efforts have been exhausted to obtain voluntary compliance, bids are obtained from local contractors. The low bid is usually chosen. Private contractors are used to negate any potential conflict of interest on behalf of the City.

Staff always attempt to contact the owners to inform them of the clean-up time; however, on occasion, due to short notifications from the contractor, the property owner cannot be advised. The Officer attends the property with the contractor to ensure that only items listed on the Council Resolution are removed.

It is estimated that approximately 5 hours are spent by an Officer on a standard unsightly property complaint. Properties which proceed to Council and require clean-up by the City can take an additional 4 to 16 hours of Staff time. In some instances, Staff have spent in excess of 50 hours on a complaint. These estimates do not include management review time or the City Clerk's time spent in preparing agendas and Resolutions. It is estimated that a complaint which proceeds through to clean-up costs the City at least \$500 in administration fees alone.

City Staff, in all cases, attempt to provide property owners with every opportunity to bring their property into conformance without the necessity of intervention and only after all avenues of resolution have been exhausted are Staff forced to bring in contractors.

RELATED DOCUMENTS:

N/A

REPEAL/AMENDS:

N/A