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| <b>TOWNSHIP OF NORTH DUNDAS</b><br><b>POLICY MANUAL</b>              | <b>POLICY NO.</b> 001-2002   |
|  | <b>EFFECTIVE DATE:</b> March 12, 2002  |
| <b>SUBJECT:</b><br>Property Standards Enforcement                    | <b>DEPARTMENT:</b><br>Planning, Building and Enforcement   |
| <b>LEAD ROLE:</b><br>Director of Planning,<br>Building & Enforcement | <b>SUPPORT ROLES:</b><br>Property Standards Officer<br>Chief Building Official<br>By-law Enforcement Officer |

**A. POLICY STATEMENT:**

1. The Property Standards By-law will be enforced on a basis of written complaints, unless the Property Standards Officer is aware of an obvious unsafe condition warranting correction.
2. The Property Standards Officer will not inspect the entire premises or suite, but will inspect only those items which are the subject of the written complaint.
3. Notwithstanding item 2, the Property Standards Officer may inspect other areas or items believed to be unsafe.
4. Where applicable, names of complainants shall not be revealed. The intent of this policy is to prevent the complainant(s) from being harassed or suffering retaliatory measures and to comply with the Freedom of Information and the Protection of Privacy Act requirements.
5. Copies of petitions which refer to possible infractions of the Property Standards By-law shall not be distributed to the general public unless the names and addresses of the petitioners are first deleted.

**B. FILING OF A COMPLAINT:**

A complaint must be in writing, dated and signed by the complainant, and delivered to the Property Standards Officer or By-law Enforcement Department Head.

The written complaint must include the following (where applicable):

1. Location of incident or concern.
2. Date incident or concern occurred.
3. Name of property owner, where applicable.
4. Details on incident or concern.
5. Complainants name, address and phone number.
6. Signature of complainant.

**C. TIME FRAMES**

1. The complaint will be reviewed by the Property Standards Officer and a copy will be given immediately to the By-law Enforcement Department Head.
2. All written complaints will be dealt expeditiously, or as appropriate to the circumstances.
3. A response will be provided when the complaint has been addressed.