

Bylaw/Rule Violations Complaint Protocol

Section 135 of the Strata Property Act holds the Strata Corporation responsible to enforce the Strata bylaws/rules. The *Act* also requires that bylaw/rule violation complaints must be received in writing. In order to assist residents that are initiating complaints of bylaw/rule violations, please follow the protocol below:

1. First, refer to Strata bylaws and rules to ascertain that a bylaw/rule violation has occurred. If there is no applicable bylaw/rule violated, the *Strata Property Act* does not allow the Strata Corporation to take action.
2. Please complete all sections of the 'Bylaw/Rule Violations Complaint Form' (Complaint Form), otherwise, the process may be delayed. Try to be certain that the unit number from which the violation has occurred is the correct one. All buildings do not automatically have the same unit numbers directly above and below.
3. Please submit the completed Complaint Form to your Strata Manager, or, if your Building has a defined area to leave correspondence for your Strata Council, please leave it in the designated area.
4. Upon receipt of the Complaint Form and verification that a valid bylaw/rule violation has occurred, your Strata Council, at their next regularly scheduled Council meeting, may review the circumstances and determine whether a "Bylaw/Rule Violation Warning Letter" (Warning Letter) will be sent to the alleged violator.
5. As defined in the *Strata Property Act*, the recipient of a "warning letter" has two weeks to respond to the allegations contained within the warning letter, and may also make a request to appear before Council to "defend or dispute" the allegations.
6. In compliance with the *Personal Information & Protection Act*, copies of correspondence between the Strata Council and the recipient of the complaint will not be provided to you.
7. We suggest that you allow adequate time for the Warning Letter to be received and complied with (recommended two-week period at a minimum, as this process can take longer based upon the timing of the next regularly scheduled Council meeting). However, if the same bylaw/rule violation occurs again, it is necessary to fill in another Complaint Form. Be sure to mark the box identifying this as a "repeat offense" and re-send the completed form to FirstService Residential, or, your Strata Council.

BYLAW / RULE VIOLATION COMPLAINT FORM

SENDER'S INFORMATION

Sender Name

Phone Number

Cell Number

Email

Building Name

Strata Plan

Address

Unit

DETAILS OF BYLAW / RULE VIOLATION

**** Please note that if there is no bylaw/rule violation, the Strata Corporation cannot take action and an incomplete form may result in a delay in processing your request. ****

Noise

Pets

Parking

Property Damage

Others

Origin of violation:

Date

Time

Name (If known)

Unit

Address

REPEAT OFFENSE? Yes No

(i.e. Is this the first time you filed a complaint against the above alleged violator?)

Police File Number (If available)