

# PROPERTY COMPLAINTS



## PROCESS



### COMPLAINT RECEIVED

Once a complaint is received, a Compliance Officer verifies that the complaint falls within the City's Bylaw enforcement area; a file is created and assigned to a Compliance Officer.

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#### Process for complaints related to private property.

Most commonly:

- Unsightly or un-kept property
- Garbage on private property
- Vehicles or trailers parked on private property

Property complaints may be addressed in the Community Standards Bylaw 3383/2007 or Land Use Bylaw 3357/2006.



### PROPERTY INSPECTION #1

The officer completes an inspection within 48 hours of the receipt of the complaint.



### NOTICE OF VIOLATION

#### DISCUSSION

The officer attempts to contact the owner or tenant of the property in person or by phone to discuss the concern. The officer will provide options for solutions and a timeframe to complete the work. If the owner or tenant cannot be contacted, a door hanger will be left on the front door which describes the issue and provides a timeline to remedy the conditions. This timeframe can vary from two to 14 days, depending on the condition and severity of the issues at the property.

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### PROPERTY INSPECTION #2

When the Notice of Violation timeframe has passed, a second inspection of the property occurs.

- **Outcome A:** The owner or tenant has completed the work required to remedy the concerns. The file is then closed.
- **Outcome B:** The concerns have been left unaddressed; the property remains in similar condition or has worsened. File proceeds to Notice of Violation – Letter.



### NOTICE OF VIOLATION

#### LETTER

If the property remains in similar condition or has worsened, a letter is sent to the property owner which notifies them that the property is still in violation. This letter includes reference to the bylaw that is being violated along with a specific description of the work that must be completed. An additional seven to 10 days are given to complete the work. A fine may be issued along with this letter.

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### PROPERTY INSPECTION #3

When the Notice of Violation – letter timeframe has passed, a third inspection of the property occurs.

- **Outcome A:** The owner or tenant has completed the work required to remedy the concerns. The file is then closed.
- **Outcome B:** The concerns have been left unaddressed; the property remains in similar condition or has worsened. File proceeds to Municipal Government Act Order.



### MUNICIPAL GOV. ACT ORDER

Following the Property Inspection 3 and there are still unaddressed items, a Municipal Government Act Order stating The City of Red Deer as an authority under the act, will be mailed to the property owner. This order will reference the bylaws that are in violation along with the requirements to remedy the violation. A mandatory 14 day deadline will be in place.

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### PROPERTY INSPECTION #4

Following the 14 day deadline, a Final inspection is completed.

- **Outcome A:** The owner or tenant has completed the work required to remedy the concerns. The file is then closed.
- **Outcome B:** The concerns have been left unaddressed; the property remains in similar condition or has worsened. File proceeds to City Clean up.



### CITY CLEAN UP

If the property remains in violation, a notice of entry is posted on the property. City work crews will complete the necessary work to remedy the conditions that are in violation of the bylaw(s). The timeframe on the cleanup depends on the availability of Parks staff and the condition of the property.

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Any costs accrued by The City to complete the work are the responsibility of the property owner and are charged back through their tax roll.