

## **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) Upon receipt of the Complaint Form and verification that a valid bylaw/rule violation has occurred, a 'Bylaw/Rule Violation Warning Letter' (Warning Letter) will be sent to the alleged violator. At this point, the term `alleged' must be used as there may be a unit error or some other misunderstanding.
- 4) Allow time for the Warning Letter to be received and complied with (recommended two week period), then if the same bylaw/rule violation occurs again, it becomes necessary to fill in another Complaint Form. Be sure and mark the box identifying this as a 'repeat offense' and resend it to MAPLE LEAF 1<sup>st</sup> REALTY LTD.
- 5) Upon receipt of the Complaint Form with the repeat offence details, a 'Bylaw/Rule Violation Fine Letter' will be sent. Be aware that Section 135 of the Strata Property Act allows the recipient the right to request a hearing before council.
- 6) If a hearing is requested you may or may not be contacted by the strata council. Also be aware that due to the Personal Information & Protection Act, copies of correspondence will not be sent to you nor will your identity be divulged.



## **Bylaw/Rule Violation Complaint Form**

## **Sender's Information**

Sender Name	Phone Number	Cell Number	Email	
Building Name				Strata Plan
Unit Address				
Privacy Act: Permission is granted to	release my pers	onal information	n 🗌 Yes 🗌	No
Details of Complaint				
Identify Bylaw/rule # (Please note that if no bylaw/rule is violated, result in a delay in processing your request.)	the Strata Corpord			
Noise:			g. Party, Music, S	Shouting, Thumping)
Pets:		(	1. N. (1. 1. 1.	
Dorleiner		(e.g. Bai	king, Not leashea	l, Aggressive, Feces)
Parking:	(e.g. Speed	ding, Not waiting at	gate, Visitor pari	king, Oil, Insurance)
Property Damage:			( Disusta Ma	Course (Station)
			(е.g Бісусіе, Мо	oving, Carpet Stains)
Others:				
Origin of violation:	 Time	Name	If known)	
Date		Nume (	ij known)	
Unit Addre	255			
REPEAT OFFENSE ? Yes N (i.e. Is this the first time you file a complaint the above alleged violator?)	Dol	ice File Number (If	available)	
For Office Use Only Date Bylaw/Rule Violation Warning Letter #100W Date Bylaw/Rule Violation Fine Letter #100F Sen Date Bylaw/Rule Hearing Letter #100H Sent:				