

SANDPOINTE STRATA CORPORATION KAS1000

Bylaw/Rule Violation Complaint Form

Complainant's Information

Name

House Number

Phone Number

Email

As set out in the Strata Property Act, Section 36, this document, and the information contained therein may be released.

Details of Complaint

Identify Bylaw/Rule No. violated: _____

Describe violation including type, time, location.

(Please note that if no bylaw/rule is violated, the Strata Corporation cannot take action. Insufficient or incomplete information may result in delay, or the complaint not being acted upon.)

Noise: _____
(e.g. Shouting, Loud Music)

Pets: _____
(e.g. Barking, Not Leashed, Aggressive, Feces)

Parking: _____
(e.g. Visitor Parking, When, Length of Time, Type/Make of Vehicle)

Property Damage: _____

Other: _____

Origin of Violation:

Name (If known)

House Number

Date

Time

REPEAT OFFENCE?

☐

Yes

☐

No

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

Complainant's Signature

For Office Use Only

Date Bylaw/Rule Violation 1st Call Made: _____

Date Bylaw/Rule Violation Warning Sent: _____

Date Bylaw/Rule Violation Fine Letter Sent: _____

Date Bylaw/Rule Violation Hearing Letter Sent: _____

Bylaw/Rule Violations Complaint Protocol

Section 135 of the Strata Property Act holds the Strata Corporation responsible for enforcing the strata bylaws/rules. To assist the strata corporation in the enforcement, bylaw/rule complaints must be in writing. In order to assist residents that are initiating complaints of bylaw/rule violations, please note the following:

- 1) Refer to strata bylaws and rules to ascertain that a bylaw/rule violation has in fact 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" otherwise the process may be delayed, or the complaint may not be acted upon. Ensure that the house number from which you believe the alleged violation has occurred is correct. Submit this form to the Strata Council by putting it in the Suggestion Box in the Clubhouse.
- 3) Upon receipt of the Complaint Form, contact may be made by the Strata Council with the alleged violator to review the alleged violation and to confirm whether or not a valid bylaw/rule has been violated.
- 4) Should the initial telephone/personal contact not result in a satisfactory resolution of the alleged bylaw/rule violation, then a formal "Bylaw/Rule Violation Warning Letter" may be sent requesting co-operation in resolving the bylaw/rule violation.
- 5) Should this "Bylaw/Rule Violation Warning Letter" not result in resolution of the bylaw/rule infraction, then a second stronger letter, outlining the consequences of not conforming to the bylaws and rules, may be sent.
- 6) Allow sufficient time for the telephone call and various warning letters to be received and complied with (approximately 3 weeks). If the same bylaw/rule infraction occurs again, please complete another Complaint Form and mark the box identifying this as a repeat offense. Submit this form to the Strata Council by putting it in the Suggestion Box in the Clubhouse.
- 7) Upon receipt of the Complaint Form your Strata Council will investigate and, if necessary, a "Bylaw/Rule Violation Fine Letter" may be issued. Section 135 of the Strata Property Act allows the recipient the right to request a hearing before council.