



## What We Do:

- Respond to and investigate complaints relating to violations of City by-laws including zoning, property standards, swimming pool enclosures, business licensing, littering, fences and noise disturbances.



## By-laws Enforced:

Accessible Parking	Adequate Temperature	Animal Care & Control	Business Licensing	Clotheslines
Adult Entertainment Establishment Licensing	Controlled Substance and Manufacturing Operations Prevention	Residential Rental Accommodation Licensing	Municipal Address (Building Numbering)	Swimming Pool Enclosure
Debris & Anti Littering	Division Fence	Encroachment	Fence	Fortification
Highway Obstruction	Idling Control	Noise Control	Nuisance Lighting	Nuisance Type Noise
Nuisance Weed & Tall Grass	Property Standards	Second Unit Registration	Shopping Carts	Zoning

## How to File a Complaint

- Complaints can be made via 311, in person (by appointment only), by email, ping street app or by mail.
- Anonymous complaints are not accepted.
- Your information is protected under the Municipal Freedom of Information and Protection to Privacy Act.
- You will be provided with a Service Request number (SR number) when you file a complaint.



## Once a Complaint is Filed

- The complaint will be assigned to an Officer.
- The Officer will investigate the complaint and determine whether or not there is a violation to the by-law.
- If there is a by-law violation the Officer may issue a Property Standards Order or Notice of Contravention.
- The property owner is given information on the by-law and how to correct the violation. There is also a compliance date given.
- After the compliance date the Officer will follow up with the property to ensure compliance. If compliance is not met, the Officer may take legal action or begin the remediation process.

## Follow-Up

- The Officer will contact the person who filed the complaint only if further information / details are required.
- Residents may follow up on a complaint that they filed and speak with the Officer assigned to the service request.
- Officer's may not be able to provide detailed information regarding an investigation due to the Municipal Freedom of Information and Protection to Privacy Act.

## Compliance and Licensing Summary

- No two investigations are the same.
- Investigations can take days, weeks or months to complete.
- Outcomes can include voluntary compliance, City initiated remediation and/or court charges.
- Our office is in contact with internal and external stakeholders including: Building Inspections, Fire Inspections, Security Services, Encroachment Inspectors, Forestry Inspectors, Peel Regional Police, Alcohol and Gaming Commission, Peel Health and other various others government agencies.