

## **SAMPLE COUNCIL MEETING HEARING SCRIPT**

“Hello council members. Welcome and thank you for being here today. You’re about to go through the hearing process. As your strata manager, my primary role is to make sure this process runs smoothly and help you navigate your *Strata Property Act* obligations as a strata council. An owner/tenant has made a request to address the strata council about XXX issue(s). They will have the floor to present their concerns. To ensure a productive hearing, I’ll remind them of the time limits and ensure that discussion stays focused on the topic. Council is reminded to remain respectful and refrain from interrupting while the owner is speaking. After the owner’s presentation, I will open the floor to any clarifying questions you may have. Please reserve any discussion, opinions or judgements until the in-camera deliberation period after the owner leaves the meeting.”

*[Owner enters]*

“Now, I’d like to welcome owner’s name to the meeting. Thank you for joining us today. Council understands that this is an important issue for you, and they want to give you the opportunity to be heard. To make the best use of everyone’s time, all documentation you provided was circulated to council in advance to review, and being mindful of the volunteer nature of council and the busy agenda they have ahead, you’re asked to keep your presentation to XX minutes (10-30 min depending on complexity of request). Kindly stay focused on the particulars you provided in writing. If there are other concerns that need to be addressed, the council can consider them later. Owner’s name, the floor is now yours.”

*[Owner presents]*

“Thank you, owner’s name, for your presentation. Now I’d like to open the floor for the council to ask questions. Council members, please remember that you are simply seeking clarification to better understand the owner’s request at this point, not making a decision”

*[Question period]*

“Thank you, owner’s name, for your time today and for presenting your concerns. You will be provided with a written response from the council within one week.”

*[Owner leaves]*

“Council members, you will now move into the in-camera portion of the meeting. Please keep your discussion respectful, focused, and within the scope of the issue presented. It’s your responsibility to review all written submissions, any verbal statements made during the hearing, and relevant bylaws or rules under consideration.

After discussion, you must either (a) decide whether to impose a fine, issue a warning, or take no action [if this was a bylaw complaint]; or (b) provide a response, approve a request, or outline next steps [if this was a hearing request].

The decision will be documented in the minutes, and I will ensure that the written response is sent to the owner within one week. Any additional documentation, follow-up actions, or future agenda items will also be noted.”

Not legal advice; just your friendly neighbourhood due process reminder.  
When things get spicy, call a lawyer!

