

BYLAW / RULE VIOLATION COMPLAINT PROTOCOL

Section 135 of the *Strata Property Act* holds the Strata Corporation responsible to enforce the Strata Bylaws / Rules. The *Strata Property 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 your Strata Corporation 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 for the Strata Corporation to take action.
- 2) Please complete all sections of the “Bylaw / Rule Violations Complaint Form” (Complaint Form). Try to be certain that the unit number from which the violation has occurred is correct. Not all buildings 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 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 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 re-send it to The Wynford Group.
- 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.

Please submit the completed Bylaw / Rule Violation Form to our office by mail or by email (property@wynford.com).

Our office will re-direct your application to the Strata Manager of your property.

Enclosure – Bylaw / Rule Violation Form

BYLAW / RULE VIOLATION FORM

Please note you must **download & save** this form **prior to filling out** and submitting.

Strata Plan _____
Date

Sender's Name _____ *Phone Number* _____ *Email Address*

Sender's Unit Number / Address

Origin of Bylaw / Rule violation:

Date of violation _____ *Time of violation* _____ *Offender's Name (if known)*

Offender's Unit Number / Address

Details of Bylaw / Rule Violation:

Identify Bylaw / Rule # _____ violated.

Describe the violation below. Please include the type of violation, time, frequency, & location.

Police File Number (if available / applicable): _____

Repeat Violation? Yes No

(Have you filed a complaint against the above Owner / Tenant in relation to this violation before?)

- **Updating Records:** The information provided on this form will not be used to update contact information already on file. Use the Owner Information Form found at wynford.com for record updating purposes.
- **Privacy:** By submitting this form, information provided will be kept as a record of the strata corporation and could be requested / released per the *Strata Property Act & Personal Information Protection Act*.

Submit this completed form to our office by mail or by email (property@wynford.com). Our office will re-direct your application to the Strata Manager of your property and follow-up appropriately.