Property Standards Enforcement

Report → Review → Opportunity to Comply → Escalate if Necessary → Resolution

Municipal Enforcement staff investigate complaints related to property maintenance and compliance with the Property Standards By-law.

The process focuses on achieving voluntary compliance whenever possible, while providing mechanisms to address unresolved violations and protect public safety.

In situations involving an immediate health, safety, or property risk, an Emergency Order may be issued without following the standard compliance timeline.

Quick Facts

- Property standards complaints are investigated following receipt of a complaint
- Property owners are typically provided an opportunity to correct the issue voluntarily
- **Appeals:** Certain Property Standards Orders may be appealed. Compliance and enforcement requirements are then determined by the outcome of the Appeal Committee's review.
- Costs incurred by the municipality may be recovered through the property owner's tax bill

Complaint process overview



Complaint Submitted

File opened & investegation conducted

File closed if no violation found

Opportunity provided for voluntary compliance (verbal and/or courtesy letter)

File closed if violation resolved

Formal Order to Comply issued

File closed if violation resolved

Matter proceeds through the appeal process if appeal submitted

Order registered on title
and/or
County completes work to comply
and/or
Legal action

File closed and order discharged from title if violation resolved

Reassess if violation not resolved