

Blueprint Strata Management Inc.

Strata Bylaw Violation Complaint Form

Overview:

The strata council strives to administer complaints of bylaw & rule breaches in a way that preserves and builds up the strata community. The Strata Property Act s135 stipulates that the alleged offender (and the owner of the unit if applicable) must be notified of the particulars of the complaint in writing and given an opportunity to respond in writing or request a hearing.

Enforcement of the bylaws may be via a warning, fine or restriction on the right to use strata facilities.

Process for an Official Complaint:

In order for the council to be able to properly and effectively enforce the bylaws, the complaint will have to be detailed and specific. Please take the time to ensure the accuracy of your complaint.

- 1) You:
 - a. Identify the alleged offender and their unit number
 - b. Review the bylaws – available on the website
 - c. Fill out the form (don't forget to select your Requested Action) & double check
 - d. Submit this complaint form to your strata manager or info@blueprintstrata.com
 - e. You may attach pictures, video or supplementary information to your submission.

- 2) The Strata Corporation will:
 - a. Review the Complaint Form - the Strata Corporation will not:
 - i. Action general complaints.
 - ii. Action a complaint where there is no applicable bylaw or rule
 - b. If the form is in order, will send a Notice of Complaint to the alleged offender based on the concise Summary of Complaint.

- 3) The alleged offender will then have 21 days to reply – either in writing, at a hearing or both.

- 4) At the council meeting following the expiry of their 21 day reply period or the hearing, the council will make a decision on the issue, and that decision will be reported in the minutes of the meeting. You as the complainant will not receive any updates.

Bylaw Reminder Letter

If you request a Bylaw Reminder Letter to an individual owner, then a formal letter will be sent to the alleged offender outlining the Complaint and Reminding them of the specific bylaw and encouraging compliance. This will be in place of steps 2 through 4.

Bylaw Reminder Notice to All Residents

If you request a Bylaw Reminder Notice to All Residents, then that request will be considered by council at their next meeting, in place of steps 2 through 4.

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Complainant Details:

Name: _____ Tel: _____ Email: _____

Building: _____ Strata Plan: _____ Cell: _____

Unit # _____ Strata Lot # _____ Address _____

ACTION REQUESTED (select only 1):

Bylaw Reminder Letter to Alleged Offender (no official bylaw enforcement)

Bylaw Reminder Notice to All Residents (no official bylaw enforcement)

Official Bylaw Enforcement (Formal Council decision including possible imposition of fines)

Concise Complaint:

Examples:

- 1) On March 21st, 2018 at 1 pm, Unit 12 broke bylaw 3 m) by letting his dog walk in the hallways without a leash.
- 2) Unit 3 violated bylaw 3(b) by watching TV at a very loud volume on many nights over the past month – see attached listing of dates and times.
- 3) Ever since the unit above me installed their laminate flooring, I have heard increased levels of noise from their unit – at unreasonable levels. I believe that they did not install the appropriate underlay as required by bylaw 8(1)(h).

Date & Time _____ Unit # _____ Bylaw # Broken _____

Complaint: _____

Attachments:

Outcomes:

The strata council will follow section 135 of the Strata Property Act, which includes time for the alleged offender to reply. After the reply period ends, the issue will be dealt with at the next regularly scheduled council meeting. The outcome of this process will be a bylaw reminder, a fine, or a restriction on the right to use strata facilities, and will be reported in the council meeting minutes.

Privacy

The alleged offender may request a copy of this letter; and in that case, the strata corporation may have to release it under the Personal Information Protection Act.