



## **PROPERTY STANDARDS BY-LAW**

### **A User Guide to Property Standards**

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- *How do I register a complaint?*
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### **What is Property Standards?**

Everyone in a neighbourhood benefits from proper upkeep of property. A clean neighbourhood protects housing values, looks nice and instills a sense of pride and security in the residents of the area.

The Municipality of Wawa has a Property Standards By-Law that requires all property owners to maintain their property (internally and externally) in a neat and tidy condition so as not to detract from the neighbouring environment or present a hazard to any person. Minimum standards for the maintenance and occupancy of properties in the Municipality of Wawa are prescribed in this by-law.

### **How do I register a complaint?**

Complaints regarding the condition of a property will be accepted by the Property Standards Officer in written form only (complaint form on back of this brochure). Anonymous complaints are not accepted. The complainant is required to provide his/her name, address, telephone number and details of the situation.

If you are a tenant that has concerns regarding ill-maintenance of your residential suite or your apartment building, first advise the landlord of your concerns in writing. This gives the landlord an opportunity to address the issue. If these concerns are not adequately addressed, register a complaint, as described above, with the Property Standards Officer. You will also be required to provide a copy of your correspondence advising the landlord of your concerns.

All complaints are treated in accordance with the Freedom of Information and Protection Act.

### **What happens after my complaint has been registered?**

Upon receiving a formal complaint, the Property Standards Officer will investigate to determine if a violation exists. If a violation is found, the Property Standards Officer may commence formal proceedings under the Ontario Building Code Act in order to obtain compliance.

Any owner who is served with an ORDER has the right to appeal to the Property Standards Committee if they are not satisfied with the terms of the ORDER. The committee has the power to uphold the ORDER, to rescind the ORDER or to modify the length of time the owner has to comply.

If an owner fails to comply with an ORDER, municipal staff may initiate action to complete the necessary repairs. Any costs associated with the municipality's work on the property will be applied to the tax roll of the subject property and collected in the same manner as taxes.

In addition, the Municipality may initiate legal action against any person who fails to comply with an ORDER. The maximum fine for non-compliance with an ORDER is \$25,000.00 for an individual and \$50,000.00 for a corporation.

### **Who should I contact for further information?**

Kevin Sabourin, Property Standards Officer  
Municipality of Wawa  
40 Broadway Avenue, P.O. Box 500  
Wawa, Ontario  
P0S 1K0  
Phone (705) 856-2244, Ext. 228  
Facsimile (705) 856 2120

The information provided in this guide is of a general nature for quick reference only and does not represent the entire Property Standards By-law in its entirety.



Property Standards Officer: \_\_\_\_\_