



Bylaw/Rule Violations Complaint Filing 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) Refer to the Strata Corporations 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 the Strata Corporation to take action.
- 2) Please complete all sections of the 'Bylaw/Rule Violation Complaint Form'. Try to be certain that the unit number from which the violation has occurred is correct. Once completed, the complaint form should be sent to The Kerr Group Management Corp.
- 3) Upon receipt of the Complaint Form and verification that a valid Bylaw/Rule violation has occurred, the Strata Council will authorize a 'Bylaw/Rule Violation Warning Letter' be sent to the alleged violator.
- 4) Allow sufficient time for the Warning Letter to be received and complied with (standard 14 days). Should the same Bylaw/Rule violation occur again, it would be necessary to complete an additional Complaint Form. Please be sure to identify if this is a repeat offence.
- 5) Upon receipt of the Complaint Form with the repeat offence details, a 'Bylaw/Rule Violation Fine Letter' will be sent. Please be aware that Section 135 of the *Strata Property Act* allows the recipient the right to request a hearing before Strata Council.
- 6) If a hearing is requested, you may or may not be contacted by the Strata Council. In accordance with the Personal Information & Protection Act, copies of correspondence between strata and violator will not be sent to you, nor will your identity be divulged.

Please submit the completed Bylaw/Rule Violation form to our office by email to reception@bayviewstrataservices.ca by fax 250-586-1102 or by mail.



Strata/Building Name or Address

Strata VIS#

Information of Sender:

Name

Unit #

Phone Number

Cell Number

Email Address

Permission is granted to release my personal information: Yes No

Details of Complaint:

Identify the Bylaw/Rule that has been violated _____
(Please note that if no Bylaw/Rule is violated, the Strata Corporation cannot take action. Also, an incomplete form may result in a delay in processing your request).

Please provide details of the alleged violation:

Date of Violation Occurrence

Time

Name (If known)

Unit #

Is this a repeat offence? Yes No
(Have you filed a complaint against this unit previously?)

Police File Number (If applicable/available): _____