

Bylaw/Rule Violation Allegation Complaint Filing Protocol

To ensure accurate communication, bylaw and rule violation allegations must be submitted to the Strata Corporation in writing. When submitting a bylaw/rule violation allegation, please ensure to observe the following protocol:

- 1) Refer to the strata bylaws and rules to determine if a violation has occurred. If there appears to be no applicable bylaw or rule violated, the *Strata Property Act* does not allow the Strata Corporation to take action.
- 2) Complete all appropriate sections of the 'Bylaw/Rule Violation Allegation Form' (the Allegation Form), ensuring the unit number of the accused bylaw/rule violator (the accused), is correct.
- 3) Once the Strata Corporation receives the Allegation Form and verifies that a valid bylaw/rule violation may have occurred, a 'Bylaw/Rule Violation Allegation' (BVA) letter may be sent to the accused. Until the accused is given the opportunity to respond and the bylaw/rule violation is proven, the terms alleged and allegation must be used.
- 4) In accordance with the *Strata Property Act*, the BVA letter allows for the accused to respond to the allegation and/or request a hearing of council within fourteen (14) days of receipt of the letter, after which time the strata council will review all available information which may result in any the following:
 - Dismissal of the alleged bylaw/rule violation.
 - Request for further information.
 - Determination that a bylaw/rule violation occurred which may result in:
 - Fines being levied against the strata lot in accordance with bylaws.
 - The bylaw/rule violation remedied at the violator's expense.
 - Access being restricted to a common facility (if applicable).
- 5) If a hearing is requested by the accused (as permitted under Section 135 of the *Strata Property Act*) you may or may not be contacted by the strata council.
- 6) The complainant should be aware that if requested by the accused, the Strata Corporation is obligated to disclose the name(s) and strata lot number(s) of their accuser(s), as well as provide a copy of the original complaint letter(s). Anonymous complaints will not be considered by the Strata Corporation.
- 7) If the same bylaw/rule violation occurs again, you will need to complete another Allegation Form. Be sure and mark the box identifying this as a 'repeat offense' and submit it to the Strata Corporation via CML Properties.

Thank you for your cooperation.

