

FOR MORE INFORMATION

The Town has a policy that balances accountability and confidentiality among the various parties to the bylaw enforcement process. This policy is called the "Bylaw Enforcement Policy". For a copy of the Bylaw Enforcement Policy please visit the Town's website at: www.viewroyal.ca and go to Documents Library under the *Quick Links* tab.

Also available on the Town's website are many of the Town's bylaws. These can be found at www.viewroyal.ca and under the "Town Hall" tab at the top of the page is "Bylaws" in the drop down menu.

BYLAW INQUIRY OR COMPLAINT

If you have a bylaw enforcement inquiry or want to make a complaint, please contact us through any of the following methods:

- **Phone:** 250-727-7903
- **Fax:** 250-479-7395
- **Email:** bylawcompliance@viewroyal.ca
- **Written or In Person:** A Bylaw Complaint Form can be filled out and dropped off at the Bylaw Enforcement Office (at the Town's Public Safety Building - 333 Island Highway) or View Royal Town Hall (45 View Royal Avenue).



TOWN OF VIEW ROYAL

Public Safety Building
333 Island Highway
VICTORIA BC V9B 1G9
Phone: 250-727-7903
Fax: 250-479-7395

Town Hall
45 View Royal Avenue
VICTORIA BC V9B 1A6
Phone: 250-479-6800

Hours of Operation
Monday to Friday, 8:30a.m. - 4:30p.m.
Excluding Statutory Holidays

Email: bylawcompliance@viewroyal.ca
Web: www.viewroyal.ca

Matters of an urgent nature outside of normal office hours should be referred to the RCMP. Please contact the RCMP non-emergency line at 250-474-2264.

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TOWN OF VIEW ROYAL

BYLAW ENFORCEMENT GUIDE



BYLAW ENFORCEMENT OVERVIEW

View Royal's Bylaw Enforcement Officers are part of the Protective Services Department and are responsible for bylaw enforcement in the Town.

We investigate allegations of bylaw contraventions and endeavour to resolve complaints through education and voluntary compliance wherever possible.

Bylaw Enforcement Officers enforce various bylaws and rules dealing with a wide-range of municipal regulations such as:

- Unsightly premises
- Signs
- Noise
- Business Licensing
- Parking
- Zoning
- Secondary suites
- Building permits

View Royal contracts animal control issues to the Capital Regional District's Bylaw and Animal Care Services. Their Bylaw Enforcement Officers investigate animal related complaints and conduct mobile patrols of the Town. To initiate a complaint regarding animals, please call CRD's Bylaw and Animal Care Services at 250-478-0624.

Bylaw enforcement occurs through a tiered process of achieving compliance by means of:

- Community education;
- Voluntary compliance; and if voluntary compliance is not achieved, through
- Formal legal proceedings that vary on a case by case basis such as tickets, filing of notices on a property title, impoundments, and/or court proceedings.

Some issues cannot be addressed by Bylaw Enforcement Officers. For example, the issue may be a civil matter between two property owners or an issue that can only be addressed by a strata corporation and not the Town. You are encouraged to contact a Bylaw Enforcement Officer with questions.



PROCEDURES

Complaints of an alleged infraction of a municipal bylaw are to be reported to a Bylaw Enforcement Officer.

To be considered valid:

- a complaint must be in writing - a letter, an email or completion of the Town's Bylaw Complaint Form (by either the complainant or the appropriate Town staff member over the telephone) - and must contain the name, address and phone number of the complainant and must describe the nature and location of the alleged infraction;
- the complainant must agree to testify in court, if necessary; and
- for secondary suite related complaints, the complainant must reside within a five hundred metre (500m) radius of the subject property.

Upon receipt of a valid complaint, the Bylaw Enforcement Officer will initiate an investigation. Should an infraction be found, the Town, in considering whether a remedy is necessary, will consider factors, including, but not limited to, the scale, number and duration of the infraction(s); the current, short and long term impacts caused by the infraction; the potential for setting a precedent; and the resources available to resolve the matter. The complainant will be advised of the outcome.



PRIORITIES

Bylaw complaints are prioritized as follows:

- **High Priority:** Life and Safety – the bylaw infraction may impact the environment or the health, safety, and security of citizens (for example, building without a permit, parking too close to fire hydrant, etc.).
- **Medium Priority:** Demonstrable Impact to Neighbouring Properties – the bylaw infraction may impact neighbouring properties (for example, unsightly premise attracting rodents, etc.).
- **Low Priority:** General Nuisance – the bylaw infraction may be a matter that is a general neighbourhood concern (for example, over-height fences, parking issues, etc.).

Anonymous complaints of alleged infractions will not to be investigated unless the alleged infraction is a High Priority matter.

CONFIDENTIALITY

The identity of the complainant and the written complaint itself will not be disclosed to the alleged offender or any member of the public. This information is protected according to the *Freedom of Information and Protection of Privacy Act*. It will only be shared when required by the Act—if your complaint is part of a legal case, audit or similar process. Likewise, the response of the alleged offender will not be disclosed to the complainant.

