

## **Bylaw/Rule Violations Complaint Protocol**

Section 135 of the Strata Property Act holds the Strata Corporation responsible for enforcing the strata bylaws/rules. The Act also requires that bylaw/rule violation complaints be received in writing. In order to assist residents that are initiating complaints of bylaw/rule violations, please follow following steps:

- 1) Refer to strata 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 Violations Complaint Form' (Complaint Form), otherwise, the process may be delayed. Ensure that the unit number from which you believe the alleged violation has occurred is correct.
- 3) Upon receipt of the Complaint Form and verification that a valid bylaw/rule violation has occurred, a 'Bylaw/Rule Violation Warning Letter' (Warning Letter) will be sent to the alleged violator.
- 4) Allow sufficient time for the Warning Letter to be received and complied with (approx. two weeks). If the same bylaw/rule violation occurs again, please complete another Complaint Form. Be sure to mark the box identifying this as a 'repeat offense' and send it to Touchstone Property Management Ltd.
- 5) Upon receipt of the Complaint Form Touchstone Property Management Ltd. will investigate and, if necessary, a 'Bylaw/Rule Violation Fine Letter' will be issued. Section 135 of the Strata Property Act allows the recipient the right to request a hearing before 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 FILL FORM AND SEND TO [forms@touchstoneproperty.com](mailto:forms@touchstoneproperty.com).  
Fax or scanned copies of form are also acceptable.

