

COW 5/11/23 FOLLOW UP

Question: If a formal complaint is filed (dangerous and unsightly) can the complainant be identified?

Response: NO, please see an excerpt from our policy below:

4.2.1. Report of Dangerous or Unsightly Property

4.2.1.1. The Town shall only conduct an investigation of a dangerous or unsightly property once a complaint has been received. A complaint of a dangerous or unsightly property can be made by any resident or ratepayer of the Town (the "complainant"). A complaint can also be made by a member of Staff or Council. The complaint shall be documented in the form attached as Appendix B and shall be signed by the complainant. Complaints shall be considered confidential but are subject to the freedom of information and protection of privacy provisions of Part XX of the MGA.

I've also included Truro's policy, as it is in the same spirit as our policy, but is clearer in its communication to the residents:

NOTE: Anonymity will be maintained between the complainant and the alleged offender, EXCEPT where necessary in a court of law. Should this complaint proceed to court, you may be required to give evidence as a witness, and your name, address and filed complaint will become a matter of public record. The personal information requested on this form is being collected for the purpose of conducting a By-law Enforcement investigation and may be shared with applicable departments and agencies for the purpose of initiating appropriate action. This information will not otherwise be disclosed unless this complaint proceeds to court as set out above, or unless the Town is required by law to disclose it.

Part XX of the MGA states that the Purpose of the Act is to prevent the unauthorized collection, use or disclosure of personal information, such as name, address or phone number, by municipalities.

Question: What is the status of the rodent complaint on Highland Drive?

Response: COMPLETE, the investigation concluded no follow up action was necessary.

4.2.3. Follow-Up Action

Upon completion of the investigation:

- 4.2.3.1. If the Administrator determines that the property is not dangerous or unsightly, no action will be taken, and the complainant advised accordingly.

Question: Do we still offer Spring/Fall cleanup, if so, When?

Response: NO. During COVID an agreement was made between all parties (ourselves, Truro, Colchester and the service provider) that Spring/Fall clean up would no longer be offered as the volume of material could not be handled at the transfer site. Therefore, 2 large items were added to the waste collection offering. We will be posting a notice on the website and social media to provide residents with clarification.

Question: Where is the Crimestoppers signage?

Response: We have reached out to Crimestoppers to remedy the misplaced signage.

Question: Do we have a complaint process? If so, what is it?

Response: NO, we do not have a defined complaint process. This item will be an action item added to the admin report for updating.

Question: What is the timeframe on the Sustainable Services Growth Fund (SSGF)? (269k)

Response: The deadline for the program is March 31/25.

Question: What are the next steps for Boundary Review?

Response: On recommendation from Legal counsel, as directed by the NSUARB, we will be restarting the process for the Boundary review.

Step 1: Request an extension to filing the review

Step 2: Rescind the motion to approve the reduction of the number of councilors

Step 3: Engage consultant to complete the review, complete with public engagement

Step 4: Refile the review