



## **Town of Deseronto By-law Department**

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### **Primary Duties:**

The Town of Deseronto By-law Department promotes and enforces a safe and healthy community for all residents, businesses and visitors.

By-laws and regulations are in place to encourage people and businesses to be responsible and respectful of their neighbours and fellow community members.

The Department is responsible for the investigation, enforcement and the prosecution of Town By-laws and limited Property Standards issues.

### **Staffing and Hours:**

By-law Enforcement is a shared service with Tyendinaga Township, Municipality of Tweed, Municipality of Stirling Rawdon and Madoc Township. The By-law Enforcement Officer attends Deseronto on Tuesdays from 8:30 am – 11:30 am at the Town Hall. In addition investigates and follows up on complaints outside of office hours for a total of 5 hours per week.

### **Priority of Investigations:**

The order in which different violations or issues are investigated and addressed will vary depending on the following considerations:

- The date the request for investigation & enforcement was received.
- The severity of the violation, and the risk to public safety.
- The most serious life/safety issues should always be considered promptly; other less serious issues should be set aside in favour of the most serious life/safety issues until time and resources permit.

## Filing a By-law Complaint Procedure:

- A complaint should be submitted on the Town's official form. Forms are located at the Town of Deseronto Municipal Office and are located on the Town of Deseronto website [www.deseronto.ca](http://www.deseronto.ca) . Completed Complaint Forms may be emailed to [bylaws@deseronto.ca](mailto:bylaws@deseronto.ca) or delivered by mail or in person to the Town of Deseronto Municipal Office at 331 Main Street, P.O. Box 310 Deseronto, ON K0K 1X0.
- The By-law Enforcement Officer is also available in person to take complaints and be available for questions at the Town of Deseronto Municipal Office on Tuesday mornings or by telephone at 613-396-2440 ext. 406.
- Requests for investigation & enforcement from the public or members of Council will be processed only if provided to staff in written form, unless otherwise accepted by the CAO.
- Upon receipt of a complaint the, complaint will be acknowledged either verbally or in writing by mailing out an acknowledgement letter within two weeks of receiving the complaint.
- The name(s) of complainant(s) will be kept confidential unless authorized for release under a Freedom of Information request or unless required for prosecution.
- If the request for investigation & enforcement cannot be resolved through co-operative negotiations within a reasonable amount of time, and a violation exists then set fines/penalties will be used, if at all possible, prior to proceeding with legal/court action.