

City Council

Notice of Motion

MM37.9	ACTION			Ward:38
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Request for staff report on how to deal with numerous and/or vexatious complaints from one individual - by Councillor Glenn De Baeremaeker, seconded by Councillor Doug Ford

** Notice of this Motion has been given.*

** This Motion is subject to referral to the Licensing and Standards Committee. A two-thirds vote is required to waive referral.*

Recommendations

Councillor Glenn De Baeremaeker, seconded by Councillor Doug Ford, recommends that:

1. City Council request the Executive Director, Municipal Licensing and Standards to report to the October 29, 2013 Licensing and Standards Committee meeting on a policy directing how City staff can deal with multiple complaints from one person, complaints that appear to be vexatious, and complaints from feuding neighbours, etc.
2. City Council waive any appeal fees charged to property owners that might result from the 59 or more complaints filed by one individual in Ward 38 Scarborough Centre.

Summary

One individual in Scarborough Centre has recently submitted over 58 complaints for various alleged infractions against neighbours living in one subdivision in Scarborough.

Local residents witnessed an individual walking around the neighbourhood with a clip board and a measuring tape, apparently examining their properties. These neighbours are now shocked that the hedges, gardens, driveways and properties that have had zero complaints for decades have now received notices of violation for what appear to be trivial and/or vexatious complaints. Residents have also learned that to ask Community Council for an exemption for any of these very minor infractions they must pay a \$200 appeal fee.

It is unreasonable to ask 58 residents to pay \$200 each to respond to a vexatious complaint lodged by a single individual.

The City of Kitchener has a policy relating to by-law enforcement that provides direction to City staff on how to deal with vexatious complaints such as when responding to multiple complaints received from a single individual or in situations where by-law enforcement is involved in a dispute between two or more people.

(Submitted to City Council on July 16 and 17, 2013 as MM37.9)

Background Information (City Council)

Member Motion MM37.9