

Councillor Lehman,

Thanks for the opportunity to comment on best practice for submitting complaints.

There are four methods available for a complainant to register their concerns for Property Standards investigations:

1. In person – by visiting us at City Hall on the 8<sup>th</sup> floor and filling out a complaint form
2. Email to [building@barrie.ca](mailto:building@barrie.ca)
3. Phone to 739-4212 and speak to a secretary who will record the complaint.
4. Mail to:

City of Barrie  
Building Services Department  
P.O. Box 400  
70 Collier St  
Barrie ON L4M 4T5

By registering a complaint as above, the complaint is properly tracked and forwarded to the proper staff for response.

The following information should be included with a complaint:

1. Address, including unit #, of the alleged violation
2. Nature of the complaint
3. Complainant's name, address and phone numbers – not mandatory but helpful in case we need more information, as we often do. This information is protected under the FOI rules and held in confidence.

If the complainant is a tenant at the address of the alleged violation, they should also identify that they have communicated the problem to the owner but not received cooperation from them. We had been receiving a number of complaints from tenants who never communicated their concerns to their landlord. Those landlords are surprised we are called and usually quickly comply. Tenant's should be urged to communicate with their landlord and call us if they do not get cooperation.