

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

Section 135 of the Strata Property Act holds the Strata Corporation responsible to enforce the Strata bylaws/rules. This is a complaint driven process so in order to assist Residents that are initiating complaints in relation to potential bylaw/rule violations, please consider and follow the protocol below:

1. First, refer to your Strata Corporation's registered bylaws and Strata Corporation's rules to ascertain that a bylaw/rule violation has occurred. You can access and download copies of both from your community website via **FSRConnect**. 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. It is important to note the unit number from which the potential violation has occurred. All buildings do not automatically have the same unit numbers directly above and below.
3. Please submit the completed Complaint Form online to [bcsupport.fsresidential.com](https://bcsupport.fsresidential.com), or, if your building has a defined area to leave correspondence for your Strata Council, please leave it in the designated area.
4. Upon receipt of the Complaint Form and verification that a valid bylaw/rule violation has occurred, your Strata Council, at their next regularly scheduled Council meeting, may review the circumstances and will determine whether a Bylaw Violation Letter or a Rule Violation Letter will be sent to the alleged violator.
5. As defined in the *Strata Property Act*, the recipient of a Bylaw Violation Letter or Rule Violation Letter has a reasonable amount of time to respond to the allegations contained within the letter (i.e. a minimum of 2 weeks), and/or may also request a Hearing to appear before Council to "defend or dispute" the allegations.
6. In compliance with the *Strata Property Act*, the details of your complaint will form an official record of the Strata Corporation.
7. We suggest that you allow adequate time for the Violation Letter to be received and complied with (recommended two to three week period at a minimum, as this process can take longer based upon the timing of the next regularly scheduled Council Meeting that achieves a quorum of Council Members and is legal to proceed). If the same bylaw/rule violation occurs again, it is necessary to fill in another Complaint Form to correctly record the potential bylaw/rule violation.

