

**For Other Complaints, Please Call:**

**Fire and Protective Services**

Health and safety concerns  
Property maintenance complaints  
Phone: 975-2828

**Utility Services, Environmental Services**

Environmental concerns  
Illegal dumping  
Phone: 975-2487

**Infrastructure Services, Traffic Engineering**

Parking on City property  
Drainage Concerns  
Phone: 975-2454

**Infrastructure Services, Public Works**

Street and sidewalk maintenance  
Phone: 975-2476

**Infrastructure Services, Parks Branch**

Park maintenance and weed control  
Phone: 975-3300

**Animal Control (SACA)**

Barking dogs  
Animals at large  
Dangerous animals  
Phone: 384-PAWS (7297)

**Police Services**

Noise complaints  
Phone: 975-8300

*For all other complaints, please refer to the SaskTel Blue Pages.*



For more information contact:

Community Services Department  
Planning and Development Branch  
222 3<sup>rd</sup> Avenue North  
Saskatoon SK S7K 0J5

Phone: (306) 975-2645

Fax: (306) 975-7712

Website: [www.saskatoon.ca](http://www.saskatoon.ca)

Email: [bylaw.compliance@saskatoon.ca](mailto:bylaw.compliance@saskatoon.ca)

**Office Hours**

Monday - Friday, 8:00 a.m. to 5:00 p.m.

This pamphlet has no legal status and cannot be used as an official interpretation of the various codes and regulations currently in effect. Users are advised to contact the Planning and Development Branch for assistance, as the City of Saskatoon accepts no responsibility to persons relying solely on this information.

January 2012



**Procedures & Requirements  
for**

**Land Use  
Complaints**

The Community Services Department, Planning and Development Branch is responsible for managing and enforcing the City of Saskatoon Zoning Bylaw. The Zoning Bylaw details the regulations that govern the use and development of land in the City, and reflects the development standards expected by the community. The purpose of the Zoning Bylaw is to guide development in a manner that provides for an attractive, healthy, and safe urban environment.

As part of this responsibility, the Planning and Development Branch receives property complaints relating to property use and site development concerns. The intent of this service is to investigate and resolve land use issues that are brought to the City's attention. The City of Saskatoon manages over 300 land use complaints annually. Some of the more frequent complaints include:

- illegal dwelling units (suites)
- site development concerns (fence heights, etc.)
- large vehicles parking in residential zones
- vehicle repair in residential zones
- signs (portable and permanent)
- unlicensed home based businesses

## Property Complaints

The goal of the enforcement program is to work with citizens to correct Zoning Bylaw violations and help to resolve land use conflicts between neighbours. Although every situation is unique, the general process for managing property complaints is as follows:

1. A Bylaw Inspector will conduct a review to determine the legal use of the property.
2. The Bylaw Inspector will perform site checks to confirm whether there is a violation occurring at the site.
3. The Bylaw Inspector will meet with the property owner and/or tenant to discuss the Zoning Bylaw requirement, and the intent of the policy. The Bylaw Inspector will work with the property owner to determine the most effective options to remedy the situation. The solution typically involves the Bylaw Inspector's expertise, knowledge of the Bylaw, and mediation skills.
4. A letter is then sent to the property owner to summarize the issue, the options to resolve the situation and the expected completion date. In some cases, a Zoning Order may be issued.
5. The Bylaw Inspector will monitor the progress of the property owner, and will provide any technical assistance required to resolve the matter.
6. Upon completion of the work, the Bylaw Inspector will advise the property owner that the matter is resolved.

## How to File a Land Use Complaint

If you would like to file a complaint about a Zoning Bylaw violation, please contact the Planning and Development Branch at **975-2645**.

When filing a complaint, you must be prepared to provide your name and contact information, the address of the subject property, and an explanation of the violation, including as much detail as possible.

## Why do we Require Contact Information?

When filing a complaint, the Planning and Development Branch requires the name, address, and phone number of all complainants. The Planning and Development Branch does not accept anonymous complaints. All information is kept confidential, and is necessary because:

- we may have additional questions;
- we may need you to help gather evidence;
- we can update you about our findings;
- it can help us determine the severity of the offence.

## Legal Action

Although legal action remains a possible course of action for all Zoning Bylaw violations, it is generally considered a last resort. Property owners are given the opportunity to resolve land use violations on their own. The amount of time provided depends upon the nature of the violation. However, if a property owner refuses to resolve an issue within the prescribed timeline, or if a property owner repeats an offence, legal action may be considered.