For Other Complaints, Please Call:

Saskatoon Fire Department
Health and safety concerns
Property maintenance complaints
Phone: 306-975-2828

Transportation & Utilities, Environmental Services
Environmental concerns
Illegal dumping
Phone: 306-975-2487

Transportation & Utilities, Traffic Engineering
Parking on City property
Drainage Concerns
Phone: 306-975-2454

Transportation & Utilities, Public Works
Street and sidewalk maintenance
Phone: 306-975-2476

Community Services, Parks Park maintenance and weed control
Phone: 306-975-3300

Animal Control (SACA)
Barking dogs
Animals at large
Dangerous animals
Phone: 306-384-PAWS (7297)

Police Services
Noise complaints
Phone: 306-975-8300

For more information contact:

Community Services Department
Community Standards
222 3rd Avenue North
Saskatoon SK S7K 0J5

Phone: (306) 975-2645
Fax: (306) 975-7712
Website: www.saskatoon.ca
Email: 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 Community Standards for assistance, as the City of Saskatoon accepts no responsibility to persons relying solely on this information.

January 2018
The Community Services Department-Community Standards is responsible for managing and enforcing the City of Saskatoon Zoning Bylaw No. 8770. 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, Community Standards 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)
- vehicle repair in residential zones
- site development concerns (fence heights, etc.)
- signs (portable and permanent)
- large vehicles parking in residential zones
- 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 Community Standards at 306-975-2645.

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, Community Standards requires the name, address, and phone number of all complainants. Planning and Development 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.