

December 14, 2020

TEMPORARY SERVICE DELIVERY MODEL FOR BUILDING BYLAW ENFORCEMENT

While City Hall remains closed to the public, the Building Division remains open for business. We will continue to be responsive to public requests for building bylaw enforcement, and above all, we will continue to take all necessary precautions regarding staff, site and community safety. Strategic modifications to our operations in order to do our part in mitigating the spread of the COVID-19 virus remain in place until further notice.

Building Bylaw Investigations:

We will recommence acceptance of all 311-service requests pertaining to the office of the Chief Building Official.

Our Building Bylaw Officers (BBO's) will be available to take calls and emails from callers or property owners seeking information or direction related to requests for service or open enforcement files. Staff will attempt to resolve caller's issues through education, mediation and issuing orders when appropriate.

Site Inspections:

To ensure the safety of our staff and mitigate the spread of COVID-19, BBO's will follow these directives:

- In-person interior building investigations/inspections of occupied residential buildings are suspending until further notice.
- BBO's will practice safe physical distancing from other individuals on site.
- BBO's will not shake hands or handle any items from other individuals on site.
- BBO's will not accept any documents on-site. All appropriate supporting documents should be submitted to buildingdept@citywindsor.ca
- In the event that individuals are not respecting safe physical distancing requirements, BBO's are to terminate their inspections immediately and document the termination.

Provincial Court Prosecutions (POA):

The POA courts are **operating remotely, with the exception of trials, which have been administratively adjourned**. Some in-person POA court services remain available by appointment only. For urgent requests, please email poa.tickets@citywindsor.ca.

Thank you for your continued assistance and cooperation.

John Revell

John Revell, Chief Building Official
