

May 04, 2022

TEMPORARY SERVICE DELIVERY MODEL FOR BUILDING BYLAW ENFORCEMENT

EFFECTIVE May 04, 2022

In keeping with the current restrictions to mitigate the spread of the COVID-19 Virus, Building Department services relating to Building By-law Enforcement matters will maintain strategic modifications to service delivery as outlined below:

Building Bylaw Investigations/Enforcement (Building Conditions, Zoning, Fence, Swimming Pools, Signs):

The Building Department will continue to accept all 311-service requests pertaining to matters relating to the office of the Chief Building Official. Building staff will continue to attempt to resolve tenant/landlord issues through education, mediation, on-site inspections, and issuance of orders at the discretion of Inspection staff.

Site Investigations/Inspections (Interior & Exterior):

To ensure the safety of our staff and mitigate the spread of COVID-19, inspection staff will follow these protocols:

- Inspection staff shall maintain at all times, safe physical distancing of at least two metres from every other person on site and inside buildings when applicable.
- Inspections staff shall wear an appropriate mask that covers, nose and chin at all times on site and combination of mask and protective eye wear inside a building.
- In the event that individuals are not respecting safe physical distancing requirements, Inspection staff are to terminate their inspections immediately and document the termination.

Payment of Administrative Fees (Violations):

On-line Payment:

Available through the MyWindsor online service

- 1) Access the MyWindsor online service at <https://www.citywindsor.ca/EServices/Pages/Online-Payment-Options.aspx>
- 2) Follow steps relating to the payment as indicated on the violation letter you received.

In-Person Payment:

- Available by pre-arranged appointment only.
- Email buildingdept@citywindsor.ca to schedule an in-person appointment.
- Please note - walk-in appointments will be accepted as the appointment schedule permits.

Payment By Mail:

- Acceptable Payments Method – Cheque (payable to the City of Windsor) Note: Do not Send Cash in the Mail
- mailed to:
Building Department, C/O Cashier 350 City Hall Square West, Suite 210, P. O. Box 1607, Windsor, Ontario, Canada N9A 6S1.
- PLEASE RETURN THIS INVOICE WITH YOUR CHEQUE PAYMENT

If you have questions regarding payment options, please email buildingdept@citywindsor.ca and indicate the following in the subject field, "Violation (violation payment due date m/d/y)".

Thank you for your continued assistance and cooperation.

Sincerely,



John Revell,
Chief Building Official