

Complaint Information Checklist

Before submitting your complaint, please confirm you have the following items:

- Owner's Name, address & municipality
- Complainant's name & contact information
- Nature of Complaint
- Dated Photographs, if available

What if I do not want to provide my name?

Our office will still investigate all complaints, however, we will be unable to follow-up.

How can I register my complaint?

- By telephone
- By mail
- By e-mail
- By fax

What can I do if my concerns are not corrected?

Please feel free to contact the **Manager of Development Services**.

While it is not possible to address every concern, every reasonable effort will be made to do so.

All fees and information are subject to change without notice, and should be verified by the Red River Planning District Office.

RED RIVER PLANNING DISTRICT

MAIN OFFICE: 806-A MANITOBA AVENUE
SELKIRK, MB
R1A 2H4
PH: (204) 482-3717
TF: (800) 876-5831
FX: (204) 482-3799

**Method of payment: Cash, debit or cheque,
payable to Red River Planning District.**



E-MAIL: info@rrpd.ca

WEBSITE: www.redriverplanning.com

This Pamphlet provides general guidance only. For definitive requirements and procedures, please consult *The Planning Act*, the National Building Code, the Development Plan, the respective Secondary Plan, Zoning By-Law, Building By-Law and/or any other applicable By-Law, Agreement, or other piece of applicable legislation.

Please contact the Red River Planning District for further information or to make an application.

Date Revised: June 8, 2016

VIOLATIONS



PLANNING AND DEVELOPMENT SERVICES
SELKIRK • ST. CLEMENTS • ST. ANDREWS
EAST ST. PAUL • WEST ST. PAUL • DUNNOTTAR

What kinds of violations does the RRPD regulate?

Our office addresses violations of any By-Law that we administer, including Zoning and Building By-Laws for our respective member municipalities. These By-Laws are available in-office or available on-line.

The Red River Planning District also administers Parts 3 and 9 of the Manitoba Building Code.

Typical violations include, but are not limited to:

- Building without a permit
- Conducting a use in an area not zoned for such use
- Unsafe or derelict structures

What happens when someone makes a complaint?

Our office takes the complaint and assesses the risk. If it is an immediate life, health and safety concern, a By-Law Officer is sent to attend the property and place a stop-work-order.

If the concern is not life-threatening, our office typically enters the complaint into our in-take system. The complaint is then investigated.

If the complaint is a violation of the By-Laws that we administer, our office then begins the violation process.

We typically send a "Request for Compliance" letter, informing the property owner of the violation and providing the owner fourteen (14) days to contact our office to remedy the situation.

If no response is received or if the property owner does not honour commitments made to our office, we will then issue a Notice of Violation. This is typically a three-step process before an Order is issued.

Once the Order is issued, the owner is provided a specific date on which our office will hire a contractor to address the concern at the owner's expense.

Who do I call if the RRPD is not the correct authority to call regarding my concern?

UNSIGHTLY PREMISES, BURNING, ANIMAL CONTROL, LOT DRAINAGE, WASTE DISPOSAL, WEED CONTROL & OTHER MUNICIPAL CONCERNS...

R.M. of St. Andrews	(204) 738.2264
R.M. of St Clements	(204) 482.3300
R.M. of East St.Paul Public Works	(204) 668.8112 (204) 668.8336
R.M. of West St. Paul	(204) 338.0306
City of Selkirk By-Law Public Works	(204) 785.4900 (204) 785.4924 (204) 785.4930
Village of Dunnottar By-Law	(204) 389.4962 (204) 886.7030

DEVELOPMENT ON OR DRAINAGE INTO A PUBLIC RIGHT-OF-WAY

For Municipal land, please call respective number listed, above.

Dept. of Highways	Selkirk	(204) 785.5040
Winnipeg	PTH's	(204) 945.6764
Winnipeg	PR's	(204) 945.3541

SEWAGE/ WASTE WATER MANAGEMENT

For the R.M.'s of St. Andrews/ St. Clements & Village of Dunnottar:

Manitoba Conservation
446 Main Street, Selkirk (Lower Level)
Ph. (204) 785.5030

For the R.M.'s of East St. Paul/West St. Paul:

Manitoba Conservation
160-123 Main Street, Winnipeg
Ph. (800) 214.6497

For the City of Selkirk:

Public Works 739 Sofia Street, Selkirk
Ph. (204) 785.4930

POTABLE WATER

Manitoba Water Stewardship
Ph. (800) 214.6497

PROVINCIAL LICENSING

Province of Manitoba General Inquiry Line for all Departments:

Ph: (866) MANITOBA
(866) 626.4862

What if I want to obtain documentation or information regarding my complaint?

General questions where no private information is disclosed may be shared by our office, however, it is policy that all requests for documentation or information regarding another property be made by completing a FIPPA request form.

These forms can be found at:

http://www.gov.mb.ca/chc/fippa/public_portal_home.html