

Residential Repairs and Maintenance Policy

1.0 Policy Statement

The City of Mount Pearl shall inspect residential property upon notification of complaint about deficiencies and shall take appropriate measures to ensure that residential property is maintained in good condition. City of Mount Pearl residents are responsible for ensuring that the residential property is maintained in a state of good condition and repaired in accordance with the standards set out in the Provincial *Urban and Planning Act 2000*.

2.0 Scope

This policy applies to repairs and maintenance in residential property within the City of Mount Pearl.

3.0 Purpose

The purpose of this policy is to outline a policy and procedure for the repairs and maintenance of residential property within the City of Mount Pearl.

4.0 Repairs and Maintenance Procedure


Upon notification of report of deficiencies in residential property, the following process shall apply:

1. A City of Mount Pearl inspector will visit the reported site and assess it.
2. If applicable, the City inspector will document all deficiencies on the date of the inspection and will be filed, together with a statement outlining the deficiencies, the property, location, the property owner, and the time and date of the inspection.
3. Following an inspection, a notice or letter will be forwarded to the property owner outlining the deficiencies and requesting corrective action to be taken within appropriate time based on deficiency type.

4. A follow up inspection will occur on the date the deficiencies were to be corrected and if the deficiencies are corrected, no further action will be required.
5. In the event the deficiencies are not corrected, the action, as outlined in 1 and 2, will be repeated.
6. If no action is taken and deficiencies are not corrected, a violation notice will be issued, and the City will follow the procedure established by the City's *Violation Notice Regulations*.
7. A report will be forwarded to Council with a request for a motion for an order to be issued to the property owner to correct the deficiencies within the period prescribed in the order.
8. Following the approval of a motion by Council, an Order will be issued from the Office of the Chief Administrative Officer. This order will be state that the repairs must be carried out within the period prescribed in the order or the City will carry out the work with the cost being recovered from the property owner without further notification from the City.
9. An inspection will take place on the date on which the work specified in the order is to be completed, and if the work has been carried out, no further action will be required.
10. In the event the work is not carried out, a quotation or tender, depending on the estimated cost of the work required to be performed, will be undertaken with quotes from at least three firms being obtained. The work will be awarded to the lowest qualified bidder with a requirement to have the work commenced on a specified time frame for its completion.
11. When the work has been awarded, a City Inspector will accompany the successful firm to the property in question and digital pictures will be taken of the property showing the condition of the property and any items on the property in the area where repairs are required to be carried out will be removed and placed at the Depot for safekeeping and notice to this effect will be provided to the property owner and the tenant, if applicable. Copies of the digital pictures and an affidavit as to the date, time and location will be filed.
12. Invoices will be issued to the property owner through the Finance Division following receipt of the invoices from the successful bidder.
13. In the event the City invoices are not paid as stipulated, the matter will be referred to the City's Collection Administrator in accordance with the City of Mount Pearl's *Collections Policy*.

14. Any tax certificates that may be issued for properties on which repairs have been charged will have these amounts listed as outstanding.

5.0 Approvals



Steve Kent, Chief Administrative Officer

April 11, 2019

Date