

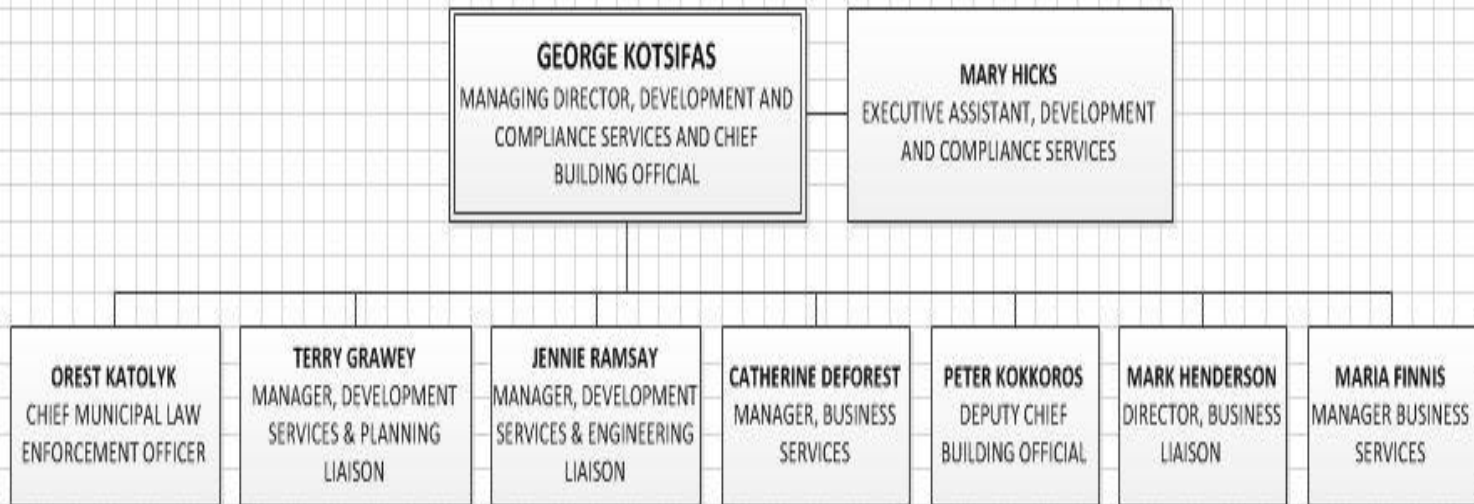


London  
CANADA

# **DEVELOPMENT AND COMPLIANCE SERVICES**

CPSC Presentation 2014

# Development and Compliance Services



# WHO'S WHO



**GEORGE KOTSIFAS**  
Managing Director,  
Chief Building  
Official



**MARY HICKS**  
Executive Assistant  
Development  
and Compliance  
Services



**TERRY GRAWEY**  
Manager,  
Development  
Services and  
Planning Liason



**CATHERINE DEFOREST**  
Manager,  
Business Services



**MARK HENDERSON**  
Director Business  
Liason



**OREST KATOLYK**  
Chief Municipal Law  
Enforcement Officer



**JENNIE RAMSAY**  
Manager,  
Business Services



**PETER KOKKOROS**  
Deputy Chief  
Building Official



**MARIA FINNIS**  
Manager,  
Business Services

# BY-LAW SERVICES

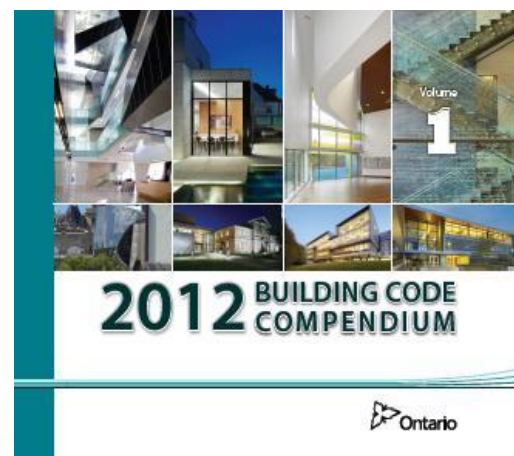
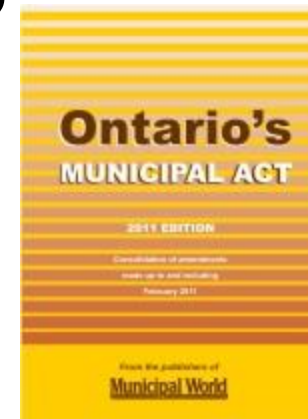
ADMINISTER AND ENFORCE OVER 25 MUNICIPAL BY-LAWS:

- Property Standards
- Pool Fence Safety
- Business Licensing By-law
- Residential Rental Unit Licensing
- Taxi/Limousine
- Sign and Canopy By-law
- Zoning
- Animal Welfare
- Parking
- etc.



# PURPOSE OF BY-LAWS

- Health and safety
- Quality of life
- Nuisance control
- Consumer protection
- Business support



# CUSTOMERS

- Complainants – want action  
(NOW)
- Alleged violators – want no change  
(GO AWAY)
- General Public – silent majority  
(POSITIVE BENEFIT)

# PROTOCOL

- Responsive
- Proactive
- Blitz

# RESULTS

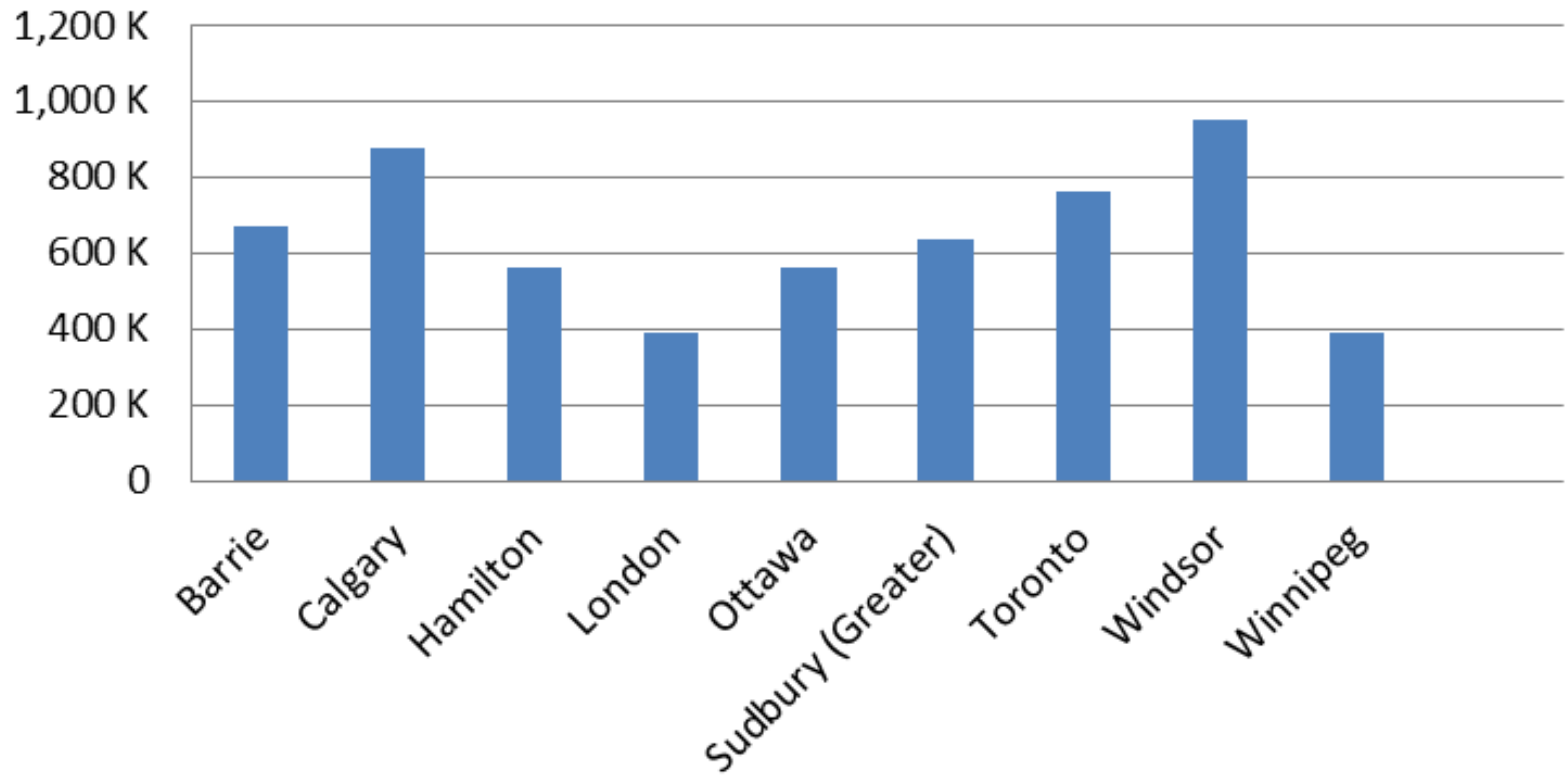
- Education / Prevention
- Voluntary compliance
- Enforcement actions

# COMPLIANCE PARTNERS





## 2013 Enforcement Operating Costs



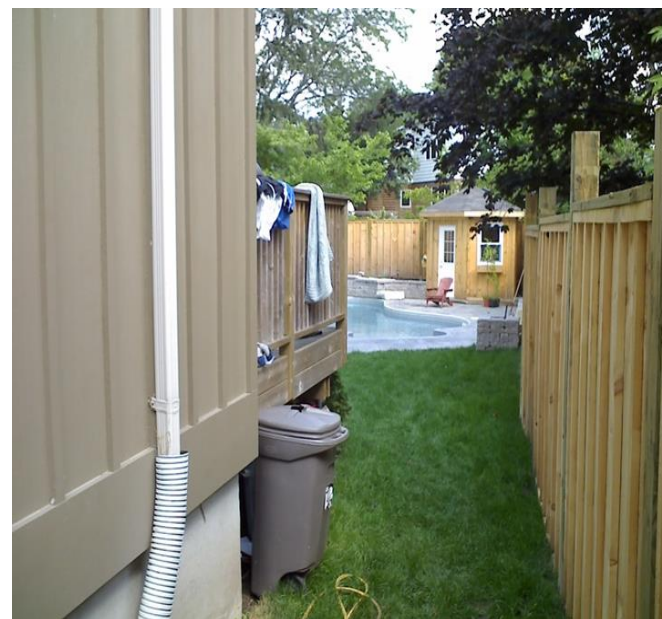
# YARD AND LOT MAINTENANCE



- 2,500 Complaints
- 600 Clean-ups



# POOL FENCE SAFETY



- Priority One!

# ZONING BY-LAW



# SIGNS



- Balance
- Permits
- Over 2,000 Removals



# LICENSING

- Businesses
- Rental Units
- Food Safety





# PARKING

- Meters (Master)
- Manage Lots
- 90, 000 Tickets





# TAXI / LIMO

Taxi service anywhere in London



- Safety

- Consumer Protection

- Cameras

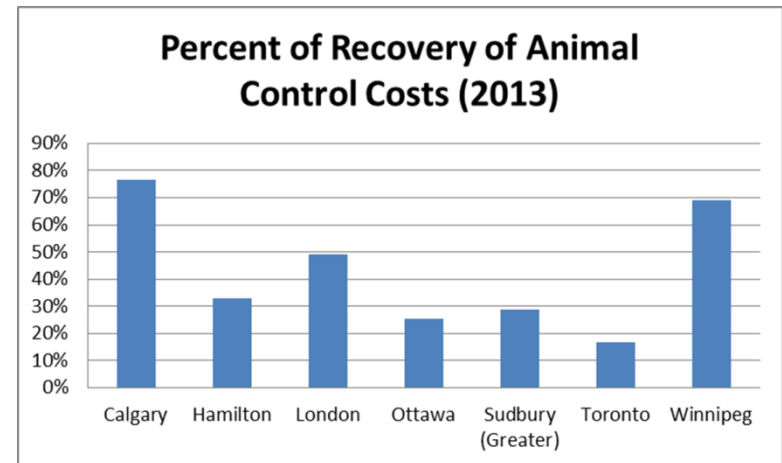
Date Listed	23-Feb-11
Price	\$20.00
Address	<a href="#">View map</a>



Hi I am offering a taxi service anywhere in London for a flat rate of \$20.00. My car is a 2006 white 300 all leather and can seat up to 5 people including myself. additional stops along the way are \$2.50. thanks



# ANIMAL WELFARE SERVICES



- Vet Services
- Adoption
- Licensing



# CPSC - POLICY



- Business Licensing
- Sign By-law
- Various By-laws
- Housekeeping Amendments
- As Directed

# STAFF – At Your Service



- Call Center
- Investigations
- Inspections
- License Issuance
- Business Liaison
- Service London

# WHO TO CALL

- COMPLAINTS [enforcement@london.ca](mailto:enforcement@london.ca)  
(519) 661 - 4660
- LICENSING [DCS@london.ca](mailto:DCS@london.ca)  
(519) 930 - 3515