



Legend

- Start (Red circle with black dot)
- End (Red circle with black border)
- Decision (Diamond)
- Fork (Arrow with T-junction)
- Note (Paper icon)
- Activity / Task / Action (Rounded rectangle)
- Object (Rectangle)
- message (Arrow with label)
- on-page reference (Green circle)

Optional Tasks that can be added to the workflow

Complainant

- Provide Complaint via Phone / Email
- Provide Complaint & Contact info via Online Form
- Receive Response Notification via Email

Online Complaint Web-Form

- Store Complaint & Complainant Contact Info

Staff Permitting System

- Display Case Types
- Display Workflow
- 2. Auto Assigned Based on Zone (if non-high priority)
- 2. Notify all Bylaw Officers (if high priority)
- 2b. Generate Notice of Outcome to Property Owner
- 2b. Generate Response Notification to Complainant
- 3. Yes = Generate Notice of Infraction
- 4. Yes = Generate Order (Final Notice)
- 4b / 8. Generate Billing Form
- 4b / 8. Apply Standard Order Fee for Property Standards Infraction
- 9. Lock Case (Checklist)

Bylaw Rep (Any Resource)

- Create Case (child/parent)
- Select Case Type
- 1. Intake
- 2b. Provide Response to Complainant / Property Owner
- 6. Issue Ticket
- 6. Initiate Sub-Contractor Job Order (Checklist)
- 6a. Site Inspection (MOBILE) (Checklist)
- 7. Verify Appeal Request
- 7a. Log Provincial Appeal
- 9. Close Case (Checklist)

Bylaw Officer

- 2. Review Complaint (Checklist)
- 3. 1st Inspection (MOBILE) (Checklist)
- 4. 2nd Inspection (MOBILE) (Checklist)
- 5. Follow-up Inspection (MOBILE) (Checklist)
- 6. Log Provincial Proceeding
- 7. Verify Billing Form
- 8. Verify Billing Form
- 9. Close Case (Checklist)

Internal Department

- 2a. Add Complaint Input
- 4a. Provide Response to Additional Info
- 4c. Review Billing Form
- 4b. Verify Billing Form
- 4d. Update Fees / Payments (CSR/FINANCE)
- 8c. Update Fees / Payments (CSR/FINANCE)

Manager

- Approve
- 8b. Review Billing Form

Hold Case

Cancel Case

Status Update

Comments, Attachments and Case Notes can be added post-close.

Optional (if available)

IF via phone/email, Add Address of Complaint, Complainant Info (including email)

If High, Notify all Bylaw Officers. Otherwise, assign based on Zone of address

Multiple Types based on infraction type. Fees apply for sub-type = Property Standards Infraction

Target Time is dependent on infraction type.

Standard 2-week from 1st inspection. Would need ability to change the date.

Can be added by Bylaw officers for additional follow-up inspections. Property Standards requires additional admin fees for Orders.

Case data to input high-level ticket information to support reporting.

Can be added by Bylaw officers for additional follow-up inspections.

POA if non-property standards. PSC if property standards.