Bylaw - Appeals (Property Standards)

Appellant | **Public Portal** | **Staff Permitting System** | **Bylaw Dep Coordinator** | **Bylaw Officer**

Start
Method
Email/In-person/Mail
Online
Submit Notice of Appeal
Begin Application
Display Case Types
Login / Register / Guest User
Select Case Type
Notice of Appeal (PS)
Display Webform
Fill Application
Supporting Documents + Complaint Info
Verify Input of Form Fields
Valid?
Invalid
Valid
Provide Payment & Submit
Validate Payment
Valid?
Invalid
Valid
Valid
Generate Confirmation Email + Receipt
Display Application Summary
Receive Confirmation (EMAIL + RECEIPT)
<Notify>
Create Case
Complaints Processing (Property Standards)
Display Case Types
Select Case Type
Type + Sub-type
Appeal (Property Standards)
Other
Display Workflow
1. Intake
Receive Notification of Hearing Date
1. Generate Notification of Hearing Date
Receive Receipt of Payment (if Offline)
1a Generate Receipt of Payment
<Notify>
<Notify>
2. Verify Disclosure Package (Checklist)
1a. Process Payment (if submitted offline)
2a. Send Disclosure Package (Checklist)
2. Generate Disclosure Package
3. Hearing (notes)
4. Notify Decision to Interested Parties (Checklist)
4a. Obtain PSC Signoff (Checklist)
Email notification (if email info provided)
Receive Notice/Notification of Hearing Decision
4. Generate Notice/Notification of Hearing Decision
5. Check for Superior Court of Justice Appeal(Checklist)
Appeal?
14 day timer
No
Yes
Comments, Attachments and Case Notes can be added post-close.
Status Update
6. Lock Case (Checklist)
6. Close Case (Checklist)
5a. Log Superior Court of Justice Appeal

Appeal Request Notification received from (property owner, tenant, agent) and details are added to case. Date of Hearing is added. Date of Hearing can be modified at a later point (Case Data).

Assignment can be based on which by-law officer processed the complaint, information available in linked (parent / related) case.

Manager can re-assign if required.

Sent to each committee member

Decision results added

Process Payment at Bylaw Counter/Office using Point of Sale system. Attach receipt.

Additional application details included beyond POS receipt.

Legend

Start | End | Decision | Fork | Note | Activity / Task / Action | Object | message | on-page reference