

Good Neighbour Bylaw No. 49-1, 2017

The [Good Neighbour Bylaw No. 49-1, 2017](#) was adopted to protect quality of life for the citizens of Kamloops, promote civic responsibility, and encourage good relationships between neighbours. It also provides for the cost recovery of nuisance abatement when compliance is not achieved or when a property generates an excessive number of nuisance service calls.

Not all service calls to a property are considered a “nuisance” under the bylaw. Calls to 911 for fire, police, or health emergencies are not considered a nuisance as they are legitimate resident needs. Many facilities in our community that house or provide services to vulnerable populations—such as seniors or people with complex health needs—are expected to have a high number of emergency calls.

Nuisance calls are generally things the property owner has control over, such as repeated false alarms, noise, and unsightly property characteristics such as the accumulation of garbage or debris, unmaintained or neglected landscaping or structures, noxious weeds, infestations, or unsanitary conditions.

The current threshold for “excessive” defined by Council in the bylaw is:

- a) more than one Nuisance Service Call within a 24-hour period; or
- b) more than three Nuisance Service Calls within a 12-month period.

When the number of nuisance service calls to one property exceeds one of these thresholds, the property owner is issued a Section 6.3 Notice that outlines the nature of the nuisance conduct on the property and advises the owner that excessive nuisance service call fees will be imposed for each additional nuisance service call to the property.

A person may request that Council reconsider a demand for payment of excessive nuisance service call fees. The process for reconsideration is outlined in Section 7 of the Bylaw.

These excessive nuisance service call fees will be imposed until that property is no longer over the threshold. Below is an example to demonstrate how this is determined:

EXAMPLE:

The City responds to a nuisance service call at a property on **January 15, January 20, and February 1, 2023**. Following the third call, the property owner is served a Section 6.3 Notice advising them that any further nuisance service call to the property will incur excessive nuisance service call fees. This notice will be in effect until *at least* January 15, 2024, as that property now has three nuisance service calls within a 12-month period. No fees are issued at this point.

If the property generates no additional nuisance service calls, no fees will be applied, and the Section 6.3 notice will expire on January 15, 2024. As of that date, there will only be two nuisance service calls to that property in the previous 12 months (January 20 and February 1, 2023), and therefore the property no longer meets the threshold.

If the property generates another nuisance service call on April 4, 2023, excessive nuisance service call fees will be applied for that call, and the section 6.3 notice will remain in effect until at least January 20, 2024. As of that date, there will only be two nuisance service calls to that property in the previous 12 months (February 1 and April 4, 2023), and therefore the property no longer meets the threshold.

If the property continues to generate additional nuisance service calls, the 12-month window shifts, the Section 6.3 notice remains in effect, and excessive nuisance service call fees will be applied until there are fewer than three nuisance service calls in a 12-month period.