

Frequently Asked Questions

What is a Compliance Agreement?

When a disputant agrees to correct a Bylaw violation, in some instances the City will accept a reduced penalty. Parking violations are not applicable.

What happens if a Violation Notice is ignored?

If a penalty is unpaid after 45 days, tickets are forwarded to a collection agency to recover the penalty.

When will my dispute be heard?

The City Clerk's Office will mail you the date and time for your hearing.

Can I pay the penalty before the hearing date if I change my mind?

Yes, however, payments received after 15 days from when the violation notice was issued must be paid in full.

Can the adjudicator consider my financial position if found guilty?

No. The adjudicator will only determine if the offence occurred. The adjudicator has no authority to raise or lower the penalty amount.

Do I need to appear in person for the hearing?

No. You may send a written submission or arrange for a conference call.

Can I appeal the adjudicator's decision to a higher authority?

No. An adjudicator's decision is final.

Can I pay the reduced penalty within 15 days and still proceed to adjudication?

No. Once a penalty is paid the violation notice is closed.



Contacts

Bylaw Violation & Adjudication Hearing Questions:

Adjudication Hearing Questions:

City of Burnaby
4949 Canada Way
Burnaby, BC V5G 1M2
Telephone: 604-297-4919
Fax: 604-570-3661
bylaws@burnaby.ca

Payment Inquiries:

Tax Office – Violation Payments

4949 Canada Way
Monday - Wednesday, Friday 8:00 am to 4:45 pm
Thursday 8:00 am to 8:00 pm
604-294-7934

Bylaw Departments:

Parking/Enforcement:

604-294-7630
Monday - Friday 8:00 am to 4:00pm

Engineering Department:

604-294-7460
Monday - Wednesday, Friday 8:00 am to 4:45 pm
Thursday 8:00 am to 8:00 pm

Licence Office:

604-294-7320
Monday - Wednesday, Friday 8:00 am to 4:45 pm
Thursday 8:00 am to 8:00 pm

Building Department:

604-294-7130
Monday - Wednesday, Friday 8:00 am to 4:45 pm
Thursday 8:00 am to 8:00 pm

Parks, Recreation & Cultural Services:

604-294-7450
Monday - Wednesday, Friday 8:00 am to 4:45 pm
Thursday 8:00 am to 8:00 pm

www.burnaby.ca/adjudication



City of Burnaby Bylaw Violation Notice & Adjudication



Burnaby Violation Notice

The City of Burnaby's Bylaw Dispute Adjudication System manages Notices of Bylaw Violation in Burnaby (*Local Government Bylaw Notice Enforcement Act*).

What is Adjudication?

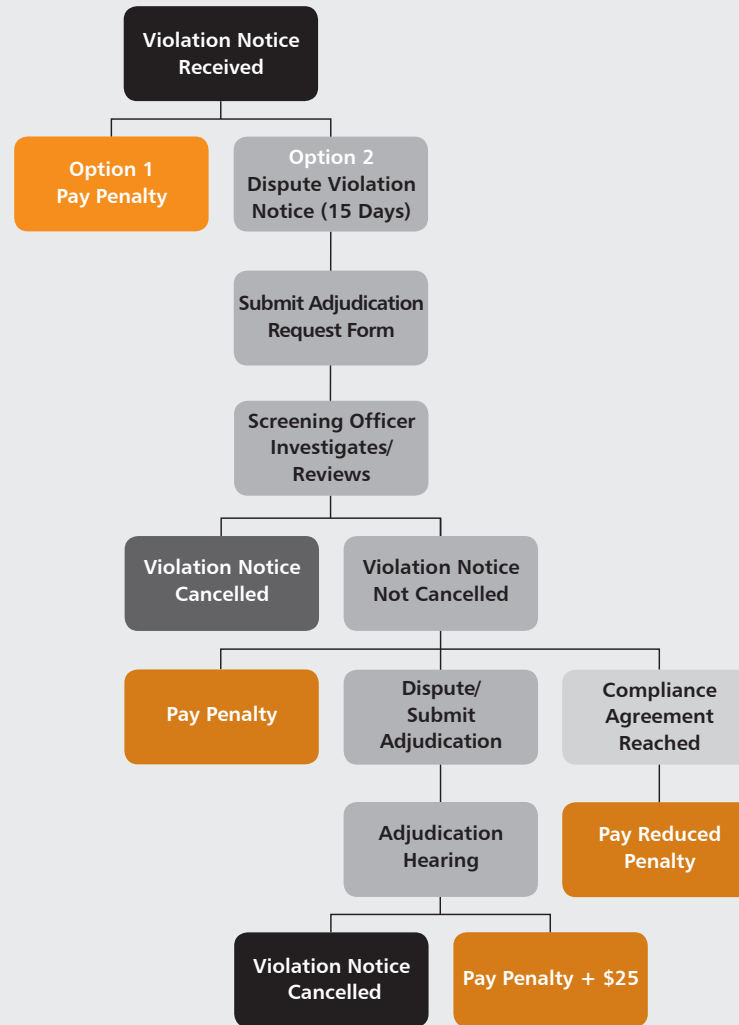
The Adjudication system allows the City to manage bylaw disputes locally rather than through the Provincial Court system. Violation notices can be disputed out of court with a private adjudicator appointed by the Provincial Attorney General Office.

Why is Adjudication used?

- Simplifies dispute process
- Removes minor bylaw violations from the Provincial court system
- Reduces ticket dispute time
- Reduces need to employ lawyers or enforcement officers to take a case to court
- More convenient since attendance at an adjudication hearing is not mandatory
- More cost effective and efficient system
- Helps ensure bylaw compliance



Violation Notice Process at a Glance



How does Adjudication work?

Option 1: Pay Violation Notice

- Reduced penalty payment within 15 calendar days.
- Full penalty payment after 15 calendar days.

Option 2: Dispute Violation Notice Violation Dispute Process

Adjudication Request Form:

- Fill out and return an Adjudication Request Form, located on the back of the violation notice. You must return the form by the date indicated on the front of the notice.
- Adjudication Request Forms can be delivered, emailed or faxed to:

City of Burnaby - Office of the City Clerk
4949 Canada Way, Burnaby, BC V5G 1M2
Fax: 604-570-3661
Email: bylaws@burnaby.ca
Dispute online: www.burnaby.ca/disputetickets

Screening Officer:

- Investigates and reviews details of the violation notice with all parties.
- Screening Officer can:
 - a. cancel a violation notice.
 - b. enter into a Compliance Agreement and reduce the penalty upon completion.
 - c. uphold violation notice.

Adjudication Hearing:

- A date and time for the adjudication is provided and a hearing is scheduled to occur at City Hall.
- After evidence is presented, the adjudicator decides if an offence did or did not occur.
 - a. If an offence did occur, the violation notice must be paid in full, **plus an additional \$25 administrative fee.**
 - b. If an offence did not occur, the violation notice is cancelled and no penalties are assessed.

Payment Options:

By Mail

Cheque or money order (no cash) can be sent to:
City of Burnaby – Tax Office (Violation Payment)
4949 Canada Way
Burnaby, BC V5G 1M2

In Person

Cash, Cheque, Credit or Interac accepted
City Hall Cashier - Tax Office, 4949 Canada Way
Monday - Wednesday, Friday 8:00 am to 4:45 pm
Thursday: 8:00 am to 8:00 pm.
After hours and statutory holidays - put cheque or money order in City Hall mail slot

Online

MasterCard, Visa or American Express
www.burnaby.ca/paytickets