

Appendix

Detailed roadmap of the program flow.

1. Complaint to be filed on official forms

The Municipality would require either an on-line, in person or mailed in complaint form to be submitted to Bylaw Enforcement. The complaint form would include information such as name, address, phone number, email, and details of the concern.

2. Inspection of property by a Bylaw Enforcement Officer

Upon receipt of the complaint, a Bylaw Enforcement Officer will review the details of the complaint. The Officer would contact the complainant and would schedule an inspection at a time when the complainant is home and can be present during the inspection. The Officer's inspection will entail a review of the Municipality bylaws to ensure there are no contraventions that may cause rodents to nest, feed, drink, or breed on the property. Typically, these will be Yard Maintenance or Property Standards issues. Should the Officer discover a contravention on the property, the property owner will have to correct these issues prior to proceeding with assistance from the rodent rebate program. During the visit the Officer may make suggestions to the property owner on how to further mitigate the attraction of rodents at the site. These suggestions may not be violations of the by-laws, but would be related to feeding, water source and burrowing. The Officer may ask that these items be removed (i.e., Bird feeder, bird bath or vegetable garden) to remove opportunity for rodent infestation. These suggestions do not have to be followed by a property owner as they would not be violations of the by-law, but if any suggestion by an Officer is not followed or agreed to, then their eligibility into the rodent rebate program may not be approved. Should the Officer make suggestions to the property owner on further mitigation techniques and the property owner makes these changes, the Officer will schedule a follow-up visit to confirm the recommendations have been completed. If the Officer determines all reasonable steps have been taken by a property owner, the property owner will then be permitted to apply for the municipal rodent rebate program.

3. Approval into the program (Application process)

Once the property has been inspected by the Officer and all steps recommended by the Officer have been completed (if any exist), the property owner may make application to participate in the rodent rebate program. The application will consist of an online form (or paper copy) that will be filled out and submitted to the Bylaw Enforcement Officer

responsible for the review. The application will require agreement of terms and conditions that will ensure all required documentation is submitted, proper process is followed, rules for contacting approved pest control companies and general responsibilities of the property owner to comply with.

4. Extermination Contractor form to be submitted to confirm work was completed

Should all documentation and other required information be approved upon review, the Municipality will provide the approval to the property owner of acceptance into the program. The acceptance notice will include a contractor approval form which will be required to be signed by the contractor of choice once the work is complete.

5. 50% of the total invoice up to a limit of \$200 per property owner eligible for rebate

This form, plus proof of payment will be returned to the Municipality, and should it be approved, a rebate for this work of 50% of the total bill up to \$200 will be credited to the property owner. This percentage and maximum total amounts are consistent with other municipalities currently running similar programs.

6. One submission per calendar year per residential address

As part of the approval process and in the terms and conditions of the application process, the applicant will be notified that only one submission per calendar year will be approved.