Building Safety Complaint Process

The responsibility is on a building owner to ensure their building is maintained and in a safe condition. They must also take appropriate follow-up action given the results of a Building Exterior Visual Assessment. If occupants or a member of the public notes a concern about a building, the City would encourage them to report their concerns through 311. A draft concept for how complaints about building safety concerns can be reported and then acted upon is found below.

See Something in Your Building?
Say Something to The City
- Understanding How the Complaint Process Works -

- Tenant or Citizen Sees a Safety Issue (e.g., loose brick on a building face, not at a balcony joint) -
  - Tenant or Citizen Contacts Building Owner/Manager, Action Taken?
    - NO
      - Condition Worsens
        - Tenant/Citizen Calls 311
          - 311 Creates a Service Request for Calgary Building Services
            - Safety Codes Officer is Dispersed to Attend the Site
              - Safety Codes Officer Inspects the Issue and Determines Further Action is NOT Required
    - YES
      - Repairs are Completed and an Inspection(s) Conducted
        - Building Owner/Manager Compiles and Produces a Copy of the Building Exterior Visual Assessment (BEVA), Building Officer Reviews and Seeks it Adequate.
          - Building Owner/Manager Does NOT Produce a Copy of the Building Exterior Visual Assessment (BEVA)
            - Building Owner/Manager Receives and Submits an Updated Building Exterior Visual Assessment (BEVA)
            - Safety Codes Officer Directs Building Owner/Manager to Correct the Issue and Submit an Updated Building Exterior Visual Assessment (BEVA)

- Tenant or Citizen Contacts Building Owner/Manager, Action Taken?
  - NO
    - Building Permit Obtained For Repairs (if required)
      - Building Owner/Manager Receives and Submits an Updated Building Exterior Visual Assessment (BEVA)
      - Safety Codes Officer Contacts Building Owner/Manager and Requires a Copy of the Building Exterior Visual Assessment (BEVA)
        - Safety Codes Officer Inspects the Issue and Determines Further Action IS Required
          - Building Owner/Manager Receives and Submits an Updated Building Exterior Visual Assessment (BEVA)
          - Building Permit Obtained For Repairs (if required)

- Tenant or Citizen Contacts Building Owner/Manager, Action Taken?
  - YES
    - Repairs are Completed and an Inspection(s) Conducted
      - Building Owner/Manager Compiles and Produces a Copy of the Building Exterior Visual Assessment (BEVA), Building Officer Reviews and Seeks it Adequate.
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