

Listening Explaining Resolving



Ombudsman
de Montréal

Fairness
and Goodwill

2019
Annual Report

Message from the Ombudsman

2020 marks an important milestone for the **OdM**. Having created this office and overseen its first 16 years of existence, it is with great emotion and pride that I am passing on the baton to a new Ombudsman. I have full confidence that the **OdM** will continue to shine well beyond the territorial confines of Montréal.

Listening, Explaining, Resolving

Since the office was created in 2003, the **OdM** has largely spread its wings and amply proven its added value. The experience acquired over that time makes it more efficient. The dedication, thoroughness and professionalism of all its team members remain exceptional.

We take time to **listen** to all parties concerned in a neutral and impartial way, we identify and **explain** the relevant rules in plain language and we discuss with decision-makers in search of reasonable, balanced and viable **solutions**.

Our office has built an enviable and coveted credibility and reputation. It serves as a role model for many. International delegations visit our office to understand our ways of doing things and to emulate them; different types of organizations ask our advice. We are always happy to share the experience we have acquired as well as any information that may be of use to them.

Between 2003 and 2019, the **OdM** processed more than 23,000 files and conducted over 3,500 inquiries. More than 95% of the problems we identified were resolved to our satisfaction. Many of our interventions lead to the updating of policies or the adoption of new practices that ensure greater transparency, clearer communications and improved universal accessibility to municipal buildings and services. Every file we handle provides an opportunity to promote fair decision-making processes. The year 2019 was no exception.

Still, in spite of our remarkable success, many citizens and even municipal employees and elected officials are not aware of our office or do not grasp the key role we can play to defuse conflicts and disputes between the City and its citizens.

Accordingly, in the fall of 2019, we launched a *Tour of the Boroughs* to reach out to citizens, community organizations, employees and elected officials, in their own environment. The Ombudsman meets with them personally and we set up an information booth on site where experienced **OdM** employees can even receive complaints in complete confidentiality. This tour is continuing in 2020.



Johanne Savard, Ombudsman

Mandate – Mission

The **OdM** mandate is to protect citizens' municipal rights. Except if there is conflict with a commitment set out in the *Montréal Charter of Rights and Responsibilities*, its role is not to decide what the rules should be, but rather to make sure the rules are applied fairly. The **OdM** main roles are as follows:

Processing complaints of citizens who believe they are adversely affected by a decision, action, omission or recommendation of VdM or one of its representatives, paramunicipal agencies or City-controlled corporations.

Launching own motion inquiries to identify and resolve problems in City operations (often systemic).

Informing citizens about their municipal rights in plain language and through various means: meetings with community groups, trainings, Tour of Boroughs, publications in social media including blogs, etc.

Raising awareness of municipal decision-makers regarding municipal issues and, where appropriate, provide *food for thought*.

Sharing acquired experience with City managers as well as with other ombudsman or organizations. The Ombudsman often speaks at conferences and training sessions. The undersigned is also president of the Forum of Canadian Ombudsman (FCO).

Essential Characteristics

The concept of legislative ombudsman has existed for more than 200 years (1809 Constitution of Sweden). This position has spread to the rest of the world since the middle of the 20th century; it has evolved considerably since then.

Over time, the **essential characteristics** inherent to this position became clearer: they are now widely recognized. We thank the City for having always scrupulously respected them.

Independence and autonomy

The **OdM** is not subordinated to the *Direction générale* nor the Elected Officials. It is not bound by VdM policies and usual practices.

Accessibility

Filing a complaint with the Ombudsman is free of charge. The procedure is simple and straightforward.

Impartiality

The Ombudsman has no bias, whether toward plaintiffs or toward the City.

Confidentiality

The identity and information gathered from a plaintiff or a City employee are disclosed only to the extent required to process the file. The *Cities and Towns Act* provides that we are not compellable before the courts and that our files are not subject to the right of access legislation.

Mandate – Mission^(continued)

Essential Characteristics^(continued)

Accountability

The Ombudsman must file an Annual Report of its activities. This report is public.

Power to make Recommendations

The **OdM** cannot impose its conclusions. Its approach is one of cooperation and persuasion (*moral suasion*).

Values

Certain values colour all our actions and interventions. We also promote these values ceaselessly.

Respect

Mutual and non-negotiable.

Empathy

To understand how each interlocutor feels and adapt our approach accordingly.

Transparency

The applicable procedures and rules must be clear. We explain the scope and limits of our powers.

Impartiality

Every file is addressed without preconceived notions.

Thoroughness

Before forming an opinion on a file, we review all documents, we go on site if need be, we analyse the relevant legislation and case law and we discuss with all stakeholders.

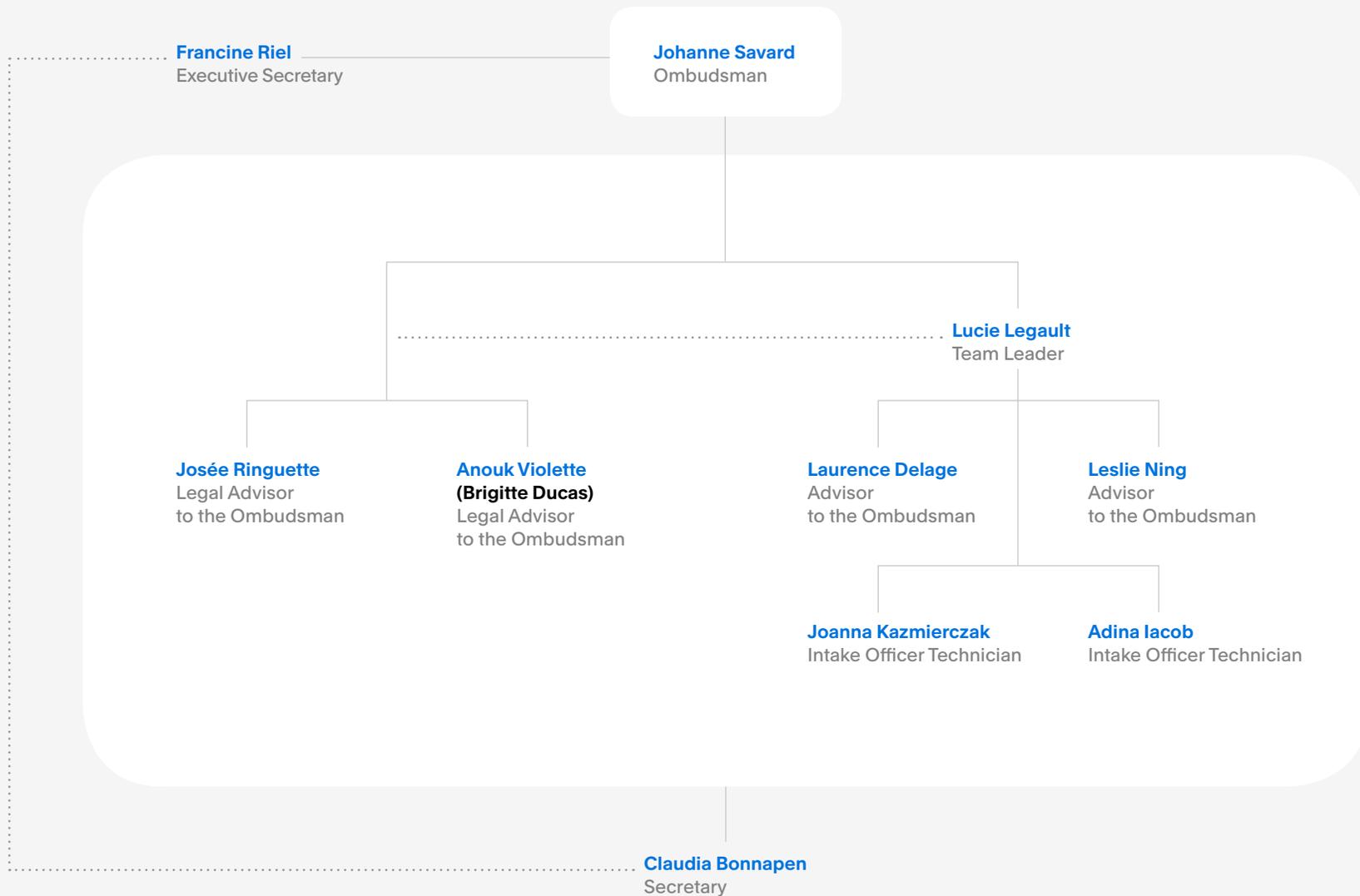
Fairness

The rules must be just and applied fairly to all, through fair decision making processes.

Integrity

It is important to act honestly and with integrity. Any risk of a conflict of interest, real or perceived, must be avoided and reported.

The 2019 OdM Team



The 2019 OdM Team^(continued)

About Ms. Johanne Savard

Ms. Johanne Savard studied Political Science at Concordia University, and law at *Université de Montréal*. She also completed numerous trainings at *École nationale d'administration publique de Montréal* (ÉNAP).

Ms. Savard is a Certified Mediator for civil, commercial and labour-related matters as well as for language right issues. She has been a member of the Québec Bar, of the Canadian Bar Association and of the *Institut de médiation et d'arbitrage du Québec* for a great many years.

For over 20 years, Ms. Savard practiced law in two major Montréal law firms. She headed the Labour and Employment Law Group and sat on the Board of Directors of one of these firms. She also sat on the Board of Directors and the Executive Committee of *Lex Mundi*, the world's largest association of independent law firms.

In 2003, Ms. Savard left the private practice of law and became the first Ombudsman of *Ville de Montréal*. She and her team offer a neutral and impartial recourse to citizens who believe they are adversely affected by an action, decision or omission of the City. She also launches own-motion inquiries, mainly to resolve systemic issues. Ms. Savard's approach is always based on collaboration and respect, in search of solutions that are balanced, reasonable and viable. She promotes a culture of goodwill characterized by transparency, fair decision-making, good governance as well as universal accessibility to municipal services and buildings.

Ms. Savard chairs the Board of Directors of the Forum of Canadian Ombudsman (FCO) since 2017. She has also been an active member for years of the *Association des Ombudsmans et Médiateurs de la Francophonie* (AOMF) (Board of Directors, Legal Committee and Membership Committee).

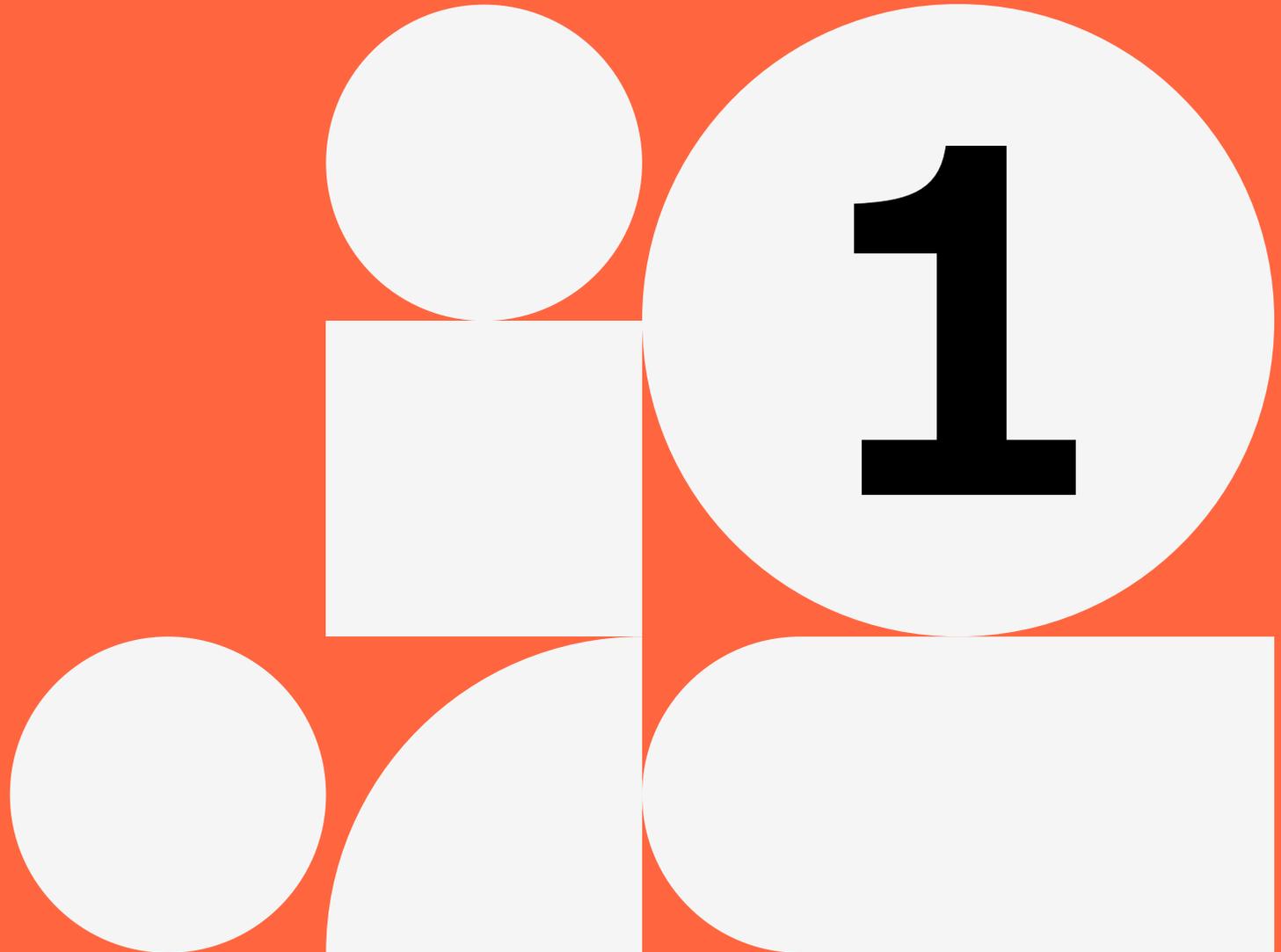
In previous years, Ms. Savard sat on the Board of numerous non-profit organizations providing services and support for children with disabilities, families in need, people suffering from Alzheimer's and their families, potential school dropouts and newcomers.

Ms. Johanne Savard is the recipient of several medals and honours recognizing her achievements and contribution in the community: among them were the Canadian Senate 150th Commemorative Medal (2017), the *Ordre du Mérite de Brossard* (2018), the Rotary International Paul Harris Fellow (2006) and a recognition as Master of Social Inclusion (2018).



Johanne Savard, Ombudsman

A Few Examples of Files



Files closed in 2019, including Charter files

1. Borough's social media – A citizen is banned – Founded – Resolved – Citizen reinstated (Charter file)

Arrondissement du Plateau-Mont-Royal

This citizen often expresses disapproval when the Borough announces a project or a decision on its social network. The citizen also copied email exchanges he had with a political *attachée* onto his own Facebook page (the culminating incident). The Borough deems this behaviour unacceptable: it bans the citizen from its Twitter and Facebook platforms (SM platforms) indefinitely. The citizen disputes this decision.

This file raises two complex recent legal issues:

1. Does banning a citizen from a Borough's SM platforms infringe upon his freedom of speech?
2. Is the indefinite exclusion of this citizen justified in this particular case?

After extensive research, the **OdM** retains the following principles:

- The Borough's SM platforms clearly have a public purpose (to inform citizens and allow them to interact with the Administration). They are accessible to citizens regardless of their political affiliation or other criteria. Their interactivity is one of their basic characteristics.
 - A Public Administration cannot manage its SM platforms the way an individual does.
 - The fundamental right to freedom of speech applies to the SM platforms of a Public Administration.
 - The fact that SM platforms were not designed as political forums does not have the effect of prohibiting criticism of the Public Administration. Criticism is indeed an inherent part of citizen participation.
- A restriction on freedom of speech is constitutionally allowed only if it is prescribed by law and if a pressing and substantial objective can be established.
 - Prohibiting all negative comments on a Public Administration SM platform is not in itself a legitimate objective.
 - Furthermore: even when circumstances justify restricting freedom of speech, the gradation of sanctions principle must be applied. Therefore, the sanction imposed must be commensurate with the misconduct.
 - As for a Public Administration's "*nétiquette*" (*étiquette* on the Internet), it applies solely to comments published on this Administration's SM platforms. The *nétiquette* rules do not apply to what is published on other sites.

What better way to show the added value we can bring than presenting examples of what we do.

After analysing the history of the citizen's publications and of the culminating incident (copying email exchanges on his own Facebook page), the **OdM** concludes that the indefinite ban of this Internet user from the Borough's SM platforms is not justified.

The **OdM** submits its detailed analysis to the Borough and urges it to reconsider its decision. [The Borough finally reinstates the citizen onto its SM platforms.](#)

Additional comment

In the wake of this file, the **OdM** intervened with *VdM Direction générale*, asking it to better inform all managers of its SM platforms (including the Boroughs') about the right to freedom of speech on these sites and the rules they must consider before banning an Internet user.

Files closed in 2019, including Charter files^(continued)

2. Transformation works carried out without a permit – Son with special needs – Reasonable accommodation – Founded – Resolved – Exceptional agreement (Charter file)

Arrondissement de LaSalle

The citizen converted his indoor parking space without a permit, to simulate a self-contained apartment for his son who lives with various limitations, including autism (ASD). The residence no longer has a compliant parking space: the alley in front of the garage door is slightly shorter than the minimal length required for the space to be a compliant outdoor parking as defined by the *Zoning By-law*.

The attending physician and community worker responsible for the son confirm the importance of this set-up for his development. We find this exceptional situation compelling. The **OdM** also grasps the importance of applying regulations fairly.

The Borough agrees to explore the possibility of a temporary arrangement as long as the son occupies the premises. The **OdM** suggests conditions that could be imposed.

In September 2019, the *Comité consultatif d'urbanisme* (CCU) recommends, then the **Borough Council approves, a *Minor Exemption subject to conditions***. As long as the son lives in this dwelling, the outdoor space can be used as parking. Thereafter, the basement will have to be restored to be compliant. The terms of the agreement will be confirmed by notarial deed. The **OdM** wishes to highlight the openness of the Borough in this file.

3. Public works – Damage to property – Founded – Resolved – Refund of \$15,000

Arrondissement de

Côte-des-Neiges—Notre-Dame-de-Grâce

A private landscape design is damaged during public works: municipal employees throw out some broken materials by mistake. The employees would have told the plaintiffs not to worry and that everything would be repaired. However, the Borough does not perform such works. The repairs, therefore, are never carried out.

The inquiry confirms the plaintiffs' story. Following discussions, the Borough agrees to **compensate the citizens for the replacement of the design materials (concrete slabs, etc.) thrown out by City employees (\$15,000)**.

4. Non-compliant aqueducts and sewers – Request for partial reimbursement of new connection – Founded – Resolved – Refund of \$1,022

Arrondissement du Sud-Ouest

A house built around 1875 was not directly connected to the municipal aqueduct and sewer pipelines: its connections were linked to those of two neighbouring houses. During works at the house next door, pipes were damaged. The plaintiffs' access to drinking water and their sewer pipes are compromised: they must install new piping. They connect them directly to the municipal pipes, in front of their house. The Borough refuses to cover part of the cost.

For first-time hook-ups, the installation fees for the public section of the pipes are covered by the City. Given that this house had never been connected directly to City pipes, the **OdM** asserts that this file should be treated as a first-time connection. The Borough agrees with this reasoning. **The citizens receive a refund of \$1,022.**

Files closed in 2019, including Charter files^(continued)

5. Access lane to a garage – Public land occupancy fees – Founded – Resolved – Refund of \$6,450 – No invoices in future

Arrondissement de Côte-des-Neiges—Notre-Dame-de-Grâce

The citizen realizes that for some years, the City has been billing him permanent public land occupancy fees of about \$1,900 per year because the sloped access lane that leads to his garage starts in a municipal right-of-way.

This billing derives from a former interpretation of the *Public Land Occupancy By-law* that prevailed prior to the 2006 municipal merger. At the time, it was the Geomatics VdM Central Division which handled *Public Land Occupancy Permits*; the Boroughs now have jurisdiction over them.

The Geomatics Division treated the portion of a sloped access lane encroaching on a municipal right-of-way as a “construction or installation” over public land. The **OdM** deems this interpretation unfair and unjust:

- When an access lane is not sloped, the City usually does not consider there is a “construction or installation” over public land as defined in the by-law. It is our opinion that it should not be otherwise for sloped access lanes.

- Furthermore, we know that many buildings in Montréal have a sloped entrance designed the same way as that of the plaintiff and that no public land occupancy fees are billed to them.

The Borough confirms that it does not require *Public Land Occupancy Permits* for access lanes authorized under its *Zoning By-law*. This practice is consistent with our approach.

Following our discussions, the Borough asks the *Service des finances* to cancel the annual public land occupancy fees billed to the plaintiff for his access lane and to reimburse him for the three years prior to his challenge. **The citizen receives a refund of \$6,450, including interest. He will no longer be billed.**

6. Public works – Damage to property – Founded – Resolved – Refund of \$1,149.75

Arrondissement de Côte-des-Neiges—Notre-Dame-de-Grâce

Flagstones of a private sidewalk are damaged during public works carried out in October 2017. A few days later, the citizen calls 311 for information on how to proceed with repairs. The Borough does not answer him for one month: it then redirects him to the *Bureau des réclamations*. The *Bureau des réclamations* would have informed the plaintiff that he will have to produce invoices in support of his claim.

The following summer, the citizen repairs his sidewalk at the cost of \$1,149.75. He then submits his *Notice of Claim*. His request is denied on the grounds that the notice was not sent within 15 days of the event, as required by the *Cities and Towns Act*. The citizen blames the Borough for not informing him about the procedure and the applicable time limits after he called 311.

When public works likely to cause material damage are carried out, employees of this Borough usually leave a door-hanger notice at the entrances of dwellings concerned. It states, among other things, that a claim must be filed within 15 days of the incident, otherwise it will be inadmissible. In this instance, however, the plaintiff does not live in the building affected. He maintains he never saw such a door-hanger.

The **OdM** is also concerned about the long delay to respond to the citizen (one month) after his 311 call.

In light of these special circumstances, **the Borough agrees to refund the \$1,149.75.**

**Files closed in 2019,
including Charter files** (continued)

7. Transformation permit revoked – Parking area is no longer allowed – Contribution to the compensation fund demanded – Founded – Resolved – Parking area is authorized – Refund of \$14,000

Arrondissement de Ville-Marie

In 2013, the citizen obtains a *Transformation Permit* for major works that include the development of a parking area (four spaces) in the backyard. During the works, a CSST inspector declares the *façade* dangerous: works are then halted. An engineer recommends that the *façade* be demolished. For safety reasons, the citizen proceeds to the demolition without delay and without informing the Borough.

The Borough issues the citizen a *Statement of Offence* for “demolition without permit” and revokes his *Transformation Permit*. The citizen is told he has to obtain a *Demolition Permit* and file for a reconstruction project. The citizen sets out to do that.

When he obtains his *Construction Permit* in 2014, the applicable by-law provisions are different. A parking area can no longer be implemented in the rear of this building; the citizen must also pay \$14,000 to the *Parking Compensation Fund*.

The new construction project is essentially the same as that of 2013, except for the parking area. In March 2019, a Municipal Court judge acquits the citizen of the 2013 charge of “demolition without permit”. The Court contends that the evidence shows the demolition was already authorized by the *Transformation Permit* of 2013.

Given that the Court rejected the grounds which had led to the revocation of the 2013 *Transformation Permit*, the **Odm** considers that the Borough should uphold the citizen’s rights that prevailed at that time, including the right to implement a parking area with four spaces.

The Borough accepts our comments. The Borough Council approves a *Minor Exemption* authorizing the four parking spaces. The Borough also reimburses the \$14,000 paid to the compensation fund.

8. Safety around sensitive construction sites – Founded – Undertakings – Better management (Charter file)

Arrondissement d’Anjou

A mother complains about the lack of safety around a construction site close to her son’s school (refurbishment of the sidewalks and street). After classes, schoolchildren had to cross the site walking on sand, gravel and makeshift gangways, beside large construction trucks. Her child would have been injured on his way back.

Our inquiry confirms these deficiencies. Moreover, no one had informed the School Director nor the Police Department about the planned duration of the works and the impact of the delays.

The Borough recognizes the problem and **undertakes to:**

- **Plan more robust measures to ensure public safety** around sites located close to schools, parks or other places that raise safety issues.

- Create a Project Office for every construction site in a critical location or a vulnerable physical environment (close to a school, a park, a day-care, a seniors’ residence or a pedestrian path with a high volume of people traffic).
- This Project Office will be responsible for the project’s planning and coordination. In addition to managing the “technical” and “operational” employees and the other specialists, the “project manager” will handle communications with all stakeholders (schools, day-cares, businesses, etc.): he/she will have to consult them and keep them abreast of the progress of the works.

- Communicate these new rules to all employees concerned.

Our office will conduct regular follow-ups to ensure all these undertakings are respected.

Files closed in 2019, including Charter files^(continued)

9. Cars stolen/found retained for the purpose of a police investigation – Storage fees – Undertaking fulfilled – Clear instructions added to the SPVM “Procédure locale”

Service de police de la Ville de Montréal (SPVM)

In 2008 and at the [OdM](#) request, the SPVM had issued instructions confirming that the innocent victim of a car theft does not have to personally pay the storage fees of his/her stolen vehicle that has been found, for the period it remains in storage during the police investigation.

In 2016, a citizen complained about the same issue. Her stolen car had been found but kept for 39 days at the SPVM request. She was billed storage fees of \$1,350. Our intervention allowed her to recover her car at no charge. The SPVM Management then undertook to reiterate this directive more clearly in its “*Procédure locale*”.

The “*Procédure locale*” now recognizes this principle. The new guideline clearly states that the innocent victim of the theft of his/her vehicle does not have to pay the storage fees during the police investigation and can recover the vehicle free of charge, within 24 hours of a notice by SPVM authorizing him/her to do so. A fair solution for all citizens concerned!

10. Parking statements – Erroneous identification of vehicle – Resolved – Undertaking – A double-check will be required

Service de police de la Ville de Montréal (SPVM)

Several previous files showed that errors can occur in the identification of the vehicle when a police officer issues a *Parking Ticket* when the driver is not present. The [OdM](#) seeks to determine if such errors could be avoided. To do so, it is necessary to understand the procedure.

- A police officer who sees a parking violation enters the licence plate number in the device (in his car) that is linked to the *Centre de renseignements policiers du Québec* (CRPQ).
- The CRPQ produces the make and model of the vehicle matching that number. This information is automatically transferred into the system that produces the *Statement of Offence* that will be placed on the windshield.
- The procedure does not require a double-check of the description, prior to the printing of the *Statement of Offence*. If an error is made when entering the plate number, the vehicle appearing on the *Statement of Offence* is not the offending one.

- When the owner of the wrongly identified vehicle eventually receives notice to pay the *Statement of Offence* (months later), it is very difficult to prove that his vehicle was not the one in violation.

The Ombudsman and the Chief of Police discuss the issue and agree on the following solutions:

- The SPVM implements various measures to remind police officers (including trainees) of the importance to verify the information generated by the CRPQ to ensure that the ticket is issued to the right vehicle.
- [The SPVM undertakes to implement a new procedure in 2020](#) requiring police officers to confirm that they have checked the description generated by the CRPQ before printing the *Statement of Offence* and that it matches the vehicle in violation.

11. Expansion of a day-care – Permit denied – Founded – Resolved – Permit issued – Study fees reimbursed (\$343)

Arrondissement de Mercier–Hochelaga-Maisonneuve

The plaintiff operates a day-care on the ground floor and second floor of her building. The third-floor dwelling is vacant: she wishes to expand her day-care to that floor.

At first, the Borough treats this file as a *Projet particulier* (PPCMOI). Preliminary study fees are billed. Her project is submitted twice to the *Comité consultatif d’urbanisme* (CCU): each time, an unfavourable opinion is issued. The Borough then closes the file. The citizen contacts the [OdM](#).

Our talks with the Borough bear fruit. After reviewing the file, the Borough identifies another regulatory provision that allows day-cares in that area, without restrictions on levels (section 199 of the *Zoning By-law*). The *Transformation Permit* is issued without further ado. [The Borough refunds the file's study fees \(\\$343\)](#).

Borough employees are also advised that all similar files should henceforth be analysed in accordance with section 199 of the *Zoning By-law*.

Files closed in 2019, including Charter files^(continued)

12. Access to information – Means of transmission of documents – Founded – Resolved – Form amended

Service de police de la Ville de Montréal (SPVM)

A citizen submits an *Access to Information Request* to the SPVM. He fears reprisals if his action is known: he does not want the SPVM to send him the documents by mail. He explains, therefore, that he will come and get them in person. Unfortunately, an error occurs. The documents are sent by mail.

The SPVM *Access to Information Request* form has no space allowing the claimant to confirm his/her wish to pick up the documents personally, by hand. When such a request is made, the SPVM simply writes it down on a card that is then attached to the file: this card can come off or quite simply be forgotten.

The **Odm** concludes the form should be modified. Several exchanges follow. In the end, the Chief of Police agrees with our point of view. [The Access to Information Request form is modified](#). A space is added therein allowing the claimant to specify his/her preferred mode of transmission.

13. Request for dwelling transfer – Tenant not informed of the grounds for refusal nor of her right to dispute the decision – Founded – Resolved – Undertaking – Letter template amended and undertaking to better motivate decisions (Charter file)

Office municipal d'habitation de Montréal (OMHM)

A tenant benefiting from the *Programme de supplément au loyer* (PSL) had applied for a transfer of dwelling. Her request is denied. The OMHM letter does not specify that this decision can be disputed (within 30 days). Furthermore, the reasons for the denial are not explained.

Following our intervention, the citizen is provided with the opportunity to appeal the decision.

Furthermore: [the OMHM amends its letter template](#) to specify that the decision can be contested before the *Régie du logement*. [The OMHM also undertakes to better motivate the reasons for the refusal](#) in its future letters. The **Odm** will follow up.

14. New median – Persons with reduced mobility – Founded – Resolved – Redesign of site to facilitate movement (Charter file)

Arrondissement du Plateau-Mont-Royal

The plaintiff houses a number of people with reduced mobility. A median was recently installed in front of his building, between the bicycle path and the street. This installation complicates the movements of his tenants with reduced mobility, especially to accede the paratransit drop-off zone: they have to cross the sidewalk, go down into the bicycle path, cross it, come back up onto the median and then walk in the soil and plants of the median (in summer) or hop over the snowbanks (in winter).

The Borough modifies the configuration.

The median section is concreted in front of the plaintiff's house: pedestrian movement is much easier. In winter, [the snow will be cleared](#) manually by Borough employees in front of the drop-off zone.

15. Private fences on public land – Request to move them – Ill-founded – Nonetheless, improvement in communications

Arrondissement de Rivière-des-Prairies-Pointe-aux-Trembles

Five citizens contact the **Odm** separately. They have received an *Avis d'occupation illégale de la propriété publique*: the Borough is asking them to move their fences. In the plaintiffs' opinion, this request is unfair. Their fences were installed on public land many years ago; moreover, other residents in the same situation did not receive any such notice.

Our inquiry shows that the Borough has adopted a comprehensive approach in order to regularize fence encroachments on its entire territory. This operation will extend over several years: all files, therefore, will not be processed at the same time. Residents, however, are not aware of this operation.

[The Borough agrees to implement a Communication Plan](#) to better inform residents of its intention to demand the removal of all private fences that encroach illegally on public land. The 311 and *Info-Permis* forms are amended; a *Press Release* will be issued; explanations will be added in the Borough *Info-Letter* as well as in local newspapers.

Files closed in 2019, including Charter files^(continued)

16. Traffic light too quick and damaged sidewalk – Founded – Resolved – Crossing time for pedestrians is extended – Sidewalk repaired (Charter file)

Arrondissement de Mercier-Hochelaga-Maisonneuve

Tenants in a seniors' residence complain that the time allocated by the traffic light in front of their building is insufficient for them to cross over safely. The sidewalk is also in a state of disrepair: wheelchair and walker-assisted movements are difficult.

After analysis, [the time allocated to cross is increased](#) by six seconds, for a total of 27 seconds. [Sealing and asphalt works](#) are carried out quickly on the sidewalk.

17. Municipal building – Users with handicaps – Door-opening mechanisms broken – Universal accessibility – Founded – Resolved – Immediate repairs (Charter file)

Service de la gestion et planification immobilière

An organization promoting the rights of persons with reduced mobility rents space in a municipal building. The main doors' automatic unlocking system and the door-opening system for people with handicaps have been defective for more than six weeks. The City is late correcting this situation. The organization contacts the [OdM](#).

The [OdM](#) intervenes that very day. [The City proceeds immediately with the necessary repairs.](#)

18. Uncashed tax refund cheques – Follow-up procedure interrupted – Resolved – Follow-up policy reinstated – Refunds of \$663,000 in 2019

Service des finances

Several years can go by before a final decision is rendered regarding a challenge over municipal taxes. If the owner moves in the meantime without informing the City, he/she risks not receiving the refund.

In 2007, at our request, the *Service des finances* had adopted a *Follow-up Policy for expired tax refund cheques*. This procedure states that the Department must attempt to trace the citizens who did not cash a tax refund cheque and issue them a new one.

As of spring 2015, more than 2,000 tax refund cheques were so re-issued for a value of more than \$1 million. The *Follow-up Policy*, however, was interrupted in 2015. The [OdM](#) intervenes once more.

[The Service des finances reinstates the Follow-up Policy, retroactively.](#)

In 2019 alone, [439 expired cheques are processed: approximately \\$663,000 are returned to citizens.](#) Our office will follow up regularly.

19. Narrow sidewalk on De Brébeuf Street – Universal accessibility and safety issues – Undertaking fulfilled – Work carried out in 2019 (Charter file)

Service de l'urbanisme et de la mobilité – Direction de la mobilité

The sidewalk bordering the bicycle path on De Brébeuf Street, along Laurier Park, was substantially narrowed in 2015. The *Regroupement des aveugles et ambylopes du Montréal Métropolitain* (RAAMM) and the *Regroupement des activistes pour l'inclusion au Québec* (RAPLIQ) complained that its narrowness presented issues of universal accessibility. The [OdM](#) also noted major safety issues for anyone using this sidewalk.

In 2018, the City confirms to our office that it will conduct remedial works.

[The works were completed in 2019.](#) The sidewalk is now 1.7 metres wide. The universal accessibility and safety issues we had identified are fixed.

Recommendations issued in 2019

1. Recommendation to Arrondissement de Côte-des-Neiges-Notre-Dame-de-Grâce – Accepted

Context

A citizen disputes a *Non-compliance Notice* he received for his heat pump installed on four “legs”.

OdM Recommendation

To withdraw the *Non-compliance Notice* n° xxxx of xxx 2018.

To allow the owner of the building xxxx to keep the heat pump currently installed on the Prince of Wales Avenue side without having to lower it to the ground.

Result

The Borough admits that the current by-law provisions are not clear. It will not withdraw the *Non-compliance Notice*, but will not take further action.

The Borough will tolerate the heat pump as installed in its current place.

The Borough reserves the right to amend its by-law eventually. The Borough could then ask the citizen to comply with the new standards.

If need be, the **OdM** will then examine the new regulation and its applicability to the citizen.

When our office finds a problem, we always discuss the matter with the relevant director in order to identify and agree on a reasonable and viable solution.

The **OdM** issues **Formal Recommendations** only when such an agreement cannot be reached, when the cooperation of the

stakeholders seems uncertain or when the issuance of a **Formal Recommendation** seems necessary to obtain the desired results.

In 2019, the **OdM** issued **Formal Recommendations** in three separate files. Here are the details.

2. Recommendation to Arrondissement de Rosemont-La Petite-Patrie – Refused

Context

A citizen asks that the City covers the costs incurred to connect her property to the municipal aqueduct and sewer pipes in front of her house.

Her property is currently hooked up on a side street: her pipes pass under her neighbour’s property. The current hook-up is defective: the citizen was deprived of water for several months and she still has no sewer service (very slow flow). Repairing the current pipes is impossible because a garage was built over them.

OdM Recommendation

To allow the owner of xxxx, xxxx Street to connect to the municipal drinking water and sewer networks located under xxxx Avenue in front of her building; and

Providing the citizen is disconnecting permanently from the pipes currently connected under yyyy Avenue, to not consider the new connection as a supplementary one and, therefore, to not charge the costs associated with an additional connection.

Result

The Borough refuses to consider a hook-up in front as a new connection as defined by the regulation. Fees related to additional connection will be applied. **Recommendation rejected.**

Recommendations issued in 2019^(continued)

3. Recommendation to Arrondissement de Mercier- Hochelaga-Maisonneuve – Awaiting a reply as of December 31, 2019

Context

A citizen complains about the noise and nuisances coming from a play area, in the section of the Vimont alley next to her yard; the Borough had not authorized this play area. Our inquiry also reveals significant safety issues for children who use certain play structures.

At first, the Borough agrees with our conclusions and undertakes to have the dangerous installations withdrawn. The then Borough Mayor later reverses this decision. The **OdM** must therefore issue **Formal Recommendations**.

OdM Recommendation

To take all necessary measures to ensure that now and in the future, all lay-outs and installations in the Vimont green alley be safe for children that use them.

To demand the removal or, failing that, to remove itself all games and lay-outs (slide, *Rock Climber* game, etc.) present in the Vimont green alley that are not installed or used in such a way as to ensure the safety of children using them (lack of anchors; installation on a hard surface; open self-service choice of toys designed solely for home and family use; etc.).

In Vimont green alley (but not limited to), to enforce its *By-law Concerning Public Land Occupancy*, particularly regarding the required approvals and costs incurred, as recommended by VdM's *Service des affaires juridiques*.

To ensure that no lay-out or activity in the Vimont green alley causes residents abnormal annoyances that go beyond the reasonable limit acceptable due to their intensity and frequency, as is presently the case. To that end, the current play area should no longer be permanently installed alongside the plaintiff's property: the Borough could demand that the lay-outs and activities be moved yearly to another location (in the alley), so as to ensure rotation over a two or three year period.

To require from any person or entity managing part of a public land (including an alley) proof of sufficient liability insurance, as recommended by VdM's *Service des affaires juridiques*.

To adopt clear rules governing the conditions necessary to install play areas on public land so as to ensure the safety of the users as well as compliance with the Borough by-laws. In our opinion, these rules should, notably, state that:

- the Borough pre-authorization is required;
- the manufacturer's instructions concerning the installation and use of each toy must be observed.

Result

No response as of December 31, 2019.¹

¹The Borough rejected our **Recommendations** in late February 2020.

Inquiries of interest underway

1. Public land occupancy – Old buildings – Recent pricing – Pending

Arrondissement du Plateau-Mont-Royal, Arrondissement du Sud-Ouest and Arrondissement d'Ahuntsic-Cartierville

We are currently processing different files regarding public land occupancy fees imposed on citizens for stairs or balconies that they cannot withdraw.

Each plaintiff owns a building constructed several decades ago, more than 100 years in some cases.

These buildings appear to have been built in compliance with regulations in force at the time.

From the very beginning, some structures essential for the use of the building (stairs, balconies) encroach on public land. According to our research, these types of encroachments were allowed by regulations and considered compliant: no fees were then contemplated for these situations.

The Borough only recently started claiming public land occupancy fees.

Other buildings on the same street or in same area as the buildings in question have the same kind of layout with structures encroaching on public land: the Borough does not bill them fees for that purpose.

The **OdM** conducts a thorough investigation into each of these cases: **OdM** believes these fees should not be billed.

The **OdM** finds it unfair to apply today's rules to situations that were not contemplated at the time the buildings were constructed. It is also unjust to bill only some citizens living on a street or area where nearly all constructions have similar encroachments (discriminatory pricing application).

The Boroughs in question are slow in taking position.

We emphasize that several other municipalities, and even some Montréal Boroughs, have adopted specific regulations to regularize such situations: by adding an exception in the *Règlement sur les tarifs*; by adopting new rules similar to those that govern vested rights; etc.

Such a goodwill approach seems desirable to us in each of these cases.

2. Quartier des spectacles – Universal accessibility – Safety – Improvements required – Undertaking not fulfilled – New undertaking – Pending (Charter file)

Service de la culture

In order to improve universal accessibility at intersections in the *Quartier des spectacles* (phase 1 to phase 3), the *Service de la culture* undertook to install cast-iron tactile paving stones; align pedestrian crossings and mark them; and install audio-traffic lights.

Initially, these works were to be carried out in the fall of 2018: they were then postponed to the fall of 2019.

When **OdM** followed up in 2019, the Department informed us of new delays: the new timetable for the execution of these works is the spring of 2020.

The **OdM** is concerned about these repeated postponements. We will follow up.

Inquiries of interest underway^(continued)

3. De Maisonneuve bicycle path – Safety issues – Intervention founded – Pending (Charter file)

Service de l'urbanisme et de la mobilité – Direction de la mobilité

While investigating another file, the **OdM** notes major safety issues on the section of the De Maisonneuve Boulevard bicycle path near the *Quartier des spectacles*: risks of pedestrian/cyclist conflicts there are particularly high. We intervene to find solutions.

This intervention is ongoing. VdM confirmed its intention to improve this path. We continue our follow-ups.

4. Procedural fairness – Management of dangerous dogs – Pending

Service de la concertation des arrondissements

On December 20, 2019, the Québec Court of Appeal confirms again the City's **duty of procedural fairness** in the management of dangerous dogs.² The court reiterates that this obligation applies even if the by-law does not specifically provide it.

This duty consists of two main elements:

- Before ordering the euthanasia of a dog, VdM must allow the dog owner to submit his arguments as well as any evidence supporting his view that this dog should not be euthanized; and
- Although not bound by these arguments and evidence, the City must seriously consider them before ordering the euthanasia of the dog.

The **OdM** is currently collaborating with the Department in charge of these files to confirm which measures have been implemented, are in the process of being implemented or should be, so as to ensure that fairness requirements are respected prior to the issuance of an *Ordonnance d'euthanasie*.

The *Service de la concertation des arrondissements* is offering its full cooperation.

5. Non-compliant places of worship – Safety and nuisances – Pending (Charter file)

Arrondissement de Montréal-Nord

A complaint about nuisances emanating from a non-compliant place of worship has highlighted major safety issues in this establishment and some others: blocked emergency exits; lack of sprinklers; frequent excess number of people on the premises; etc.

This inquiry also reveals that there are numerous derogatory places of worship in this Borough.

The Borough is working on an *Action Plan* aimed at relocating them over the next few years. In the meantime, the **OdM** is concerned about the safety of people who attend these places of worship. We ask the Borough to inspect these premises with assistance from the *Service de sécurité incendie de Montréal (SIM)*.

² *Road to Home Rescue Support v. Ville de Montréal*, 2019 QCCA 2187.

Inquiries of interest underway^(continued)

A series of inspections begins in 2016, but only a few sites are visited. The **OdM** is keeping watch over this file.

In 2019, the Borough adopts a *Plan global d'inspection des lieux de culte* on its territory: all derogatory places of worship are to be inspected in 2019 and 2020. The SIM will collaborate in a majority of these inspections.

The **OdM** continues its regular follow-ups until all places of worship are inspected and our safety concerns are solved.

6. Commercial deliveries in an alley – Traffic and safety nuisances – Pending (Charter file)

Arrondissement du Plateau-Mont-Royal

Two businesses have their products delivered in the back alley. Nearby residents complain about excessive truck traffic and of the noise they cause (back-up alarms), damage to their properties (during truck's back-up manoeuvres) and of the alley being sometimes blocked for long periods. Our monitoring confirms these issues: the Borough agrees.

The Borough and the **OdM** work closely together to find reasonable and viable solutions. The residents and business owners are involved in the process. We are confident of arriving at a positive resolution in 2020.

Previous files with an ongoing impact

Some results obtained by the **OdM** have long-term impacts whereas directors who collaborated at the time are eventually replaced. To ensure continuity for these

undertakings, the **OdM** checks regularly that the solutions put into effect remain respected. For example:

1. Forest in Angrignon Park

In 2006, the City accepts our **Recommendation** to prohibit mechanical operations in this forest in order to ensure its long-term viability. The removal of weeds, buckthorn and wastes must be done manually, without any machinery.

2. Uncashed tax cheque refund – Follow-ups to trace owners

The **OdM** intervened twice, in 2007 and 2019. Cheques totalling more than \$1.6 million were re-issued. (See *summary p. 15*).

3. Restrictions to public access of files of citizens who were acquitted of a criminal charge or whose charges were dropped

In 2004, VdM Municipal Court accepted our **Recommendation** and confirmed that these citizens could ask the Court to restrict public access to their files. Since 2005, a total of 8,847 such requests have been accepted.

4. Car stolen/found – Storage fees during police investigation

The innocent victim of a car theft does not have to pay these fees. (See *summary p. 13*).

Notices/Advices/ Concerns

From time to time, the **OdM** forwards its comments to relevant authorities regarding problems that warrant attention, even if the

topic is not the subject of a formal inquiry. Here are three examples.

1. Social and affordable housing

VdM acknowledges the importance of increasing its social and affordable³ housing stock for the many citizens who cannot afford open market prices.

The **OdM** has noted deficiencies in the framework of regulations governing this kind of housing which, as a result, is not always allocated to the target clientele. In particular: lack of specific provisions on affordable housing in the *Civil Code of Québec*; lack of requirements linked to revenues to obtain such housing; no rule prohibiting the assignment of such lease; lack of rules for setting the applicable rent (many so-called *affordable* dwellings are only 5% cheaper than the open market).

The **OdM** invites VdM Elected Officials to address these gaps while implementing their *Stratégie de développement de 12 000 logements sociaux et abordables*.

³ Does not include low-rental housing.

2. City's social media – Freedom of speech

Following a long inquiry. (*See summary p. 9*).

The **OdM** invites the *Direction générale* to make all staff members in charge of a VdM social media platform aware of the right to freedom of speech for citizens posting comments on these platforms.

The City is planning to review the framework for the management of VdM's social media platforms in 2020. Our comments will be taken into account.

3. Response times – 311 Service

In the summer of 2019, the **OdM** is concerned by the exceptionally long response times when citizens call 311. The **OdM** discusses this with the *Direction générale*: it is aware of the issue and is actively working on it.

At the end of 2019, we receive confirmation that the *Centre de services central* (which also serves seven Boroughs) has reached – and even surpassed – its objective of answering 80% of calls in 100 seconds or less. The City also confirms its project to implement an **automated call-back system**: citizens will then be able to ask to be called back instead of waiting on the line, without losing their call priority.

Own motion investigations

13 interventions were launched by **OdM** in 2019, including Charter files.

1. Snow removal contracts

Office municipal d'habitation de Montréal (OMHM)

A citizen had complained about insufficient snow removal and de-icing deficiencies in the alleys of a multi-unit dwelling where several elderly or handicapped tenants live.

In the course of that inquiry, it became apparent that the responsibilities of OMHM employees and those of the snow removal contractor were not clearly defined. There were also a disparity between the duties set out in the contract and what was actually carried out.

Result

The template for the snow removal contract is modified. It now provides for an initial meeting to plan the work, a clear deadline for clearing the alleys after a snowfall or falling ice as well as a time limit to remove the snow. It also clarifies the responsibilities of OMHM employees vs. those of the Contractor, etc.

2. Statement of Offence (parking) issued by mistake

Municipal Court

A newspaper article claims that the SPVM would have issued a *Parking ticket* to a Gaspé resident who maintains he was 900 kilometres from Montréal at the time. The **OdM** contacts the Municipal Court to ascertain the facts.

This file appears to be linked to an ongoing **OdM** intervention with SPVM. (See *summary p. 13*). The Municipal Court confirms that this citizen has submitted convincing evidence showing he was not in Montréal on the day of the offence. It takes steps to withdraw this *Statement of Offence*. The withdrawal is confirmed to us a few days later.

3. Reimbursement – Long delays

Arrondissement de Ville-Marie

In 2018, the Borough committed to reimburse part of the permanent public land occupancy fees billed to a co-ownership syndicate and to reduce another bill for works conducted by the Borough around the building. However, the Borough had to work out the new amounts, effect the reimbursement and issue an amended invoice.

In 2019, the **OdM** follows up to ensure that all of these steps have been completed. The new amounts are still not calculated. We intervene several times. At year's end, the calculations are at last confirmed. The reimbursement and the new invoice are being prepared.

4. Noise nuisances from a private community pool (Charter file)

Arrondissement de Pierrefonds-Roxboro

The **OdM** wants to ensure that the solutions agreed upon the year before to resolve excessive noise issues are still in place (moving the loudspeaker, limiting volume, regular reminders to lifeguards about noise management, etc.). All the measures are in place. The plaintiff is satisfied.

Own motion investigations^(continued)

5. Bicycle path in Verdun – Safety (Charter file)

Arrondissement de Verdun

While reviewing complaints disputing the implementation of new bicycle lanes (de Verdun Street), the **OdM** immediately worries about the safety of those lanes: at several intersections with sidewalk extensions, cyclists have to swerve into the same lane as cars. The **OdM** immediately issues a *Notice of Concern* and opens this file to ensure the immediate implementation of appropriate corrective measures.

The Borough welcomes our comments. Corrective measures are quickly adopted. The bicycle path now extends into the sidewalk extensions: bicycles are no longer forced to swerve into the vehicle lane at intersections. Lane markings are added on the ground to limit the risks of cyclist-pedestrian conflicts.

6. Financial claim – Information to citizens (Charter file)

Arrondissement de Côte-des-Neiges–Notre-Dame-de-Grâce

Some complaints tend to show that the Borough would not provide enough information to citizens alleging property damage caused by the Borough. Indeed, the law requires that a *Notice of Claim* be sent within 15 days of the incident and imposes a maximum deadline of six months to file a legal recourse. In the **OdM** opinion, it is important that citizens be informed as soon as possible about these specific rules.

7. Subsidy to promote home acquisition – Information (Charter file)

Service de l'habitation

While investigating a complaint concerning the *Home Purchase Assistance Program*, the **OdM** notes that the explanations given to citizens in the refusal letter (time limit) are different from the information published on the City's website and found in the by-law. More specifically, there is confusion regarding the starting date to calculate the maximum delay to apply for a subsidy.

Following our intervention, the information appearing on the website is modified, in accordance with the by-law.

8. Temporary relocation of tenants during works (2 Charter files)

Société d'habitation et de développement de Montréal (SHDM)

Tenants temporarily relocated while major works are carried out in their dwellings complained to our office: their files have been resolved.

These inquiries revealed deficiencies in the management of the relocations of tenants: lack of formal procedures; relocations often hasty; lack of follow-ups to inform tenants on the progress of the works; *Relocation Agreements* with incomplete or contradictory information. The **OdM** intervenes to correct these deficiencies.

The SHDM adopts a new procedure. All the problems identified are corrected: the effective relocation date is planned better in sync to the real start of works; the SHDM keeps relocated citizens abreast of the progress of the works; the *Relocation Agreement* template is amended.

Own motion investigations^(continued)

9. Requests to trim or inspect a tree – Long delays (Charter file)

Arrondissement de Côte-des-Neiges-Notre-Dame-de-Grâce

Several files that we processed seem to show a recurring delay problem in processing requests to trim public trees, in this Borough. The **OdM** intervenes to check on the situation.

The Borough confirms a major backlog regarding the inspection or trimming of public trees. It undertakes to reduce the delays. In 2019, two new positions are added to the horticulture and arboriculture department. A pruning contract is also awarded to an outside company to reduce the inventory. The Borough undertakes to continue its efforts in 2020. We will follow up.

10. Musicians on Place Jacques-Cartier – Management of schedules

Arrondissement de Ville-Marie

In anticipation of the 2019 season, the **OdM** wants to ensure the implementation of previous undertakings to improve the reservation and cancellation systems of time slots attributed to musicians.

The technical problem that prevented sending confirmation emails for new reservations has been fixed.

The procedure regarding cancellations of allocated time slots has been improved: in particular, a new deadline applies to cancel an attributed time slot.

11. Collection of recycled waste – Recurring problems (Charter file)

Arrondissement d'Outremont

A 2018 inquiry had confirmed problems in the management of the collection of recycled materials: various solutions were implemented. In January 2019, the Borough awards the collection contract to a new company. The **OdM** wants to ensure that the measures implemented to improve the situation and avoid recurring omissions are still in effect.

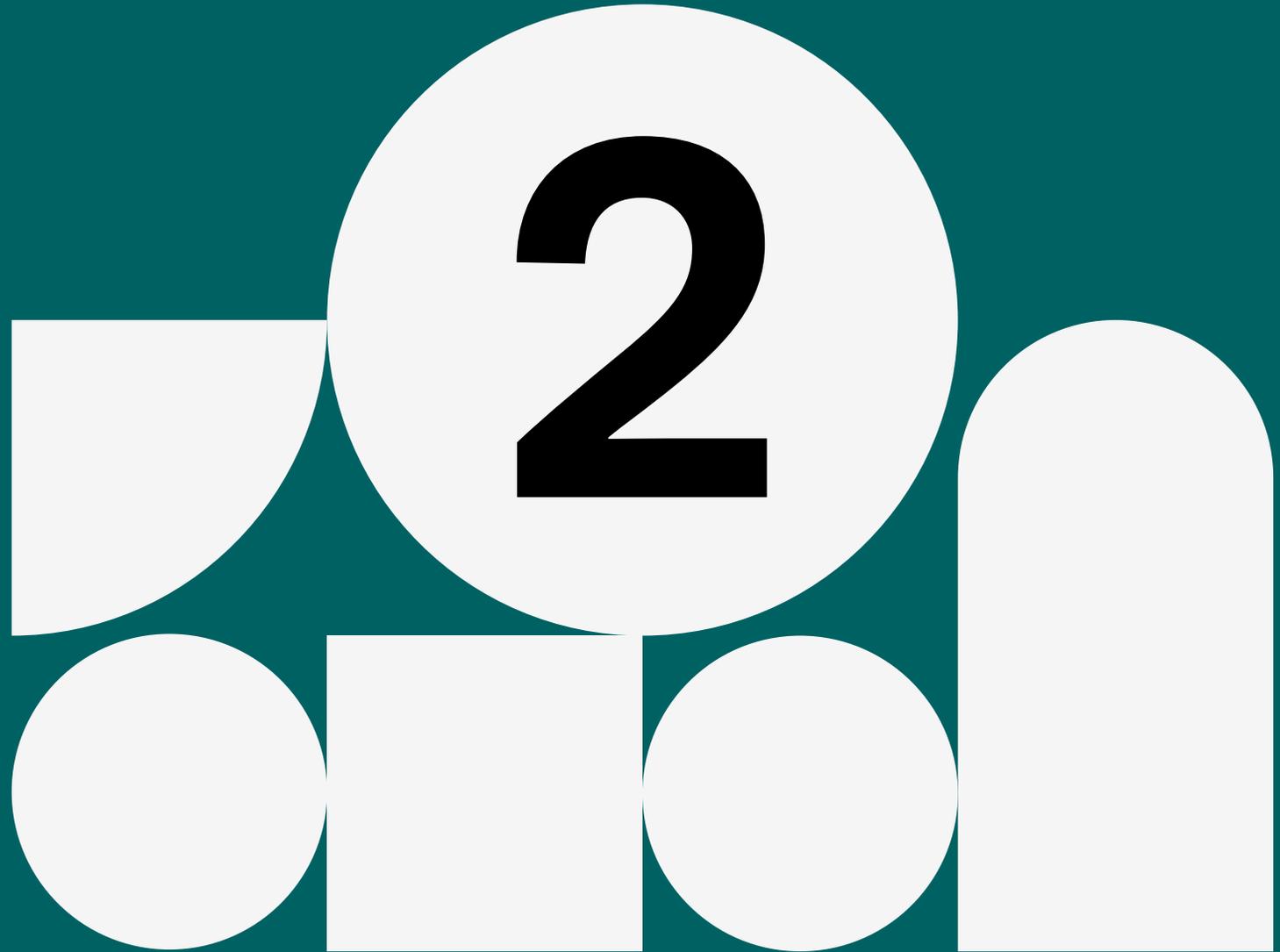
Despite the company change, the situation remains problematic. The Borough hires a new inspector who will inspect the streets more regularly and urge citizens to respect collection schedules. Documentation regarding the inspections is improved. The inspector also follows up more closely on the company work, etc. The situation improves: the Borough continues to monitor the situation.

12. Van Horne Viaduct – Cleanliness (Charter file)

Arrondissement du Plateau-Mont-Royal

Follow-up on previous undertaking to better maintain the pedestrian sidewalks, under the Van Horne Viaduct. The viaduct sidewalks were thoroughly cleaned in the spring: in summer, they are cleaned every week.

Our Year 2019, by the Numbers



Our Year 2019, by the Numbers

Noteworthy numbers

1,910

New Files Processed
(105 more than in 2018)

259

New Inquiries Launched
(84 more than in 2018)

56

Inquiries already in Progress

1,966

Files Handled in 2019

1,503

Files Involved VdM

More details

We conducted a total of **302 inquiries** and **13 follow-ups on undertakings**: **Formal Recommendations** were issued in **3** files.

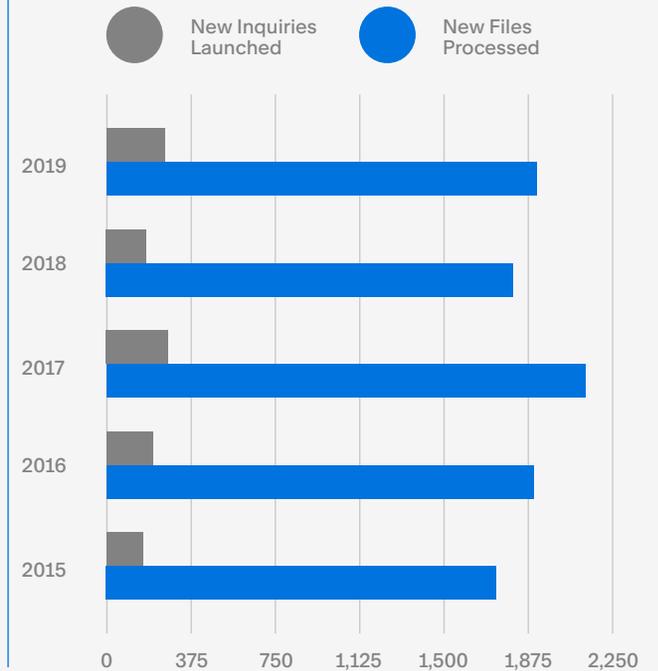
All these files were settled to our satisfaction except **1 Recommendation** that was denied and **1 Recommendation** that had received no response as of December 31, 2019.

We also **followed-up** on **5 Recommendations** issued in 2018 regarding **2** related complaints: **3** were accepted and **2** were rejected.

As of December 31, 2019, **89** inquiries were still underway.

Chart 1.
Number of New Files – Evolution
(Including Charter Files)

	2015	2016	2017	2018	2019
New Files Processed	1,731	1,903	2,124	1,805	1,910
New Inquiries Launched	160	203	271	175	259
<i>Thorough Inquiries</i>	–	127	184	120	204
<i>Summary Analyses/Inquiries</i>	–	76	87	55	55



**Our Year 2019,
by the Numbers** (continued)

**Chart 2.
Total Number of Files
Processed in 2019**

1,966

Information Requests (VdM)⁴	72	Notices/Advices/Concerns⁵	5	New Complaints	1,820	OdM Own Motion Inquiries 2019	13	Ongoing Previous Files	56
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1,889

VdM Related				Not VdM Related					
1,426				463					
Denied Without Inquiry	1,111	Summary Analyses/Inquiries	58	Thorough Inquiries	244	Follow-ups on Undertakings	13	Lack of Jurisdiction	
Not in Last Resort – Plaintiff Redirected	855	Founded Resolved (15) Undertaking (1)	16	Founded Resolved (51) Undertaking (14) Recommendation (3) Accepted (1) Refused (1) Final response to come (1)	68	Undertaking Respected	8	Citizens Redirected to an External Organization	
Clear Provincial Legislation Applied by VdM	92	Ill-founded	14	Ill-founded	69	New Undertaking after Follow-up	2	Provincial Government	80
Plaintiff not Personally Affected	7	Plaintiff Redirected to Relevant Director during Inquiry	6	Follow-up on Previous Recommendation Accepted (3) Refused (2)	5	Undertaking Not Respected	1	Federal Government	28
Decision Voted by Executive Committee, City Council or a Borough Council	30	Refusal – Legal Recourse More Appropriate	8	Redirection During Inquiry	1	Ongoing as of December 31, 2019	2	Financial Institutions/ Financial Services/ Insurance	78
Action of an Elected Official or his/her Staff	12	Refusal – Time Limits – More than 1 Year Since the Event – No Special Circumstances	6	Withdrawal During Inquiry	10			Health and Social Services	71
Decision/Action of a Peace Officer	23	Refusal – Other Reason	6	After Analysis, Lack of Jurisdiction	2			Education	29
VdM Employment Related Issue	32	After Analysis, Lack of Jurisdiction	2	After Analysis, Lack of Jurisdiction	2			Private Dispute between Citizens	47
Cour municipale de Montréal Ruling	13	Ongoing as of December 31, 2019	0	File Closed - Lack of Collaboration of Plaintiff	1			Dispute with a Company or Business	44
Société de transport de Montréal	18			File Closed – Other Reason	1			Landlord/Tenant Relations	27
Withdrawal Following Information Provided by OdM	23			Ongoing as of December 31, 2019	87			Non-profit Organization	13
Complaint Previously Investigated by OdM – Same Plaintiff	3			Total in Treatment	89			Court Ruling – Not by Cour municipale de Montréal	13
Decision by Agglomeration Council	3							Other City	33

⁴ Citizens complaining against VdM or a related entity but not wishing to file a formal complaint and information requests on municipal rules.

⁵ **OdM** comments or suggestions regarding topics of concerns.

Our Year 2019, by the Numbers^(continued)

Modes for submitting complaints

The telephone (57.64%) remains the preferred method for citizens to seek the **OdM** intervention. Emails come next with 34.80% (about 5% more than in 2018).

The use of social media to submit a complaint remains marginal.

Plaintiffs' profiles⁶

This data is very similar to that of previous years. In 2019,

51.13% of plaintiffs are men vs. 48.87% women.

82.35% of plaintiffs are French speaking vs. 17.65% who are English speaking.

Few plaintiffs are 25 years old or under (4.58%).

81.17% of citizens who answered the question declared themselves to be of Canadian origin vs. 18.83% of an ethno-cultural background.

⁶ Based on information given on a voluntary basis.

**Our Year 2019,
by the Numbers** (continued)

**Number of new complaints
received, by entity**

Caution

A large number of complaints does not necessarily mean that the entity has management issues. Due to their inherent characteristics or to the nature of their operations, some entities are more likely to be subjected to complaints.

Note

These numbers do not include the Information Requests.

**Chart 3.
Number of New Complaints per
Borough (Including Charter Files)**

	2019	2018	2017
Ahuntsic-Cartierville	75	46	48
Anjou	23	12	8
Côte-des-Neiges-Notre-Dame-de-Grâce	86	70	78
Lachine	6	9	22
LaSalle	11	9	16
Le Plateau-Mont-Royal	79	74	74
Le Sud-Ouest	32	28	27
L'Île-Bizard-Sainte-Geneviève	9	8	9
Mercier-Hochelaga-Maisonneuve	74	50	58
Montréal-Nord	19	22	32
Outremont	34	13	21
Pierrefonds-Roxboro	22	28	25
Rivière-des-Prairies-Pointe-aux-Trembles	60	47	32
Rosemont-La Petite-Patrie	79	69	69
Saint-Laurent	11	17	21
Saint-Léonard	13	4	11
Verdun	58	15	21
Ville-Marie	99	76	62
Villeray-Saint-Michel-Parc-Extension	41	38	31
Files Concerning All Boroughs	2	2	3
Files Concerning an Unknown Borough	1	2	7
Total	834	639	675

**Our Year 2019,
by the Numbers** (continued)

**Chart 4.
Number of New Complaints
per Central Department
(Including Charter Files)**

		2019	2018	2017
Affaires juridiques	Direction des affaires civiles	98	73	79
	Direction des poursuites pénales et criminelles	0	1	1
	Direction des services judiciaires (Municipal Court)	66	115	116
Approvisionnement	All Departments	0	1	1
Concertation des arrondissements	All Departments	24	21	113
Culture	All Departments	1	2	5
Direction générale	Bureau du directeur général	1	0	0
Développement économique	All Departments	5	0	3
Diversité et inclusion sociale	All Departments	1	0	0
Eau	All Departments	7	8	7
Environnement	All Departments	7	4	2
Espace pour la vie	All Departments	2	0	0
Évaluation foncière	All Departments	6	13	22
Expérience citoyenne et communications	Direction de l'expérience citoyenne	8	0	0
	All Other Departments	0	1	1
Finances	All Departments	26	31	27
Gestion et planification immobilière	All Departments	6	5	6
Grands parcs, verdissement et Mont-Royal	Direction des sports	2	7	3
	All Other Departments	5	6	3

[Continued →](#)

**Our Year 2019,
by the Numbers** (continued)

**Chart 4.
Number of New Complaints
per Central Department
(Including Charter Files)** (continued)

		2019	2018	2017
Greffe	All Departments	3	2	5
Habitation	All Departments	23	22	18
Infrastructures du réseau routier	All Departments	2	14	16
Laboratoire d'innovation urbaine de Montréal	All Departments	1	0	0
Matériel roulant et ateliers	All Departments	1	1	0
Police	All Departments	104	114	181
Ressources humaines	All Departments	34	39	39
Sécurité incendie	All Departments	6	15	8
Technologies de l'information	All Departments	2	0	0
Urbanisme et mobilité	Direction de la mobilité	3	0	0
	Direction de l'urbanisme	1	0	0
VdM in general *	*Not to be confused with Direction générale	4	2	0
Total		449	497	656

Note

These numbers do not include the Information Requests.

**Our Year 2019,
by the Numbers** (continued)

**Chart 5.
Number of New Complaints per
Paramunicipal/City-controlled
Agencies and Other City-related
Organizations (Including
Charter Files)**

	2019	2018	2017
Bixi Montréal	0	2	0
Bureau de l'inspecteur général (BIG)	0	0	1
Bureau du taxi de Montréal	5	5	5
Commission des services électriques de Montréal (CSEM)	0	1	1
Corporation Anjou 80	1	0	0
Corporation de gestion des marchés publics de Montréal	1	0	0
Office de consultation publique de Montréal (OCPM)	1	1	0
Office municipal d'habitation de Montréal (OMHM)	74	78	69
Société des célébrations du 375 ^e de Montréal	0	0	1
Société d'habitation et de développement de Montréal (SHDM)	7	3	4
Société du parc Jean-Drapeau	1	1	3
Société en commandite Stationnement de Montréal	0	1	3
Total	90	92	87
Société de transport de Montréal (STM)*	18	24	25

* **OdM** has no jurisdiction over STM. Nevertheless, some of the complaints we receive relate to STM.

**Chart 6.
Number of New Complaints
per Political Entity
(Including Charter Files)**

	2019	2018	2017
Mayor's Office	5	0	6
Executive Committee	2	3	1
Municipal Council	18	33	62
City Council Presidency	0	3	2
Total	25	39	71
Agglomeration Council*	3	3	21

* **OdM** has no jurisdiction over the Agglomeration Council.

Note

These numbers do not include the Information Requests.

**Our Year 2019,
by the Numbers** (continued)

**New inquiries launched in 2019 –
Main topics**

In 2019, **259** new inquiries were started, on a broad range of topics. **178** of them were closed during the year.

The following categories were most often the object of a new inquiry:

Quality of municipal services (communication, information, politeness, conduct, delays, procedures)	38
Zoning and urban planning rules (construction/transformation/demolition permits, fences and hedges, driveways, private parking)	35
Bicycle paths and cycling	31
Nuisances (noise, traffic, multiple nuisances or other)	26
Public works (aqueduct, sewer, pavement, sidewalk, waste management, snow removal, cleanliness, etc.)	23

**Chart 7.
New Inquiries Launched
in 2019 per Topic
(Including Charter Files)**

Topic	Summary Analyses/ Inquiries	Thorough Inquiries	Total
Access to Information	1	0	1
Alley	0	5	5
Animal	0	5	5
Bicycle Path/Cycling	0	31	31
Building – Maintenance	1	4	5
Building – Salubriousness – Insects	1	1	2
Building – Salubriousness – Mold	1	2	3
Building – Salubriousness – Other or Combination	0	5	5
Call for Tenders/Contract	1	1	2
City Services – Communication/Information	4	13	17
City Services – Delays/Procedures	12	6	18
City Services – Politeness/Conduct	1	2	3
Claim – Bodily Injury – Financial Compensation	2	0	2
Claim – Material Damage – Financial Compensation	9	3	12
Community Garden	0	1	1
Environment/Sustainable Development	0	1	1
Grants/Subsidies – Other than Social Housing	0	3	3
Labour/Employment Relations	1	0	1

[Continued →](#)

**Our Year 2019,
by the Numbers**^(continued)

**Chart 7.
New Inquiries Launched
in 2019 per Topic
(Including Charter Files)**^(continued)

Topic	Summary Analyses/ Inquiries	Thorough Inquiries	Total
Municipal Court – Fees/Collection (Following a Court Decision)	1	0	1
Nuisance – Noise	0	6	6
Nuisance – Traffic	0	1	1
Nuisance – Other or Combination	1	18	19
Parking – Municipal and On-street/Stickers/Drop-off Zones	1	1	2
Parks and Green Spaces	0	2	2
Pound	3	0	3
Public Land – Commercial Activity	1	0	1
Public Land – Occupancy	0	3	3
Public Participation – Other than Right of Initiative	1	1	2
Public Works – Aqueduct/Sewer	0	4	4
Public Works – Cleanliness	0	2	2
Public Works – Garbage/Recycling/Composting	1	4	5
Public Works – Pavement/Sidewalk	0	5	5
Public Works – Snow Removal	1	2	3
Public Works – Other or Combination	0	4	4
Safety – Other than Fire	2	9	11
Social/Affordable Housing – Access	3	2	5

[Continued →](#)

**Our Year 2019,
by the Numbers** (continued)

**Chart 7.
New Inquiries Launched
in 2019 per Topic
(Including Charter Files)** (continued)

Topic	Summary Analyses/ Inquiries	Thorough Inquiries	Total
Statement of Offence – Parking	1	0	1
Tax – Property Tax/Assessment	0	2	2
Tax – Other than Property Tax	0	1	1
Taxi	0	1	1
Tenant/Landlord Relations (Linked to Ville de Montréal)	3	5	8
Tree	0	11	11
Universal Accessibility	1	1	2
Zoning/Urban Planning – Driveway Entrance/Private Parking	0	4	4
Zoning/Urban Planning – Fence/Hedge	0	13	13
Zoning/Urban Planning – Permits – Construction/Demolition/Transformation/PIIA	0	14	14
Zoning/Urban Planning – Other	0	4	4
Miscellaneous	0	1	1
Not VdM related	1	0	1
Total	55	204	259

Processing times

87.5% of citizens who submitted a complaint to our office in 2019 received a final answer in **5 business days** or less.

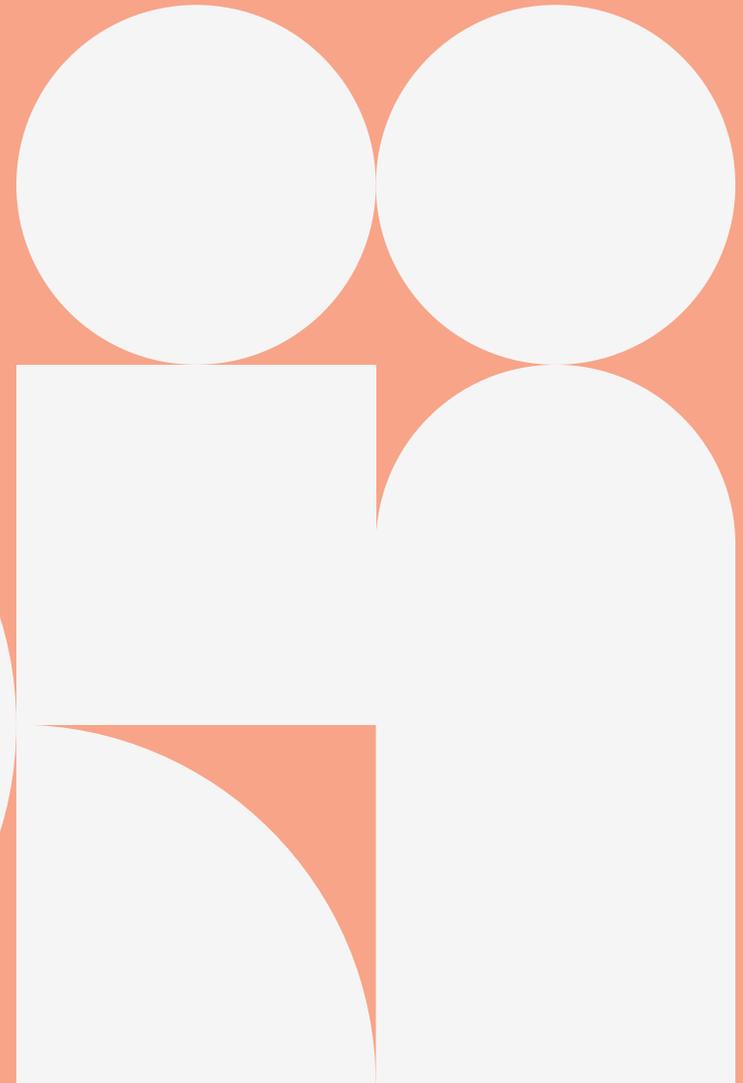
The average processing time for all new files in 2019 was **6.27 business days**.

Summary inquiries/analyses open and closed in 2019 lasted **14 business days** on average.

Thorough inquiries open and closed in 2019 lasted **62 business days** on average.

The average processing time of all inquiries closed in 2019, regardless of the year they were launched, was **128.5 business days**.

The Montréal Charter of Rights and Responsibilities



The Montréal Charter of Rights and Responsibilities

The *Montréal Charter of Rights and Responsibilities* (MCRR) came into force on January 1, 2006: it was amended in 2011 and in 2015.

The commitments it contains are binding for all managers, employees and elected officials of VdM. These commitments cover a range of municipal activities:

Quality of municipal services

Universal accessibility

Citizen safety

Democracy and citizen participation, including the right of initiative that can lead to a public consultation

Protection of environment and air quality

Heritage preservation

Social inclusion and gender equality

Promotion of waste reduction at source and of recycling

Sustainable development

Access to municipal services, including leisure activities and libraries

The **only recourse** available to ensure the respect of the undertakings found in the MCRR is a complaint to the **OdM**. Citizens cannot turn to regular courts.

When a MCRR commitment is at stake, the **OdM** can not only intervene with the City's administrative machinery, but also regarding decisions voted by the Executive Committee, the City Council or a Borough Council.

To determine whether a MCRR commitment is truly involved in a file, our office must of course analyse it. We do not conduct this analysis if the plaintiff is not "in last resort". For statistical purposes, therefore, only files that were the subject of an analysis or an inquiry confirming that a MCRR commitment is really at stake are considered as "Charter" files.

New Charter files in 2019

128 of the 259 inquiries launched in 2019 involved a commitment made in the MCRR. This represents 49.42% of all new inquiries (vs. 38.29% in 2018).

Chart 8.
Ratio of New Charter Inquiries vs. Total of New Inquiries (Including Charter Files)

	Charter Inquiries	Total Inquiries	Ratio
2019 New Inquiries	128	259	49.42%
Summary Analyses/Inquiries	8	55	14.55%
Thorough Inquiries	120	204	58.82%
2018	67	175	38.29%
2017	54	271	19.93%
2016	69	203	33.99%
2015	46	160	28.75%
2006 to 2014	442	1,784	24.78%
Total 2006 to 2019	806	2,852	28.26%

63 Charter inquiries launched in 2019 were closed by year's end. Their average processing time was 54.67 business days.

8 summary analyses/inquiries were completed on average in 17.63 business days.

55 thorough inquiries were completed on average in 60.05 business days.

**New Charter files
in 2019**^(continued)

21 specific commitments contained in the MCRR were at stake in these files.

52 files related to the Environment and Sustainable Development

45 concerned Democratic Life

33 related to Municipal Services

29 related to Safety of People and Property

9 files on Dwelling Salubriousness

For a total of 168 MCRR undertakings alleged in 128 files.

**Chart 9.
Charter Undertakings at Stake in
the New 2019 Charter Inquiries
Including Status of Files**

MCRR Chapter	Total	Specific Undertaking and Number of Files	Status of Files
Democracy	45	Providing citizens with useful information (to encourage public participation) (5)	5 Pending
		Promoting public participation (2)	2 Pending
		Ensuring the credibility, transparency and effectiveness of a public consultation process (1)	1 Ill-founded
		Supporting the use of appropriate communication practices (to encourage public participation) (36)	1 Founded – Resolved 35 Pending
Economic and Social Life	9	Taking appropriate measures to ensure that housing meets public health and safety standards with regard to the health and safety of tenants (9)	1 Founded – Resolved 1 Founded – Undertaking 5 Ill-founded 2 Pending
Environment and Sustainable Development	52	Fostering the protection and enhancement of the urban forest (14)	3 Founded – Resolved 1 Founded – Undertaking 4 Ill-founded 6 Pending
		Fostering the continuous improvement of the quality of air (2)	1 Redirected during Inquiry 1 Pending
		Taking measures to reduce abusive irritants resulting from the wrongful dumping of garbage (2)	2 Founded – Resolved
		Taking measures to reduce abusive irritants resulting from traffic (13)	1 Founded – Resolved 12 Pending
		Taking measures to reduce abusive irritants resulting from noise (20)	1 Founded – Resolved 1 Follow-up on Undertaking – Fulfilled 1 Withdrawn 4 Ill-founded 13 Pending
		Promoting responsible civic behaviours that show respect for the social and natural environments (1)	1 Pending

[Continued →](#)

**New Charter files
in 2019**^(continued)

**Chart 9.
Charter Undertakings at Stake in
the New 2019 Charter Inquiries
Including Status of Files**^(continued)

MCRR Chapter	Total	Specific Undertaking and Number of Files	Status of Files
Municipal Services	33	Promoting flexibility in supplying municipal services to meet various citizen needs (1)	1 Founded – Resolved
		Promoting universal access in developing its territory as well as universal access to municipal buildings, communications, programmes and services in general (3)	2 Founded – Resolved 1 Follow-up on Undertaking – Fulfilled
		Taking appropriate measures to ensure the cleanliness of public property (5)	2 Founded – Resolved 1 Follow-up on Undertaking – Fulfilled 1 Redirected During Inquiry 1 Pending
		Taking measures to limit any nuisances or obstacles that may interfere with citizens' ability to safely access their homes (1)	1 Founded – Resolved
		Taking measures to limit any nuisances or obstacles that may interfere with citizens' ability to safely access the city's network of pedestrian walkways (1)	1 Pending
		Providing competent municipal services in a respectful and non-discriminatory manner (21)	8 Founded – Resolved 2 Founded – Undertakings 7 Ill-founded 1 Withdrawn 3 Pending
Security	29	Developing its territory in a safe manner (18)	4 Founded – Resolved 2 Follow-ups on Undertakings – Fulfilled 2 Ill-founded 10 Pending
		Protecting property (2)	2 Pending
		Protecting people (11)	2 Founded – Resolved 1 Founded – Undertaking 4 Ill-founded 1 Redirected During Inquiry 3 Pending
Total	168*		

*Some Charter related inquiries involve more than one Undertaking. This explains the total of 168 hereinabove although we only launched 128 new Charter inquiries.

Charter files processed, regardless of the year they were launched

30 Charter inquiries were in progress as of December 31, 2018. 4 other previous files were classified as Charter during the year, based on information obtained in 2019.

Thus, **162 Charter inquiries in total** were processed in 2019.⁷

93 of these files were closed in 2019, in an average processing time of **191.18** business days.

33 founded and resolved

2 founded which resulted in **OdM Recommendations**

7 founded and closed with an undertaking

5 follow-ups on prior undertakings – fulfilled

2 follow-ups on prior undertakings led to new undertakings

32 ill-founded

3 complaints redirected to the relevant director during the inquiry

7 inquiries that were withdrawn while we were investigating them

1 in which we refused to intervene due to a legal recourse

1 closed for other reason

As of December 31, 2019, **69** Charter inquiries were still in progress.

You will find **examples of Charter files** in part 1 and part 4 of this report.

⁷ **34** previous files and **128** new inquiries.

Complaints and Inquiries – Profile by Entity



Complaints and Inquiries – Profile by Entity

This section includes an overview of all the interventions carried out by our office in 2019, for each of the entities over which **OdM** has jurisdiction.

Some files may concern more than one entity (department or borough).

Testimonials 2019

(Translation) *“We really appreciate the full attention you are according to our complaint. With our grateful thanks.”* (D. C. and A. P.)

(Translation) *“I’d like to express my thanks for your quick and comprehensive reply.”* (ESB.)

(Translation) *“I am grateful to you for taking the time to read my complaint thoroughly and replying. I didn’t know where to turn and I will try with (the info) you provided me with. Thank you very much.”* (L.-A. B.)

(Translation) *“I used these services successfully thanks to the help of the person who handled my file. Knowledgeable, precise and patient.”* (P. F.)

(Translation) *“Thank you, I am delighted to learn about your conclusions. Indeed, I hope they become a landmark reference point henceforth for Ville de Montréal with regard to managing its social media activities.”* (W. R.-C.)

Continued p.66 →

Boroughs



Ahuntsic-Cartierville

75 New Files and 3 Previous Files

Results

4	founded – resolved
1	founded – undertaking
6	ill-founded
1	complaint denied without inquiry – decision voted by Executive Committee, City Council or a Borough Council
1	complaint denied without inquiry – plaintiff not personally affected by the situation
1	complaint redirected during inquiry
59	complaints redirected – not in last resort
5	pending

Topics

Alley	1
Animal	1
Building – Maintenance	1
Building – Salubriousness – Insects	1
Building – Salubriousness – Mold	1
Community Garden	1
Grants/Subsidies – Other than Social Housing	1
Municipal Services – Communication/Information	4
Municipal Services – Delays/Procedures	4
Municipal Services – Politeness/Conduct	1
Nuisance – Noise	3
Parking – Municipal and On-street/Stickers/Drop-off Zones	1
Public Land – Occupancy	3

Public Works – Aqueduct/Sewer	1
Public Works – Cleanliness	2
Public Works – Garbage/Recycling/Composting	8
Public Works – Pavement/Sidewalk	3
Public Works – Snow Removal	7
Public Works – Other or Combination	3
Safety – Other than Fire	1
Statement of Offence – Parking	1
Tree	15
Zoning/Urban Planning – Driveway Entrance/Private Parking	5
Zoning/Urban Planning – Permits – Construction/Demolition/Transformation/PIIA	7
Zoning/Urban Planning – Other	2

Thorough Inquiries¹²

Borough refused to authorize the cutting-down of a private tree: plaintiff submits that the tree would be sick.
[Charter file](#) — [Ill-founded](#)

Citizen gardener was expelled from a Community Garden. He seeks his reinstatement.
[Founded](#) — [Resolved](#)
 → Citizen reinstated: a lesser sanction, more appropriate to the circumstances, is recorded in his file.

Borough refusing to authorize the conversion of a building into a divided co-ownership property on the ground that the owner does not occupy a sufficient portion of the building, as required in the By-law. The plaintiff disputes this conclusion. [Ill-founded](#)

Citizen claiming that a tree recently planted by the Borough is too close to her house. She fears potential damages to her property.
[Charter file](#) — [Founded](#) — [Resolved](#)
 → Tree is moved further away.

Continued →

Ahuntsic-Cartierville^(continued)

Thorough Inquiries¹² ^(continued)

Two files. Borough informed each of the plaintiffs that their driveway entrances would be dismantled in 2019, while redoing the street and sidewalk. Allegation of vested rights. However, the adjoining parking areas were never compliant. [III-founded](#)

Plaintiff complaining that Borough provided inaccurate or incomplete information regarding the subsidy program *Réussir@Montréal* (*PR@M-Commerce*).

[Charter file](#) — [III-founded](#)

Citizen asking that Borough takes full responsibility for the maintenance of two 100-year old trees, in front of his property.

[Partly founded](#) — [Resolved](#)

→ The trunk of one of the trees is mostly on City land: Borough will be responsible to maintain that tree.

Citizen disputing the *Eviction Notice* in which the Borough orders him to leave his dwelling. The new landlords are those who reported major non-compliance issues in the dwelling.

[III-founded](#)

Citizen disputing the location chosen by Borough to plant a new municipal tree, in front of his property. [Pending](#)

Another citizen disputing Borough's decision to plant a municipal tree in front of his property without prior consultation with him. [Pending](#)

Borough withholding part of the security deposit paid by plaintiff when he obtained an *Excavation Permit*. Borough claims that trees were damaged during the work. Plaintiff disagrees. [Pending](#)

Summary Analyses/ Inquiries²

Plaintiff had been redirected to Borough Director by [OdM](#) (not in last resort). Two months later, he still has no answer.

[Founded](#) — [Undertaking](#)

→ Borough commits to answer quickly.

Ongoing repair works in the area where the plaintiff lives. Citizen complaining that food waste has not been collected for some time.

[Charter file](#) — [Complaint redirected to the Borough Director during OdM inquiry](#)

Previous Files³

Citizens disputing the issuance of *Demolition Permit* for the building next door as well as of a *Permit* authorizing a new construction in lieu of. They fear the impact on their quality of life. [III-founded](#)

Two files. Owners disputing the recent billing of public land occupancy fees for the front steps of their residence. Steps have been in the same location for many years. [Pending](#) (See *summary*, p. 18).

**Average processing time
of all inquiries closed in 2019**
41.83 business days

Anjou

23 New Files

Results

1	founded – resolved
1	founded – undertaking
1	withdrawal during inquiry
9	complaints redirected – not in last resort
11	pending

Topics

Call for Tenders/Contract	1
Municipal Services – Communication/Information	5
Municipal Services – Delays/Procedures	2
Nuisance – Noise	1
Nuisance – Other or Combination	7
Public Works – Snow Removal	1
Public Works – Other or Combination	1
Safety – Other than Fire	1
Tree	3
Zoning/Urban Planning – Permits – Other	1

Thorough Inquiries¹²

1 Citizen complaining of safety gaps around a construction site close to an elementary school. [Charter file](#) – [Founded](#) – [Undertaking](#)
 → A project office will be created for each future hazardous or critical construction site, to ensure better safety, planning and coordination.
(See summary p. 12).

Five files. Redevelopment of the Public Works' Yard. Citizens fearing potential noise and traffic nuisances as well as safety issues. They also denounce the cutting-down of three trees for this project.
[Charter files](#) – [Pending](#)

Five other files regarding same Public Works' Yard. Anjou-sur-le-Lac citizens claiming they should have been consulted regarding the redevelopment of this yard.
[Charter files](#) – [Pending](#)

Borough refusing to cut down a tree, in front of plaintiff's house. [Pending](#)

Summary Analysis/ Inquiry¹

Plaintiff asked the Borough to cut down a tree one month ago. Still no response.
[Founded](#) – [Resolved](#)
 → The Borough provides a response to the citizen.

Average processing time of all inquiries closed in 2019
82.5 business days

Côte-des-Neiges- Notre-Dame-de-Grâce

86 New Files and 8 Previous Files

Results

9	founded – resolved
1	founded – undertaking
1	founded – recommendation
1	follow-up on undertaking – fulfilled
6	ill-founded
1	withdrawal during inquiry
1	refusal to intervene – other reason
1	complaint denied without inquiry – action by elected official or his/her staff
2	complaints denied without inquiry – clear provincial legislation applied by VdM
68	complaints redirected – not in last resort
3	pending

Topics

Access to Information	2	Nuisance – Other or Combination	6	Zoning/Urban Planning – Permits – Construction/Demolition/Transformation/PIIA	5
Animal	3	Parking – Municipal and On-street/Stickers/Drop-off Zones	8	Zoning/Urban Planning – Driveway Entrance/Private Parking	1
Building – Maintenance	1	Parks and Green Spaces	1	Zoning/Urban Planning – Permits – Other	1
Building – Salubrity – Insects	3	Public Land – Occupancy	1	Zoning/Urban Planning – Other	2
Building – Salubrity – Mold	3	Public Participation – Other than Right of Initiative	1		
Building – Salubrity – Other or Combination	4	Public Works – Aqueduct/Sewer	3		
Claim – Material Damage – Financial Compensation	3	Public Works – Cleanliness	1		
Claim – Material Damage – Request for Repair	3	Public Works – Garbage/Recycling/Composting	2		
Library/Culture	1	Public Works – Pavement/Sidewalk	3		
Municipal Services – Communication/Information	5	Public Works – Snow Removal	6		
Municipal Services – Delays/Procedures	7	Public Works – Other or Combination	1		
Municipal Services – Politeness/Conduct	2	Safety – Other than Fire	7		
Nuisance – Noise	3	Tree	5		

Côte-des-Neiges- Notre-Dame-de-Grâce^(continued)

Thorough Inquiries¹³

Landlord alleging excessive and unjustified interventions by Borough: numerous inspections, *Notices of Offence* and *Statements of Offence*. Maintenance and salubrity problems in one of his dwellings.

[Charter file](#) — **Ill-founded**

Citizen complaining of long delays to process her request to trim a municipal tree.

[Charter file](#) — **Founded** — **Resolved**

→ Tree trimming carried out.

Damages caused to a private property during public works. Citizen informed Borough quickly. Borough's response was late to come. Borough did not inform the citizen in due time of the applicable time limits and procedures for a claim.

[Charter file](#) — **Founded** — **Resolved**

→ Reimbursement of \$1,149.75.

(See *summary p. 11*).

Follow-up on previous undertaking to add street markings on pedestrian crossings (corner of Queen Mary Road and Mountain Sights Avenue).

[Charter file](#) — **Undertaking fulfilled**

→ Markings were made.

Condo owners claiming that they have no space to place the recycling bins and waste containers on collection days.

[Withdrawn during inquiry](#)

Citizens complaining that cars parked on street would impede their visibility when exiting their garage. **Ill-founded**

Own motion. **OdM** wants to make sure that whenever citizens allege damages caused by VdM, the Borough informs them in a timely manner of the applicable time limits and procedures to submit a claim.

[Charter file](#) — **Pending**

(See *summary p. 24*).

Own motion. **OdM** noticed unusually long delays to process citizens' requests to inspect or trim a tree.

[Charter file](#) — **Founded** — **Undertaking**

→ Improvement measures are implemented.

→ Borough undertakes to handle such requests more quickly.

OdM will follow up.

(See *summary p. 25*).

Citizen disputing a *Non-compliance Notice* regarding the installation of his heat pump (street corner; installed on four "legs", not directly on ground).

Founded — **Recommendation** — **Accepted**

→ Given the current wording of the By-law, the heat pump can stay in the same location, as installed.

(See *summary p. 16*).

Financial claim for damages caused to the landscape during public works. Plaintiffs claiming they were misled by Borough regarding the repairs. The deadline to file legal suit has expired. [Charter file](#) — **Pending**

Borough requesting a new *Permit* for the replacement of windows. Works already carried out. Plaintiff claiming that works are in accordance with her initial application.

Partly founded — **Resolved**

→ Plaintiff makes some changes on the new installation.

→ No new *Permit* nor PIIA approval required.

Borough refusing to cut down a tree in front of plaintiff's house. She claims the tree is decaying. [Charter file](#) — **Ill-founded**

Citizen forwarded many emails exposing a safety issue at a street corner. Lack of answer from Borough. [Charter file](#) — **Pending**

Côte-des-Neiges- Notre-Dame-de-Grâce^(continued)

Summary Analyses/ Inquiries²

Citizen filed a complaint several weeks ago regarding *Publisacs*. No response from Borough. **Founded — Resolved**
→ Borough provides a response to citizen.

Citizen receiving unwanted flyers at home. He wants the Borough to fine the distributor. **Refusal to intervene — Other reason**

Previous Files⁸

Public land occupancy fees have been billed to a citizen for several years because the access to his vehicular lane crosses over public land. Neighbours in same situation are not billed. Joint file with *Service de l'évaluation foncière* and *Service des finances*. **Founded — Resolved**
→ No more such invoices. Reimbursement for the three previous years (\$6,450, interests included).
(See summary p. 11).

Borough damaged citizen's landscaping during works on municipal sewer line. Employees threw out some of the materials. Borough did not restore the site. **Founded — Resolved**
→ \$15,000 compensation.
(See summary p. 10).

Citizen asking for a street parking spot for persons with reduced mobility. **Charter file — Ill-founded**

Citizen dissatisfied with bed bug extermination procedure in his building. **Charter file — Ill-founded**

Insufficient management of insalubrious and maintenance issues in plaintiff's dwelling. **Charter file — Founded — Resolved**
→ More intensive interventions. Required works carried out by landlord.
→ Gaps in the management of file by Borough are identified. **Odm** will follow up in 2020.

Unsafe crossing at the corner of Queen-Mary Road and Mountain Sights Avenue. **Charter file — Founded — Resolved**
→ Markings to be added at pedestrian crossings.

Citizens dissatisfied with the results of a public consultation regarding a *Projet particulier de construction, de modification ou d'occupation d'un immeuble* (PPCMOI): their proposals were not accepted. **Charter file — Ill-founded**

Borough has lifted the ban to use a balcony and staircase located at the rear of plaintiff's dwelling. Citizen claiming they are still dangerous. **Charter file — Founded — Resolved**
→ Borough inspects the structures again and revises its appraisal. Some elements are non-compliant.
→ Borough intervenes with the owner. Corrective works are carried out.

**Average processing time
of all inquiries closed in 2019**
206.85 business days

Lachine

6 New Files and 1 Previous File

Results

- 1 follow-up on previous undertaking – fulfilled

- 1 complaint denied without inquiry – plaintiff not personally affected by the situation

- 5 complaints redirected – not in last resort

Topics

Access to Information	1
Building – Salubrity/Other or Combination	1
Municipal Services – Communication/Information	1
Municipal Services – Delays/Procedures	1
Nuisance – Traffic	1
Zoning/Urban Planning – Fence/Hedge	1
Zoning/Urban Planning – Permits – Construction/Demolition/Transformation/PIIA	1

Previous File¹

Follow-up on previous undertaking to conduct a traffic study on 13th Avenue.
Charter file — Undertaking fulfilled
 → Traffic study conducted.
 → Experts recommendation to make 13th Avenue a one-way street flowing North. Borough implements the measure.

Processing time of the inquiry closed in 2019
 249 business days

LaSalle

11 New Files and 1 Previous File

Results

- 1 [founded – resolved](#)

- 2 [complaints denied without inquiry – decision by Executive Committee, City Council or a Borough Council](#)

- 9 [complaints redirected – not in last resort](#)

Topics

Building – Salubriousness – Mold	2
Building – Salubriousness – Rodents	1
Parking – Municipal and On-street/Stickers/Drop-off Zones	2
Public Works – Pavement/Sidewalk	1
Public Works – Garbage/ Recycling/Composting	1
Public Works – Cleanliness	1
Zoning/Urban Planning – Fence/Hedge	2
Zoning/Urban Planning – Permits – Construction/ Demolition/Transformation/PIIA	1
Miscellaneous	1

Previous File¹

Borough requiring that plaintiff's basement be restored back as an indoor garage. It was converted as a living space for his son who has special needs including ASD challenges. [Charter file – Founded – Resolved – Temporary reasonable accommodation](#)
 → Special temporary exemption granted with strict conditions attached.
(See summary p. 10).

Processing time of the inquiry closed in 2019
448 business days

Le Plateau-Mont-Royal

79 New Files and 6 Previous Files

Results

5	founded – resolved
1	follow-up on previous undertaking – fulfilled
6	ill-founded
4	withdrawals during inquiry
1	refusal to intervene – other reason
1	complaint denied without inquiry – decision by Executive Committee, City Council or a Borough Council
61	complaints redirected – not in last resort
6	pending

Topics

Alley	1	Parking – Municipal and On-street/Stickers/Drop-off Zones	5	Zoning/Urban Planning – Driveway Entrance/Private Parking	1
Animal	1	Public Land – Occupancy	3	Zoning/Urban Planning – Fence/Hedge	1
Bicycle Path/Cycling	2	Public Participation – Other than Right of Initiative	1	Zoning/Urban Planning – Permits – Construction/ Demolition/Transformation/PIIA	10
Building – Salubriousness – Insects	1	Public Works – Aqueduct/Sewer	3	Zoning/Urban Planning – Permits – Other	1
Building – Salubriousness – Mold	1	Public Works – Cleanliness	7	Zoning/Urban Planning – Other	1
Call for Tenders/Contract	1	Public Works – Garbage/ Recycling/Composting	5		
Claim – Material Damage – Request for Repair	1	Public Works – Pavement/Sidewalk	6		
Environment/Sustainable Development	1	Public Works – Snow Removal	4		
Municipal Services – Communication/Information	5	Safety – Other than Fire	3		
Municipal Services – Delays/Procedures	6	Sports and Leisure	1		
Municipal Services – Politeness/Conduct	1	Tax – Other than Property Tax	1		
Nuisance – Noise	2	Tree	1		
Nuisance – Traffic	1	Universal Accessibility	1		
Nuisance – Other or Combination	6				

Le Plateau-Mont-Royal^(continued)

Thorough Inquiries¹³

Citizen requesting modifications to snow removal procedures. Her low-wall could have been damaged by sidewalk plows. **Ill-founded**

Follow-up on previous undertaking to improve maintenance of pedestrian crossings under the Van Horne Viaduct.

Charter file — Undertaking fulfilled

- The viaduct sidewalks were thoroughly cleaned in the spring.
- They are cleaned weekly during the summer.

Citizen complaining of various problems regarding cleanliness of her street: issues with waste collection, illegal dumps and spring cleaning, etc.

Charter file — Founded — Resolved

- Borough increases inspections and interventions. **OdM** notes a general improvement of cleanliness.

The mechanical sweeper would often not pass on plaintiff's street during scheduled maintenance periods.

Charter file — Founded — Resolved

- More regular sweeps. General improvement of cleanliness.

A median barrier recently installed between the bicycle path and the street is challenging the mobility of a group of disabled nearby residents. Their access to the paratransit drop-off zone is difficult.

Charter file — Founded — Resolved

- The section of the median barrier located in front of their residence is concreted.
- In winter, Borough employees will remove the snow manually in front of the drop-off zone.

(See *summary p. 14*).

Borough demanding citizens to move private fences encroaching on public land. Allegation of vested rights or privileges. **Ill-founded**

Citizen disputing Borough's decision to dismantle the driveway in front of his commercial garage. Allegation of vested rights. **Ill-founded**

Citizen filed a request with 311 asking that a portion of the sidewalk be repaired. Six months later, still no follow-up.

Founded — Resolved

- Repairs carried out.

Nearby residents complaining of excessive noise coming from *Clos des Carrières*: vehicles' backup alarms, noisy fans, noisy operations at all hours. Joint file with *Arrondissement de Rosemont-La Petite-Patrie*, *Service de l'environnement*, *Service du matériel roulant et des ateliers* and *Service de la gestion et planification immobilière*.

Charter file — Pending

Two files. Noise and traffic nuisances in an alley used by businesses as their delivery point. Safety issues and allegation of damages to property. **Charter file — Pending**
(See *summary p. 20*).

Citizens contesting the permanent closing of *Terrasse Mercure*. Fear of safety and traffic problems. **Charter file — Pending**

Citizen contesting the "heritage" requirement imposed for her *Transformation Permit*. Borough asking that the new jamb reproduces the original architectural character. **Pending**

Summary Analyses/ Inquiries²

Tenants disputing an *Evacuation Notice*. Borough ordering that they vacate their dwelling for safety reasons.

Charter file — Ill-founded

Contractor disputing penalties imposed by Borough. Works carried out deemed unsatisfactory. **Refusal to intervene — Other Reason**

Le Plateau-Mont-Royal^(continued)

Previous Files⁶

Citizen claiming mold problem in dwelling and asking Borough to intervene more actively.

[Charter file](#) — [Ill-founded](#)

Citizen asking for subsidy. Claiming the Borough should have informed her of the existence of the *Stabilization of Foundations Subsidy Program* when she filed for her permit.

[Charter file](#) — [Ill-founded](#)

Citizen complaining of insufficient Borough interventions to stop illegal waste dumps.

[Charter file](#) — [Withdrawn during inquiry](#)

Citizen complaining that mechanical sweeper does not come at scheduled times; as a result, her street would be badly maintained.

[Charter file](#) — [Withdrawn during inquiry](#)

Citizen contesting his exclusion from the Borough's social media platforms. [Charter file](#) — [Founded](#) — [Resolved](#)

→ Citizen reinstated on the Borough's social media platforms (in July 2019).

(See *summary p. 9*).

Citizen disputing the public land occupancy fees billed to him for the encroachment of his balcony which was installed about 100 years ago. [Pending](#)

(See *summary p. 18*).

**Average processing time
of all inquiries closed in 2019**
130.07 business days

Le Sud-Ouest

32 New Files and 5 Previous Files

Results

3	founded – resolved
1	ill-founded
2	withdrawals during inquiry
1	complaint denied without inquiry – decision by Executive Committee, City Council or a Borough Council
1	complaint denied without inquiry – action by elected official or his/her staff
25	complaints redirected – not in last resort
4	pending

Topics

Alley	3
Animal	1
Bicycle Path/Cycling	1
Claim – Material Damage – Financial Compensation	1
Claim – Material Damage – Request for Repair	1
Municipal Services – Communication/Information	3
Municipal Services – Delays/Procedures	1
Municipal Services – Politeness/Conduct	1
Nuisance – Noise	2
Nuisance – Traffic	2
Nuisance – Other or Combination	2
Parking – Municipal and On-street/Stickers/Drop-off Zones	3
Public Land – Occupancy	1

Public Participation – Other than Right of Initiative	1
Public Works – Aqueduct/Sewer	2
Public Works – Pavement/Sidewalk	1
Public Works – Snow Removal	1
Safety – Other than Fire	2
Sports and Leisure	1
Zoning/Urban Planning – Permits – Construction/ Demolition/Transformation/PIIA	4
Zoning/Urban Planning – Other	1
Miscellaneous	2

Thorough Inquiries⁴

Citizen concerned by the development of a green alley. Fear of safety risks and problematic access to her rear parking space. Allegation that the consultation process was not transparent.
[Charter file](#) — [Founded](#) — [Resolved](#)
 → This green alley project is suspended due to the very small number of residents who participated in the consultation process.

Follow-up on previous undertaking to implement measures to mitigate traffic and limit speed on Woodland Street.
[Charter file](#) — [Pending](#)
 → [OdM](#) following evolution of file.

Citizens asking Borough to pay part of the cost for connecting their century-old house to the public network of municipal aqueducts and sewers. [Founded](#) — [Resolved](#)
 → Reimbursement of \$1,022.
 (See *summary p. 10*).

Continued →

Le Sud-Ouest^(continued)

Thorough Inquiries⁴ ^(continued)

Citizen requesting several traffic mitigation measures in her back alley including the installation of bollards at some access points.

[Charter file](#) — [Pending](#)

Previous Files⁵

Citizens complaining of increased automobile traffic on their street due to construction works close by.

[Charter file](#) — [Founded](#) — [Resolved](#)

→ Traffic flow is changed and maximum speed allowed is reduced.

Citizens complaining about lack of response from Borough. Their complaint regarding excessive speed was filed several months ago.

[Charter file](#) — [Withdrawn during inquiry](#)

Citizen claiming that the house extension next door is non-compliant. Allegation of bad faith by Borough. [Ill-founded](#)

Citizen contesting the public land occupancy fees billed to him for his balcony and stairs.

[Pending](#)

(See summary p. 18).

Citizen claiming difficulty in obtaining explanations regarding the public land occupancy fees billed by Borough. [Charter file](#) — [Pending](#)

**Average processing time
of all inquiries closed in 2019**

313.4 business days

L'Île-Bizard- Sainte-Genève

9 New Files and 3 Previous Files

Results

- 1 [file closed – other reason](#)

- 2 [withdrawals during inquiry](#)

- 1 [complaint denied without inquiry – clear provincial legislation applied by VdM](#)

- 8 [complaints redirected – not in last resort](#)

Topics

Municipal Services – Delays/Procedures	1
Municipal Services – Politeness/Conduct	2
Municipal Services – Other or Combination	1
Nuisance – Noise	1
Nuisance – Traffic	1
Public Works – Aqueduct/Sewer	2
Public Works – Cleanliness	1
Public Works – Garbage/ Recycling/Composting	1
Public Works – Snow Removal	1
Tax – Other than Property Tax	1

Previous Files³

- 1 Two files. Citizens complaining of excessive noise caused by two new heat pumps installed by neighbour and of inadequate handling of complaints by Borough.
[Charter files](#) – [Withdrawn during inquiry](#)
- 1 Citizen living in a mobile home park complains of landlord’s mismanagement of various issues including water.
[Charter file](#) – [File closed](#) – [Other reason](#)

**Average processing time
of all inquiries closed in 2019**
533 business days

Mercier– Hochelaga-Maisonneuve

74 New Files and 2 Previous Files

Results

5	founded – resolved
1	founded – recommendation
8	ill-founded
1	withdrawal during inquiry
1	complaint denied without inquiry – decision by Executive Committee, City Council or a Borough Council
1	complaint denied without inquiry – action by elected official or his/her staff
1	complaint denied without inquiry – plaintiff not personally affected by the situation
53	complaints redirected – not in last resort
5	pending

Topics

Access to Information	1	Parking – Municipal and On-street/Stickers/Drop-off Zones	2	Tree	4
Alley	3	Parks and Green Spaces	2	Zoning/Urban Planning – Driveway Entrance/Private Parking	2
Building – Maintenance	1	Public Land – Occupancy	1	Zoning/Urban Planning – Fence/Hedge	2
Building – Salubriousness – Insects	1	Public Works – Aqueduct/Sewer	4	Zoning/Urban Planning – Permits – Construction/ Demolition/Transformation/PIA	11
Building – Salubriousness – Mold	1	Public Works – Cleanliness	2	Zoning/Urban Planning – Other	1
Building – Salubriousness – Other or Combination	2	Public Works – Garbage/ Recycling/Composting	3		
Ethics	1	Public Works – Pavement/Sidewalk	2		
Municipal Services – Communication/Information	3	Public Works – Snow Removal	4		
Municipal Services – Delays/Procedures	3	Public Works – Other or Combination	1		
Municipal Services – Other or Combination	1	Safety – Fire	1		
Nuisance – Noise	7	Safety – Other than Fire	4		
Nuisance – Traffic	1	Sports and Leisure	1		
Nuisance – Other or Combination	2	Statement of Offence – Parking	1		
		Towing	1		

Mercier– Hochelega-Maisonneuve^(continued)

Thorough Inquiries¹⁷

Owner claiming he had vested rights to keep the driveway that was dismantled by Borough. [Withdrawn during inquiry](#)

Citizen asking to keep a fence installed on public land without having to pay occupancy fees. [Ill-founded](#)

Owners of an ancestral home seeking approval of their demolition/reconstruction project and disputing the requirement to provide an expert's report on the stability of the building. [Charter file — Ill-founded](#)

Citizen disputing the use of *Google Maps* by Borough employees to validate encroachments on public land. [Charter file — Ill-founded](#)

Plaintiff complaining that despite his numerous requests, Borough fails to intervene to ensure that repairs are carried out in his dwelling. [Charter file — Founded — Resolved](#)
→ Inspection of dwelling by Borough.

Citizens living in a seniors' residence complain that time allotted by traffic light to cross the street is insufficient (corner of Sherbrooke Street and Moreau Street).

[Charter file — Founded — Resolved](#)

- Expert evaluation.
- Time allowed to cross increased by 6 seconds (for a total of 27 seconds).

(See *summary p. 15*).

Senior citizens complain of poor condition of sidewalks nearby the seniors' residence where they live (Sherbrooke Street between Préfontaine Street and Place De Léry).

[Charter file — Founded — Resolved](#)

- Asphaltting and sealing works carried out.

(See *summary p. 15*).

Follow-up on previous undertaking to manage and resolve noise nuisances generated by refrigeration and ventilation systems of a nearby business. [Charter file — Pending](#)

Plaintiff disputing Borough decision not to allow the expansion of her existing day-care to the third floor of the building.

[Founded — Resolved](#)

- A different regulatory provision allowing project is identified. *Transformation Permit* issued.
- Reimbursement of feasibility study fees (\$343).

(See *summary p. 13*).

Three files. Concerts on Olympic Stadium *Esplanade*. Citizens alleging inadequate management of their noise complaints.

[Charter file — Ill-founded](#)

Citizen disputing Borough's refusal to authorize the cutting-down of a tree: allegation that tree is decaying. [Charter file — Ill-founded](#)

Citizens concerned by potential ramifications of Borough's project to redevelop *parc Dupéré*. Loss of parking spaces, water drainage concerns, traffic and safety problems, etc. Claim they were not properly consulted and informed.

[Charter file — Pending](#)

Other citizen complaining about the same redevelopment project of *parc Dupéré*. The new entrance will border her property: safety and lack of communication issues.

[Charter file — Pending](#)

New traffic signs prohibiting parking were installed in front of stop signs. Safety issue raised by plaintiff. [Charter file — Pending](#)

Citizen claiming that neighbour's hedges would obstruct her view when she exits her garage. She wants the hedges to be cut down. [Pending](#)

Mercier– Hochelaga-Maisonneuve^(continued)

Summary Analysis/ Inquiry¹

Lack of response to a complaint sent by registered mail two months ago.

Founded — **Resolved**

→ Response sent to citizen.

Previous Files²

Plaintiff complaining of unreasonable nuisances coming from a play area installed by residents in the public alley, alongside plaintiff's backyard. Borough had not authorized such a play area set-up.

Charter file — **Founded** — **Recommendation**

→ **OdM** inquiry confirms several problems, including safety issues for the young children who use play structures not designed for public use and installed on a hard surface, without anchors.

→ **OdM Recommendation** issued at the end of 2019.

(See *summary p. 17*).

Citizen claiming that wall cladding of adjacent building is unsightly. He wants it changed. **Ill-founded**

**Average processing time
of all inquiries closed in 2019**
122 business days

Montréal-Nord

19 New Files and 1 Previous File

Results

- 1 [ill-founded](#)

- 17 [complaints redirected – not in last resort](#)

- 2 [pending](#)

Topics

Building – Salubrity/Insects	3
Building – Salubrity/Other or Combination	2
Municipal Services – Delays/Procedures	2
Municipal Services – Politeness/Conduct	2
Nuisance – Other or Combination	2
Public Works – Garbage/Recycling/Composting	1
Public Works – Pavement/Sidewalk	1
Public Works – Snow Removal	1
Safety – Fire	1
Zoning/Urban Planning – Driveway Entrance/Private parking	1
Zoning/Urban Planning – Permits – Construction/Demolition/Transformation/PIIA	3
Zoning/Urban Planning – Other	1

Thorough Inquiries²

- Plaintiff alleging that her dwelling would be infested with bed bugs and requesting that the whole building be decontaminated. Borough disagrees. [Charter file – Ill-founded](#)
- Allegation that a non-compliant place of worship generates numerous nuisances. [Charter file – Pending](#)

Previous File¹

OdM asking that all non-compliant places of worship be inspected to ensure that all safety requirements are satisfied therein. Concerns for the safety of patrons. [Charter file – Pending](#) (See *summary p. 19*).

Average processing time of all inquiries closed in 2019
50 business days

Outremont

34 New Files and 1 Previous File

Results

2	founded – resolved
1	founded – undertaking
5	founded – recommendations
1	follow-up on undertaking – not fulfilled
1	withdrawal during inquiry
1	complaint denied without inquiry – decision by Executive Committee, City Council or a Borough Council
1	complaint denied without inquiry – action by elected official or his/her staff
1	complaint denied without inquiry – plaintiff not personally affected by the situation
1	refusal to intervene – prescription
1	refusal to intervene – other reason
18	complaints redirected – not in last resort
2	pending

Topics

Alley	1	Public Works – Garbage/ Recycling/Composting	6
Building – Salubrriousness – Insects	1	Safety – Other than Fire	1
Building – Salubrriousness – Rodents	1	Statement of Offence – Parking	1
Municipal Services – Communication/Information	1	Zoning/Urban Planning – Driveway Entrance/Private Parking	1
Municipal Services – Delays/Procedures	1	Zoning/Urban Planning – Permits – Construction/ Demolition/Transformation/PIIA	9
Municipal Services – Politeness/Conduct	1	Zoning/Urban Planning – Permits – Other	2
Nuisance – Other or Combination	2		
Parking – Municipal and On-street/Stickers/Drop-off Zones	2		
Parks and Green Spaces	1		
Public Land – Commercial Activity	1		
Public Land – Occupancy	1		
Public Participation – Right of Initiative	1		
Public Works – Cleanliness	1		

Thorough Inquiries¹⁰

Own motion. **OdM** wants to ensure that recent improvements regarding the collection of recyclable materials and to avoid frequent omissions of collection are maintained by new contractor.
Charter file – Founded – Resolved
 → Borough hired a new salubrriousness inspector who will intervene with contractor.
 → Improvements in post-inspection reports to allow better follow-ups.
 (See *summary p. 25*).

Continued →

Outremont(continued)

Thorough Inquiries¹⁰ (continued)

Five files. In 2018, **OdM** issued **8 Recommendations** regarding one major residential construction project. No final responses received concerning **6 of these Recommendations**. **OdM** follows up with Borough: **4 Recommendations are Accepted and 2 are Denied**

- Some regulatory rules will be reviewed and modified: Borough expecting adoption of a new *Règlement sur les PIIA* in the spring of 2020. **OdM** will follow up.
- Borough has verified and confirms compliance of the works identified by **OdM** with the approved plans.
- Instructions were issued to employees reiterating the importance to clearly assess the magnitude of a project and to obtain all information and documents required by regulation, before they authorize construction or excavation works.
- Clear procedures have been implemented to ensure the uniform application of rules governing PIIA, *Requests for minor exemptions* and authorizations of landscaping works or development.

- As a result of the refusal of **2 Recommendations**:
 - Modifications that were made to the initial project regarding aspects which had been approved through the PIIA procedure (in 2014) will not be submitted to the CCU again nor to the Borough Council for decision.
 - Borough will not require that the walls built in the setback margin be removed.

Follow-up on previous undertaking. In 2018, the Borough had committed to demand the demolition of walls encroaching illegally on public land. **Undertaking not fulfilled**

- The Borough Council has decided to allow these permanent encroachments on public land.
- The **OdM** is awaiting confirmation of the annual fees that will be billed to the owner.

Citizens complaining about various nuisances generated by a grocery store (noise, illegal parking of delivery trucks and customers' vehicles, misplaced waste bins, etc.).

Charter file — Founded — Resolved

- More frequent on-site checks by Borough, SPVM and G4S (company which manages parking).
- Installation of a sound barrier around ventilation unit.
- Borough to conduct regular checks on the cleanliness of the alley adjacent to the grocery store.

Despite Borough's interventions over the last two years, some neighbours continue to put out their waste bins outside the prescribed schedules. **Charter file — Pending**

Citizens complaining about nuisances (noise, dust, vibrations, safety issues, etc.) generated by a major construction site since 2018. Citizens also deploring lack of information on the works' progress. **Charter file — Pending**

Summary Analyses/ Inquiries²

Citizen complaining of bed bug problems in 2014, in a dwelling she no longer occupies. **Refusal to intervene — Prescription**

Borough has extended the grace period for the renewal of parking stickers. Plaintiff who had already paid his sticker is asking for a partial reimbursement. **Refusal to intervene — Other reason**

Outremont(continued)

Previous File¹

Business owner requesting a new driveway on Hutchison Street to facilitate access to the back of the building where his trucks are often parked. [Ill-founded](#)

**Average processing time
of all inquiries closed in 2019**
170.36 business days

Testimonials 2019(continued)

(Translation) *“Firstly, I want to thank you for the quality of your research and the abundance of information included in your reply. With kind regards.”* (C. D.)

(Translation) *“Thank you once again for your prompt reply to my email... My husband and I are very grateful for your support in this file. This issue could not have been resolved without your intervention.”* (S. B.)

(Translation) *“A huge thank you for your help in my case.”* (M. P.)

(Translation) *“A big thank you for your very efficient help with regard to our complaint about noise.”* (F. B.)

Continued p.69 →

Pierrefonds-Roxboro

22 New Files

Results

- 1 [follow-up on undertaking – fulfilled](#)
- 2 [ill-founded](#)
- 2 [withdrawals during inquiry](#)
- 1 [refusal to intervene – prescription](#)
- 15 [complaints denied without inquiry – not in last resort](#)
- 1 [pending](#)

Topics

Animal	1
Claim – Material Damage – Request for Repair	2
Municipal Services – Delays/Procedures	3
Nuisance – Noise	1
Nuisance – Other or Combination	3
Public Participation – Other than Right of Initiative	2
Public Works – Aqueduct/Sewer	1
Public Works – Garbage/ Recycling/Composting	1
Public Works – Snow Removal	2
Public Works – Other or Combination	1
Tree	1
Zoning/Urban Planning – Permits – Construction/Demolition/ Transformation/PIIA	3
Zoning/Urban Planning – Permits – Other	1

Thorough Inquiries⁴

- 1 *Projet particulier de construction, de modification ou d'occupation d'un immeuble (PPCMOI)*. Citizen claiming that construction is not consistent with what had been presented at the public consultation nor with what was approved by Borough Council thereafter. [Charter file – Ill-founded](#)
- 2 Follow-up on previous undertaking to reduce noise nuisances coming from a private pool open to the public. [Charter file – Undertaking fulfilled](#) (See *summary p. 23*).
- 1 Citizen asking that Borough fills the ditch recently added in front of his property, while doing public works on his street. Allegation of safety issues. [Charter file – Ill-founded](#)
- 2 Plaintiff complaining against accumulation of waste and scrap in his neighbour's back and side yards. Despite Borough's interventions over the last four years, the situation persists. [Charter file – Pending](#)

Summary Analysis/ Inquiry¹

Citizen contesting the approval of a PPCMOI project, in 2015. [Refusal to intervene – Prescription](#)

Average processing time of all inquiries closed in 2019
27 business days

Rivière-des-Prairies-Pointe-aux-Trembles

60 New Files

Results

5	founded – undertakings
1	follow-up on undertaking – fulfilled
7	ill-founded
1	complaint denied without inquiry – decision by Executive Committee, City Council or a Borough Council
2	complaints denied without inquiry – clear provincial legislation applied by VdM
42	complaints redirected – not in last resort
2	pending

Topics

Building – Salubrity/Other or Combination	1
Claim – Material Damage – Request for Repair	3
Municipal Services – Communication/Information	1
Municipal Services – Delays/Procedures	2
Municipal Services – Other or Combination	1
Nuisance – Other or Combination	2
Parking – Municipal and On-street/Stickers/Drop-off Zones	2
Public Works – Aqueduct/Sewer	2
Public Works – Cleanliness	1
Public Works – Garbage/Recycling/Composting	4
Public Works – Pavement/Sidewalk	3
Public Works – Snow Removal	4

Public Works – Other or Combination	4
Safety – Other than Fire	1
Statement of Offence – Other than Parking	2
Tree	4
Zoning/Urban Planning – Driveway Entrance/Private Parking	1
Zoning/Urban Planning – Fence/Hedge	14
Zoning/Urban Planning – Permits – Construction/Demolition/Transformation/PIIA	5
Zoning/Urban Planning – Permits – Other	1
Zoning/Urban Planning – Other	2

Thorough Inquiries¹⁵

Ten files. Plaintiffs disputing *Non-compliance Notices* requesting the displacement of their hedges which are encroaching on public land. Other citizens in the same situation would not have received such notices. Allegation of unfair treatment. Deficiencies in Borough communications.

5 Founded — Undertakings; 5 Ill-founded
 → The notices are warranted.
 → Borough undertakes to draw up a *Communication Plan* to better inform citizens on this issue.

(See *summary p. 14*).

Citizen claiming that her *Permit Application* was denied due to Borough's error in describing her project. **Ill-founded**

Group of tenants fearing an increase in nuisances. Municipal path leading to *parc Hans Selye* borders their building. A pool is scheduled to be built in this park. More people expected to use the path. They want this path to be closed. **Charter file — Pending**

Continued →

Rivière-des-Prairies- Pointe-aux-Trembles^(continued)

Thorough Inquiries^{15 (continued)}

Follow-up on previous undertaking to refurbish the sidewalk in front of plaintiff's house, so as to correct the drop between his pavement and the sidewalk. **Undertaking fulfilled**

→ Refurbishment carried out: the new incline is compliant.

Citizen asking Borough to move a lamp post which would block his garage entrance.

Ill-founded

New traffic signs prohibiting right turns near the company where plaintiffs work were installed without prior notice and are not easily visible. Plaintiffs all received *Statements of Offence*. **Pending**

**Average processing time
of all inquiries closed in 2019**
50.92 business days

Testimonials 2019^(continued)

(Translation) *"Thank you so much for all the great information you sent me. It's all very helpful. Thank you!"* (L. G.)

"Thank you so much! I don't know if it was your efforts but the city just came and cleaned up our lane and it looks good again. Thank you!" (J.)

(Translation) *"Here is the email confirmation from Ville de Montréal as well as the letter (confirming) that my file is resolved and closed. Thank you so much for all the help you have given me concerning this file. Thanks again."* (G. L.)

(Translation) *"I just wanted to thank you and let you know that the situation has been resolved. Thank you."* (C. P.)

Continued p.80 →

Rosemont–La Petite-Patrie

79 New Files and 2 Previous Files

Results

2	founded – resolved
1	founded – undertaking
1	founded – recommendation
3	ill-founded
2	withdrawals during inquiry
1	complaint denied without inquiry – decision by Executive Committee, City Council or a Borough Council
3	complaints denied without inquiry – action by elected official or his/her staff
64	complaints redirected – not in last resort
4	pending

Topics

Alley	2	Parking – Municipal and On-street/Stickers/Drop-off Zones	8	Zoning/Urban Planning – Driveway Entrance/Private Parking	1
Animal	2	Parks and Green Spaces	1	Zoning/Urban Planning – Permits – Construction/Demolition/Transformation/PIA	4
Building – Maintenance	2	Public Land – Occupancy	2	Zoning/Urban Planning – Permits – Other	2
Building – Salubriousness – Mold	2	Public Participation – Other than Right of Initiative	2	Zoning/Urban Planning – Other	5
Building – Salubriousness – Other or Combination	2	Public Works – Aqueduct/Sewer	3		
Claim – Material Damage – Request for Repair	1	Public Works – Cleanliness	1		
Environment/Sustainable Development	1	Public Works – Garbage/Recycling/Composting	2		
Ethics	1	Public Works – Pavement/Sidewalk	4		
Municipal Services – Communication/Information	4	Public Works – Snow Removal	3		
Municipal Services – Delays/Procedures	7	Public Works – Other or Combination	1		
Municipal Services – Politeness/Conduct	3	Safety – Other than Fire	2		
Nuisance – Noise	6	Towing	1		
Nuisance – Other or Combination	5	Tree	1		

Rosemont–La Petite-Patrie^(continued)

Thorough Inquiries⁹

Citizen claiming inadequate attitude of Borough's inspector when processing her complaint. [Charter file](#) — [Withdrawn during inquiry](#)

Citizen complaining that her dwelling is too cold (in fall and winter). Claims of deficient insulation of crawl space, of doors, walls and windows not properly sealed and of dwelling being poorly maintained by landlord.

[Charter file](#) — [Founded – Undertaking](#)

→ Undertaking to inspect the dwelling during the 2019-2020 winter, when the cold has arrived.

Citizen disputing the refusal of a *Construction Permit*. Borough submits the project does not comply with building regulations. [Ill-founded](#)

Citizen requesting the cutting-down or trimming of a municipal tree in front of her residence. [Charter file](#) — [Ill-founded](#)

Citizens complaining of noise nuisances coming from *Clos des Carrières*: vehicles' backup alarms, fans blowing and noisy activities at all hours. Joint file with *Arrondissement du Plateau-Mont-Royal, Service de l'environnement, Service du matériel roulant et des ateliers* and *Service de la gestion et planification immobilière*. [Charter file](#) — [Pending](#)

Citizen complaining that her 2014 *Demande de cession de ruelle* has not yet been processed. Joint file with *Service de la gestion et planification immobilière*. [Pending](#)

Citizen claiming that non-compliant activities (tourist residence) in adjoining building generate nuisances. [Ill-founded](#)

Citizen challenging *Permit* authorizing his neighbour to carry out outdoor works on his property. There would be an unusual amount of water on her land since. [Withdrawn during inquiry](#)

Tenant suspecting mold in a skylight across her bathroom window. [Charter file](#) — [Pending](#)

Summary Analyses/ Inquiries²

Citizen still awaiting a response to the request she filed two months before.

[Founded](#) — [Resolved](#)

→ Borough provides a response to citizen.

Citizen redirected by [OdM](#) to Borough Director had no follow-up: she would have left two messages with the Administration.

[Founded](#) — [Resolved](#)

→ The Borough takes charge and settles the complaint.

Previous Files²

Citizens are dissatisfied with the processing of their complaints by *Bureau Accès Montréal* (BAM). [Charter file](#) — [Pending](#)

Citizen asking that City covers the cost for connecting her property to the water and sewer pipes facing her house. Property currently connected to a side street, through pipes passing under the neighbouring property. Impossibility to repair existing pipes because a garage has been built over. [Founded](#) — [Recommendation](#) — [Rejected](#)

→ The Borough refuses to treat the front connection as a “new connection”. (See *summary p. 16*).

Average processing time of all inquiries closed in 2019
64.22 business days

Saint-Laurent

11 New Files and 1 Previous File

Results

- 1 [ill-founded](#)

- 1 [complaint denied without inquiry – clear provincial legislation applied by VdM](#)

- 9 [complaints redirected – not in last resort](#)

- 1 [pending](#)

Topics

- Access to Information 1

- Municipal Services – Communication/Information 1

- Municipal Services – Delays/Procedures 2

- Nuisance – Noise 1

- Nuisance – Other or Combination 1

- Public Works – Aqueduct/Sewer 2

- Public Works – Snow Removal 2

- Statement of Offence – Other than Parking 1

- Zoning/Urban Planning – Permits – Other 1

Thorough Inquiry¹

Citizen complaining of inconveniences stemming from municipal workshops next door (noise and dust). [Charter file](#) — [Pending](#)

Previous File¹

Citizen claiming that a sewer pipe would be blocked by tree roots due to structural failure. [Ill-founded](#)

Average processing time of all inquiries closed in 2019
258 business days

Saint-Léonard

13 New Files

Results

- 1 [ill-founded](#)

- 1 [refusal to intervene – prescription](#)

- 10 [complaints redirected – not in last resort](#)

- 1 [pending](#)

Topics

Access to Information	2
Building – Maintenance	1
Building – Salubrity/Other or Combination	1
Nuisance – Traffic	2
Nuisance – Other or Combination	1
Parking – Municipal and On-street/Stickers/Drop-off Zones	1
Public Works – Aqueduct/Sewer	2
Tax – Other than Property Tax	1
Tree	2

Thorough Inquiries²

2 Citizens complaining of excessive traffic and disregard for speed limits on Aimé-Renaud Street and requesting mitigating solutions to increase safety. [Charter file](#) — [Pending](#)

Citizen lowered the portion of the sewer pipe located under his land while doing construction works on his house. He wants the Borough to replace and lower the municipal portion of the pipe. [Ill-founded](#)

Summary Analysis/ Inquiry¹

Citizen disputing a 2016 *Inspection Report*. [Refusal to intervene](#) — [Prescription](#)

Average processing time of all inquiries closed in 2019
10 business days

Verdun

58 New Files and 2 Previous Files

Results

3	founded – resolved
2	founded – undertakings
1	founded – settlement refused by citizen
6	ill-founded
1	complaint denied without inquiry – clear provincial legislation applied by VdM
1	refusal to intervene – legal recourse more appropriate
16	complaints redirected – not in last resort
30	pending

Topics

Access to Information	1
Bicycle Path/Cycling	31
Building – Salubrity/Mold	2
Claim – Material Damage – Financial Compensation	3
Municipal Services – Communication/Information	1
Municipal Services – Delays/Procedures	3
Municipal Services – Politeness/Conduct	1
Nuisance – Other or Combination	6
Parking – Municipal and On-street/Stickers/Drop-off Zones	1
Public Works – Aqueduct/Sewer	1
Public Works – Garbage/Recycling/Composting	1
Public Works – Snow Removal	1
Tree	3

Universal Accessibility	1
Zoning/Urban Planning – Fence/Hedge	1
Zoning/Urban Planning – Permits – Construction/Demolition/Transformation/PIIA	1
Zoning/Urban Planning – Permits – Other	2

Thorough Inquiries⁴⁰

Five files. Citizens complaining of inadequate management of light nuisances generated by a golf driving range. [Ill-founded](#)

Plaintiff’s recycling bin was damaged during snow removal operations. She is seeking compensation. [Founded](#) — [Settlement refused by citizen](#)
→ The Borough offers a new recycling bin.

Landlord claiming that Borough did not provide him an opportunity to fix mold problem following tenant’s complaint. [Ill-founded](#)

Citizens alleging that irregularities in a *Permis d’abattage d’arbre* would have led to the unauthorized cutting-down of six trees in a schoolyard. [Charter file](#) — [Ill-founded](#)

Continued →

Verdun^(continued)

Thorough Inquiries⁴⁰ (continued)

Citizens challenging the calculation method of the current and future canopy applied in an *Étude de déploiement de la canopée*, in the context of a PIIA approval.

Charter file — Founded — Undertaking

→ Borough acknowledges that the calculation method of the current and future canopy must be reviewed. It undertakes to do so.

Thirty files. Citizens contesting the recent implementation of new cycling lanes on de Verdun Street (pilot project): lack of prior consultation and loss of parking spaces. **Charter file — Pending**

Own motion. Upon receipt of these complaints, **OdM** notes serious safety issues on this cycling path: the configuration of intersections forces cyclists to swerve into the car lane. **OdM** intervenes immediately.

Charter file — Founded — Resolved

→ Reconfiguration of intersections. Corrective measures quickly implemented to make the cycling lanes safer.

(See *summary p. 24*).

Summary Analysis/ Inquiry¹

Citizen seeking financial compensation. Allegation that her personal belongings were damaged when Borough took charge of them (transportation and storage) after a Bailiff had evicted her from her dwelling.

Denied — Legal recourse more appropriate

Previous Files²

Citizen complaining that he was not consulted/informed before the redesign of the intersection in front of his dwelling.

Charter file — Founded — Undertaking

→ Borough currently taking steps to improve its communications, including with citizens. **OdM** will follow up.

Same citizen contesting the redesign of the intersection next to his house: the segment of Beurling Street in front of his property has been withdrawn. His house is no longer on a street. **Charter file — Founded — Resolved**

→ Drop-off zone installed close to his residence.

**Average processing time
of all inquiries closed in 2019**
196.15 business days

Ville-Marie

99 New Files and 3 Previous Files

Results

8	founded – resolved	72	complaints redirected – not in last resort
1	follow-up on undertaking – fulfilled	4	pending
5	ill-founded		
3	withdrawals during inquiry		
1	complaint redirected during inquiry		
1	lack of jurisdiction – after summary analysis		
1	complaint denied without inquiry – action by elected official or his/her staff		
2	complaints denied without inquiry – decision by Executive Committee, City Council or a Borough Council		
2	complaints denied without inquiry – clear provincial legislation applied by VdM		
2	complaints denied without inquiry – plaintiff not personally affected by the situation		

Topics

Access to Information	1	Municipal Services – Politeness/Conduct	1
Alley	4	Municipal Services – Other or Combination	2
Animal	1	Nuisance – Noise	6
Bicycle Path/Cycling	1	Nuisance – Other or Combination	8
Building – Maintenance	2	Parking – Municipal and On-street/Stickers/Drop-off Zones	6
Building – Salubriousness – Insects	1	Pound	2
Building – Salubriousness – Mold	2	Public Land – Commercial Activity	5
Building – Salubriousness – Other or Combination	2	Public Land – Occupancy	7
Call for Tenders/Contract	2	Public Works – Aqueduct/Sewer	3
Claim – Material Damage – Financial Compensation	1	Public Works – Cleanliness	2
Community Garden	1	Public Works – Garbage/ Recycling/Composting	1
Environment/Sustainable Development	1	Public Works – Pavement/Sidewalk	2
Municipal Services – Communication/Information	3	Public Works – Snow Removal	6
Municipal Services – Delays/Procedures	7	Public Works – Other or Combination	1

Ville-Marie^(continued)

Topics^(continued)

Safety – Other than Fire	7
Sports and Leisure	1
Statement of Offence – Other than Parking	1
Tenant/Landlord Relations (Linked to VdM)	1
Tree	1
Zoning/Urban Planning – Driveway Entrance/Private Parking	1
Zoning/Urban Planning – Permits – Construction/Demolition/Transformation/PIIA	5
Zoning/Urban Planning – Permits – Other	2
Zoning/Urban Planning – Other	1
Miscellaneous	1

Thorough Inquiries⁸

Citizen contesting Borough’s refusal to sell him a plot of land adjacent to his property. This plot is part of municipal park. [Charter file](#) — **Ill-founded**

Follow-up on a previous undertaking to fix a water drainage problem in an alley flowing towards the plaintiffs’ yard. **Pending**

Plaintiffs asking that a Hydro-Québec pole be moved. One of the wall on their property would be damaged by municipal machinery since this pole was installed a few years ago. **Pending**

Follow-up on previous undertakings to reimburse part of the fees previously billed to a Co-ownership Syndicate for the permanent occupancy of public land and to reduce another bill for municipal works around the building. **Pending** (See *summary p. 23*).

Follow-up on a previous undertaking to improve the management of time-slots for musicians performing on *Place Jacques-Cartier*. **Undertaking fulfilled**

- Technical problems affecting confirmation emails are resolved.
- New deadline introduced for the cancellation of an allocated time-slot.

(See *summary p. 25*).

Citizen complaining of lack of response. Several months before, he requested the closing of the alley entrance bordering his property. **Founded — Resolved**

- **OdM** finds that there is confusion as to *Éco-quartier’s* and Borough’s jurisdictions concerning green alleys.
- Borough clarifies the issue and takes charge of citizen’s request.

Citizen disputing Borough’s decision to no longer remove snow in the alley behind his building. **Pending**

Citizen suspecting that water infiltration coming from the municipal aqueduct network would have damaged her building. **Ill-founded**

Ville-Marie(continued)

Summary Analyses/ Inquiries⁹

Citizen complaining of noise during snow removal operations. [Charter file](#) — [Ill-founded](#)

Plaintiff seeking a third time extension before he retrieves his furniture and belongings which were stored by Borough, following his eviction. Borough denied the request. [Ill-founded](#)

Two files. Citizens complaining that Borough did not respond to their respective requests. [Founded](#) — [Resolved](#)
→ Borough sends a reply to each plaintiff.

The *Carriage Driver License* of plaintiff was not renewed. His application was filed late. [Ill-founded](#)

Citizen seeking [OdM](#) assistance to avoid the destruction of her sister's personal belongings. The sister has not been seen since she was evicted from her dwelling. [Founded](#) — [Resolved](#)
→ Borough allows plaintiff to retrieve her sister's belongings.

Citizen has safety concerns. A pierced gas tank was found during public works behind his building; the tank still lies there. Borough stating that the land owner is responsible to dispose of the tank. [Charter file](#) — [Plaintiff redirected to Borough Director during inquiry](#)

Citizen complaining that *Bureau Accès Montréal* (BAM) did not redirect him to the *Bureau des réclamations* when he claimed material damage to his property caused by a leak in the municipal aqueducts. [Charter file](#) — [Founded](#) — [Resolved](#)
→ BAM is reminded.

Following the decision to close the Phillips Square Market, a commercial tenant of 35 years would like the *Corporation de gestion des marchés publics* to offer relocation. [After summary analysis](#) — [Lack of jurisdiction](#)

Previous Files³

Group of musicians contesting Borough's interventions on the Old Port Site. [Founded](#) — [Resolved](#)
→ The site belongs to a Federal Agency. The Borough will no longer intervene there.

Citizen complaining of severe vibrations when heavy trucks drive on Frontenac Street. [Charter file](#) — [Founded](#) — [Resolved](#)
→ Thorough refurbishment of the street.

Borough refusing to authorize a parking area behind a recently converted building. Regulation was amended since the issuance of the initial *Construction Permit* which was later revoked. [Founded](#) — [Resolved](#)
→ Minor exemption granted allowing the backyard parking area.
(See summary p. 12).

**Average processing time
of all inquiries closed in 2019**
142 business days

Villeray–Saint-Michel–Parc-Extension

41 New Files

Results

2	founded – resolved
3	ill-founded
1	withdrawal during inquiry
1	complaint denied without inquiry – decision by Executive Committee, City Council or a Borough Council
1	complaint denied without inquiry – clear provincial legislation applied by VdM
31	complaints redirected – not in last resort
2	pending

Topics

Alley	2
Animal	1
Building – Maintenance	3
Building – Salubrity – Mold	1
Building – Salubrity – Other or Combination	2
Municipal Services – Politeness/Conduct	1
Nuisance – Noise	1
Nuisance – Traffic	1
Nuisance – Other or Combination	1
Parking – Municipal and On-street/Stickers/Drop-off Zones	5
Pound	1
Public Land – Occupancy	1
Public Works – Cleanliness	2

Public Works – Garbage/ Recycling/Composting	2
Public Works – Pavement/Sidewalk	3
Public Works – Snow Removal	1
Public Works – Other or Combination	1
Sports and Leisure	1
Statement of Offence – Other than Parking	1
Tree	2
Zoning/Urban Planning – Driveway Entrance/Private Parking	1
Zoning/Urban Planning – Fence/Hedge	3
Zoning/Urban Planning – Permits – Construction/Demolition/ Transformation/PIIA	2
Zoning/Urban Planning – Permits – Other	1
Zoning/Urban Planning – Other	1

Thorough Inquiries⁵

2	Citizen contesting <i>Statement of Offence</i> for a non-compliant pergola: allegation of harassment and intimidation by Borough. Ill-founded
1	Citizen asking that her street be included in a street parking zone reserved for residents (SRRR). Founded – Resolved → A SRRR zone will be implemented on that street in the coming months.
1	Citizen disputing Borough's requirements regarding materials to be used when replacing his balcony railing. Ill-founded
1	Citizen claiming difficulty when parking her vehicle, since the redevelopment of her alley in 2017-2018. Pending
1	Plaintiff dissatisfied with the impact of public works carried out in front of her residence in 2017-2018. The slope of the sidewalk would have been modified thus causing water build-up on her property. A tree was planted in the middle of the sidewalk. Etc. Pending

Villeray–Saint-Michel– Parc-Extension^(continued)

Summary Analyses/ Inquiries²

Citizen seeking an additional short extension to retrieve his personal belongings which were stored by the Borough following his eviction. Borough has refused.

Founded — Resolved

→ Short extension granted. The belongings are retrieved.

Tenant asking Borough to issue *Eviction Order* from her dwelling. Allegation of health issues caused by ongoing works. **Ill-founded**

**Average processing time
of all inquiries closed in 2019**
23.4 business days

Testimonials 2019^(continued)

(Translation) “Thanks for your help and for directing me to the appropriate resources. I tried for months, without success, to resolve my dispute about property taxes with a City officer. But thanks to your advice, I resolved it in one day and my frustration vanished. Many thanks!” (M. B.)

(Translation) “I would like to thank the ombudsman’s office for its intervention in this file. Despite coming late, it made it possible to avoid other human catastrophes like the serious onsite incident suffered by my husband due to the lack of a front handrail. Again, many thanks to you and your team for your invaluable involvement, follow-up and resolution in this file.” (M. P. et G. P.)

Continued p.84 →

Situations Affecting all Boroughs

Situation Affecting an Unspecified Borough

2 New Files

Results

- 1 withdrawal during inquiry
- 1 complaint redirected – not in last resort

Topic

Public Works – Snow Removal

2

1 New File

Result

- 1 withdrawal during inquiry

Topic

Public Works – Snow Removal

1

Central Departments



Affaires juridiques

Direction des affaires civiles

98 New Files

Results

3	ill-founded
1	withdrawal during inquiry
5	refusals to intervene – legal recourse more appropriate
2	refusals to intervene – other reason
2	complaints denied without inquiry – prescription
2	complaints denied without inquiry – clear provincial legislation applied by VdM
83	complaints redirected – not in last resort

Topics

Claim – Bodily Injury – Financial Compensation	15
Claim – Material Damage – Financial Compensation	75
Municipal Services – Communication/Information	3
Municipal Services – Delays/Procedures	4
Miscellaneous	1

Thorough Inquiry¹

Plaintiff's claim was denied. She believes her file was not properly analysed and says that VdM employees had provided contradictory information. [Ill-founded](#)

Summary Analyses/Inquiries¹¹

Citizen dissatisfied with the amount paid by VdM for injuries he suffered after a fall on the sidewalk. [Refusal to intervene](#) — [Other reason](#)

Plaintiff who signed a *Settlement Agreement* in 2016 and cashed in the cheque is alleging that his file was mismanaged by Claims Office at the time. [Refusal to intervene](#) — [Time limits](#)

Five files. Each plaintiff disputing the decision to reject a financial claim. Claims Office found that civil liability of VdM was not established. [Refusal to intervene](#) — [Legal recourse more appropriate](#)

Citizen claiming compensation for the deductible not paid by her automobile insurer. [Refusal to intervene](#) — [Other reason](#)

Plaintiff disputing Claims Office decision to reject his claim on the grounds that it was not filed within the 15-day mandatory deadline. Citizen maintains he respected the deadline. [Ill-founded](#)

Continued →

Affaires juridiques

Direction des affaires civiles^(continued)

Summary Analyses/ Inquiries^{11 (continued)}

Citizen claiming compensation for damages to his house caused by a municipal tree, more than one year before.

[Refusal to intervene — Time limits](#)

Citizen disputing the refusal of his claim.
[Ill-founded](#)

**Average processing time
of all inquiries closed in 2019**
11.5 business days

Testimonials 2019^(continued)

(Translation) “We want to thank you for the persistent intervention of your service regarding our complaint about the broken automated system for opening and closing the main door which prevented, in particular, the door-opening mechanism for the handicapped from working. Your intervention made it possible to resolve this file. The main door is so heavy that several handicapped people and I no longer had easy access to the building. This prevented us from attending to our usual duties; we always worried about having access to the building in a timely manner. Our repeated calls to Ville de Montréal’s maintenance service fell on deaf ears, so we were discouraged. More than 5 weeks had elapsed and repairs still had not been carried out. Your intervention broke the logjam and we are very grateful to you for that. We thank you very much once more and wish you good day.” (M. T.)

Affaires juridiques

Direction des services judiciaires

Cour municipale

66 New Files and 1 Previous File

Results

- 1 [founded – resolved](#)

- 2 [ill-founded](#)

- 2 [complaints redirected during inquiry](#)

- 13 [complaints denied without inquiry – decision of the Cour municipale de Montréal](#)

- 23 [complaints denied without inquiry – clear provincial legislation applied by VdM](#)

- 26 [complaints redirected – not in last resort](#)

Topics

- Claim – Material Damage – Financial Compensation 1

- Municipal Court – Fees/Collection (Following a Court Decision) 20

- Municipal Court – Ruling 13

- Municipal Services – Communication/Information 9

- Municipal Services – Delays/Procedures 3

- Statement of Offence – Parking 19

- Statement of Offence – Other than Parking 2

Summary Analyses/Inquiries⁴

- Citizen alleging the mishandling of her request by *Cour municipale* and difficulty to file a formal complaint. [Ill-founded](#)

- Citizen complaining that *Cour municipale* staff provided inaccurate information and of poor quality of service. [Founded](#) — [Resolved](#)
→ Explanations provided and eventual withdrawal of the *Statement of Offence*.

- American tourist received a *Statement of Offence* (parking): the vehicle described in the document does not match the rented car. He is seeking the withdrawal of the ticket. [Plaintiff redirected during inquiry](#)

- Tourist from Colombia who received a *Parking Ticket* claims he was unable to contest it in due form. He disputes the additional charges added thereto and states it was difficult to obtain relevant information from *Cour municipale*. [Plaintiff redirected during inquiry](#)

Previous File¹

Own motion. The [OdM](#) seeking information to determine if a group of *Parking Tickets* issued during public works should be cancelled or reimbursed if already paid. The inquiry reveals that some of the no-parking signs had been moved by citizens. [Ill-founded](#)

Average processing time of all inquiries closed in 2019
40 business days

Concertation des arrondissements

All Departments

24 New Files

Results

3	complaints denied without inquiry – clear provincial legislation applied by VdM
1	ill-founded
1	complaint denied during inquiry – lack of jurisdiction (after analysis)
16	complaints redirected – not in last resort
3	pending

Topics

Animal	15
Municipal Services – Communication/Information	2
Municipal Services – Delays/Procedures	3
Municipal Services – Politeness/Conduct	1
Public Works – Snow Removal	1
Statement of Offence – Other than Parking	2

Thorough Inquiries⁵

Plaintiff disputing VdM decision to declare his dog as “dangerous”, following a behavioural assessment. [Ill-founded](#)

Plaintiff disputing the *Euthanasia Order* for her dog who caused the death of another dog. [Denied during inquiry – Filing of legal recourse](#)

The two dogs of the Plaintiff had a behavioural assessment. Plaintiff disputing the requirement to obtain a *Special Permit* for the one which was declared “potentially dangerous”. Citizen finding unfair to be billed for the behavioural assessment of the other dog which was not assessed as being “potentially dangerous”. [Pending](#)

Plaintiff not satisfied with the handling of file, after a scuffle between his dog and the neighbour’s dog. Claiming that his arguments were not heard and disputing the behaviour assessment report on his dog. [Charter file – Pending](#)

Citizen disputing VdM request that his dog wears a muzzle. The dog was assessed as “not very dangerous”. [Pending](#)

Average processing time of all inquiries closed in 2019
27 business days

Culture

All Departments

1 New File and 1 Previous File

Results

- 1 [new undertaking – after a follow-up](#)
- 1 [complaint redirected – not in last resort](#)

Topics

- Nuisance – Other or Combination 1
- Universal Accessibility 1

Previous File¹

Follow-up on undertaking to carry out works to improve universal accessibility of intersections, in the *Quartier des spectacles*.
[Charter file – New undertaking](#)
→ Works postponed to the spring of 2020.
(See *summary p. 18*).

**Average processing time
of the inquiry closed in 2019**
15 business days

Développement économique

All Departments

5 New Files

Results

- 1 [complaint denied during inquiry](#)

- 4 [complaints redirected – not in last resort](#)

Topic

Grants/Subsidies –
Other than Social Housing

Thorough Inquiry¹

- 5 Business owner disputing the dismissal of his application for a subsidy under the *Programme d'aide financière aux établissements situés dans un secteur affecté par des travaux majeurs*. [Complaint denied during inquiry](#) – [Decision by elected officials](#) – [Clear rules in by-law](#)

Average processing time of the inquiry closed in 2019
10 business days

Direction générale Bureau du directeur général

Diversité et inclusion sociale All Departments

1 New File

Result

1 complaint denied without inquiry – clear provincial legislation applied by VdM

Topic

Access to Information

1

1 New File

Result

1 complaint redirected – not in last resort

Topic

Municipal Services –
Communication/Information

1

Eau

All Departments

7 New Files

Results

- 1 [follow-up on undertaking – fulfilled](#)

- 6 [complaints redirected – not in last resort](#)

Topics

Claim – Material Damage – Request for Repair	1
Environment/Sustainable Development	1
Nuisance – Other or Combination	1
Public Works – Aqueduct/Sewer	4

Thorough Inquiry¹

1 Follow-up on undertaking to move fire hydrant in the summer of 2019.
Undertaking fulfilled
 → Works conducted and fire hydrant moved.

Average processing time of the inquiry closed in 2019
94 business days

Environnement

All Departments

7 New Files and 1 Previous File

Results

- 1 [founded – undertaking](#)

- 1 [withdrawal during inquiry](#)

- 1 [complaint redirected during inquiry](#)

- 4 [complaints redirected – not in last resort](#)

- 1 [pending](#)

Topics

Building – Salubrity – Insects	1
Environment/Sustainable Development	3
Municipal Services – Other or Combination	1
Nuisance – Noise	1
Safety – Other than Fire	1
Tree	1

Thorough Inquiries²

Plaintiffs who noticed white smoke coming out of a grocery store’s chimney fear possible impacts on air quality and on the health of residents. [Charter file](#) – [Redirected during inquiry](#)

Citizens complaining of excessive noise coming from *Clos des Carrières* and the *Éco-centre* at all hours. Joint file with *Service de la gestion et planification immobilière*, *Service du matériel roulant et des ateliers* and *Arrondissements de Rosemont-La Petite-Patrie* and *du Plateau-Mont-Royal*. [Charter file](#) – [Pending](#)

Previous File¹

Own motion. The **OdM** inquires on the management of the old quarries and former landfills file. [Charter file](#) – [Intervention founded – Undertaking](#)

→ VdM will pursue its methane monitoring campaign in the relevant area. Other measures also implemented. **OdM** will follow up.

Average processing time of all inquiries closed in 2019
418 business days

Espace pour la vie

All Departments

2 New Files

Result

2 [complaints redirected – not in last resort](#)

Topics

Municipal Services – Delays/Procedures 1

Municipal Services –
Other or Combination 1

Évaluation foncière

All Departments

6 New Files and 2 Previous Files

Results

- 1 [founded – resolved](#)

- 1 [ill-founded](#)

- 2 [complaints denied without inquiry – clear provincial legislation applied by VdM](#)

- 4 [complaints redirected – not in last resort](#)

Topics

- Public Land – Occupancy 1

- Tax – Property Tax/Assessment 7

Previous Files²

For some some years, VdM has billed permanent public land occupancy fees to plaintiff because the vehicular lane leading to his garage crosses over public land. Joint file with *Service des finances* and *Arrondissement de Côte-des-Neiges-Notre-Dame-de-Grâce*.

Founded – Resolved

→ Refund of fees paid in the last three years (\$6,450, interests included) and cancellation of these fees in future.

(See summary p. 11).

Citizen claiming that the area used to calculate his property taxes since 1990 is larger than his actual land. **Ill-founded**

Average processing time of all inquiries closed in 2019
240.5 business days

Expérience citoyenne et communications

Direction de l'expérience citoyenne

8 New Files

Result

8 [complaints redirected – not in last resort](#)

Topics

Municipal Services – Communication/Information	2
Municipal Services – Delays/Procedures	6

Finances

All Departments

26 New Files and 4 Previous Files

Results

- 1 [founded – resolved](#)

- 1 [founded – undertaking](#)

- 5 [ill-founded](#)

- 22 [complaints redirected – not in last resort](#)

- 1 [pending](#)

Topics

- Municipal Services – Communication/Information 2

- Municipal Services – Delays/Procedures 3

- Public Land – Occupancy 1

- Tax – Property Tax/Assessment 18

- Tax – Other than Property Tax 5

- Miscellaneous 1

Thorough Inquiries⁴

- 2 Plaintiff alleging error in the interest amount appearing in an *Avis de taxes impayées*. [III-founded](#)

- 3 Plaintiff sold a building to his company. VdM refuses to exempt his company from the real estate transfer taxes. [III-founded](#)

- 1 Citizen contesting threat to sell his property for non-payment of his municipal taxes. He has been late in paying since 2017. Citizen claiming his ability to pay was affected by the costs he incurred following a sewer backup. The inquiry shows a different context. [III-founded](#)

- 1 Citizen who bought a piece of land sold for non-payment of taxes is seeking cancellation of the transaction. He later learned that the land is landlocked. [Pending](#)

Previous Files⁴

- For some years, VdM has billed permanent public land occupancy fees to plaintiff because the vehicular lane leading to his garage crosses over public land. Joint file with *Service de l'évaluation foncière and Arrondissement de Côte-des-Neiges-Notre-Dame-de-Grâce*. [Founded](#) – [Resolved](#)
 → Refund of the fees paid in the last three years (\$6,450, interests included) and cancellation of the fees in future. (See *summary p. 11*).

- Own motion. [OdM](#) found out that *Service des finances* no longer applies the *Politique de suivis* to trace citizens who did not cash their tax refund cheques. [Founded](#) – [Undertaking](#)
 → Policy reinstated retroactively to 2015. [OdM](#) will conduct annual follow-ups. (See *summary p. 15*).

- Citizen alleging that the basis of calculation of plaintiff's property taxes is larger than the actual surface of his land. [III-founded](#)

Continued →

Finances

Toutes directions confondues^(continued)

Previous Files^{4 (continued)}

Citizen disputing the interest and penalties added to his tax bill: he was not the owner when the taxes became payable. [Ill-founded](#)

**Average processing time
of all inquiries closed in 2019**
187.71 business days

Gestion et planification immobilière

All Departments

6 New Files

Results

- 1 [founded – resolved](#)

- 1 [ill-founded](#)

- 2 [complaints redirected – not in last resort](#)

- 2 [pending](#)

Topics

- Alley 2

- Municipal Services – Politeness/Conduct 1

- Nuisance – Noise 1

- Universal Accessibility 1

- Zoning/Urban Planning – Other 1

Thorough Inquiries²

Citizens complaining of excessive noise coming from *Clos des Carrières* and the *Écocentre* at all hours. Joint file with *Service de l’environnement, Service du matériel roulant et des ateliers, Arrondissement de Rosemont–La Petite-Patrie* and *Arrondissement du Plateau-Mont-Royal*. [Charter file – Pending](#)

→ A problem fan is moved and restrictions on hours of use for fans are instated. Other aspects still being processed.

Citizen complaining about lack of response. In 2014, she asked VdM to sell the back alley to residents living alongside. Joint file with *Arrondissement de Rosemont–La Petite-Patrie*. [Pending](#)

Summary Analyses/ Inquiries²

Plaintiff complaining that a City Security Officer prevented him from entering the room where City Council was holding its public assembly. [Charter file – Ill-founded](#)

The door-opening mechanism of a municipal building is not working. Tenants with reduced mobility have had trouble gaining access for a while. [Charter file – Founded – Resolved](#)

→ Repair works done without delay. (See *summary p. 15*).

Average processing time of all inquiries closed in 2019
6 business days

Grands parcs, Mont-Royal et sports

All Departments

7 New Files and 1 Previous File

Results

- 1 [refusal to intervene – legal recourse more appropriate](#)
- 1 [withdrawal during inquiry](#)
- 6 [complaints redirected – not in last resort](#)

Topics

Animal	1
Municipal Services – Politeness/Conduct	1
Municipal Services – Other or Combination	1
Parks and Green Spaces	1
Sports and Leisure	2
Tree	1
Universal Accessibility	1

Previous File¹

Citizens disputing the destruction of a baseball diamond in Jeanne-Mance Park and contesting the process that led to that decision. [Charter file](#) — [Refusal to intervene](#) — [Ongoing legal recourse](#)

Processing time of the inquiry closed in 2019
22 business days

Greffe

All Departments

3 New Files

Results

- 1 [ill-founded](#)

- 1 [withdrawal during inquiry](#)

- 1 [complaint denied without inquiry – clear provincial legislation applied by VdM](#)

Topics

- Access to Information 2

- Municipal Services – Politeness/Conduct 1

Summary Analysis/ Inquiry¹

2 Citizen complaining that VdM did not retract personal information in a municipal *Inspection Report* which was filed with the *Régie du logement* during a hearing.
[Charter file – Ill-founded](#)

Processing time of the inquiry closed in 2019
 27 business days

Habitation

All Departments

23 New Files and 1 Previous File

Results

2	founded – resolved
5	ill-founded
16	complaints redirected – not in last resort
1	pending

Topics

Building – Salubriousness – Mold	3
Building – Salubriousness – Other or Combination	2
Grants/Subsidies – Other than Social Housing	11
Municipal Services – Communication/Information	5
Municipal Services – Delays/Procedures	2
Municipal Services – Politeness/Conduct	1

Thorough Inquiries⁶

3	Inspection of a dwelling. Citizen complaining about the City Inspector behaviour and contesting the notes he put in the file. Charter file – Ill-founded
11	Tenant disputing VdM opinion that the works he is requesting is not necessary. Charter file – Ill-founded
5	Plaintiff disputing refusal of his <i>Subsidy Application</i> filed one day after the maximum deadline imposed by regulation. Ill-founded
2	Own motion. Odm notes that information on the <i>Programme d'appui à l'acquisition résidentielle</i> appearing on VdM website, the 311 forms and the FAQ section is inaccurate and contradictory. Charter file – Intervention founded – Resolved → Information corrected. (See <i>summary p.24</i>).
1	Plaintiff claiming that City Inspectors did not require enough decontamination interventions from her former landlord. Charter file – Pending

Plaintiff contesting VdM decision not to grant the subsidy he had applied for, under the *Programme de rénovation à la carte*. The renovation works started before the approval of his file. [Ill-founded](#)

Habitation

All Departments^(continued)

Summary Analysis/ Inquiry¹

Follow-up. Long delays. *Service de l'habitation* had undertaken to obtain a legal opinion regarding the eligibility to a subsidy (or not) for a specific type of real estate transaction and to forward a copy to **OdM**.

Founded – Resolved

→ The Department had received the legal opinion but forgot to transmit a copy to **OdM**. **OdM** receives a copy.

Previous File¹

Plaintiff contesting refusal of a subsidy under the program « *Stabilisation des fondations des bâtiments résidentiels* ». Works were started before file was approved. **Ill-founded**

**Average processing time
of all inquiries closed in 2019**
41 business days

Infrastructures du réseau routier

All Departments

2 New Files

Result

2 [complaints redirected – not in last resort](#)

Topics

1 [Claim – Material Damage –
Financial Compensation](#)

1 [Public Works – Aqueduct/Sewer](#)

Laboratoire d’innovation urbaine de Montréal

All Departments

1 New File

Result

1 [complaint redirected – not in last resort](#)

Topic

1 [Miscellaneous \(status of entity –
company or not-for-profit-organization\)](#)

Matériel roulant et ateliers

All Departments

1 New File

Result	Topic	Thorough Inquiry ¹
1 pending	Nuisance – Noise	1 Noise nuisances from <i>Clos des Carrières</i> , notably vehicles' back-up alarms and noisy activities at all hours. Joint file with <i>Service de l'environnement</i> , <i>Service de la gestion et planification immobilière</i> and <i>Arrondissements de Rosemont–La Petite-Patrie</i> and <i>du Plateau-Mont-Royal</i> . Charter file — Pending

Police

All Departments

104 New Files and 3 Previous Files

Results

2	founded – resolved
1	founded – undertaking
4	withdrawals during inquiry
23	complaints denied without inquiry – decision/action by a peace officer
1	complaint denied without inquiry – already processed (same plaintiff)
43	complaints denied without inquiry – clear provincial legislation applied by VdM
33	complaints redirected – not in last resort

Topics

Access to Information	5
Municipal Services – Communication/Information	1
Municipal Services – Delays/Procedures	7
Municipal Services – Politeness/Conduct	9
Nuisance – Noise	2
Nuisance – Other or Combination	3
Parking – Municipal and On-street/Stickers/Drop-off Zones	5
Peace Officer – Decision/Action/Omission	20
Pound	5
Safety – Other than Fire	2
Statement of Offence – Parking	33
Statement of Offence – Other than Parking	12
Towing	2
Miscellaneous	1

Previous Files³

Citizen complaining that his *Access to Information Request* was mishandled. SPVM sent the documents by mail despite the citizen having specifically stated he would come and get them in person. **Founded – Resolved**
 → *Access to Information Request* form is amended.
 (See summary p. 14).

Own motion. **Odm** exploring how errors in the identification of the vehicle could be avoided when Police Officers issue a *Parking Ticket* in the absence of the driver.
Intervention founded – Undertaking
 → Undertakings to implement a procedure requiring a double-check and institute measures to raise awareness.
 (See summary p. 13).

Own motion. **Odm** asking for a clear policy confirming that when a stolen car is found, the innocent victim of the theft does not have to pay storage fees during the police investigation period.
Intervention founded – Resolved
 → A clear policy is added to the “local procedure”.
 (See summary p. 13).

Average processing time of all inquiries closed in 2019
553.67 business days

Ressources humaines

All Departments

34 New Files

Results	Topics	Summary Analysis/ Inquiry ¹
1 refusal to intervene – lack of jurisdiction	Labour/Employment Relations 33	A VdM retiree complains that the <i>Service de la paye</i> would have sent the insurer erroneous information about her. Refusal to intervene — Lack of jurisdiction
32 complaints denied without inquiry – labour/employment relations	Municipal Services – Other or Combination 1	
1 complaint redirected – not in last resort		

Processing time of the inquiry closed in 2019
1 business day

Sécurité incendie

All Departments

6 New Files

Result

6 [complaints redirected – not in last resort](#)

Topics

Building – Maintenance	1
Municipal Services – Communication/Information	1
Municipal Services – Delays/Procedures	2
Safety – Fire	2

Technologies de l'information

All Departments

2 New Files

Results

- 1 [founded – resolved](#)
- 1 [complaint redirected – not in last resort](#)

Topics

- 1 [Call for Tenders/Contract](#)
- 1 [Municipal Services – Delays/Procedures](#)

Summary Analysis/ Inquiry¹

1 Citizen complaining of lack of reply or follow-up to the complaint filed one month before. **Founded** — **Resolved**
→ Reply sent within days of **OdM** intervention.

Processing time of the inquiry closed in 2019
1 business day

Urbanisme et mobilité

Direction de la mobilité

3 New Files and 1 Previous File

Results

- 1 [follow-up on undertaking – fulfilled](#)

- 2 [complaints redirected – not in last resort](#)

- 1 [pending](#)

Topics

- Bicycle Path/Cycling 1

- Parking – Municipal and On-street/Stickers/Drop-off Zones 1

- Public Works – Other or Combination 1

- Universal Accessibility 1

Thorough Inquiry¹

1 Follow-up on previous undertaking to widen the sidewalk on De Brébeuf Street, along Laurier Park.
[Charter file – Undertaking fulfilled](#)
(See summary p. 15).

Previous File¹

Own Motion. **Odm** has safety concerns regarding the cycling path on De Maisonneuve Boulevard close to the *Quartier des spectacles*: risks of cyclist/pedestrian conflicts.
[Charter file – Pending](#)
(See summary p. 19).

Average processing time of all inquiries closed in 2019
64 business days

Urbanisme et mobilité

Direction de l’urbanisme

Ville de Montréal in general

(Not to be confused with Direction générale)

1 New File

Result	Topic
1 complaint redirected – not in last resort	Parks and Green spaces

4 New Files

Results	Topics
1 withdrawal during inquiry	Environment/Sustainable Development 1
2 complaints denied without inquiry – already processed (same plaintiffs)	Municipal Services – Other or Combination 2
1 complaint denied without inquiry – plaintiff not personally affected by the situation	Public Land – Occupancy 1

Paramunicipal Agencies and City-controlled Corporations



Bureau du taxi de Montréal

5 New Files

Results

- 1 [ill-founded](#)
- 3 [complaints denied without inquiry – not in last resort](#)
- 1 [pending](#)

Topics

- Municipal Services – Delays/Procedures 1
- Municipal Services – Politeness/Conduct 2
- Taxi 2

Thorough Inquiry¹

Taxi driver claiming harassment and profiling by inspectors. Numerous interventions, *Notices* and *Statements of Offence*. Plaintiff also contesting some notes entered into the database following the interventions.
[Charter file](#) — [Pending](#)

Summary Analysis/ Inquiry¹

Plaintiff claiming that *Bureau du taxi* did not reply to his complaint.
[Ill-founded](#) — [Reply already sent](#)

**Processing time of the
inquiry closed in 2019**
3 business days

Corporation Anjou 80

1 New File

Result	Topic	Thorough Inquiry ¹
1 founded – resolved	Tenant/Landlord Relations (Linked to VdM)	1 Plaintiff has been on the waiting list for a dwelling since 2017. She does not understand why she still does not have a dwelling. Founded — Resolved → The plaintiff gets a dwelling.

Processing time of the inquiry closed in 2019
51 business days

Corporation de gestion des marchés publics de Montréal

1 New File

Result	Topic	Summary Analysis/ Inquiry ¹
1 complaint denied during inquiry – lack of jurisdiction (after analysis)	Tenant/Landlord Relations (Linked to VdM)	1 A long-time business owner disputing VdM decision to shut down permanently the Square Phillips Market. Complaint denied after inquiry — Decision by elected officials

Processing time of the inquiry closed in 2019
9 business days

Office de consultation publique de Montréal

1 New File

Result

Topic

1 complaint redirected – not in last resort

Municipal Services – Delays/Procedures 1

Office municipal d’habitation de Montréal

74 New Files and 5 Previous Files

Results

9	founded – resolved
1	founded – undertaking
1	new undertaking – after a follow-up
6	ill-founded
2	withdrawals during inquiry
2	complaints redirected during inquiry
1	refusal to intervene – legal recourse more appropriate
1	complaint denied without inquiry – prescription
6	complaints denied without inquiry – clear provincial legislation applied by VdM
50	complaints redirected – not in last resort

Topics

Building – Maintenance	11
Building – Salubrity – Insects	7
Building – Salubrity – Mold	4
Building – Salubrity – Other or Combination	3
Call for Tenders/Contract	1
Claim – Material Damage – Financial Compensation	3
Municipal Services – Communication/Information	3
Municipal Services – Delays/Procedures	8
Municipal Services – Politeness/Conduct	3
Municipal Services – Other or Combination	1
Nuisance – Other or Combination	5
Safety – Other than Fire	1

Social/Affordable Housing – Access	11
Tenant/Landlord Relations (Linked to VdM)	17
Universal Accessibility	1

Thorough Inquiries¹¹

Tenant complaining of noise and vibrations in his dwelling caused by the slamming of doors. [Charter file – Withdrawn during inquiry](#)

Wheelchair bound tenant complaining about the bad maintenance in winter of the alleys around the building where she lives. [Charter File – Founded – Resolved](#)

- Corrective works carried out to avoid accumulation of ice and water.
- Review of working methods and clearer description of labour to be handled by OMHM and by contractor.

Own motion inquiry to improve the wording in snow removal contracts and to clarify the snow removal and de-icing responsibilities between OMHM and the contractor. [Intervention founded – Resolved](#)

- Amendments of the call for tenders and of the service contracts between OMHM and snow removal contractors.

(See summary p. 23).

Continued →

Office municipal d’habitation de Montréal^(continued)

Thorough Inquiries^{11 (continued)}

Tenant disputing the one-year suspension imposed by OMHM for having refused a dwelling offered to her. Medical condition of plaintiff. Son with special needs. Long history. **Charter file — Founded — Resolved**
→ Suspension ended for humanitarian reasons.

Citizen asking that the subsidy recently granted to her under the *Programme de supplément au loyer* (PSL) be retroactive. **Ill-founded**

Tenant alleging various problems in her dwelling: humidity odour, odour from extermination products used in other apartments, fear of bugs in ventilation system, etc. **Charter file — Ill-founded**

Tenant asking for air conditioning or additional ventilation in hallways leading to common areas: intensive heat during hot spells. **Charter file — Ill-founded**

Former tenant disputing the 5-year suspension imposed by OMHM after her lease was rescinded by *Régie du logement*. The regulation provides for an automatic ineligibility period under the *Programme de supplément au loyer* (PSL). **Founded – Resolved**
→ The OHMH agrees to reduce the duration of the sanction. Given the time elapsed, the citizen’s name is put back on the waiting list for a dwelling.

Two files. The letter refusing the tenant’s application for a change of dwelling (for biopsychosocial reasons) did not mention the possible recourse to challenge this decision nor explain the reasons for the refusal. **1 Charter file — Founded — Resolved; 1 Founded — Undertaking**
→ Letter template is amended to include information on the recourse available to appeal the decision.
→ Undertaking to provide more details on the reasons in future refusal letters.
(See summary p. 14).

Citizen seeking extension of the temporary housing provided by OMHM. Following a disaster several days before, he was sent to a hotel with his family. This temporary housing expires. His permanent dwelling will not be ready for another month. **Founded (partly) — Resolved**
→ The OMHM grants a three-day extension to find alternative housing.

Summary Analyses/ Inquiries⁶

Tenant seeking priority ranking for a new low-rent dwelling. He transferred his former lease to his spouse when they separated. **Ill-founded**

Tenant who was granted the right to change dwelling for biopsychosocial reasons is complaining of the long delays for getting a new place. He also was not informed about other alternatives. **Founded — Resolved**
→ Tenant’s name is also placed on the “PSL” waiting list, which should speed up his change of dwelling.

Plaintiff disputing the one-year penalty imposed by OMHM. Our checks show that this penalty goes back to 2017. **Refusal to intervene — Time limits**

Office municipal d'habitation de Montréal^(continued)

Summary Analyses/ Inquiries^{6 (continued)}

Tenant claiming compensation for inconveniences suffered during bed bug extermination operations in her dwelling. [Refusal to intervene](#) — [Legal recourse more appropriate](#)

Tenant under the *Programme de supplément au loyer* (PSL) asking to change dwelling for health reasons. **OdM** inquiry reveals she has not filed an official request with OMHM. [Complaint redirected during inquiry](#)

Plaintiff complaining of long delays to obtain a dwelling suited to her physical condition. She claims to have been on the waiting list for five years. **OdM** inquiry shows her file is incomplete and some required documents are missing.

[Complaint redirected during inquiry](#)

→ Taken in charge by OMHM. Citizen gets a dwelling.

Previous Files⁵

Tenant asking for major clean-up and decontamination of her dwelling. She is concerned for her and for her son's health following several extermination treatments in 2016 and 2017. [Charter file](#) — [Founded](#) — [Resolved](#)

→ Although the products used were compliant, OMHM agrees to have the tenant's dwelling cleaned. Health Canada recommendations have been followed.

Tenant alleging there is mold in her dwelling. [Charter file](#) — [Ill-founded](#)

Neighbour complaining about nuisances resulting from the disposal of waste by tenants of an OMHM building.

[Charter file](#) — [Founded](#) — [Resolved](#)

→ Several measures are put into place by the OMHM: substantial improvement of the situation.

Follow-up on previous undertaking of OMHM to remove the large common bins for residual waste and implement an individual management approach in one of its buildings.

[Charter file](#) — [Undertaking fulfilled but new undertaking](#)

→ The individual management of waste has been implemented but the cleanliness of the site remains a problem. OMHM continues to monitor. **OdM** will follow up.

Tenant alleging damage to his personal belongings during an extermination. He had not prepared his dwelling in accordance with the instructions. [Ill-founded](#)

**Average processing time
of all inquiries closed in 2019**
86.05 business days

Société d’habitation et de développement de Montréal

7 New Files and 1 Previous File

Results

- 5 [founded – resolved](#)

- 1 [ill-founded](#)

- 2 [complaints redirected – not in last resort](#)

Topics

- Building – Maintenance 3

- Municipal Services – Communication/Information 2

- Municipal Services – Delays/Procedures 1

- Tenant/Landlord Relations (Linked to VdM) 2

Thorough Inquiries⁵

Three files. Tenant temporary relocated while works are carried out in her dwelling is claiming the refund of certain expenses incurred as a result thereof. **OdM** also intervenes to improve the planning and supervision of such relocations and to improve communications and follow-ups with the relocated tenants.

Charter file – Founded – Resolved

- Refund of certain expenses.
- New planning and supervision procedure for relocations.
- New template for the *Relocation Agreement*.
- Regular updates for the relocated tenants.

(See summary p. 24).

Tenant requesting the removal of a note in his file stating he would have admitted his dwelling is cluttered. He disputes this “admission”.

Charter file – Founded (partly) – Resolved

- Tenant’s version added to file.

Temporarily relocated tenant claiming compensation over and above what is provided in the *Relocation Agreement* he signed with SHDM. **Ill-founded**

Previous File¹

Temporarily relocated citizen complaining about the long delays in carrying out the repair works in his dwelling.

Founded – Resolved

- Clarification of the schedule; works completed; payment of amounts agreed to in the *Relocation Agreement*.

Average processing time of all inquiries closed in 2019
74 business days

Société du parc Jean-Drapeau

1 New File

Result

1 complaint redirected – not in last resort

Topic

Municipal Services – Delays/Procedures 1

Political Entities



City Council

Executive Committee

18 New Files

2 New Files

Result

18 complaints denied without inquiry – decisions voted by City Council

Topics

Animal	9
Environment/Sustainable Development	1
Grants/Subsidies – Other than Social Housing	1
Nuisance – Other or Combination	1
Public Works – Snow Removal	1
Social/Affordable Housing – Access	1
Statement of Offence – Parking	2
Statement of Offence – Other than Parking	1
Miscellaneous	1

Result

2 complaints denied without inquiry – actions by elected official or decisions voted by Executive Committee

Topics

Municipal Services – Delays/Procedures	1
Grants/Subsidies – Other than Social Housing	1

Mayor's Office

Agglomeration Council

5 New Files

Result

5 [complaints denied without inquiry – actions by elected official or decisions endorsed by City Council](#)

Topics

Environment/Sustainable Development	1
Ethics	1
Public Transportation	1
Statement of Offence – Parking	1
Miscellaneous	1

3 New Files

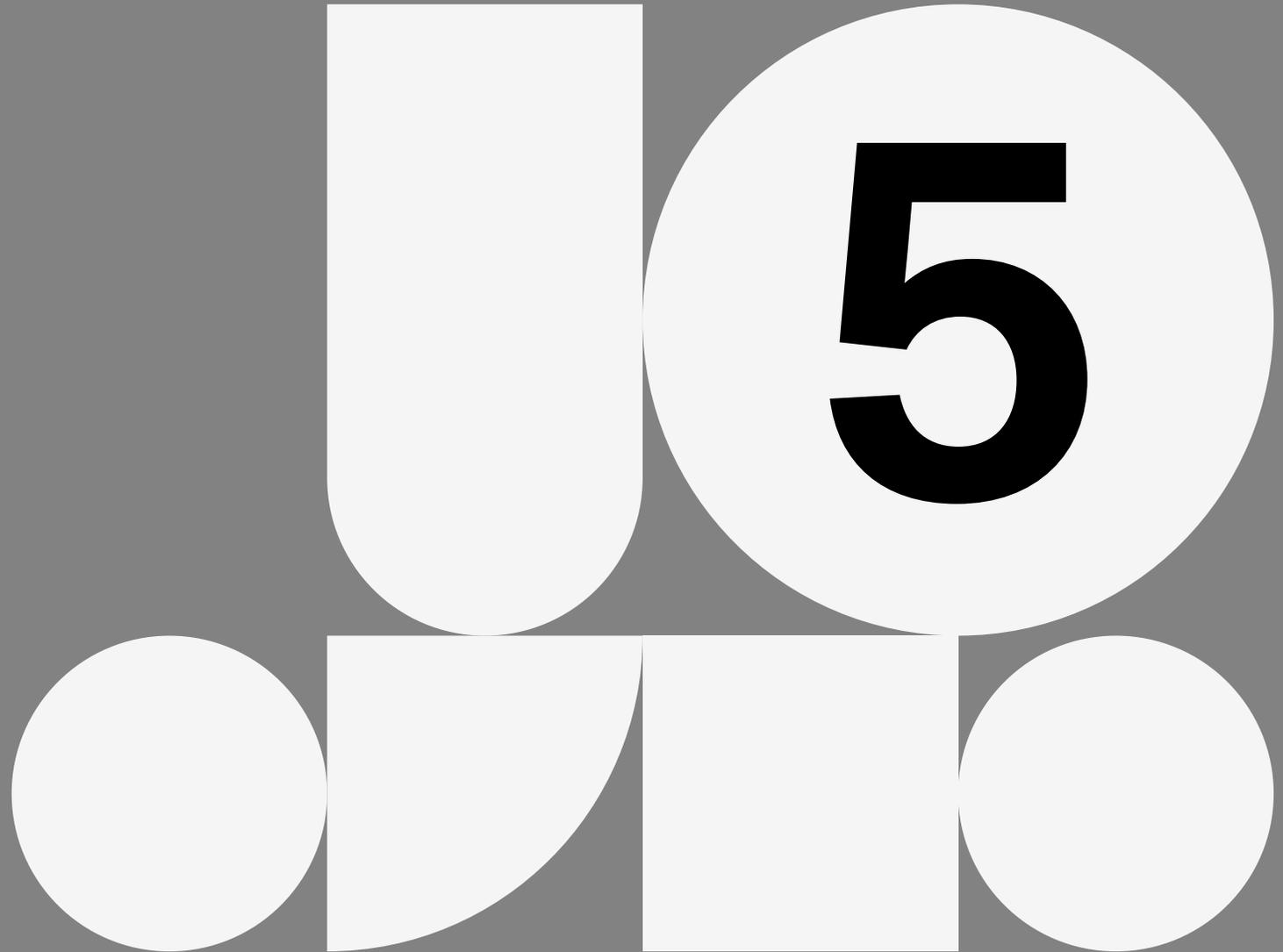
Result

3 [complaints denied without inquiry – lack of jurisdiction](#)

Topics

Bicycle Path/Cycling	1
Environment/Sustainable Development	1
Parks and Green Spaces	1

Appendices



Appendix A

New Complaints Received in 2019, by Topic (Including Charter Files)

Topic	Number of Files*	Entity and Number of Complaints *	(continued)		
Access to Information	17	Côte-des-Neiges-Notre-Dame-de-Grâce	2	Ville-Marie	1
		Lachine	1	Direction générale – Bureau du directeur général	1
		Mercier-Hochelaga-Maisonneuve	1	Grefte – All Departments	2
		Saint-Laurent	1	Police – All Departments	4
		Saint-Léonard	2	Other VdM-related Entity	1
		Verdun	1		
Alley	16	Ahuntsic-Cartierville	1	Rosemont-La Petite-Patrie	2
		Le Plateau-Mont-Royal	1	Ville-Marie	4
		Le Sud-Ouest	3	Villeray-Saint-Michel-Parc-Extension	2
		Mercier-Hochelaga-Maisonneuve	2	Gestion et planification immobilière – All Departments	2
		Outremont	1		
Animal	34	Ahuntsic-Cartierville	1	Ville-Marie	1
		Côte-des-Neiges-Notre-Dame-de-Grâce	3	Villeray-Saint-Michel-Parc-Extension	1
		Le Plateau-Mont-Royal	1	Concertation des arrondissements – All Departments	15
		Le Sud-Ouest	1	Grands parcs, Mont-Royal et sports – All Departments	1
		Pierrefonds-Roxboro	1	City Council	9
		Rosemont-La Petite-Patrie	2	Other VdM-related Entity	1
Bicycle Path/Cycling	36	Le Plateau-Mont-Royal	2	Ville-Marie	1
		Le Sud-Ouest	1	Agglomeration Council	1
		Verdun	31		
Building – Maintenance	23	Ahuntsic-Cartierville	1	Villeray-Saint-Michel-Parc-Extension	3
		Mercier-Hochelaga-Maisonneuve	1	Sécurité incendie – All Departments	1
		Rosemont-La Petite-Patrie	2	Office municipal d'habitation de Montréal	11
		Saint-Léonard	1	Société d'habitation et de développement de Montréal	2
		Ville-Marie	2		
Building – Salubrity/Insects	17	Ahuntsic-Cartierville	1	Outremont	1
		Côte-des-Neiges-Notre-Dame-de-Grâce	2	Ville-Marie	1
		Le Plateau-Mont-Royal	1	Environnement – All Departments	1
		Mercier-Hochelaga-Maisonneuve	1	Office municipal d'habitation de Montréal	7
		Montréal-Nord	3		

* Some complaints may concern more than one entity.

Appendix A
New Complaints Received
in 2019, by Topic
(Including Charter Files)^(continued)

Topic	Number of Files*	Entity and Number of Complaints *	(continued)	
Building – Salubriousness – Mold	17	Ahuntsic-Cartierville	1 Verdun	2
		Côte-des-Neiges-Notre-Dame-de-Grâce	2 Ville-Marie	2
		LaSalle	2 Villeray-Saint-Michel-Parc-Extension	1
		Mercier-Hochelaga-Maisonneuve	1 Habitation – All Departments	3
		Rosemont-La Petite-Patrie	2 Office municipal d'habitation de Montréal	3
Building – Salubriousness – Rodents	2	LaSalle	1 Outremont	1
Building – Salubriousness – Other or Combination	20	Côte-des-Neiges-Notre-Dame-de-Grâce	4 Saint-Léonard	1
		Lachine	1 Ville-Marie	2
		Mercier-Hochelaga-Maisonneuve	2 Villeray-Saint-Michel-Parc-Extension	2
		Montréal-Nord	2 Habitation – All Departments	2
		Rivière-des-Prairies-Pointe-aux-Trembles	1 Office municipal d'habitation de Montréal	2
Rosemont-La Petite-Patrie	2			
Call for Tenders/Contract	6	Anjou	1 Technologies de l'information – All Departments	1
		Le Plateau-Mont-Royal	1 Office municipal d'habitation de Montréal	1
		Ville-Marie	2	
City Services – Communication/ Information	62	Ahuntsic-Cartierville	4 Concertation des arrondissements – All Departments	2
		Anjou	5 Diversité et inclusion sociale – All Departments	1
		Côte-des-Neiges-Notre-Dame-de-Grâce	5 Expérience citoyenne et communications –	2
		Lachine	1 Direction de l'expérience citoyenne	
		Le Plateau-Mont-Royal	4 Finances – All Departments	2
		Le Sud-Ouest	1 Habitation – All Departments	5
		Mercier-Hochelaga-Maisonneuve	3 Police – All Departments	1
		Outremont	1 Sécurité incendie – All Departments	1
		Rivière-des-Prairies-Pointe-aux-Trembles	1 Office de consultation publique de Montréal	1
		Rosemont-La Petite-Patrie	3 Office municipal d'habitation de Montréal	3
		Saint-Laurent	1 Société de transport de Montréal	1
		Ville-Marie	3 Société d'habitation et de développement de Montréal	2
		Affaires juridiques – Direction des affaires civiles	3	
Affaires juridiques – Direction des services judiciaires (Municipal Court)	9			

* Some complaints may concern more than one entity.

Appendix A
New Complaints Received
in 2019, by Topic
(Including Charter Files)^(continued)

Topic	Number of Files*	Entity and Number of Complaints *	(continued)			
City Services – Delays/Procedures	93	Ahuntsic-Cartierville	4 Affaires juridiques – Direction des services judiciaires (Municipal Court)	3		
		Anjou	2			
		Côte-des-Neiges–Notre-Dame-de-Grâce	7	Concertation des arrondissements – All Departments	3	
		Lachine	1	Espace pour la vie – All Departments	1	
		Le Plateau-Mont-Royal	6	Expérience citoyenne et communications – Direction de l'expérience citoyenne	6	
		Le Sud-Ouest	1			
		Mercier–Hochelaga-Maisonneuve	3	Finances – All Departments	2	
		Montréal-Nord	2	Habitation – All Departments	2	
		Outremont	1	Police – All Departments	7	
		Pierrefonds-Roxboro	3	Sécurité incendie – All Departments	2	
		Rivière-des-Prairies–Pointe-aux-Trembles	2	Technologies de l'information – All Departments	1	
		Rosemont–La Petite-Patrie	7	Bureau du taxi de Montréal	1	
		Saint-Laurent	2	Office municipal d'habitation de Montréal	7	
		Verdun	3	Société de transport de Montréal	4	
		Ville-Marie	7	Société d'habitation et de développement de Montréal	1	
		Affaires juridiques – Direction des affaires civiles	4	Société du parc Jean-Drapeau Executive Committee	1 1	
		City Services – Politeness/Conduct	35	Ahuntsic-Cartierville	1 Villeray–Saint-Michel–Parc-Extension	1
				Côte-des-Neiges–Notre-Dame-de-Grâce	2	Concertation des arrondissements – All Departments
Le Plateau-Mont-Royal	1			Gestion et planification immobilière – All Departments	1	
Le Sud-Ouest	1			Grands parcs, Mont-Royal et sports – All Departments	1	
L'Île-Bizard–Sainte-Geneviève	2			Greffe – All Departments	1	
Montréal-Nord	2			Habitation – All Departments	1	
Outremont	1			Police – All Departments	9	
Rosemont–La Petite-Patrie	3			Bureau du taxi de Montréal	2	
Verdun	1			Office municipal d'habitation de Montréal	3	
Ville-Marie	1			Société de transport de Montréal	1	
City Services – Other or Combination	14	L'Île-Bizard–Sainte-Geneviève	1	Grands parcs, Mont-Royal et sports – All Departments	1	
		Mercier–Hochelaga-Maisonneuve	1	Ressources humaines – All Departments	1	
		Rivière-des-Prairies–Pointe-aux-Trembles	1	City in general (not to be confused with Direction générale)	2	
		Ville-Marie	2	Office municipal d'habitation de Montréal	1	
		Environnement – All Departments	1	Société de transport de Montréal	1	
Espace pour la vie – All Departments	1	Other VdM-related Entity	2			
Claim – Bodily Injury – Financial Compensation	17	Affaires juridiques – Direction des affaires civiles	15	Société de transport de Montréal	2	

* Some complaints may concern more than one entity.

Appendix A
New Complaints Received
in 2019, by Topic
(Including Charter Files)^(continued)

Topic	Number of Files*	Entity and Number of Complaints *	(continued)
Claim – Material Damage – Financial Compensation	82	Côte-des-Neiges–Notre-Dame-de-Grâce	2 Affaires juridiques – Direction des services judiciaires (Municipal Court)
		Le Sud-Ouest	1
		Rosemont–La Petite-Patrie	1 Infrastructures du réseau routier – All Departments
		Verdun	3 Office municipal d'habitation de Montréal
		Ville-Marie	1 Other VdM-related Entity
Affaires juridiques – Direction des affaires civiles	75		
Claim – Material Damage – Request for Repair	11	Côte-des-Neiges–Notre-Dame-de-Grâce	3 Pierrefonds-Roxoboro
		Le Plateau-Mont-Royal	1 Rivière-des-Prairies–Pointe-aux-Trembles
		Le Sud-Ouest	1 Eau – All Departments
Community Garden	2	Ahuntsic-Cartierville	1 Ville-Marie
Environment/Sustainable Development	9	Le Plateau-Mont-Royal	1 City in general (not to be confused with Direction générale)
		Rosemont–La Petite-Patrie	1 Agglomeration Council
		Ville-Marie	1 City Council
		Eau – All Departments	1 Mayor's Office
		Environnement – All Departments	2
Ethics	3	Mercier–Hochelaga-Maisonneuve	1 Mayor's Office
		Rosemont–La Petite-Patrie	1
Grants/Subsidies – Other than Social Housing	17	Ahuntsic-Cartierville	1 City Council
		Développement économique – All Departments	5 Executive Committee
		Habitation – All Departments	10
Labour/Employment Relations	34	Ressources humaines – All Departments	33 Société de transport de Montréal
Library/Culture	1	Côte-des-Neiges–Notre-Dame-de-Grâce	1
Miscellaneous	8	LaSalle	1 Laboratoire d'innovation urbaine de Montréal – All Departments
		Le Sud-Ouest	2
		Ville-Marie	1 City Council
		Affaires juridiques – Direction des affaires civiles	1 Mayor's Office
		Finances – All Departments	1
Municipal Court – Fees/Collection (Following a Court Decision)	20	Affaires juridiques – Direction des services judiciaires (Municipal Court)	20

* Some complaints may concern more than one entity.

Appendix A
New Complaints Received
in 2019, by Topic
(Including Charter Files)^(continued)

Topic	Number of Files*	Entity and Number of Complaints *	(continued)
Municipal Court – Ruling	13	Affaires juridiques – Direction des services judiciaires (Municipal Court)	13
Nuisance – Noise	34	Ahuntsic-Cartierville Anjou Côte-des-Neiges–Notre-Dame-de-Grâce Le Plateau-Mont-Royal Le Sud-Ouest Mercier–Hochelaga-Maisonneuve Pierrefonds-Roxboro Rosemont–La Petite-Patrie	3 Saint-Laurent 1 Ville-Marie 3 Villeray–Saint-Michel–Parc-Extension 2 Environnement – All Departments 2 Gestion et planification immobilière – All Departments 7 Matériel roulant et ateliers – All Departments 1 Police – All Departments 6 Société de transport de Montréal
Nuisance – Traffic	6	Le Plateau-Mont-Royal Le Sud-Ouest L'Île-Bizard–Sainte-Geneviève	1 Mercier–Hochelaga-Maisonneuve 1 Saint-Léonard 1 Villeray–Saint-Michel–Parc-Extension
Nuisance – Other or Combination	61	Anjou Côte-des-Neiges–Notre-Dame-de-Grâce Le Plateau-Mont-Royal Le Sud-Ouest Mercier–Hochelaga-Maisonneuve Montréal-Nord Outremont Pierrefonds-Roxboro Rivière-des-Prairies–Pointe-aux-Trembles Rosemont–La Petite-Patrie	7 Saint-Laurent 6 Saint-Léonard 6 Verdun 2 Ville-Marie 2 Villeray–Saint-Michel–Parc-Extension 2 Culture – All Departments 2 Eau – All Departments 3 Police – All Departments 2 Office municipal d'habitation de Montréal 5 City Council
Parking – Municipal and On-street/ Stickers/Drop-off Zones	48	Ahuntsic-Cartierville Côte-des-Neiges–Notre-Dame-de-Grâce LaSalle Le Plateau-Mont-Royal Le Sud-Ouest Mercier–Hochelaga-Maisonneuve Outremont Rivière-des-Prairies–Pointe-aux-Trembles	1 Rosemont–La Petite-Patrie 7 Saint-Léonard 2 Verdun 5 Ville-Marie 3 Villeray–Saint-Michel–Parc-Extension 2 Urbanisme et mobilité – Direction de la mobilité 2 Police – All Departments
Parks and Green Spaces	7	Côte-des-Neiges–Notre-Dame-de-Grâce Mercier–Hochelaga-Maisonneuve Outremont Rosemont–La Petite-Patrie	1 Grands parcs, Mont-Royal et sports – All Departments 2 Urbanisme et mobilité – Direction de l'urbanisme 1 Agglomeration Council 1

* Some complaints may concern more than one entity.

Appendix A
New Complaints Received
in 2019, by Topic
(Including Charter Files)^(continued)

Topic	Number of Files*	Entity and Number of Complaints *	(continued)	
Peace Officer – Decision/Action/Omission	20	Police – All Departments	20	
Pound	7	Ville-Marie Villeray–Saint-Michel–Parc-Extension	2 1	Police – All Departments 4
Public Land – Commercial Activity	5	Outremont	1	Ville-Marie 4
Public Land – Occupancy	16	Ahuntsic-Cartierville Le Plateau-Mont-Royal Mercier–Hochelaga-Maisonneuve Outremont	1 3 1 1	Rosemont–La Petite-Patrie Ville-Marie Villeray–Saint-Michel–Parc-Extension City in general (not to be confused with Direction générale) 2 7 1 1
Public Participation – Right of Initiative	1	Outremont	1	
Public Participation – Other than Right of Initiative	5	Le Sud-Ouest Pierrefonds-Roxboro	1 2	Rosemont–La Petite-Patrie 2
Public Transportation	7	Société de transport de Montréal	6	Mayor's Office 1
Public Works – Aqueduct/Sewer	31	Ahuntsic-Cartierville Côte-des-Neiges–Notre-Dame-de-Grâce Le Plateau-Mont-Royal Le Sud-Ouest L'Île-Bizard–Sainte-Geneviève Mercier–Hochelaga-Maisonneuve Pierrefonds-Roxboro Rivière-des-Prairies–Pointe-aux-Trembles	1 3 3 2 1 4 1 2	Rosemont–La Petite-Patrie Saint-Laurent Saint-Léonard Verdun Ville-Marie Eau – All Departments Infrastructures du réseau routier – All Departments 2 1 1 2 3 4 1
Public Works – Cleanliness	20	Ahuntsic-Cartierville Côte-des-Neiges–Notre-Dame-de-Grâce LaSalle Le Plateau-Mont-Royal L'Île-Bizard–Sainte-Geneviève Mercier–Hochelaga-Maisonneuve	2 1 1 6 1 2	Outremont Rivière-des-Prairies–Pointe-aux-Trembles Rosemont–La Petite-Patrie Ville-Marie Villeray–Saint-Michel–Parc-Extension 1 1 1 2 2

* Some complaints may concern more than one entity.

Appendix A
New Complaints Received
in 2019, by Topic
(Including Charter Files)^(continued)

Topic	Number of Files*	Entity and Number of Complaints *	(continued)		
Public Works – Garbage/Recycling/Composting	37	Ahuntsic-Cartierville Côte-des-Neiges-Notre-Dame-de-Grâce LaSalle Le Plateau-Mont-Royal L'Île-Bizard-Sainte-Geneviève Mercier-Hochelaga-Maisonneuve Montréal-Nord	8 2 1 4 1 3 1	Outremont Pierrefonds-Roxboro Rivière-des-Prairies-Pointe-aux-Trembles Rosemont-La Petite-Patrie Verdun Ville-Marie Villeray-Saint-Michel-Parc-Extension	6 1 4 2 1 1 2
Public Works – Pavement/Sidewalk	28	Ahuntsic-Cartierville Côte-des-Neiges-Notre-Dame-de-Grâce LaSalle Le Plateau-Mont-Royal Le Sud-Ouest Mercier-Hochelaga-Maisonneuve	3 3 1 6 1 2	Montréal-Nord Rivière-des-Prairies-Pointe-aux-Trembles Rosemont-La Petite-Patrie Ville-Marie Villeray-Saint-Michel-Parc-Extension	1 3 4 2 3
Public Works – Snow Removal	48	Ahuntsic-Cartierville Anjou Côte-des-Neiges-Notre-Dame-de-Grâce Le Plateau-Mont-Royal Le Sud-Ouest L'Île-Bizard-Sainte-Geneviève Mercier-Hochelaga-Maisonneuve Montréal-Nord Pierrefonds-Roxboro Rivière-des-Prairies-Pointe-aux-Trembles	7 1 6 4 1 1 4 1 2 4	Rosemont-La Petite-Patrie Saint-Laurent Verdun Ville-Marie Villeray-Saint-Michel-Parc-Extension All Boroughs Unidentified Borough Concertation des arrondissements – All Departments City Council	3 2 1 6 1 2 1 1 1
Public Works – Other or Combination	15	Ahuntsic-Cartierville Anjou Côte-des-Neiges-Notre-Dame-de-Grâce Mercier-Hochelaga-Maisonneuve Pierrefonds-Roxboro	3 1 1 1 1	Rivière-des-Prairies-Pointe-aux-Trembles Rosemont-La Petite-Patrie Ville-Marie Villeray-Saint-Michel-Parc-Extension Urbanisme et mobilité – Direction de la mobilité	4 1 1 1 1
Safety – Fire	3	Mercier-Hochelaga-Maisonneuve	1	Sécurité incendie – All Departments	2
Safety – Other than Fire	32	Ahuntsic-Cartierville Anjou Côte-des-Neiges-Notre-Dame-de-Grâce Le Plateau-Mont-Royal Le Sud-Ouest Mercier-Hochelaga-Maisonneuve Outremont	1 1 6 3 2 4 1	Rivière-des-Prairies-Pointe-aux-Trembles Rosemont-La Petite-Patrie Ville-Marie Environnement – All Departments Police – All Departments Office municipal d'habitation de Montréal Société de transport de Montréal	1 2 7 1 2 1 1

* Some complaints may concern more than one entity.

Appendix A
New Complaints Received
in 2019, by Topic
(Including Charter Files)^(continued)

Topic	Number of Files*	Entity and Number of Complaints *	(continued)
Social/Affordable Housing – Access	12	Office municipal d'habitation de Montréal	11 City Council 1
Sports and Leisure	6	Le Plateau-Mont-Royal Le Sud-Ouest Mercier-Hochelaga-Maisonneuve	1 Ville-Marie 1 1 Villeray-Saint-Michel-Parc-Extension 1 1 Grands parcs, Mont-Royal et sports – All Departments 1
Statement of Offence – Parking	55	Ahuntsic-Cartierville Mercier-Hochelaga-Maisonneuve Outremont Affaires juridiques – Direction des services judiciaires (Municipal Court)	1 Police – All Departments 33 1 City Council 2 1 Mayor's Office 1 18
Statement of Offence – Other than Parking	20	Rivière-des-Prairies-Pointe-aux-Trembles Saint-Laurent Ville-Marie Villeray-Saint-Michel-Parc-Extension	2 Affaires juridiques – Direction des services judiciaires (Municipal Court) 2 1 Concertation des arrondissements – All Departments 2 1 Police – All Departments 12 1 City Council 1
Tax – Property Tax/Assessment	21	Évaluation foncière – All Departments	6 Finances – All Departments 16
Tax – Other than Property Tax	6	L'Île-Bizard-Sainte-Geneviève Saint-Léonard	1 Finances – All Departments 5 1
Taxi	2	Bureau du taxi de Montréal	2
Tenant/Landlord Relations (Linked to Ville de Montréal)	21	Ville-Marie Corporation Anjou 80 Corporation de gestion des marchés publics de Montréal	1 Office municipal d'habitation de Montréal 17 1 Société d'habitation et de développement de Montréal 2 1
Towing	3	Mercier-Hochelaga-Maisonneuve Rosemont-La Petite-Patrie	1 Police – All Departments 2 1

* Some complaints may concern more than one entity.

Appendix A

New Complaints Received in 2019, by Topic (Including Charter Files)^(continued)

Topic	Number of Files*	Entity and Number of Complaints *	(continued)		
Tree	43	Ahuntsic-Cartierville	15	Rosemont–La Petite-Patrie	1
		Anjou	3	Saint-Léonard	2
		Côte-des-Neiges–Notre-Dame-de-Grâce	5	Verdun	3
		Le Plateau-Mont-Royal	1	Ville-Marie	1
		Mercier–Hochelaga-Maisonneuve	4	Villeray–Saint-Michel–Parc-Extension	2
		Pierrefonds-Roxboro	1	Environnement – All Departments	1
		Rivière-des-Prairies–Pointe-aux-Trembles	4	Grands parcs, Mont-Royal et sports – All Departments	1
Universal Accessibility	5	Le Plateau-Mont-Royal	1	Grands parcs, Mont-Royal et sports – All Departments	1
		Verdun	1	Urbanisme et mobilité – Direction de la mobilité	1
		Gestion et planification immobilière – All Departments	1	Office municipal d'habitation de Montréal	1
Zoning/Urban Planning – Driveway Entrance/Private Parking	13	Ahuntsic-Cartierville	5	Montréal-Nord	1
		Côte-des-Neiges–Notre-Dame-de-Grâce	1	Rivière-des-Prairies–Pointe-aux-Trembles	1
		Le Plateau-Mont-Royal	1	Rosemont–La Petite-Patrie	1
		Mercier–Hochelaga-Maisonneuve	2	Villeray–Saint-Michel–Parc-Extension	1
Zoning/Urban Planning – Fence/Hedge	24	Lachine	1	Rivière-des-Prairies–Pointe-aux-Trembles	14
		LaSalle	2	Verdun	1
		Le Plateau-Mont-Royal	1	Villeray–Saint-Michel–Parc-Extension	3
		Mercier–Hochelaga-Maisonneuve	2		
Zoning/Urban Planning – Permits – Construction/Demolition/ Transformation/PIIA	67	Ahuntsic-Cartierville	6	Outremont	9
		Côte-des-Neiges–Notre-Dame-de-Grâce	5	Pierrefonds-Roxboro	3
		Lachine	1	Rivière-des-Prairies–Pointe-aux-Trembles	5
		Le Plateau-Mont-Royal	10	Rosemont–La Petite-Patrie	4
		Le Sud-Ouest	3	Verdun	1
		Mercier–Hochelaga-Maisonneuve	10	Ville-Marie	5
		Montréal-Nord	3	Villeray–Saint-Michel–Parc-Extension	2
Zoning/Urban Planning – Permits – Other	14	Anjou	1	Rosemont–La Petite-Patrie	2
		Côte-des-Neiges–Notre-Dame-de-Grâce	1	Saint-Laurent	1
		Le Plateau-Mont-Royal	1	Verdun	1
		Outremont	2	Ville-Marie	2
		Pierrefonds-Roxboro	1	Villeray–Saint-Michel–Parc-Extension	1
		Rivière-des-Prairies–Pointe-aux-Trembles	1		

* Some complaints may concern more than one entity.

Appendix A
New Complaints Received
in 2019, by Topic
(Including Charter Files)^(continued)

Topic	Number of Files*	Entity and Number of Complaints *	(continued)		
Zoning/Urban Planning – Other	17	Ahuntsic-Cartierville	2	Rivière-des-Prairies-Pointe-aux-Trembles	2
		Côte-des-Neiges-Notre-Dame-de-Grâce	2	Rosemont-La Petite-Patrie	5
		Le Plateau-Mont-Royal	1	Ville-Marie	1
		Le Sud-Ouest	1	Villeray-Saint-Michel-Parc-Extension	1
		Mercier-Hochelaga-Maisonneuve	1	Gestion et planification immobilière – All Departments	1
		Montréal-Nord	1		
TOTAL Number of Complaints Related to VdM	1,369				
Number of Information Requests	72				
Total Number of Complaints not related to VdM	464				
TOTAL	1,905				

* Some complaints may concern more than one entity.

Appendix B

Glossary and List of Main Acronyms and Abbreviations

Glossary

Access to Information

Citizens' requests to obtain municipal documents, whether or not by virtue of Access to Information legislation.

Alley

Disputes related to alleys or green lanes (implementation and management, closing accesses, traffic, illegal encroachments, acquisitions or transfers, etc.).

Animal

Files linked to domestic or wild animals (dogs, cats, squirrels, pigeons, etc.) including by-law implementation, medals and permits, and management of animal-related nuisances.

Bicycle Path/Cycling

Files related to road cycling in Montréal or bicycle paths (implementation, safety, maintenance, etc.).
Complaints related to Bixi.

Building - Maintenance

Files linked to the municipal management of maintenance deficiencies in a building.

Building - Salubrity - Insects

Files linked to the municipal management of cockroaches, bed bugs or other insects in a building.

Building - Salubrity - Mold

Files linked to the municipal management of mold in a building.

Building - Salubrity - Rodents

Files related to the municipal management of rodents in a building.

Building - Salubrity - Other or Combination

Files related to the municipal management of a salubrity problem in a building not covered by a specific category, or files raising several salubrity issues.

Call for Tenders/Contract

Complaints related to the management of Calls for Tenders or to the contractual relations between Ville de Montréal and third parties (suppliers, etc.).

City Services - Communication/Information

Files related to incomplete or erroneous municipal information or communication including on Ville de Montréal website. Requests for translation of documents or communications in another language.

City Services - Delays/Procedures

Files regarding inappropriate response time, lack of clear processes, procedural unfairness or inadequate application of rules.

City Services - Politeness/Conduct

Allegations of improper behavior or rudeness on the part of a City employee, elected official or agent.

City Services - Other or Combination

Complaints from citizens dissatisfied with a municipal service, which does not fall into a specific category or concerning more than one category linked to City Services.

Claim - Bodily Injury - Financial Compensation

Claims seeking financial compensation for bodily injuries suffered on the public domain, or caused by the City or one of its employees or representatives.

Claim - Material Damage - Financial Compensation

Claims seeking financial compensation for material damage caused by the City, or one of its employees or representatives.

Claim - Material Damage - Request for Repair

Requests that material damage caused by the City be repaired.

Community Garden

Complaints involving a municipal community garden, including its operating rules and its sanction/eviction procedure.

Environment/Sustainable Development

Files linked to an environmental issue, including an *éco-quartier*, an *éco-centre* or a polluting industry, etc.

Ethics

Allegations of conflict of interest, fraud or collusion involving a City representative. Allegations of violation of the *Code de conduite des employés de la Ville de Montréal*.

Appendix B

Glossary and List of Main Acronyms and Abbreviations (continued)

Glossary (continued)

Grants/Subsidies – Other than Social Housing

Files linked to any financial assistance program managed by Ville de Montréal (renovation, home ownership, adaptation, cultural events, etc.), excluding subsidies for the rent.

Human Rights

Complaints of discrimination by the City, excluding universal accessibility issues.

Labour/Employment Relations

Complaints linked to any aspect of Ville de Montréal labour relations, including staffing process, supervision, sanction or termination of employees, retirement issues, etc.

Library/Culture

Files concerning a municipal library, cultural site or cultural event or venue, etc., including their operations and pricing.

Miscellaneous

Any complaint against Ville de Montréal that is not covered by another category.

Municipal Court – Fees/Collection (Following a Court Decision)

Files linked to the enforcement of a Montréal Municipal Court decision or order, including fine amounts, court fees, seizures, compensatory work agreements, payment agreements and any related fees.

Municipal Court – Ruling

Complaints against a judgement of the Montréal Municipal Court.

Not linked to Ville de Montréal

Complaints against situations or organizations over which Ville de Montréal has no say.

Nuisance – Noise

Complaints related to excessive noise.

Nuisance – Traffic

Complaints related to various types of nuisances caused by traffic (noise, vibrations, pollution, etc.), including requests for mitigating measures but excluding safety-related issues.

Nuisance – Other or Combination

Complaints against any type of nuisances other than noise or traffic-related issues. Complaints alleging a combination of several nuisances.

Parks and Green Spaces

Files related to the management of municipal parks and green spaces (layout, facilities, access, cleanliness, leisure activities, etc.).

Parking – Municipal and On-street/Stickers/ Drop-off Zones

Files concerning a parking space or area managed by Ville de Montréal or one of its agent, including drop-off zones, parking zones for residents only (SRRR), on-street parking, parking stickers, parking meters, payment terminals, municipal parking lots, parking signs, etc.

Peace Officer – Decision/Action/Omission

Complaints related to a police officer's decision, action or omission.

Pound

Complaints concerning the management of personal belongings and furniture of evicted tenants whose goods were taken over by the City after their eviction (storage period and fees, handling/destruction of the goods, etc.). Complaints against private car pounds mandated by the Montréal Police Department (SPVM).

Public Land – Commercial Activity

Files related to a commercial activity on public land (terraces, street entertainers, street food, etc.), including permit-related disputes.

Public Land – Occupancy

Files related to the temporary or permanent occupancy of public land, including permit management issues and related fees.

Public Participation – Right of Initiative

Files related to citizens' right of initiative under the *Montréal Charter of Rights and Responsibilities*.

Appendix B

Glossary and List of Main Acronyms and Abbreviations (continued)

Glossary (continued)

Public Participation – Other than Right of Initiative

Files related to a public consultation or referendum approval process, public question periods at municipal public assemblies, etc. (excluding Right of Initiative issues).

Public Transportation

Any file related to public transportation in Montréal.

Public Works – Aqueduct/Sewer

Files related to the municipal aqueduct and sewer network (water leaks, water pressure, frozen pipes, connections/disconnections to municipal main pipes, maintenance of catch basins and lids, etc.).

Public Works – Cleanliness

Cleanliness issues regarding public land.

Public Works – Garbage/Recycling/Composting

Files related to municipal waste collection, waste containers, waste storage, waste recycling and composting.

Public Works – Pavement/Sidewalk

Files related to the condition and maintenance of streets and sidewalks, including potholes, road markings, etc.

Public Works – Snow Removal

Complaints linked to snow removal or sanding/salting operations, including snow removal schedules, postings and prior notices to citizens and other related issues.

Public Works – Other or Combination

Complaints related to Public Works, which do not fall into a specific category (e.g. graffiti; collection of dead leaves, Christmas trees, bulky waste; maintenance of traffic lights, street lights and street furniture; etc.) or complaints concerning more than one topic linked to Public Works.

Safety – Fire

Files linked to fire safety inspections and standards, emergency exits, fire alarms and fines, etc.

Safety – Other than Fire

Files related to a safety issue on the municipal territory, which is not related to fire safety (e.g. safety of street crossings, unsafe lay-outs, etc.).

Social/Affordable Housing – Access

Files related to applications for affordable housing in buildings managed by *Office municipal d'habitation de Montréal, Société d'habitation et de développement de Montréal* or any City-related organization (waiting lists, long delays, etc.).

Sports and Leisure

Files related to municipal sport facilities and playgrounds, public pools, etc., including access to services, operations, fees, sanctions/evictions, etc.

Statement of Offence – Parking

Files related to parking tickets, including fines and related fees.

Statement of Offence – Other than Parking

Files concerning statements of offence not related to a parking violation, including fines and fees (e.g. insalubriousness, garbage, urban planning, etc.).

Tax – Property Tax/Assessment

Complaints related to a property assessment or classification or to a municipal tax bill.

Tax – Other than Property Tax

Any file related to a municipal tax (other than property tax), including water, waste, local improvements, commercial or real estate transfer taxes.

Taxi

Files regarding taxi and limousine services in Montréal, including permit issues and information provided to drivers.

Tenant/Landlord Relations (Linked to Ville de Montréal)

Files related to tenant/landlord relations linked to residential or commercial leases in buildings managed by the City or a City-related organization such as *Office municipal d'habitation de Montréal* and *Société d'habitation et de développement de Montréal* (maintenance and safety issues, fees and penalties, evictions of tenants, rent increases, calculation of housing subsidies, relocation requests, etc.).

Towing

Files related to towing operations carried out by or on behalf of Ville de Montréal. Complaints related to fees billed by private companies for the towing of cars parked on private land (By-law application).

Appendix B

Glossary and List of Main Acronyms and Abbreviations (continued)

Glossary (continued)

Tree Files related to municipal or private trees in Montréal (planting, felling or pruning issues, invasive roots, etc.).	Zoning/Urban Planning – Permits – Other Files concerning any type of permits not related to the construction, transformation or demolition of a building (e.g. permits for commercial occupancy, commercial signs, pools, etc.).
Universal Accessibility Files related to universal accessibility of municipal services, facilities and buildings for people with functional limitations.	Zoning/Urban Planning – Other Files related to a zoning issue not in a specific category (e.g. authorized land use, installation not requiring a permit, etc.).
Zoning/Urban Planning – Driveway Entrance/Private Parking Files related to private parking spaces or driveway entrances, including their implementation, modification or decommissioning and the related fees, etc.	
Zoning/Urban Planning – Fence/Hedge Complaints related to a fence or hedge.	
Zoning/Urban Planning – Permits – Construction/Demolition/Transformation/PIIA Files related to the construction, demolition or alteration of a building, including the management of permits, heritage protection requirements, PIIA or PPCMOI Projects, works done without permit, etc.	

Appendix B Glossary and List of Main Acronyms and Abbreviations (continued)

List of Main Acronyms and Abbreviations*

AEC	Aire d'exercice canin	HLM	Habitation à loyer modique	SHDM	Société d'habitation et de développement de Montréal
AOMF	Association des Ombudsmans et Médiateurs de la Francophonie	MCRR	Montréal Charter of Rights and Responsibilities	SIM	Service de sécurité incendie de Montréal
BAM	Bureau Accès Montréal	OBNL	Organisme à but non lucratif	SPCA	Société pour la prévention de la cruauté envers les animaux
BTM	Bureau du taxi de Montréal	OCPM	Office de consultation publique de Montréal	SPJD	Société du parc Jean-Drapeau
CCU	Comité consultatif d'urbanisme	OdM	Ombudsman de Montréal	SPVM	Service de police de la Ville de Montréal
CGMP	Corporation de gestion des marchés publics de Montréal	OMHM	Office municipal d'habitation de Montréal	STM	Société de transport de Montréal
CSEM	Commission des services électriques de Montréal	OSBL	Organisme sans but lucratif	SRRR	Stationnement sur rue réservé aux résidents
DAUP	Direction de l'aménagement urbain et du patrimoine	PDQ	Poste de quartier	VdM	Ville de Montréal
DAUSE	Direction de l'aménagement urbain et des services aux entreprises	PIIA	Plan d'implantation et d'intégration architecturale		
DDM	Demande de dérogation mineure	PPCMOI	Projet particulier de construction, de modification ou d'occupation d'un immeuble		
FAQ	Foire aux questions	PSL	Programme de supplément au loyer		
FCO	Forum canadien des ombudsmans/ Forum of Canadian Ombudsman	RGI	Rapport général d'intervention		

* The **OdM**'s 2019 Annual Report contains acronyms and abbreviations that are usually defined in the text. Nevertheless, this is the list of those the **OdM** uses most often. Most of them are in French.



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