GARBAGE AND FIRE HAZARDS

Telephone 311 or E-Mail 311@winnipeg.ca

CONSISTENT REPORTING is CRITICAL to receive enforcement. Arson risks receive a shorter compliance timeframe. Do you think the garbage or fire hazard will attract arsonists? THIS IS A KEY FACTOR!

RECOMMENDED REPORTING for FIRE HAZARD & EXCESSIVE GARBAGE

• If possible, speak to your neighbor in person to share your concerns. Try to develop a positive relationship. You may want to leave a flyer in the mailbox if you are unable to speak to your neighbour. A flyer on this topic has been created for you to print and leave in the mailbox. Flyers can be found on this website under ‘RESIDENTS’

When reporting to 311:

• Report what type of material the garbage or fire hazard is, ie: piles of leaves, lumbers, old furniture, mattresses, couches, excessive wood piles
• Report if you think it is an arson risk – arson risks receive a shorter compliance timeframe
• Report if the items are neatly piled or just tossed
• Report if bins of garbage are overflowing
• Report the overall condition of the yard, i.e. is it unkempt?
• Report if animals are feeding on garbage, or making habitat in the fire hazard
• Report WHERE the fire hazard or excessive garbage is on the property (ie: near rear door of house facing back lane, leaning against north side of house, on the front yard, etc.)
• Report if you think it may be a rental property
• Report if this is a frequent occurrence, and if so, how often
• Estimate the size of the garbage or fire hazard (ie: 10 bags of garbage, couch that seats 5 people, a wood pile the size of 4 garbage cans, etc)
• Take 3-4 photos and email when you report
• You can request a follow up call if you want to know more information. Remember, if there is an investigation underway, you will receive limited information.
EXPECTED RESPONSE from the CITY:

- The Officer will respond within 10 business days to conduct an investigation. If there is an arson risk turnaround time may be sooner.
- Within 14 business days, a Compliance Order will be issued containing a deadline that the fire hazard or garbage has to be cleaned up.
- If the tenant / homeowner does not comply and meet the deadline, the City will clean up and put the charges on the homeowner’s tax bill.
- Officers have discretion to work with the tenants or homeowners to seek compliance.
- If for some logical reason the homeowner cannot comply, the City will work with the homeowner to reach compliance.