

## **STANDARDS FOR TOWN SERVICES**

### **Emails**

Emails to [inquiries@townofmahonebay.ca](mailto:inquiries@townofmahonebay.ca) or [finance@townofmahonebay.ca](mailto:finance@townofmahonebay.ca) will generally receive a response within 2 working days.

Emails to any other townofmahonebay.ca email addresses will generally receive a response within 3 working days (excludes days on leave where an out of office response will be provided).

### **Phone Messages/Text Messages**

Phone or text messages to Town numbers will generally receive a response within 2 working days (excludes days on leave).

### **Requests to Front Office**

Requests made to the Front Office at Town Hall will generally receive a response from the appropriate party within 2 working days.

### **Social Media**

Messages sent to or posted on the Town's official Facebook page will generally receive a response within 4 working days.

### **Emergency/After-Hours Calls**

Within 1 hour of receiving an emergency or after-hours call warranting an in-person response staff will generally arrive on site.

### **CodeRED**

A CodeRED update will be issued at minimum 3 working days before a known service disruption.

Within 12 hours of an unanticipated service disruption a CodeRED update will be issued.

### **Tax Certificates/Zoning Confirmations**

Tax Certificates and Zoning Confirmations will generally be issued within 5 working dates of receipt of request.

### **Invoices**

Invoices mailed to the Town, dropped off to the Front Office or emailed to [finance@townofmahonebay.ca](mailto:finance@townofmahonebay.ca) will generally be paid within 30 days of receipt.

## **FOIPOP**

Within 30 calendar days of receiving a completed Freedom of Information and Protection of Privacy (FOIPOP) application (including fee) at the Front Desk or to [clerk@townofmahonebay.ca](mailto:clerk@townofmahonebay.ca), a response will be provided per legislation.

## **Respond to By-law Complaints**

Within 5 working days by-law complaints will be acknowledged and investigation begun, complainant will be provided with an update on the investigation within 30 calendar days of beginning the investigation.

## **Notices for Meetings/Hearings/Etc.**

Notices for meetings, hearings and other functions of the Town will be posted publicly in accordance with applicable Town policy.

## **Permits**

Unless otherwise specified in policy permits will generally be issued or rejected within 3 weeks of receiving a completed application.

## **Service Issues (Public Works & Utilities)**

Within two working days of receiving a report of a service issue, the appropriate party will generally investigate and respond, if the solution is not immediate an update on the response will be provided within 30 calendar days of the initial investigation.

Within five working days of receiving an inquiry or request, the appropriate party will generally investigate and respond, if the solution is not immediate an update on the response will be provided within 30 calendar days of the initial investigation.

## **Utility Service Restored**

Unanticipated utility service outages will generally be resolved and service restored within a maximum of 72 hours.

## **New Utility Service**

New utility services will generally be installed within 30 calendar days of receiving a complete request between April 15<sup>th</sup> and October 15<sup>th</sup>. Outside of this period new services may be installed at the discretion of staff, in consideration of weather and other mitigating conditions.

## **Net Metering (Rooftop Solar) Application**

Net metering applications will generally be processed and approved or rejected within 90 calendar days of receipt of a completed application.

**Electrical Inspection**

Electrical inspections will generally take place within 8 working days of receiving a request from an electrician.

**Building Inspection**

Building inspections will generally take place within 5 working days of receiving a request.

**Development Permit**

Within 3 weeks of receiving a completed application a development permit will generally be issued or rejected.

**Building Permit**

Within 4 weeks of receiving a completed application a building permit will generally be issued or rejected.

**Subdivision Application**

Within 3 months of receiving a completed application a subdivision application will generally be approved or rejected.

**Development Agreement**

Within 6 months of receiving a completed application a development agreement will generally proceed to public hearing.

**Fire Inspection Complaint**

Complaints will generally be investigated and receive a response within 10 calendar days (prioritized depending on severity).