

CityWorks Service Requests Summary

Service Request Issue	Resolution
Keeping of urban hens on property without permit	By-Law Enforcement Officer attended property and educated property owners on the Town's Pilot Program; property owners submitted registration form and permit was approved
Keeping of urban hens on property without permit and possible rooster on premise	By-Law Enforcement Officer attended property and educated property owner on the Town's Pilot Program, confirmed no roosters were on premise; property owner submitted registration form and permit was approved
Permit owner's hens were loose on neighbour's front yard	Clerks Department contacted property owner who ensured hens were returned to hen coop/run
Proper keeping of urban hens, feed and rodents	Following attempts with property owners to ensure compliance with Pilot Program's provisions, the permit was revoked (March 2021) and the hens and hen coop/run were voluntarily removed from the property
Possible keeping of urban hens/rooster on property without permit	Service requester advised the neighbour no longer had hen/rooster on premise
Keeping of urban hens on property without permit and possible roosters on premise	By-Law Enforcement Officer attended property and educated property owners on the Town's Pilot Program, several hens and roosters were on premise violating the Town's Pilot Program; upon site re-inspection the violations had been corrected and the hens/roosters removed from the premise by property owner
Smell/odour arising from urban hen coop/run	Clerks Department contacted the property owner who confirmed the hen coop/run had just been cleaned, per Pilot Program's Terms and Conditions, together with warmer weather and wind direction, likely 'turned up' smell, as well as committed to turning soil in garden compost to mitigate any potential odors
Keeping of urban hens on property without permit	By-Law Enforcement Officer attended property and educated property owners on the Town's Pilot Program; property owners submitted registration form and permit was approved
Proper keeping of urban hens, feed and rodents	Following attempts with property owners to ensure compliance with Pilot Program's provisions, the permit was revoked (September 2021) and the hens and hen coop/run were voluntarily removed from the property

Service Request Issue	Resolution
Keeping of urban hens on property without permit	By-Law Enforcement Officer attended property and educated property owners on the Town's Pilot Program; property owners submitted registration form, however subsequently withdrew application and elected to re-home the hens outside of the municipality
Proper keeping of urban hens, feed and rodents	Chief Building Official & By-Law Enforcement Officer attended the property on multiple occasions to address deficiencies to the structural integrity of the hen coop and evidence of rodents; corrective action was not undertaken to ensure compliance with the Pilot Program's provisions, the permit was revoked (October 2021) and the hens and hen coop/run were removed from the property by the Town
Keeping of urban hens on property without permit	By-Law Enforcement Officer attended property and educated property owners on the Town's Pilot Program; property owners submitted registration form, however subsequently withdrew application and elected to re-home the hens outside of the municipality