

THE CORPORATION OF THE TOWNSHIP OF THE NORTH SHORE

POLICY MANUAL

POLICY TITLE:

Letters from the Public

SUBJECT:

Response Timing

POLICY SECTION:

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POLICY NO:

2

EFFECTIVE DATE:

April 2, 2014

ENACTED BY:

AMENDED:

February 15 2023

Resolution, By-law 23-20

When the Township of the North Shore Council, as a whole, or Staff receive an inquiry/concern in written form from a Township resident, it is expected that acknowledgement and response to such inquiry be done in a timely manner.

The following steps are to be taken upon receipt of a written form of inquiry/concern:

1. Acknowledgment of receipt is to be in written form. Reference to the date of the letter of inquiry/concern shall be included in the acknowledgment. Although there is no specific timeframe, acknowledgment will be within a reasonable amount of time, depending on the issue.
2. The Clerk will determine whether to reply to the letter and/or provide the document to Council for its perusal. If provided to Council, the Clerk shall include recommendations and, if possible, a draft of the response will be added to a regular meeting of Council agenda. Council will discuss the letter and will make a decision on how to proceed.
3. A resolution in the form of a direction to staff will be passed.

Letters from an Unidentifiable Individual(s)

1. The Clerk will keep a copy on file.
2. No response or action is required.

Contentious Letters of a Personal Nature

1. Letters of accusations, allegations, or slanderous in nature will be discussed by Council in Closed Session and a decision may or may not be made to proceed with legal action.
2. No acknowledgement of these letters will be given by Council or Staff.

Examples of Correspondence that would warrant a response:

1. "It is my understanding that a new dock was installed at Lauzon Beach. I also understand that the cost of the dock was \$50,000.00. Why would we pay that much for a dock? Is this not a waste of taxpayers money? Why don't we have a dock in Spragge? Please respond in writing,"

Signed: Mr. Concerned, Ward 2

Recommended Information to Provide:

Provide the resolution to proceed with the project

Describe the entire work performed and total cost (i.e. not the dock alone-ditching, road upgrades, ramp)

Explanation as to Council's intention to provide improvements throughout the municipality

Thank the correspondent for their concern and provide Council meeting dates and the opportunity for the general public to attend and voice concerns during question period or as a delegate.

2. "It is my understanding that I have to pay for the water upgrades in Serpent River. Why should I pay for their upgrades with my taxes? How much money was spent? What percentage of my taxes pay for the upgrades?"

Signed: Mrs. Concerned Ward 1

Recommended Information to Provide:

Provide the resolution to proceed with the project

Provide the explanation that it was a Capital Project with some funding provided by Federal and Provincial governments.

Explain that the shortfall amount is the responsibility of the users of the Serpent River water system.

Explain that general taxation did not pay for any part of this Capital Project.

Thank the correspondent for their concern and provide Council meeting dates and the opportunity for the general public to attend and voice concerns during question period or as a delegate.