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City of Kelowna

MEMORANDUM

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DATE: May 9, 2002  
FILE: 0230-20  
  
TO: City Manager  
  
FROM: Community Planning Manager  
  
RE: Council Policy for Residents' Associations  
  
REPORT PREPARED BY: Theresa Eichler

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RECOMMENDATION:

THAT Council adopt the Council Policy attached to this report to serve as a guiding document for communications between Residents Associations and City representatives.

PURPOSE:

To implement OCP policy direction to improve and clarify lines of communication between Residents Associations and representatives of the City in accordance with the following:

***The City of Kelowna will...develop a clear policy to effectively facilitate and support communication and co-operation with the Residents Associations and other grass roots organizations*** (OCP Section 17.3.12).

BACKGROUND:

A planning report dated November 6, 2001, and entitled "Procedures for Residents Associations" was brought to Council on November 19, 2001. After receiving this detailed report, outlining research and consultations that had taken place on this issue, Council passed the following motion:

**R907/01/11/19** THAT the Community Planning Manager's report dated November 6, 2001 outlining a proposed Council Policy to provide rules of procedure for communication between the City and Residents Associations and/or other neighbourhood-level community groups be received for information of Council;

AND THAT the draft policy be amended as follows:

- No. 5(a) - change the word "*must*" to "*should*";
- No. 5(d) – change to read "The City Manager will coordinate appropriate representation and a response through the Community Planning Manager."
- No. 6 – change the word "*must*" to "*can*" in the first sentence.

AND FURTHER THAT the draft policy, as amended, be forwarded to the Residents Associations for comment and for any suggestions on how City Council can help the Residents Associations to be more effective, before the rules of procedure get adopted as Council Policy.

Carried

### REPORT

Details and background of the reasons behind the development of the proposed Council Policy were provided in the November report. On November 19, 2001, a letter was sent to all Residents Associations, providing a copy of the draft Council Policy and requesting their response and comments. Although similar information had been presented to the Associations in the past, the wording of the draft policy was new to them and they requested adequate time to take the policy to their regular meetings and develop a review process. John Vielvoye, of the Rutland Residents Association, was appointed as a coordinator and a sub-group of representatives from the Okanagan Mission and Glenmore Associations worked with John in the revision process. Initially a draft of changes suggested by the Associations was returned to staff. Some of the changes requested involved significant alterations to the City's development processes. Most were wording changes that could be accommodated. A meeting was held between staff and the Residents Associations representatives, and staff prepared a second revision based on the conclusions of the discussions. Subject to some minor additional wording changes, the sub-group of Residents Associations has now confirmed its satisfaction with the revised policy that is attached to this report. A letter to this effect is attached.

A letter was sent on April 12<sup>th</sup>, 2002 (by email and/or conventional mail) to all Associations, with a copy of the draft policy, outlining the review process and asking that any further comments or concerns be forwarded to the City. Apart from some clarifications of understanding, no negative response has been received. Since that time, the Clerk's Department has reorganized the policy and made some minor editorial changes to ensure that the format is appropriate for a Council Policy. Staff is now recommending that Council adopt the attached policy to serve as a guide to City representatives and Residents Associations to achieve a better understanding of expectations for both parties.

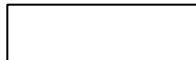
### SUMMARY:

Years of research and background work have taken place with a view of developing a good working relationship between Residents Associations and the City. Dating back to the 1992 Strategic Plan, a commitment to work with these groups was made. City staff acknowledges that we are still in the beginning stages of the process, compared to larger North American cities. Resources and capabilities have yet to be developed as the City grows. However, the proposed Council policy is intended to be a stage in this process to help facilitate dealings between the Associations and the City. The City views such groups as beneficial for involvement in long term planning of policies and development of facilities that serve the community. Residents Associations have now had the opportunity to review and revise the wording of the attached policy and have indicated their satisfaction with the document. It is recommended that Council now adopt the attached policy.

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Theresa Eichler, MCIP  
Community Planning Manager

Approved for Inclusion



R.L. (Ron) Mattiussi, ACP, MCIP  
Director of Planning & Development Services

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Attachments: electronic



# CITY OF KELOWNA

## COUNCIL POLICY MANUAL

**DRAFT**

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REPLACING #: @  
DATE OF LAST REVIEW: @

SUBJECT: GUIDELINES FOR COMMUNICATION & COOPERATION BETWEEN THE CITY AND RESIDENTS ASSOCIATIONS

### BACKGROUND FOR POLICY

**Residents Associations:** are organized groups of residents who wish to become informed and involved with planning and community development within defined geographic areas of the city.

The City recognizes Residents Associations as organized groups that are well-suited to a wide range of activities intended to improve their neighbourhoods including, but not limited to:

- a) Conduct community development work in their neighbourhoods, such as recreation-oriented initiatives, in cooperation with City parks & recreation staff, or RCMP community programs;
- b) Identify projects to benefit the neighbourhood and work with the City to realize such projects;
- c) Take advantage of existing City-level processes and structures to become more involved and better informed of proposed change in their neighbourhoods and City-initiated projects;
- d) Work with the City on long-term projects or initiatives to improve communication and participation in such projects at the community level;
- e) Conduct independent fundraising to realize neighbourhood objectives;
- f) Continue involvement with the City in the planning process as it addresses policy, zoning and other issues affecting the community;
- g) Provide public input and involvement in all matters pertaining to planning for the future of the city.

### STRATEGIC PLAN DIRECTION

**Objective 8.2** *To coordinate the establishment of neighbourhood groups and organizations as a vehicle for providing increased involvement of the public in decisions affecting their neighbourhoods.*

**Strategy 8.2** *The City, through its Social Planner (Community Planning Manager), will provide assistance to residents wishing to establish and maintain neighbourhood associations and will provide assistance to associations wishing to become familiar with the City's decision making processes. Issues to be addressed include the role and mandate of neighbourhood associations and the organization and administration of associations.*

### OFFICIAL COMMUNITY PLAN (OCP) DIRECTION

***The City of Kelowna will...develop a clear policy to effectively facilitate and support communication and cooperation with the residents associations and other grass roots organizations.*** (Section 17.3.12)



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### I. PUBLICATION OF CONTACT INFORMATION

Publication of contact information for Residents Associations, by the City on the City Web Page, [www.city.kelowna.bc.ca](http://www.city.kelowna.bc.ca), under Community Information, and within its quarterly Recreation Guide, depends on the following information being submitted, in writing, to the Community Planning Manager:

- a) The defined boundaries of the area to be served by the Association, as defined by the Association;
- b) The level of representation to the neighbourhood provided by the Association (this information will not be published);
- c) Whether or not the Association is a Non-profit Society registered under the Society Act for B.C.;
- d) Contact information including, at minimum, a name and mailing address. Phone number, fax number and/or email may also be provided (if applicable).

### II. START-UP ASSISTANCE

Start-up assistance to a maximum of \$500 is available to a residents group wishing to form a Residents Association. In order to qualify for start-up funds, the following requirements must be met:

- a) Start-up assistance has not been previously provided by the City;
- b) Boundaries of the area to be served by the Association have been approved by the City\*;
- c) Contact information is provided in writing, by the Association;
- d) Executive members of the Association are identified (e.g. president, treasurer, secretary);
- e) The number of members of the Association are identified;
- f) Receipts for start-up expenses are provided to the City by the Association;
- g) The Association shall register as a non-profit society.

### III. STAFF SUPPORT

The City, through its Community Planning Manager, will provide assistance to residents wishing to establish and maintain Residents Associations and will provide assistance to Associations wishing to become familiar with the City's decision making processes (based on Strategy 8.2 of the City of Kelowna Strategic Plan).

\* The City recommends that boundaries established for Residents Associations be consistent with the boundaries of the Sector Plans or alternatively, that these boundaries coincide with census tract boundaries.



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#### IV. REQUESTS FOR CITY STAFF REPRESENTATION AT ASSOCIATION MEETINGS

A request by a Residents Association for City staff representation at a meeting should be made in writing to City staff with the following requirements:

- a) Two weeks advance notice of the meeting is preferred;
- b) A topic or issue should be clearly identified;
- c) An agenda be provided with a time slot set aside for the City staff representative to either present an issue and/or answer questions from the Association.

The staff person in receipt of the written request must copy the request to the City Manager and the City Manager will coordinate appropriate representation and a written response through the Community Planning Manager.

When the Residents' Association is unsure of the appropriate staff person(s) regarding a specific issue, the Community Planning Manager will provide assistance to ensure proper representation by the City.

#### V. FORMS OF NOTICE PROVIDED BY THE CITY

**Development Applications:** [including referrals to the Advisory Planning Commission (APC)]

- a) As soon as a development application file is assigned a file number, it is added to the City's data base. The status of the application can then be tracked via the City's web page [www.city.kelowna.bc.ca](http://www.city.kelowna.bc.ca) (see Facts & Stats - Development Application Files).
- b) Residents' Associations are encouraged to take advantage of the various forms of notice that are currently provided by the City in relation to Development Applications, as follows:

**Advisory Planning Commission (APC):**

- a) Notices in the local newspapers at least 10 days prior to the meeting, under the City banner;
- b) Development Notice sign posted on the property under application (posted by the applicant);
- c) Meeting agenda posted in the window outside the entrance to the Council Chamber;
- d) Copies of applications posted on the bulletin board behind the Information Desk in the main entrance to City Hall (the week prior to the meeting);
- e) Agenda package and minutes posted on the City's web page [www.city.kelowna.bc.ca](http://www.city.kelowna.bc.ca) (see Council – Meetings; or under Calendar).

**Notice Required for Public Hearings (City Council)**

- a) Newspaper advertisements the week prior to the public hearing;
- b) Notices mailed or otherwise delivered to residents and property owners within 100 metres of the property (does not apply if 10 or more parcels owned by 10 or more persons are the subject of the bylaw alteration);
- c) Development Notice sign posted on the property under application 10 days prior to the Public Hearing (posted by the applicant).



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### V. FORMS OF NOTICE PROVIDED BY THE CITY – Cont'd

#### **Meetings of Council:**

- a) Agenda package and minutes posted on the City's web page [www.city.kelowna.bc.ca](http://www.city.kelowna.bc.ca) (see Council – Meetings; or under Calendar);
- b) Notes on the outcome of Council meetings are published under “Council Highlights” in local newspapers and on the City's web page [www.city.kelowna.bc.ca](http://www.city.kelowna.bc.ca) under What's New?

#### **Council Appointed Committees:**

- a) Meeting agenda posted in the window of the Council Chamber lobby;
- b) Agendas and minutes posted on the City's web page [www.city.kelowna.bc.ca](http://www.city.kelowna.bc.ca) (see Council – Committees – Statutory Committees; or under Calendar)

#### **Open Houses, Workshops, Public Meetings or Other Events That May Result in Change Within a Neighbourhood**

- a) Written notice to applicable Residents Associations with contact information;
- b) On the City's web page [www.city.kelowna.bc.ca](http://www.city.kelowna.bc.ca) under Calendar;
- c) Advertisements in the newspapers (targeted for 1 week prior to the event);
- d) Where feasible or appropriate, in the City's Recreation Guide that is published quarterly.

#### **Information Bulletins and Publications re Initiatives and Opportunities at the City Level**

The City will continue to develop and improve information bulletins and publications to update the community regarding initiatives and opportunities at the City level. These publications will be made available in the following manner:

- a) On the City's web page [www.city.kelowna.bc.ca](http://www.city.kelowna.bc.ca);
- b) Copies of publications that are of interest to the broad community but are not yet available on the City's web page are available on request at the appropriate City department, at the applicable fee.
- c) Major publications are also placed in the Ellis Street Regional Library in Kelowna and at the KLO and North Campuses of Okanagan University College in Kelowna;
- d) Notices in the local newspapers under Council Highlights.



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RESIDENTS ASSOCIATIONS

REASON FOR POLICY: Residents Associations are organized groups of residents who wish to become informed and involved with planning and community development within defined geographic areas of the city. These policies are intended to clarify procedures to effectively facilitate and support communication and co-operation with the Residents Associations and other grass roots organizations.

LEGISLATIVE AUTHORITY: *Local Government Act* – Sections 879, 890, 892, 893, 895, 896, 898 (and others); City of Kelowna Official Community Plan – Section 17.3.12; City of Kelowna Strategic Plan – Strategy 8.2; *Freedom of Information and Protection of Privacy Act* - Section 33.

PROCEDURE FOR IMPLEMENTATION: Policy to be used by all City Departments for direction when communicating or working with Residents Associations. The policy should also be part of the procedures for carrying out any significant project work at the City level.