

COMPLAINT REGISTER - JANUARY 2022

5-Jan 1:52PM	Could we get the snow bank removed from the parking lot of the Social Services because we live on Armit and we cannot park in our driveway with the snow bank there. I almost hit the neighbour's truck parked in the back lane because there was just enough room to pull my truck between the bank and the neighbour's truck. It's very dangerous. A lot of people use the back lane. Thanks.	O & F	Snow pile	C. Vangel	Conducted site visit to RRDSSAB parking lot at 460 Scott Street. Verified on GIS that snow was on private property. Verified that property owner cleared snow. Responded to complainant.	5-Jan-22
31-Jan 1:49PM	Complaint of neighbour at 927 Armit Avenue North letting dog run at large. Dog has been showing agresiveness towards neighbouring family.	By-Law	Animal Control	P. Briere	Process started to resolve issue. Will continue to monitor area and work with dog owner to resolve issue for neighbour.	31-Jan-22

COMPLAINT REGISTER - FEBRUARY 2022

1-Feb 2:50PM	Unhappy with the amount of snow left in her driveway. Today 2 graders went by and filled her driveway with big chunks and boulders. Very hard to move.	O & F	Snow removal	C. Vangel	Drove by site to review. Snow had been shoveled. Called to explain plowing process and that we don't lean private entries. Explained that we would try to mitigate this, but is part of plowing and could not promise. Will forward private snow removal contractor's phone numbers to assist.	2-Feb-22
1-Feb 3:57PM	Complaint that neighbour at 316 Fifth Street West is feeding deer.	By-Law	Animal Control	P. Briere	Investigating complaint and photos provided by complainants. Following process in Deer Feeding By-Law and the appropriate actions will be taken.	1-Feb-22
9-Feb 9:45AM	Walter lives across from Fort Frances Senior Centre. When we plow the parking lot the snow is piled beside his driveway. Then the snow plow goes by and pushes it into his driveway when they plow the roads so he ends up with a rather large windrow to shovel.	O & F	Snow plowing	C. Vangel	Reviewed site Feb 9. Met with homeowner to explain plowing operations Feb. 9. Called FFSC plowing contractor to ask that snow stay on property and not be pushed across the road Feb 11.	9-Feb-22 11-Feb-22
15-Feb 9:00AM	Would like the snow removed as it is blocking the parking spaces in front of the Church and there is a funeral on Thursday.	O & F	Snow removal	C. Vangel	Snow removed along the North side of the 300 block of Church Street on the night of Feb. 15 & 16 2022 in preparation for water break dig. This removal included in front of 360 Church Street.	16-Feb-22
16-Feb 3:17PM	Is there any possibility of having some of the snow banks removed from the edge of our driveways on the South side of the 1200 block of Sunset Drive? First of all, it isn't possible to safely reverse from my driveway as I cannot see the highway well. Second, since the sidewalk was installed, it has significantly reduced the area available for snow to be placed. I now have to take the huge banks left in the driveway by the snowplow in a scoop to the back of my property (many scoops!) My neighbours on either side also have to take snow to the back of their properties. Needless to say this is no easy task and we are all senior citizens! Also, the fire hydrant opposite my place is no longer visible. (Photo attached). I do realize that you have a very limited budget which is likely overspent by now with the huge amount of snowfall we've had, but if you can help it would be much appreciated. If not, I understand.	O & F	Snow removal	T. Rob	We are currently working on clearing the high priority routes in town, high volume roadways, downtown area, school areas. Once we can get through those we will likely start working on intersections. If we can get some reprieve and get caught up we may look at Sunset Drive as the next area for removal. We have been working on hydrants but every snowfall puts a pause on that.	16-Feb-22 3:56PM
17-Feb 1:1PM	Plow went by when vehicles were parked in front of house. Would like it cleaned up.	O & F	Snow removal	C. Vangel	Snow removed from driving portion of roadway.	17-Feb-22
18-Feb 1:15PM	Spoke to Cody about issue with hump that has been created at the end of his driveway. He waws told it would be looked at and nothing was done and last night his wife came in the driveway and damaged her car bumper. He is a bit upset. Would like a call back.	O & F	Road condition	C. Vangel	Reviewed on site. Met with home owner. Sone packed ridge has been cleared by Town crew earlier in week.	25-Feb-22
18-Feb 3:00PM	Complaint/concern about snow bank beside driveway. Unable to see when backing out of driveway. Concerned he may hit someone. He said the Town dumped snow.	O & F	Snow removal	C. Vangel	Snow banks reviewed on site. Added snow banks to removal list. Manpower and equipment constraints.	23-Feb-22
22-Feb 8:30AM	Safety concern about height of snowbanks along S curve from Cemetery to Dental Office. Very Dangerous.	O & F	Snow removal	C. Vangel	Snow banks reviewed on site. These snow banks have been added to the list for removal. Limited resources, equipment and manpower constraint on removal timeline.	25-Feb-22
22-Feb 9:35AM	Concerns about high snow banks on his street. This section is a high traffic area due to the LCBO on the end of the block.	O & F	Snow removal	C. Vangel	Reviewed snow bank on site. View partially obstructed but not critically. These snow banks and are have been added to list of area for snow removal.	23-Feb-22
22-Feb 10:15AM	Has complaint about snow banks.	O & F	Snow removal	C. Vangel	Snow banks removed on first block north of underpass.	24-Feb-22
24-Feb 8:35AM	Snow banks are very high and unable to see coming in and going out. She was almost hit last night.	O & F	Snow removal	C. Vangel	Reviewed on site. Called complainant . Notified that we are removing snow per town policy and will address conditions per policy when resources are available.	28-Feb-22
28-Feb 11:30am	Snow banks are really high at the corner of Kerr Place and Sunset Drive. Visibility is dangerous. Hard to see . Concerns about an accident happening.	O & F	Snow removal	C. Vangel	Reviewed on site. Called complainant and notified that we are removing snow per Town policy and will address conditions per policy when resources are available.	28-Feb-22
28-Feb 1:39PM	Complaint about tenants at 1007 Crowe Ave. rental. Tenants have a dog that is always running at large.	By-Law	Animal Control	P. Briere	Investigating complaint. Process under Animal Control By-law will be followed up an appropriate actions under this By-Law will be followed.	28-Feb-22 #NAME?