

| Division Category   | 2017       | 2018       | 2019       |
|---|------------|------------|------------|
| Snow, Winter Control, Water & Ice Complaints                      | 37         | 22         | 34         |
| Pets/Animal Complaints  | 19         | 32         | 23         |
| Garbage & Recycling Complaints                                    | 18         | 2          | 8          |
| Road, Ruts & Pooling Water Complaints                             | 27         | 18         | 28         |
| Neighbour Issues, Private Standards & Public Standards Complaints | 36         | 46         | 49         |
| Parking Complaints  | 3          | 13         | 9          |
| Safety/Tripping Hazard Complaints                                 | 8          | 8          | 5          |
| Issues with Bills/Cut-offs  | 3          | 4          | 1          |
| Signage Complaints  | 2          | 1          | 1          |
| Cemeteries, Public Parks and Tree Complaints                      |            |            | 14         |
| Sewer & Water Complaints  |            |            | 9          |
| <b>TOTAL COMPLAINTS RECEIVED &amp; ADDRESSED</b>                  | <b>153</b> | <b>146</b> | <b>181</b> |

