



City of Kelowna  
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# Council Policy

## Guidelines for Communications & Cooperation Between the City and Residents Associations

APPROVED May 13, 2002

RESOLUTION: R375/10/04/26  
REPLACING: R1039/08/11/24; R315/03/04/07; R444/02/05/13  
DATE OF LAST REVIEW: April 2010

### A. 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.

### B. STRATEGIC PLAN DIRECTION

Goal 3 To foster the social and physical well-being of residents and visitors.  
Objective 8 Provide meaningful opportunities for a broader range of input from residents and agencies on major direction taken by the City.

### C. 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)

#### I. PUBLICATION OF CONTACT INFORMATION

Publication of contact information for Residents Associations, by the City on City Web Page, under Residents – Community Information – Groups and Associations, 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).
- e) In order for the City to retain contact information for an Association on the published list, referred to above, the Association must submit a copy of the minutes of its most recent annual general meeting by May 31<sup>st</sup> of each calendar year. Any Association that does not provide this information will be removed from the contact list.

## 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 Goal 3 – Objective 8 of the City of Kelowna Strategic Plan).

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

## 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 Associations.

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 to 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 (see City Hall – 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 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 (see City Hall – Council – Meetings; or under City Hall – 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 meters 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).

**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 (see City Hall – Council – Meetings; or under City Hall – Calendar);
- b) Notes on the outcome of Council meetings are published under “Council Highlights” in local newspapers and on the City’s web page under News Releases.

**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 (see City Hall – Council – Committees – Statutory Committees; or under City Hall – 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) One the City’s web page under City Hall – 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;
- 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.

**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, 893, 895, 898 (and others); City of Kelowna Official Community Plan – Section 17.3.12; City of Kelowna Strategic Plan – Goal 3 – Objective 8; 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.