



Enforcement & By-Law Services 2024 Annual Report

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MESSAGE FROM THE DIRECTOR

I am pleased to present the City of Brampton's 2024 Enforcement and By-law Services Year-End Report.

This past year was one of transformational change that included the welcoming of a new Commissioner and Director, along with the transition of over 70 per cent of the management cohort. The impetus for this change was the receipt of a Council-endorsed third-party operational review. The review produced 28 recommendations which were sub-categorized into Culture, Technology and Practices. As a result, Council committed to increasing staffing levels by 40 per cent. Included in this increase were key positions designed to update our standard operating procedures (SOPs) with an intelligence-led approach that focuses on proactive enforcement based on tangible metrics.

In the midst of these efforts, we successfully launched the Residential Rental Licensing Pilot Program and the Illegal Land Use Task Force, while continuing to support the Second Unit Task Force. We also implemented a newly developed training regimen and a multitude of analytical reports that have assisted our team in making informed resourcing decisions.

Community engagement, through town halls and career fairs, remained a key priority throughout 2024 and will continue so in 2025.

I would like to recognize and express appreciation for the incredible effort of our staff who eagerly embraced the new vision and contributed to the creation of new SOPs and enforcement strategies. The true success of 2024 is that the result of these cumulative efforts has established a solid foundation, allowing us to enter 2025 with a dedicated focus on improving customer service through proactive, intelligence-led enforcement strategies.

Thank you to all our staff and our partner stakeholders for their contributions. I look forward to the many-anticipated successes of 2025!

Robert Higgs
Director, Enforcement and By-Law Services



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BRAMPTON AT A GLANCE

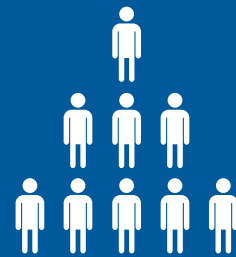
The City of Brampton has established itself as one of the most diverse cities in Canada and is now the seventh largest city in the country.

Snapshot

7th
largest city
in Canada

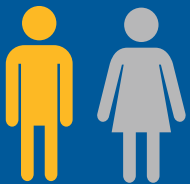
3rd
largest city
in Ontario

2nd
largest city
in the GTA



Second fastest growing
of Canada's 10 largest cities

Population & Growth



800,000+ Residents

45,000 new residents welcomed annually

Business Landscape

226K

estimated jobs
(2023)

4th

largest labour
force in Ontario

111,000+

businesses
call Brampton
home

Diversity

(2021 Census)



250 cultures (2021 Census)

171 languages spoken (2021 Census)

52.9% residents born outside Canada (2021 Census)



WHO WE ARE

Enforcement and By-Law Services plays a vital role in maintaining the safety, livability and standards of our city. Our team ensures that by-laws are relevant, consistently applied and aligned with Council priorities – fostering a safe and respectful community for residents, businesses and visitors.

SERVICE OBJECTIVES

- Uphold public safety through education, enforcement and collaboration
- Ensure by-laws support community well-being and evolving needs
- Deliver consistent and equitable service across neighbourhoods
- Act in alignment with the City's strategic and operational goals

SERVICE COMMITMENTS

The team remains dedicated to addressing resident concerns promptly, with safety as a top priority. Service requests related to parking, property standards, licensing and other municipal matters are triaged and assigned based on safety priority and impact.

Response times may vary depending on the nature of each request.

2024 HIGHLIGHTS

In 2024, Enforcement and By-Law Services made significant strides in strengthening operations, improving service delivery and advancing proactive community enforcement:

- **Completed a comprehensive operational review** to enhance operational efficiency, effectiveness and by-law compliance
- **Stabilization staffing model** introduced to ensure consistent and effective service delivery, addressing the growing demands of Brampton's residents
- **Enhanced resident service response** through strengthened coordination with Service Brampton, streamlining resident inquiries and improving response times
- **Launched the Residential Rental Licensing Pilot Project** in select wards to ensure the safety, health and well-being of residents, while maintaining neighborhood integrity and enforcing property standards
- **Expanded proactive enforcement strategies** to address emerging issues and improve community safety and compliance
- **Designated prohibited zones for driving schools** to address road safety and congestion concerns
- **Implemented proactive compliance strategies** to monitor and regulate driving school operations

STRATEGIC PARTNERS

Enforcement and By-Law Services continues to partner with various organizations to enhance our service delivery and community safety. We collaborate closely with key stakeholders, including Peel Regional Police, Region of Peel, Ministry of Transportation, Toronto Region Conservation Authority, Credit Valley Conservation Authority, University of Guelph-Humber, Sheridan College and Seneca College. These strategic partnerships allow us to share resources, expertise and best practices, ensuring that our enforcement efforts are aligned with broader community goals and initiatives.

OTHER PARTNERS INCLUDE:

- Municipal Law Enforcement Officers Association (MLEOA)
- Ontario Association of Property Standards (OAPSO)
- Technical Standards and Safety Association (TSSA)
- Ontario Motor Vehicle Industry Council (OMVIC)
- Association of Black Law Enforcers (A.B.L.E)
- Ministry of Environment, Conservation and Parks
- Area Municipalities



BUDGET

In 2024, Enforcement and By-Law Services Division's budget was allocated to support its continued efforts to uphold community standards and ensure public safety.

The budget includes funding for capital investments, staffing and operational expenses. This budget is focused on implementing increased proactive strategies to address property standards concerns, rental licensing and short-term rental accommodations.

| Operating (\$000s) | 2023 YE Forecast | 2023 Budget | 2024 Budget | Variance \$ | Variance % |
|------------------------|------------------|---------------|---------------|-------------|-------------|
| Labour Expenditures | 11,876 | 12,563 | 12,995 | 432 | 3.4% |
| Other Expenditures | 602 | 619 | 558 | (61) | -9.8% |
| Revenues | (3,098) | (2,751) | (2,722) | 29 | -1.1% |
| Total Operating | 9,381 | 10,430 | 10,831 | 400 | 3.8% |
| New Positions | | -5 | 2 | | |

| Capital (\$000s) | | 2023 | 2024 | 2025 | 2026 |
|------------------|--|------|------|------|------|
| Capital Budget | | 40 | 20 | 20 | 20 |

Figure 1: From the 2024 Approved Mayor's Budget

To improve responsiveness to residents and enhance operational efficiencies, the division received approval for an in-year increase of \$1.7 million in operating funds, along with a capital budget increase of \$744,000.

OUR TEAM

The Division is dedicated to maintaining its established hiring procedures while delivering services that reflect the City's commitment to fostering an inclusive environment that prioritizes diversity, equity and impartiality.

In response to the City's continued growth and the increasing demand for services, a consultancy firm was engaged to conduct an operational review of the division. The findings from this report facilitated the implementation of the Staffing Stabilization Model, which resulted in an increase in staffing levels and improved support for the three specialized enforcement sections: Licensing Enforcement, Property Standards and Municipal Enforcement, as illustrated in Figure 2.

Key new support positions established included a Supervisor of Training, a Supervisor of Communication and Escalations and an Analyst.

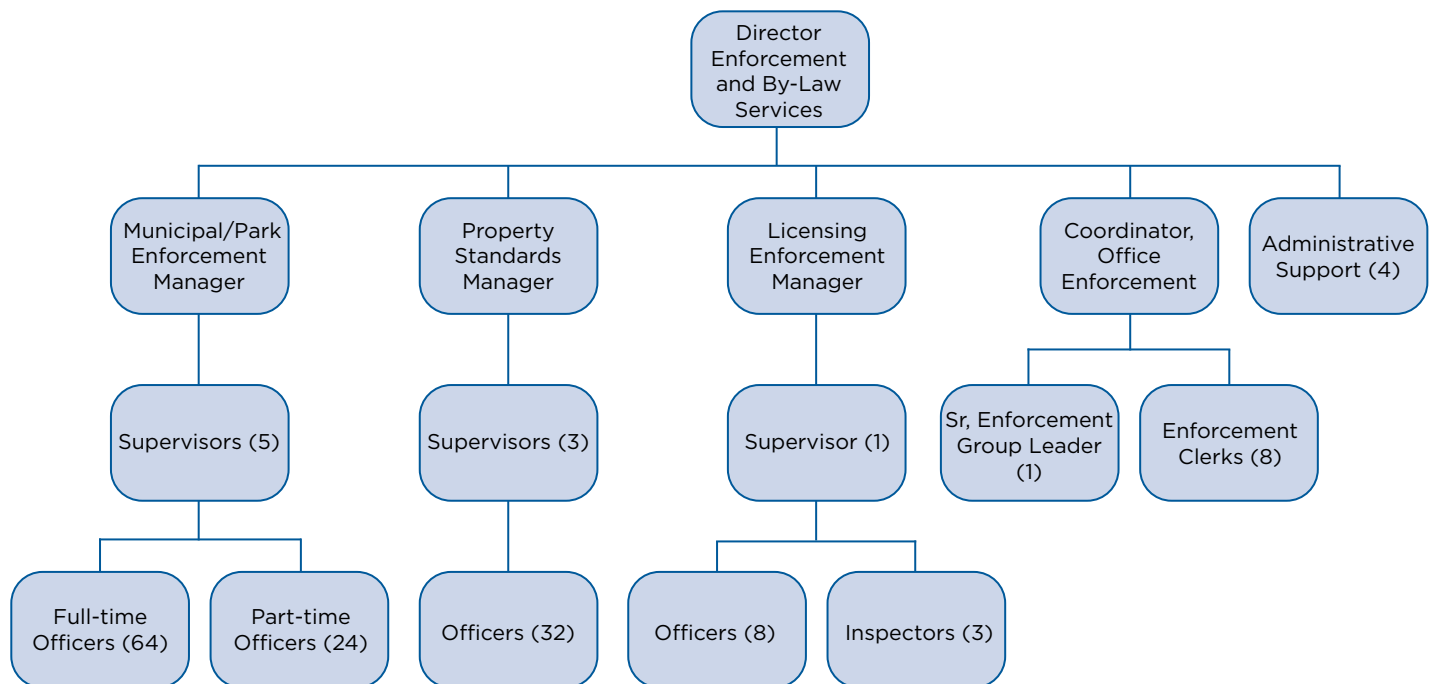


Figure 2: Enforcement & By-Law Services organization chart

TRAINING

Continuous training is essential for empowering our team to deliver exceptional service to the community. The appointment of a Supervisor for Training has formalized our training strategy, ensuring the implementation of a consistent and effective onboarding process, coupled with regular real-time and seasonal training sessions that have delivered over 100 hours of training since September.

FORMAL LEARNING OPPORTUNITIES INCLUDED:

- Onboarding of Part-time Officers
- Human Trafficking
- De-Escalation Techniques
- Technical Standards and Safety Authority (TSSA)
- Ontario Motor Vehicles Industry Council (OMVIC)
- Municipal Law Enforcement Officers Association of Ontario (MLEOA) Conference
- Association of Municipal Managers, Clerks and Treasurers of Ontario (AMCTO) Conference
- Administrative Penalty System (APS) Training



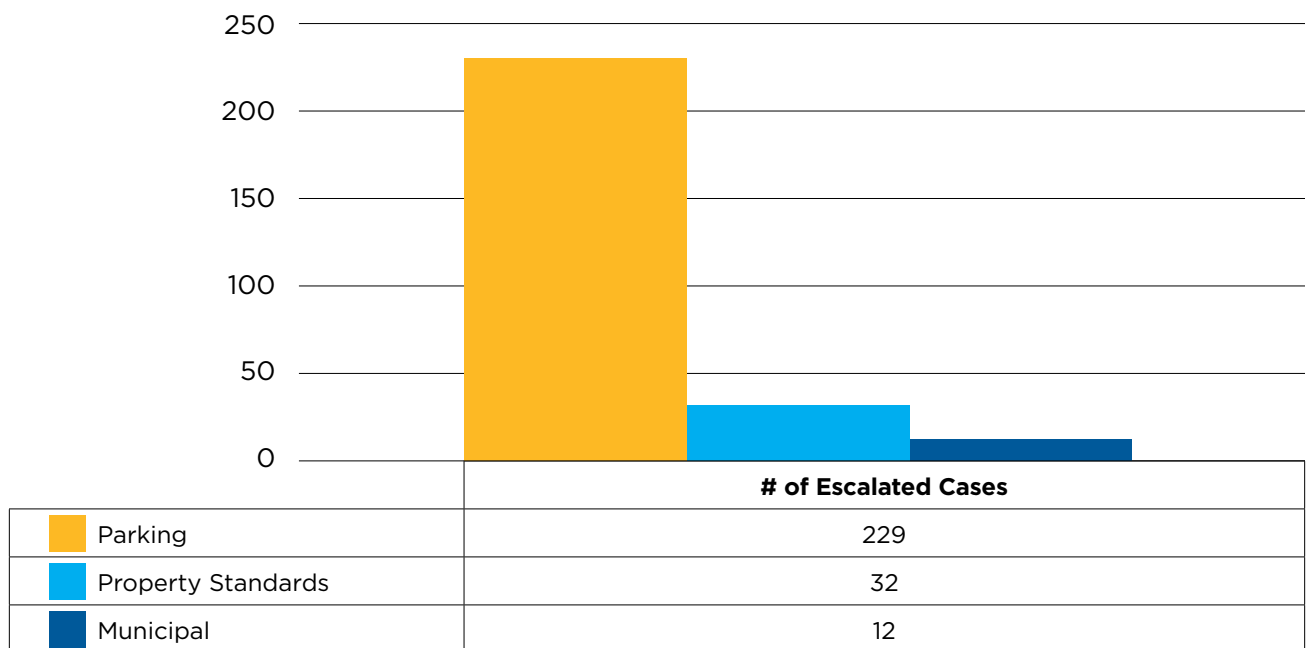
ESCALATIONS & COMMUNICATIONS

As part of the Staff Stabilization implementation, the Escalations and Communications Supervisor role was established in September to serve as a centralized point of contact for all escalated cases. This position has significantly improved the handling of escalated cases and complaints by ensuring clear and consistent communication with both internal and external stakeholders, as well as providing timely updates on the status of files related to actions taken by officers.

SOME OF THE KEY ACHIEVEMENTS INCLUDE:

- Creation of a new escalation procedure/policy for the division
- Development of a standardized practice for special attention patrols
- 273 files escalated and responded to within 48 hours

ESCALATED CASES BY UNIT



As this role continues to evolve, we are dedicated to enhancing the service provided to residents and the overall delivery of services, including the implementation of a long-term proactive parking strategy.



YEAR IN REVIEW

| 123,895 Requests for Services | |
|---|--|
| 86,000 | Parking Complaints Time violations, accessibility, fire routes and hydrants, obstructing sidewalks and traffic, oversized vehicles, idling |
| 21,723 | Property Standards Complaints Refuse, weeds and excess growth, driveway widening, illegal structures, multi-unit dwellings |
| 15,404 | Municipal Complaints Snow related issues, excessive loud music, dog barking, illegal dumping, fireworks, illegal signs |
| 768 | Licensing Complaints Fixed food premises, towing, contractors, food trucks, personal transportation companies |
| 131,760 Penalty Notices issued (127,182 parking, 4,578 non-parking) | |

Figure 3: Overview of Requests for Service

Enforcement Officers are dedicated to delivering impartial, fair and consistent services to all residents. They utilize a progressive enforcement model when investigating and addressing service requests.

As the City continues to grow, the demand for enforcement services has also increased. Enforcement and By-Law Services remains committed to promoting a high quality of life and work in Brampton through public education and raising awareness of municipal by-laws. In 2024, the division investigated a total of **123,895** service requests, reflecting a **13 per cent** increase compared to 2023 as illustrated in the chart below.

2023-2024 SERVICE REQUESTS BY UNIT AND PER CENT CHANGE

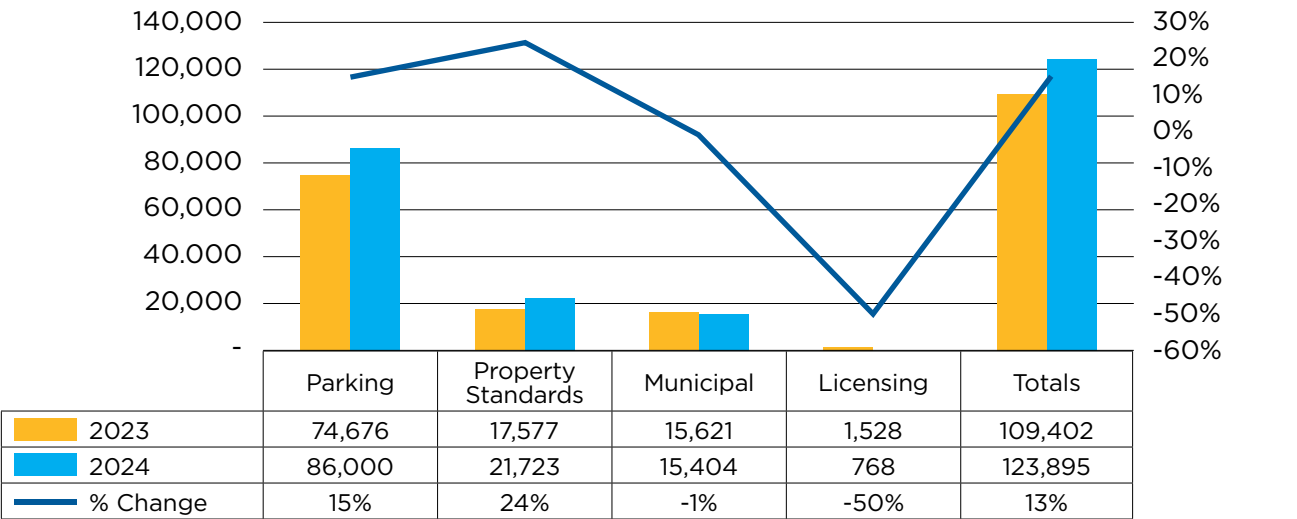


Figure 4: 5-year comparison of Requests for Service



The number of complaints related to Parking and Property Standards has been rising significantly, as illustrated in Figure 5 below, reflecting the effects of Brampton's ongoing rapid growth.

FIVE-YEAR COMPARISON OF REQUESTS FOR SERVICE PER SECTION

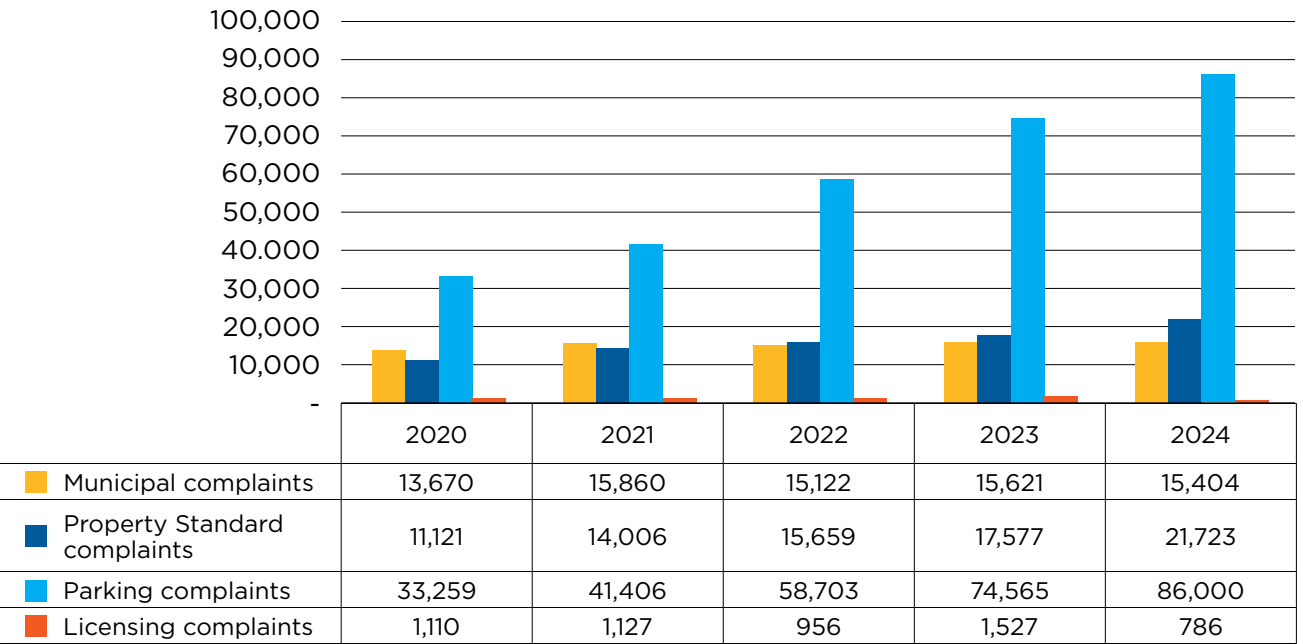


Figure 5: 5-year comparison of Requests for Service per section

The team responded to an average of **340 calls per day**, reflecting an **11 per cent increase** compared to **305 calls per day** in the previous year.

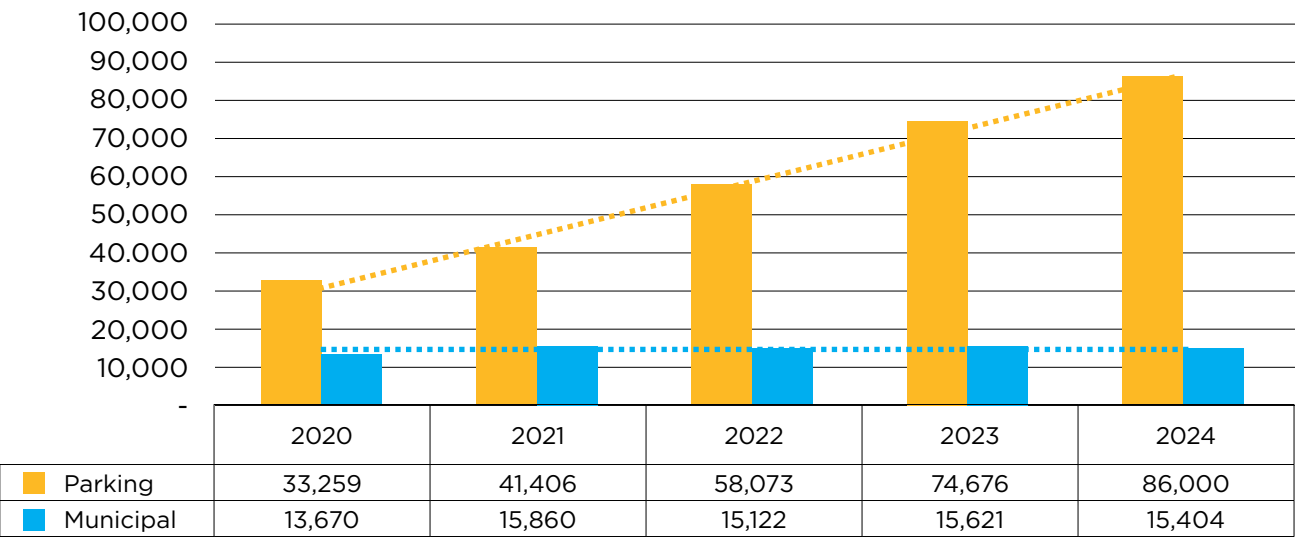


MUNICIPAL ENFORCEMENT UNIT

The Municipal Enforcement Unit is responsible for ensuring compliance with City by-laws related to public property offences, including snow removal, excessive loud music, excessive dog barking, fireworks, illegal signage and parking infractions, and other municipal by-laws. The unit is committed to ensuring public safety by overseeing the proper use of roads, sidewalks, parks and other common public spaces. Enforcement is carried out in alignment with the unit's mandate through investigation and appropriate action.

The chart below illustrates the growth patterns of the primary types of complaints received, with a particular emphasis on the consistent year-over-year increase in parking-related issues.

MUNICIPAL VS PARKING REQUESTS FOR SERVICE



The unit has made significant progress in recruiting new full-time and part-time officers as part of its Staffing Stabilization Model. The introduction of these new officers, coupled with process enhancement and call prioritization strategies has resulted in increased efficiencies, particularly related to reduced response time to complaints, demonstrating that 89 per cent of municipal calls are being actioned.

MUNICIPAL BY-LAW COMPLAINTS

Investigating municipal complaints is becoming more complex and requires officers to devote additional time to investigating and responding to these complaints. **15,332** requests for service were received for municipal offences such as excessive noise, illegal signs, construction noise, excessive dog barking, encampments, road obstructions, fireworks and snow-related violations.

As the City continues to evolve, the nature of the complaints we receive is also changing as noted in Figure 6. Over the past two years, we have noted an increase in noise complaints related to motor vehicles. In response, collaborative initiatives with Peel Regional Police, namely Project ERASE and Project Burnout, were implemented to address and reduce noise-related issues in the community attributed to vehicles.

TOP FIVE MUNICIPAL REQUEST FOR SERVICE

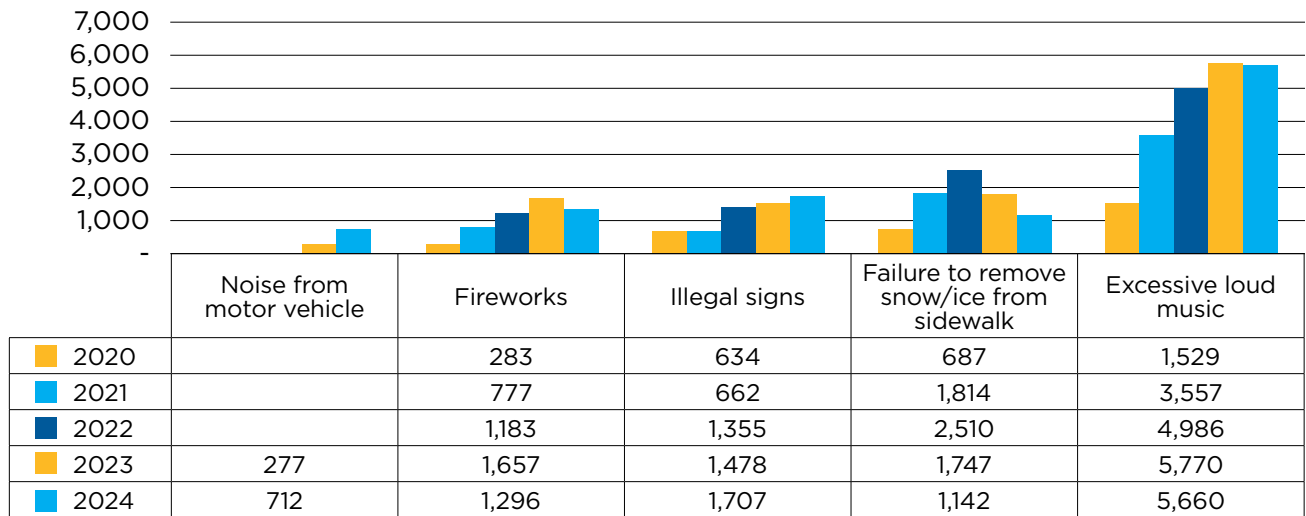


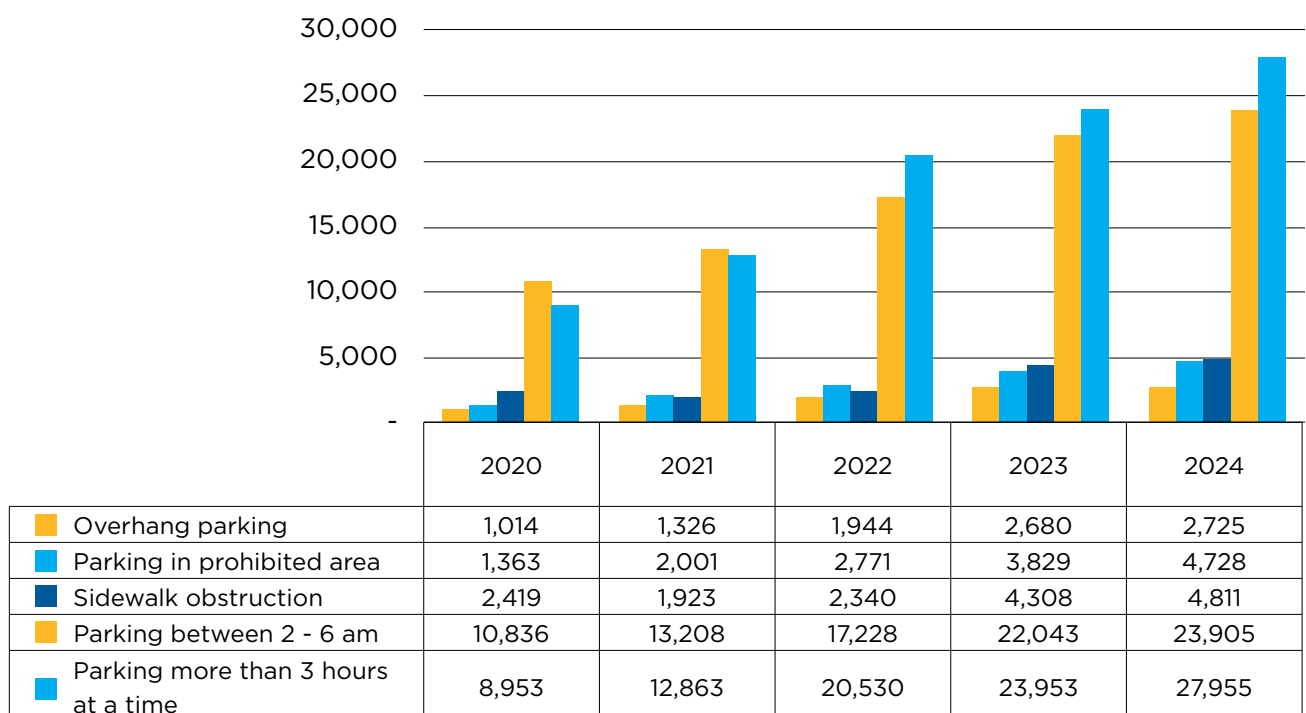
Figure 6: Top 5 Municipal Complaints

PARKING

Parking remains a significant concern for residents within the city, prompting ongoing reports on the matter. In 2024, there were **85,809** complaints filed, reflecting a **15 per cent** increase from the **76,676** complaints recorded in 2023, averaging approximately **235** cases per day.

Parking exceeding three hours, or between the hours of 2 am and 6 am, remains a significant concern, accounting for 60 per cent of all reported parking-related issues.

TOP FIVE PARKING SERVICE REQUESTS

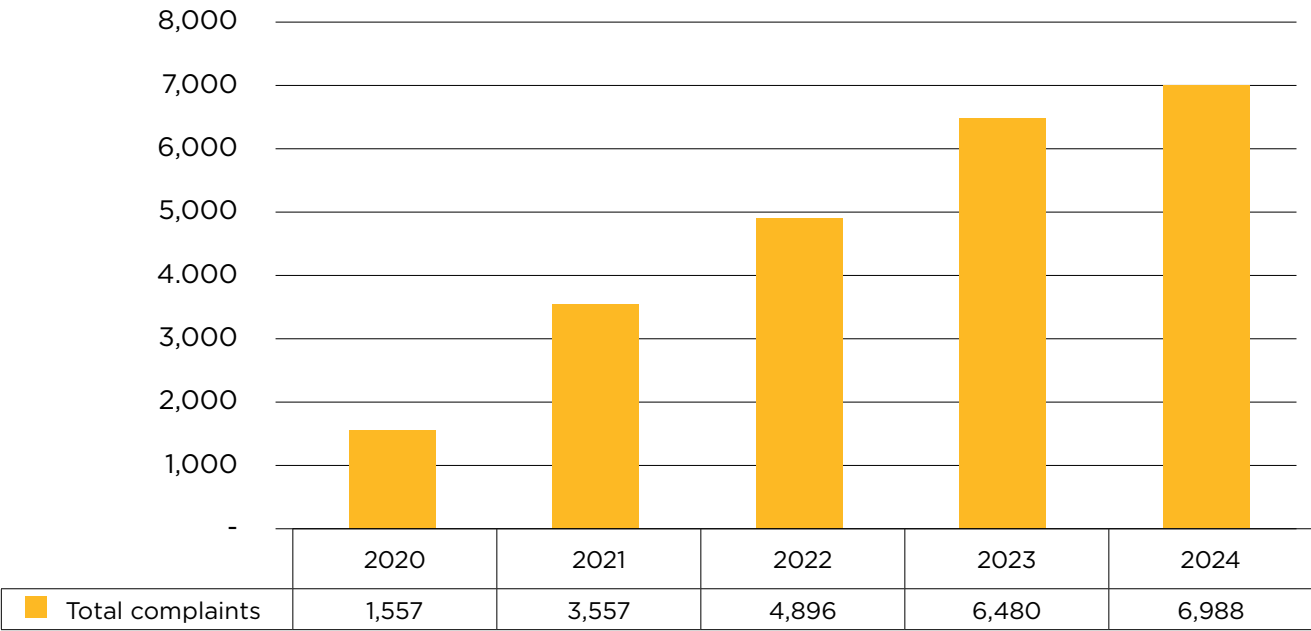




NOISE COMPLAINTS

Noise complaints, particularly those concerning excessive loud music and motor vehicles, remain an ongoing issue. The implementation of the new two-tier process in 2023 has positively improved the way residents report these infractions. Enforcement officers received **6,988** complaints and responded to 93 per cent in accordance with the Noise By-Law (93-84) and the Public Nuisance By-Law (13-2018). Excessive loud music accounts for over **80 per cent** of the total noise complaints received in 2024. In 2024, officers issued **498** public nuisance penalties and provided **282** warnings.

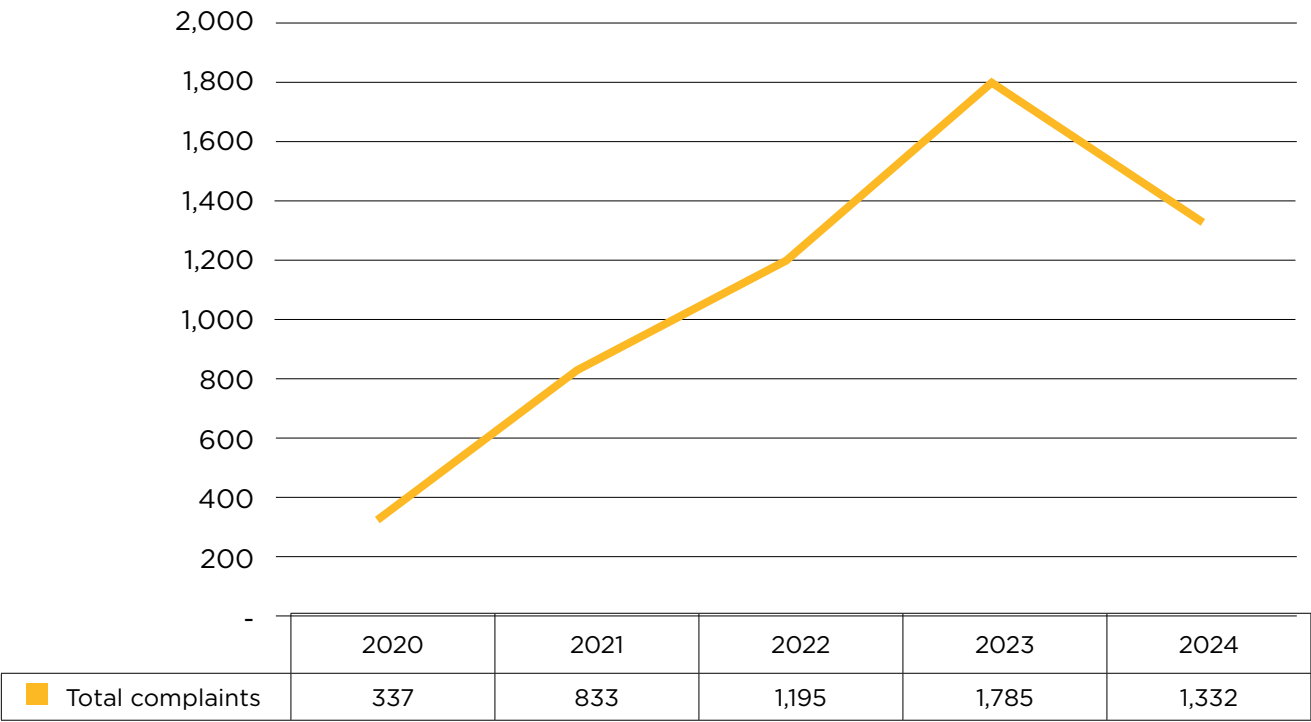
NUMBER OF NOISE COMPLAINTS



FIREWORKS

The amendment to the Fireworks By-law 243-2022 and the Business Licensing By-Law 332-2013 in 2023 has begun to demonstrate its effects. This amendment prohibits the use, purchase, discharge, possession, sale and offering for sale of all types of fireworks. This prohibition encompasses, but is not limited to, consumer fireworks, display fireworks, pyrotechnics and prohibited fireworks. Specific items addressed by this by-law include roman candles, rockets, ground spinners, fountains, flying lanterns and bombshells, among others. The only exceptions to this prohibition pertain to the film industry and events organized by the City, provided that an approved permit is obtained. Sparklers are permitted. Violations of this by-law may result in penalties ranging from \$500 to \$1,000.

FIREWORK COMPLAINTS

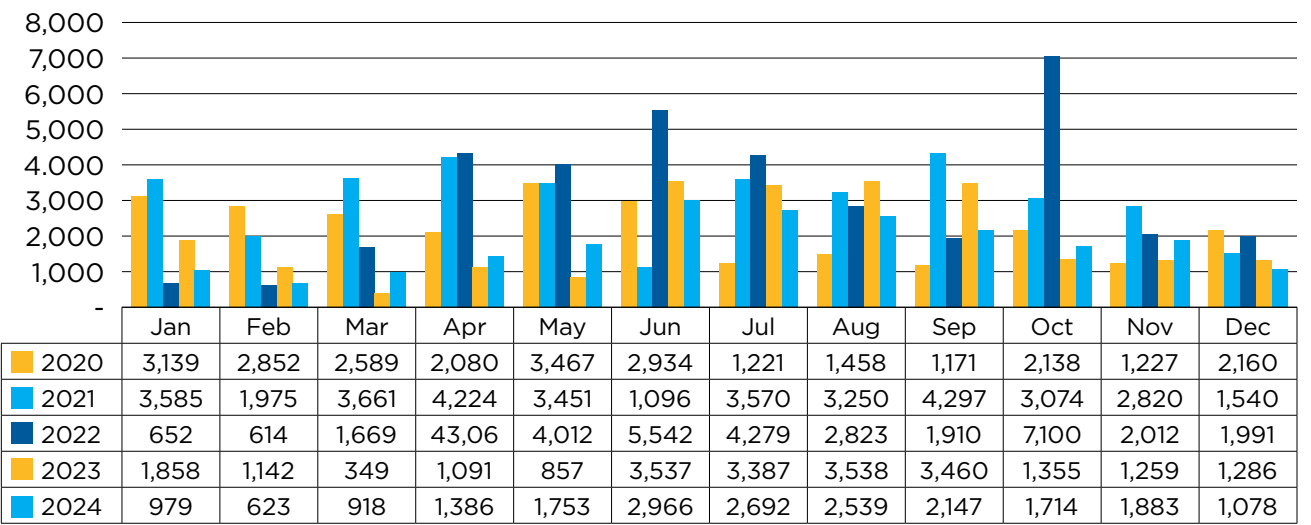


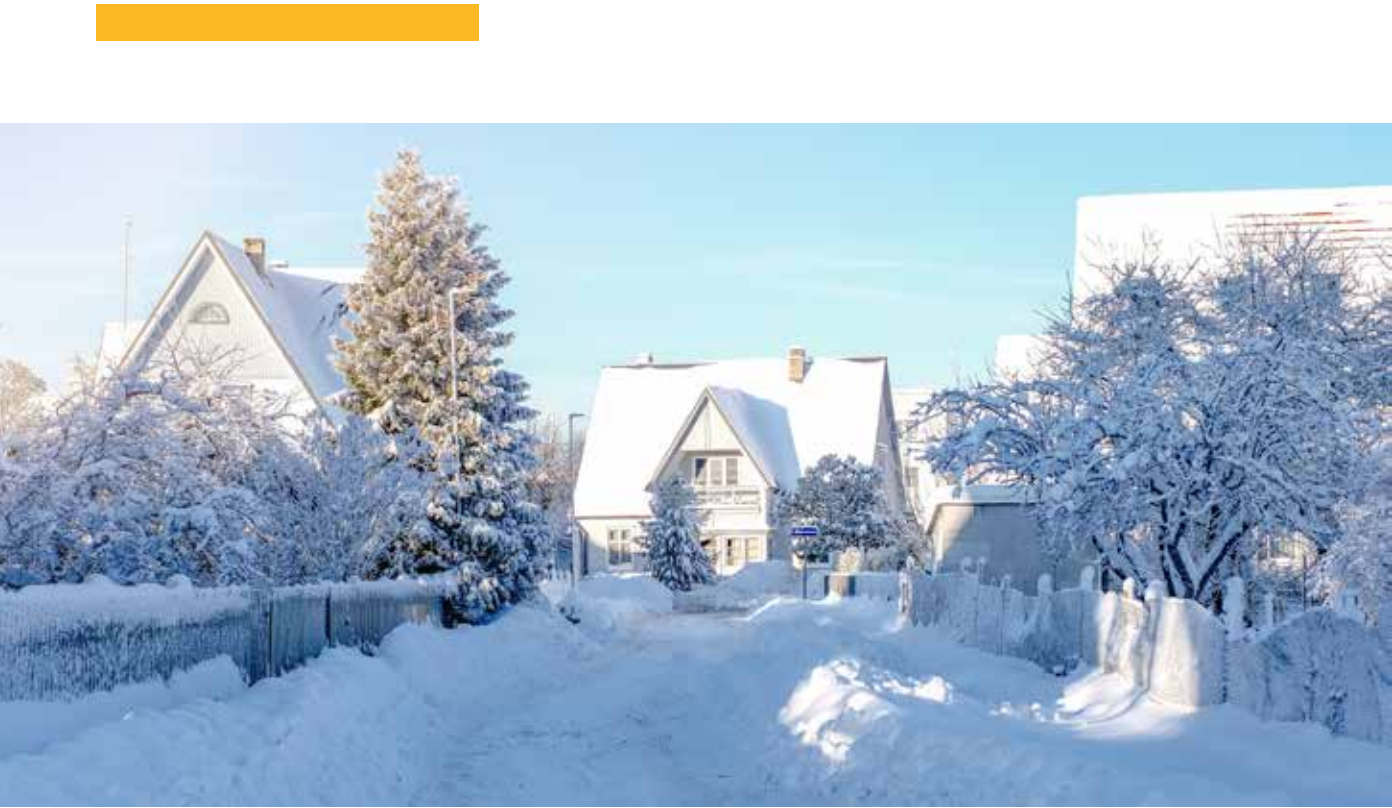
In **2024**, a total of **1,332** complaints were received concerning the discharge and sale of illegal fireworks, reflecting a downward trend attributed to the By-law amendment and proactive enforcement measures. This resulted in the issuance of **10** warnings and **87** penalty notices for violations.

ILLEGAL SIGNS

Each day, officers conduct regular proactive patrols to ensure compliance with the by-laws. Officers remove unauthorized signs in an effort to maintain public safety and community aesthetic standards. A total of **20,687** signs were removed by officers in 2024 and staff responded to **96 per cent** of all complaints received.

ILLEGAL SIGN REMOVAL PER MONTH



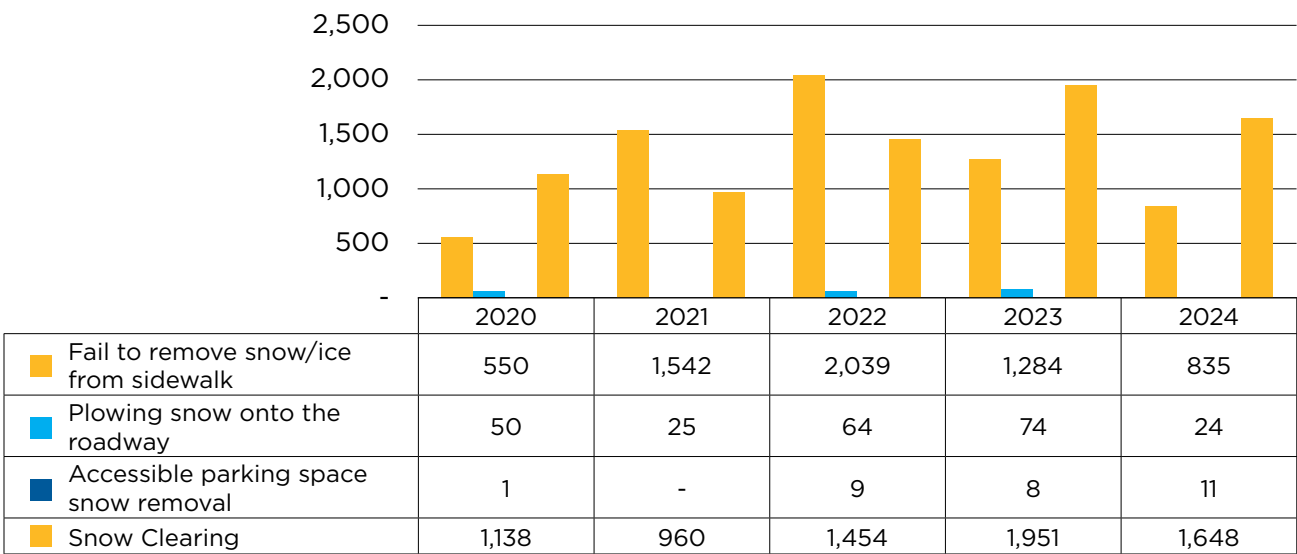


SNOW-RELATED REQUESTS FOR SERVICE

The failure to clear snow and ice from sidewalks, as well as the improper plowing of snow onto roadways and accessible parking spots, poses a significant risk to the community. Therefore, the timely removal of snow and ice remains a top priority for Enforcement and By-law Services.

Under the Snow and Ice Removal By-law 242-76, property owners and/or tenants are required to clear snow, ice and slush from their sidewalks by 11 am the day following the end of a snowfall. Statistics Canada indicates that Brampton’s snowy season lasts from November to April. In 2024, Brampton experienced light snowfall with an average accumulation of 4.1 inches, which is reflected in the decreased number of complaints received by officers. A total of **2,517** service requests were submitted, with over **50 per cent** of these complaints pertaining to snow clearing occurring in January.

SNOW RELATED REQUESTS FOR SERVICE



ACCESSIBLE PARKING ENFORCEMENT

The City of Brampton remains dedicated to fostering a safe and inclusive environment for its residents, visitors and employees. The City takes pride in ensuring that accessible parking spaces are available for those who require them, with the goal of achieving full compliance.

To ensure compliance, both proactive and reactive enforcement measures are used. A total of **1,053 tickets** were issued for “parking in accessible space without a permit” and “park obstruct access aisle,” totaling \$361,900 in fines. This included the seizure of 215 misused accessible parking permits.

Traffic By-law 93-93 dictates that business owners and operators ensure the upkeep of accessible parking spaces and failure to comply with the by-law may result in fines for inadequate signage and pavement markings.

Twenty-six Orders to Comply were issued to property owners to address multiple deficiencies in their accessible parking spaces.

The range of complaints received are illustrated in the charts below.

MUNICIPAL ACCESSIBLE COMPLAINTS

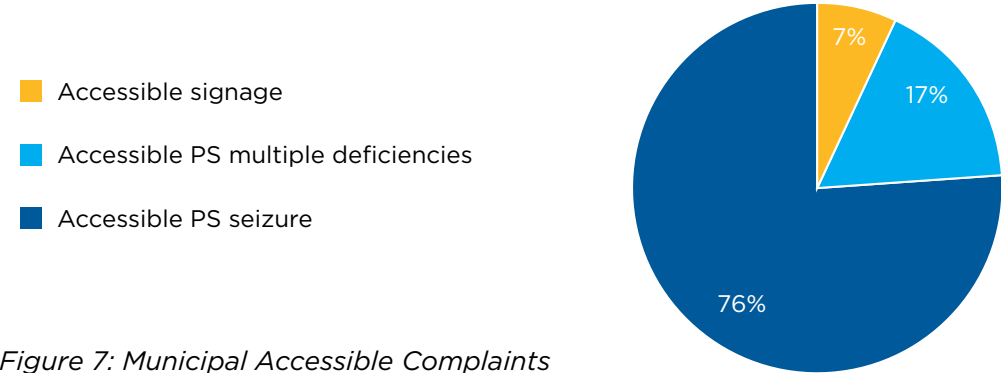


Figure 7: Municipal Accessible Complaints

PARKING ACCESSIBLE COMPLAINTS

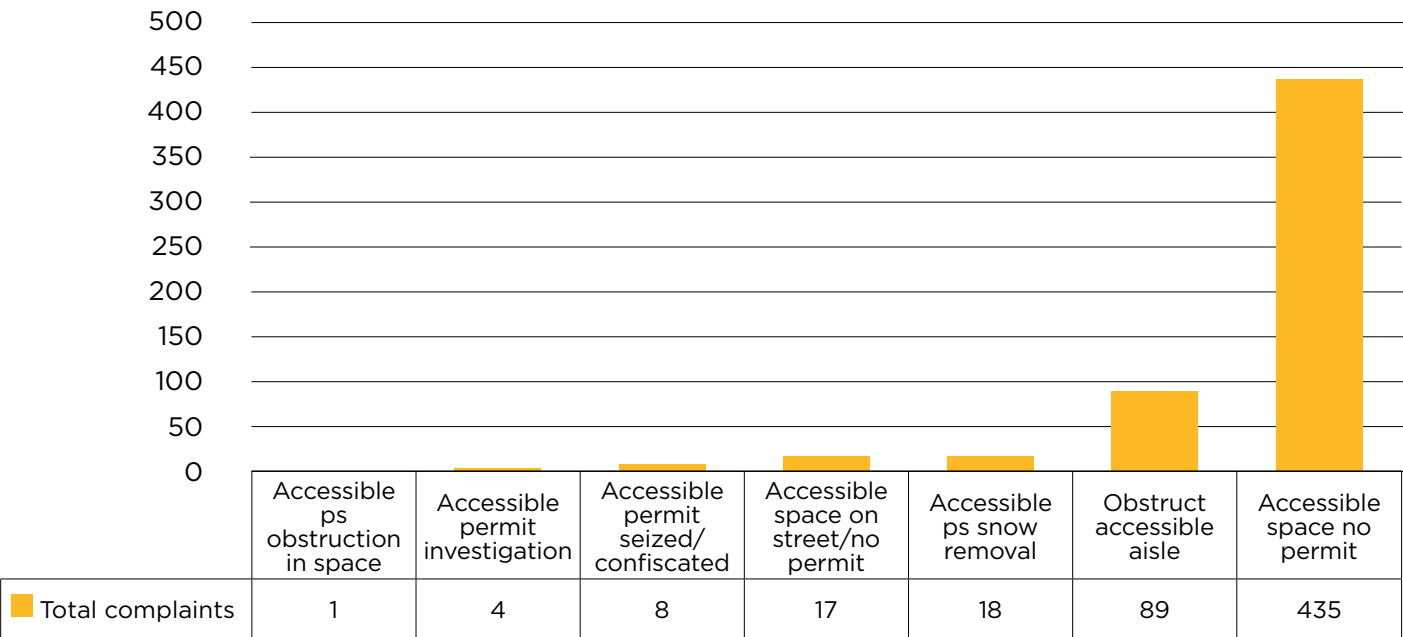


Figure 8: Parking Accessible Complaints

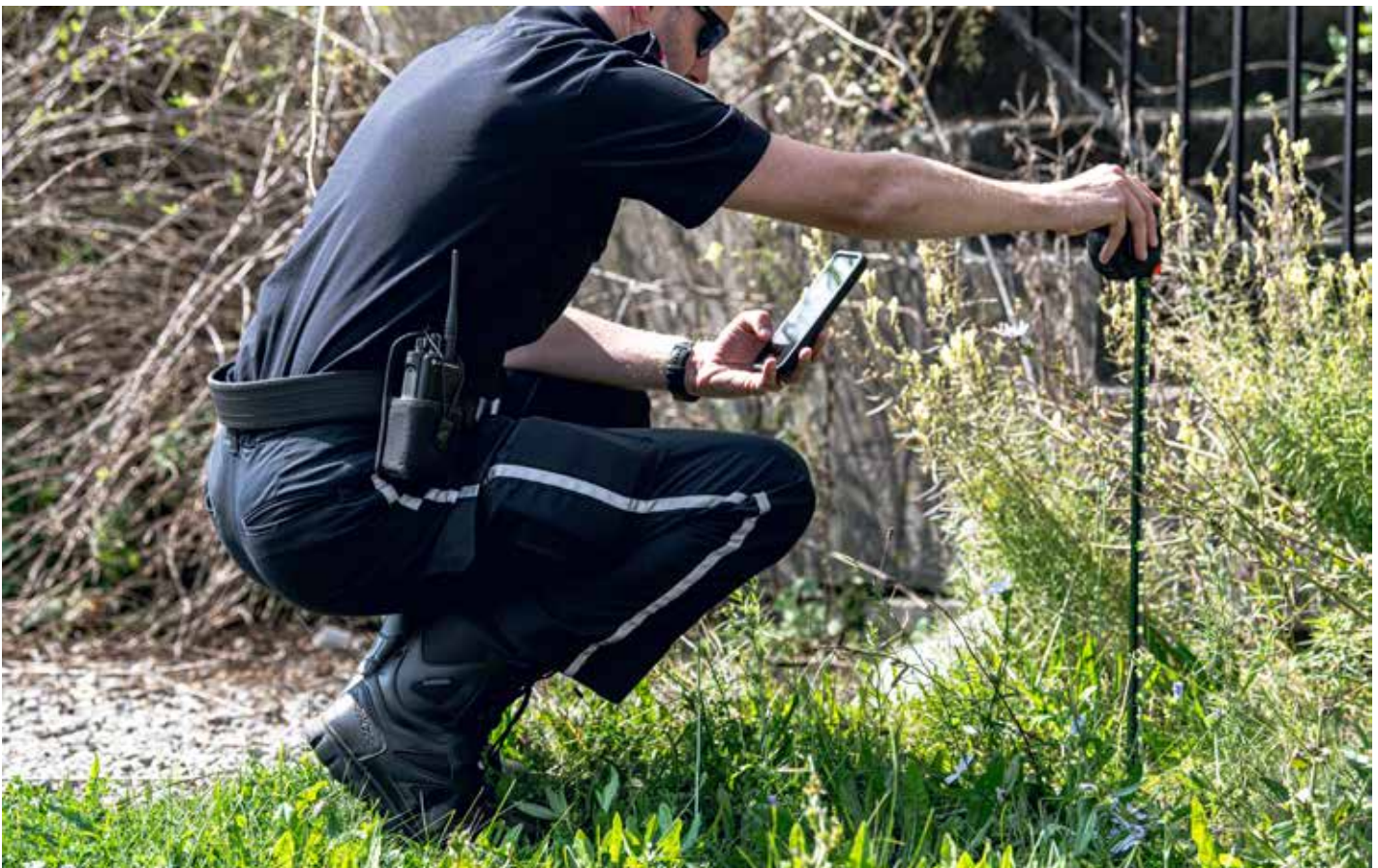
PROPERTY STANDARDS

The Property Standards Unit is tasked with enforcing regulations related to private property offences to ensure that residents maintain their properties according to the established minimum maintenance standards.

The section is composed of 32 officers including a dedicated Zoning Officer, accounting for an increase of five full-time positions this year. During the summer months, post-secondary students are hired as Summer Inspectors to address excess grass and weed growth, as well as waste-related complaints.

The following compliance measures may be considered to address the concerns raised by residents:

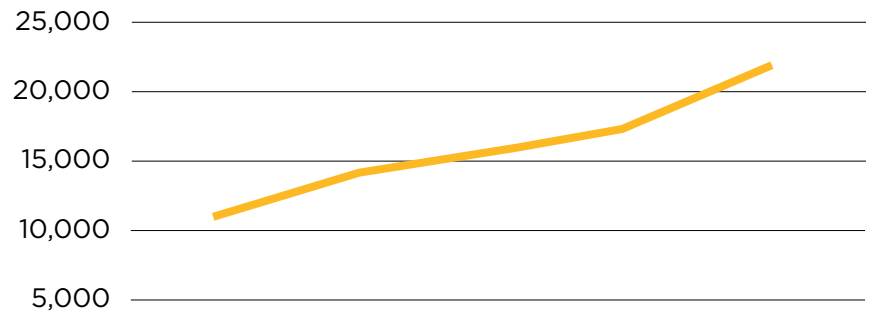
- issuance of verbal or written warnings
- issuance of orders to comply and property standard orders
- imposition of non-parking administrative monetary penalties
- utilization of a city-contracted service to complete necessary work to bring the property up to standard, with associated costs indicated on the property owners' tax bills
- pursuit of charges in alignment with relevant statutes





FIVE-YEAR COMPARISON

The unit continues to experience a significant rise in service requests resulting in a **24 per cent** increase in calls received in 2024 compared to the previous year as depicted in figure 9.

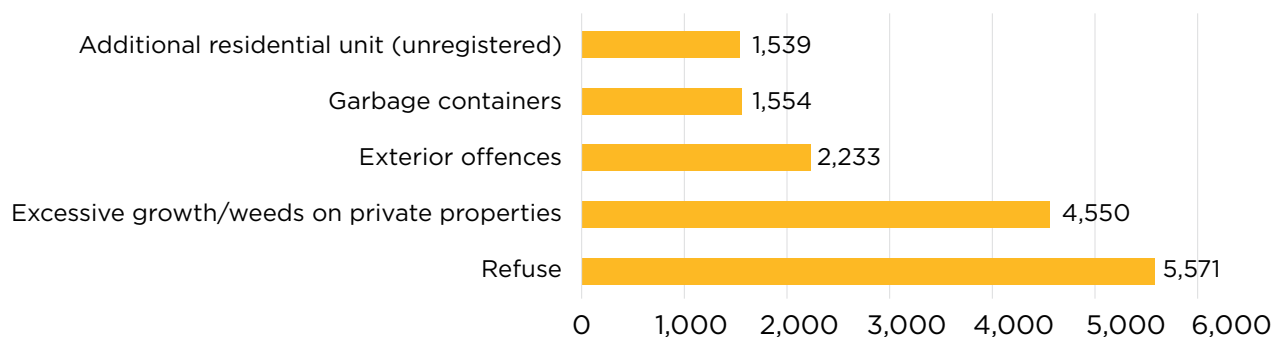


| | 2020 | 2021 | 2022 | 2023 | 2024 |
|--------------------|--------|--------|--------|--------|--------|
| ■ Total complaints | 11,121 | 14,006 | 15,659 | 17,577 | 21,723 |

Figure 9: Total complaints per year

Out of a total of **21,732** service requests received, **91 per cent** were actioned by an officer. The top five complaints remain refuse, excessive growth/weeds on private properties, exterior offences, building deficiencies, improper placement of garbage containers, non-compliant pool enclosures and additional residential units.

TOP FIVE PROPERTY STANDARDS REQUESTS FOR SERVICE





ADDITIONAL RESIDENTIAL UNITS

Additional Residential Units (ARUs) promote increasing housing supplies by encouraging the development of secondary units like basement apartments or garden suites, with a focus on streamlining processes and removing barriers. These units are independent living spaces complete with cooking, sleeping and sanitary amenities. Examples of ARUs include accessory residential units (e.g. basement apartments), apartments, granny flats, in-law suites, laneway suites and coach houses. These units can be found within single detached, semi-detached or townhouse dwellings, as well as in ancillary buildings such as garden suites.

Each property situated in the City of Brampton is subject to Zoning By-law 270-2004 as amended which zones properties to permit specific uses. It is to be noted that an additional dwelling unit is not legal unless it is registered with the City, and any work completed has been inspected and approved. A building that does not comply with the regulations and lacks the required safety items puts the occupants and neighbourhoods at risk.

The ARU Task Force is actively investigating all complaints related to dwellings that include additional dwelling units, which has resulted in a significant increase in registrations within the city. Since the implementation of regulations and educational initiatives in 2020, we have observed remarkable growth of over **100 per cent** in registrations, bringing the total number of registered two-unit dwellings to a noteworthy level.

| | |
|--|--------|
| Total registrations completed from 2015 – December 31, 2023 | 20,336 |
| New registrations finalized in 2024 | 2,516 |
| Total fully registered ARUs (including legal non-conforming) | 22,995 |

RESIDENTIAL RENTAL UNIT

The Residential Rental Unit (RRL) Pilot Program was initiated in January 2024 for wards 1, 3, 4, 5 and 7, which mandates that rental properties with four or fewer units secure a business licence. These central wards were selected due to historically high rental violations.

Both proactive and reactive enforcement measures are utilized to ensure compliance with the by-laws. A total of **835** proactive investigations were conducted by the team based on intelligence-driven information as compared to **105** complaints received by the officers.

Since the inception of this program, a total of **188** penalty notices have been issued for non-compliance concerning RRL properties, leading to fines totaling \$121,500.

In our ongoing efforts to enhance compliance, RRL inspections and the Blitz Strategic Plan have been developed to ensure adherence to all applicable by-laws governing licensed rental properties through targeted inspections. This initiative incorporates two primary methodologies: dedicated inspections and community standards inspections (streetscape blitz). It emphasizes addressing both interior and exterior deficiencies while prioritizing areas with the highest volume of complaints. Additionally, the plan utilizes seasonal resources to optimize efficiency during peak periods.



ILLEGAL LAND USE TASK FORCE

Brampton's strategic location at the heart of North America's major transportation corridors makes it a vital logistics hub. However, the City continues to address the growing issue of unauthorized truck parking and commercial storage on lands not zoned for such use.

Under the Zoning By-law, outdoor storage and the parking of oversized vehicles are permitted only in designated industrial zones and must comply with site-specific requirements.

In 2024, the City's internal task force investigated approximately **140** properties for non-compliance. The current compliance rate has increased to **17 per cent**, up from **6 per cent** the previous year, with **37 per cent** of open cases proceeding through formal development approvals. Enforcement actions have included fines, site remediation orders and the reassessment of property taxes where unauthorized uses have been confirmed.



LICENSING ENFORCEMENT

The Licensing Enforcement Unit is committed to promoting safe, compliant and accountable business practices across the city. Through education, investigation and enforcement, the unit supports the City’s goal of protecting public health and safety. Officers are responsible for monitoring both mobile and stationary businesses to ensure they operate in accordance with municipal licensing regulations and by-laws.

In 2024, the team reviewed a total of **768** service requests related to driving schools, refreshment vehicles and businesses operating without licences. Notably, 25 per cent of these cases were proactive, driven by intelligence-led information. The team successfully addressed over 80 per cent of these requests, as illustrated in Figure 10.

TOTAL REQUESTS FOR SERVICE VS ACTIONED

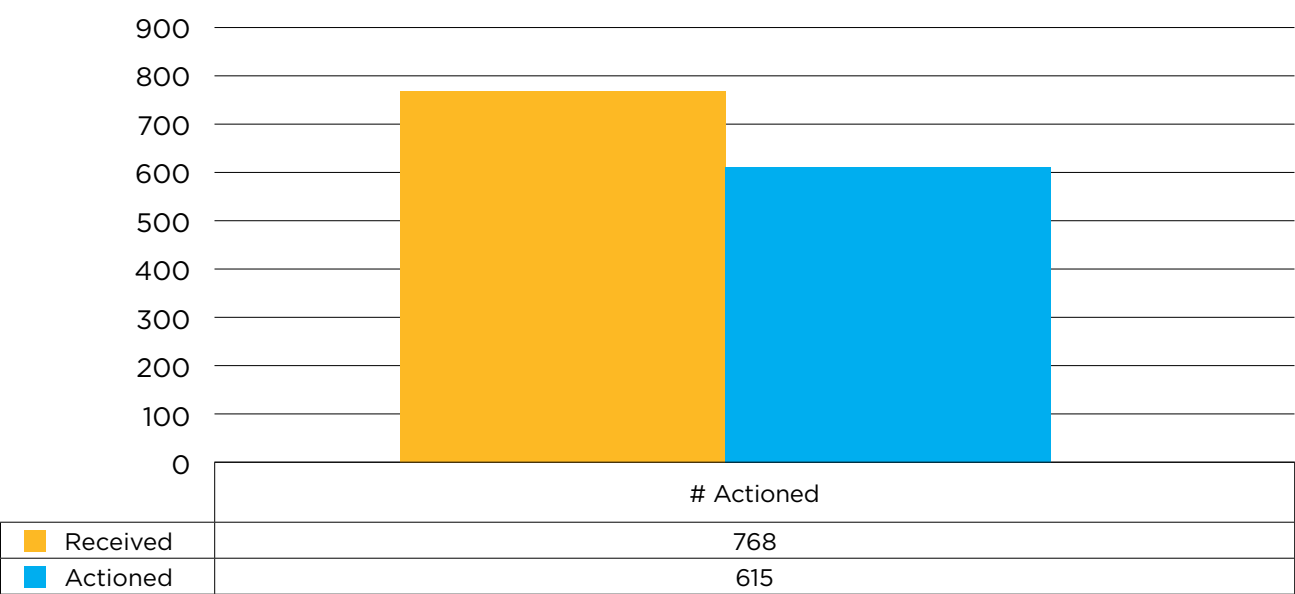
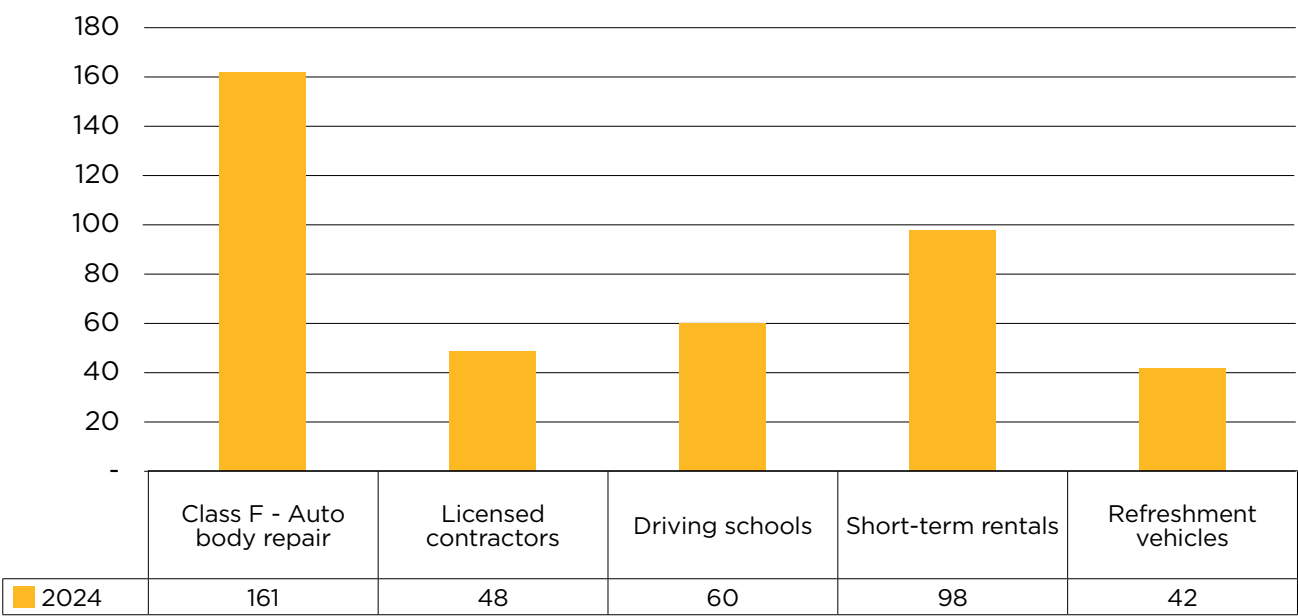


Figure 10: Total Request for Service vs Actioned

The City issued **4,063** business licences to vehicles and drivers across various sectors, including taxi, limousine, rideshare, refreshment vehicle and driving schools. All new vehicles undergo vehicle inspections and background checks in accordance with the Mobile Licensing By-law.

Service requests relating to auto body repairs, short-term rentals and driving schools account for the top five complaints representing over 50 per cent of all requests for services received.

TOP FIVE LICENSING SERVICE REQUESTS



Notable initiatives included inspections of more than **1,000** driving schools and taxi services, a proactive taxi blitz, a pilot program monitoring driving school activity on parkland and targeted enforcement for food trucks, paving contractors and building contractors. The team also investigated over **7,500** unlicensed stationary businesses.

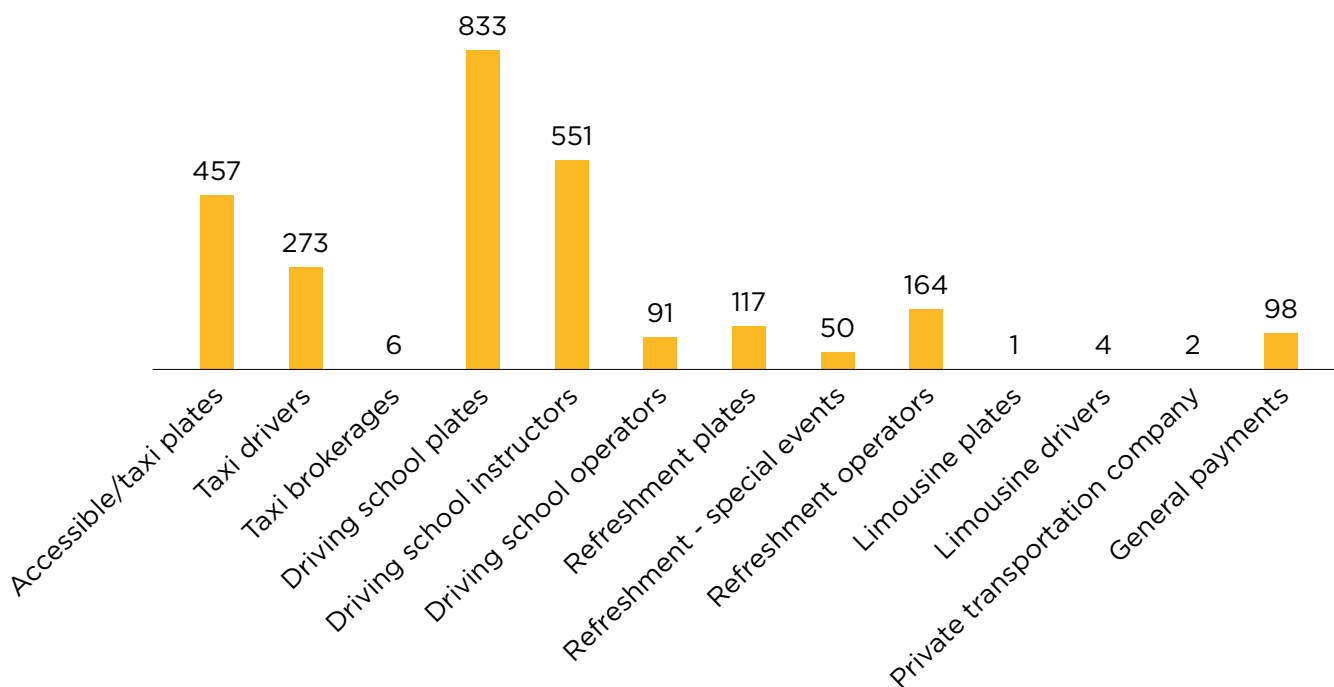


ENFORCEMENT CLERKS

The Enforcement Clerks are integral to enhancing processes and facilitating collaboration on licensing matters. The Clerks Unit is responsible for receiving, reviewing and issuing new and renewal applications for stationary business licences, while enforcement staff manage inspections and compliance.

In 2024, the Clerks processed over 2,000 business licences and successfully digitized the mobile business application process to improve accessibility and efficiency.

MOBILE LICENCES



COMMUNITY INVOLVEMENT

Engaging with the community and providing education on by-laws and associated expectations remains a key priority for the team.

In 2024, the team participated in a variety of events, including career fairs, the Puppy Masquerade and community outreach activities.

ANNUAL PUPPY MASQUERADE



NEWCOMER - FLETCHERS MEADOWS



SANDALWOOD ADVENTURE PARK GROUNDBREAKING



SHERIDAN CAREER FAIR



OTTAWA CEREMONIAL CEREMONY



CONTACT US

The Enforcement and By-law Service team takes pride in helping to preserve the quality of the life within the City of Brampton by ensuring that the minimum standards are upheld. We are all encouraged to continually familiarize ourselves with the latest information to ensure we are adhering to the by-laws.

Please scan the QR code below or contact 3-1-1 for more information about the City of Brampton's Enforcement and By-law Services.



ENFORCEMENT AND BY-LAW SERVICES

8850 McLaughlin Road S., Unit 2
Brampton, Ontario, L6Y 5T1
905.458.3424

