



## Complaints

The Municipality of Brockton received a total of 139 complaints requiring staff investigation. Notably, multiple complaints about the same matter are consolidated into one case. Inquires or information requests about municipal by-laws are not included, as these are not formally tracked.

Of the 139 complaints received, staff has successfully resolved 121 through a combination of education, voluntary compliance and enforcement measures. Municipal staff are currently working to address and resolve the remaining 18 outstanding matters. It should be noted that compliant files previously marked as closed may be reopened if subsequent inspections or investigations reveal recurring by-law investigations, ensuring continuous compliance and community standards.

## False Alarm By-Law

The Ontario Provincial Police provided the Municipality of Brockton with monthly false alarm reports. In 2026, there were 74 reported false alarms. While the total number of alarms increased compared to previous years, the total value of fees invoiced have decreased. This suggests that the existing fee structure may be discouraging alarm holders who previously generated multiple occurrences.

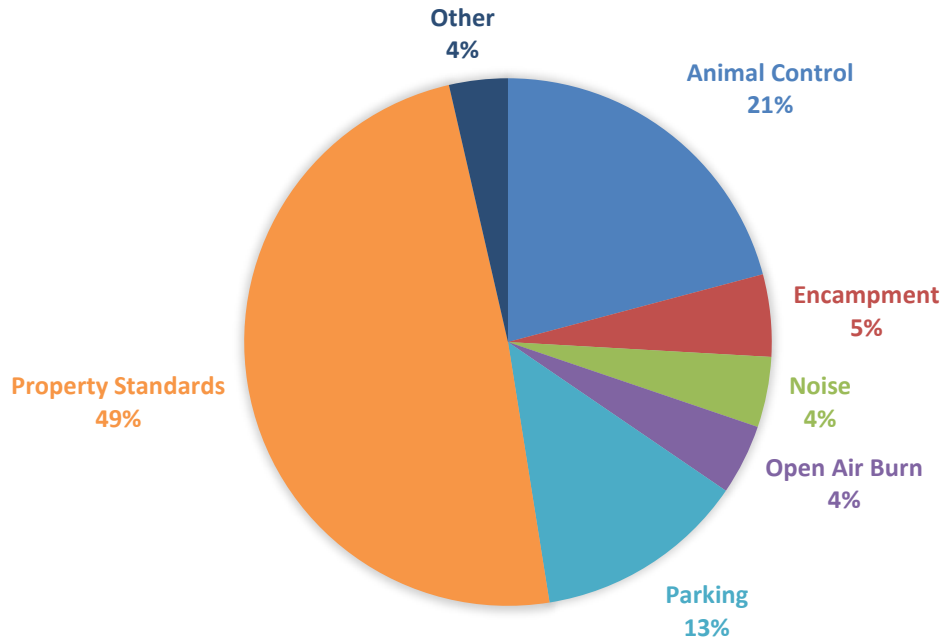
## Analysis:

The following charts provide an overview of By-law enforcement activity related to formal complaint matters and false alarms within the Municipality of Brockton.

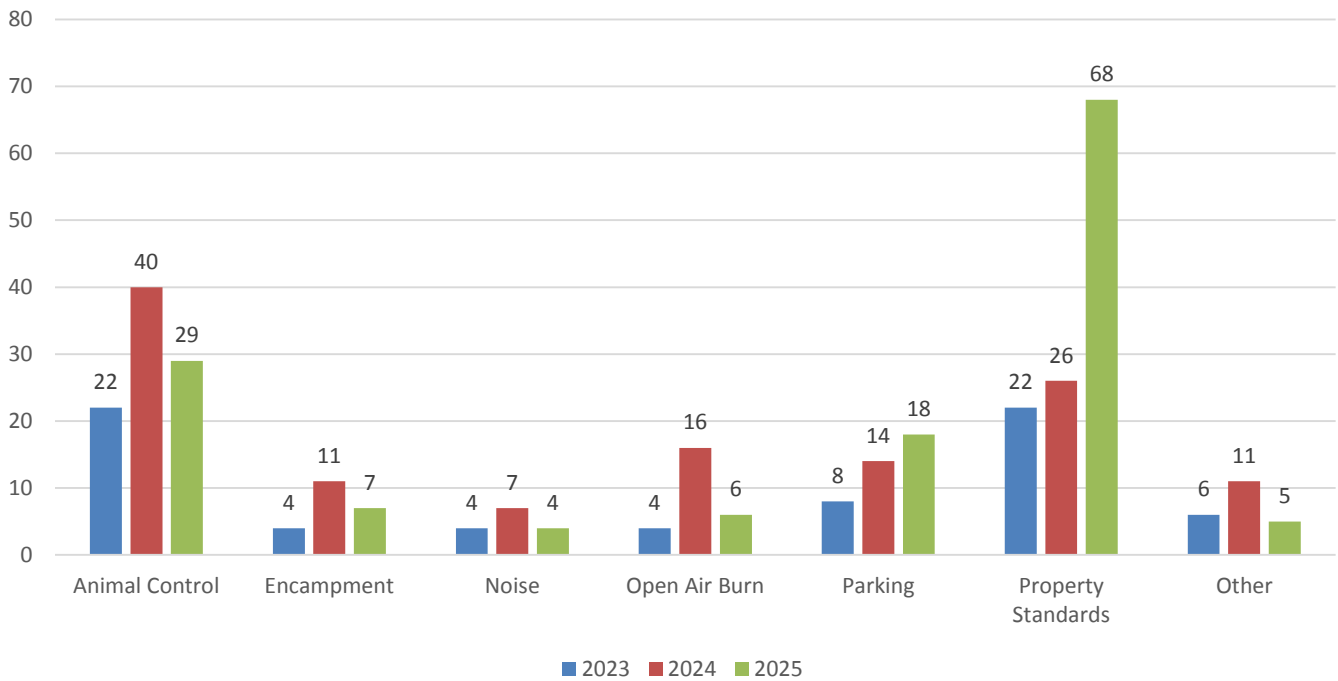
### **By-Law Complaints January 1st, 2026-December 31st, 2026**

<b>Municipal By-Law</b>	<b>Complaints Received</b>	<b>Active</b>	<b>Inactive</b>
Animal Control	29	2	27
Encampment	7	0	7
Noise	6	0	6
Open Air Burn	6	0	6
Parking	18	1	17
Property Standards	68	14	54
Other	5	1	4

## BY-LAW COMPLAINTS 2026



## By-Law Complaints 2023-2025 Comparison



False Alarm Comparison						
	2023		2024		2025	
Month	No. of Alarms	Fees Invoiced	No. of Alarms	Fees Invoiced	No. of Alarms	Fees Invoiced
January	2	\$600.00	5	\$1,600	1	\$200
February	4	\$200.00	4	\$1,000.00	10	\$700.00
March	4	\$1,200.00	2	\$500.00	3	\$0.00
April	2	\$1,100.00	5	\$300.00	7	\$1,315.50
May	9	\$500.00	6	\$2,700.00	3	\$0.00
June	3	\$0.00	3	\$3,100.00	12	\$4,202.50
July	5	\$2,000.00	4	\$100.00	7	\$612.40
August	5	\$1,500.00	4	\$0.00	8	\$1,103.10
September	8	\$700.00	8	\$400.00	4	\$412.40
October	9	\$4,100.00	6	\$3,500.00	6	\$103.10
Novmeber	3	\$2,700.00	4	\$2,300.00	5	\$1,409.30
December	4	\$200.00	1	\$300	8	\$942
<b>TOTAL</b>	<b>58</b>	<b>\$14,800.00</b>	<b>52</b>	<b>\$15,800.00</b>	<b>74</b>	<b>\$10,999.80</b>

### Strategic Action Plan Checklist:

What aspect of the Brockton Strategic Action Plan does the content/recommendations in this report help advance?

- Recommendations help move the Municipality closer to its Vision Yes
- Recommendations contribute to achieving Heritage, Culture, and Community N/A
- Recommendations contribute to achieving Quality of Life Yes
- Recommendations contribute to achieving Land Use Planning and the Natural Environment Yes
- Recommendations contribute to achieving Economic Development N/A
- Recommendations contribute to achieving Municipal Governance Yes

### Financial Impacts/Source of Funding:

- Do the recommendations represent a sound financial investment from a sustainability perspective?  
N/A

### Reviewed By:



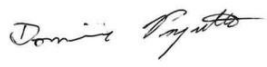
Trish Serratore, Chief Financial Officer

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### Respectfully Submitted by:



Lisa MacDonald, Animal Control/By-Law Enforcement Officer



Dominic Paquette, Building and Planning Manager/CBO

**Reviewed By:**



Sonya Watson, Chief Administrative Officer