



LONG GRASS

Telephone 311 or E-mail 311@winnipeg.ca

Long grass is enforced through the City of Winnipeg's Neighbourhood Liveability By-Law (Pg 51)

CONSISTENT REPORTING is CRITICAL to receive enforcement. Every time the grass is longer than six inches in length, report it.

RECOMMENDED REPORTING for LONG GRASS:

- If possible, speak to your neighbor in person to share your concerns. Try to develop a positive relationship. You may want to leave a flyer in the mailbox if you are unable to speak to your neighbour. A flyer on this topic has been created for you to print and leave in the mailbox. Flyers can be found on this website under 'RESIDENTS'

When reporting to 311

- Report you have measured the grass and it is more than 15 centimeters (6 inches) in length
- Report WHERE on the address that the grass is long. Homeowners are required to cut the boulevard around the house and any grass and/or weeds that might be in the back lane.
- Report how often you see or don't see the occupant mowing the lawn
- Report if you've reported long grass complaint previously at this location.
- Report if you think it may be a rental property
- Report 3-4 photos and email when you report



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www.NeighbourhoodAssociation.ca

EXPECTED RESPONSE from the CITY:

- The By-law Enforcement Officer responds within 2-3 days of the initial complaint to investigate. If the grass is more than 6 inches, the officer issues a Compliance Order to the homeowner to mow the lawn. The notice is considered legally served after 3 days, whether the Officer has spoken directly with the homeowner or not (it can be left in mailbox).
- The Officer allows time for homeowner to comply (approx. 7 days), and the By-Law Officer re-inspects site to see if homeowner has complied.
- If there has been a failure to mow, the By-Law officer refers the request to Public Works Department
- The Public Works Department enters the service request into their operating system, and mows the property (within 3-7 days)
- The City charges the homeowner a combined penalty/service fee of \$200-250, based on the size of yard

As outlined above, this entire process takes time as it requires follow up and working with two different departments. While not as prompt as most would like, it places the cost of the service on the non-compliant homeowner.

The anticipated turnaround time on this infraction is approximately 4 weeks, THEREFORE making it important to REPORT as soon as the grass has reached 15 centimeters (6 inches) in length.