

## BACKGROUND

On June 1, 2016, the City opened its 'Wrongdoing Hotline' for citizens, employees and contractors to report complaints that could be deemed illegal, dishonest, wasteful or a deliberate violation of policy.

This report summarizes the complaints received from June 1, 2023 to May 31, 2024 and provides comparative statistics for 2023 and 2022.

## OBSERVATIONS

1. More complaints were received during the year ended May 31, 2024 than in the prior year (242 in 2024 compared to 208 in 2023).
2. Approximately 18% of the complaints received during the year ended May 31, 2024 required a detailed investigation compared to 11% in 2023. The number of active complaints at the end of May 2024 was 12 compared to 3 in 2023.
3. The costs for investigations by third parties for the year ended May 31, 2024 were \$7,900 as compared to \$4,000 in the previous year. The internal costs for administering the hotline were \$69,500 in 2024 compared to \$47,500 in 2023.
4. The 242 complaints received during the year ended May 31, 2024 came from 124 identifiable individuals and 118 anonymous complainants. Four of the identifiable individuals filed more than one complaint.

## SUMMARY OF COMPLAINTS

	Year Ended May 31		
	2022	2023	2024
Total complaints initiated	211	241	276
Tests	(1)	(1)	(2)
Incomplete complaints	(32)	(32)	(32)
Complaints received	178	208	242
Complaints closed	(165)	(205)	(230)
Active complaints not yet analyzed	13	3	12

## DISPOSITION OF COMPLAINTS

	Year Ended May 31		
	2022	2023	2024
Complaints received	178	208	242
Complaints referred to other areas for review	(111)	(136)	(136)
Complaints unrelated to CGS	(2)	(13)	(13)
Vexatious or frivolous complaints	(5)	(1)	-
Duplicate complaints	(1)	(3)	-
Complaints subject to investigation	59	55	93
Insufficient evidence found or no action required	(22)	(32)	(49)
Complaints which required detailed analysis	37	23	44
Closed with action planned or taken	(24)	(20)	(32)
Active complaints not yet analyzed	13	3	12

**SUBJECT OF COMPLAINTS INVESTIGATED**

Subject	Active Complaints at the End of May 31			Complaints that Required Action During Year Ended May 31		
	2022	2023	2024	2022	2023	2024
City Processes	1	1	3	7	6	10
City Contractor	1	1	0	2	1	0
City Staff	11	1	6	15	8	11
Resident	0	0	2	0	5	9
Business	0	0	1	0	0	2
<b>Total</b>	<b>13</b>	<b>3</b>	<b>12</b>	<b>24</b>	<b>20</b>	<b>32</b>

**COMPLAINTS WHICH REQUIRED ACTION DURING THE YEAR ENDED MAY 31, 2024**

Complaint	Opened	Closed	Action Planned or Taken for Closed Complaints
23-0151	Jun 19	Jun 29	Management took steps to curtail the business in the park.
23-0154	Jun 20	Jun 27	Following a review by Building staff, this complaint was transferred to Bylaw Services to address non-compliance with relevant bylaws.
23-0155	Jun 21	Aug 9	After attending the site, staff educated the resident on restrictions that apply to the use of the City's fire hydrants.
23-0157	Jun 22	Jun 27	Management deployed a crew with equipment to respond to the complaint.
23-0170	Jul 3	Sep 19	Bylaw staff attended the site and provided instructions to the owner to bring the property into compliance.
23-0180	Jul 18	Aug 1	A letter was sent to the resident to educate them about waste collection schedule.
23-0187	Jul 30	Sep 19	Building Services staff conducted an investigation and issued orders.
23-0218	Sep 9	Dec 18	Staff will contact Canada Post to request the mailbox be relocated.
23-0219	Sep 12	Dec 21	Any concerns that are substantiated will be reported to Audit Committee.
23-0221	Sep 12	Dec 21	Any concerns that are substantiated will be reported to Audit Committee.
23-0237	Sep 27	Nov 30	Staff revised procedures for dealing with syringes and issued a letter of apology.
23-0246	Oct 13	Dec 16	Action had already been taken to address this concern when it was reported.
23-0256	Nov 8	Apr 26	Staff contacted the complainant to explain the City's relevant policies.
23-0257	Nov 8	Dec 21	Steps have been taken to prevent a reoccurrence of the concern identified.
23-0259	Nov 9	Feb 17	Steps have been taken to document the concerns noted by the complainant.
23-0271	Nov 21	May 31	An audit has been scheduled to assess this concern.
23-0280	Dec 1	Dec 16	Management has filed for a ruling from the Landlord Tenant Board to address concerns related to a tenant.
23-0294	Dec 14	Dec 15	Management provided education to the new employee.
23-0307	Dec 28	Dec 31	Staff conducted an initial investigation and have scheduled repairs.
24-0004	Jan 12	Mar 1	Repairs have been scheduled to address the damage from the sidewalk plow.
24-0009	Jan 15	Jan 22	Maintenance staff were contacted to address the concerns raised.
24-0018	Jan 24	Apr 29	An inspection was conducted and a no build order was issued.
24-0021	Jan 26	May 21	Actions were taken by staff to prevent a reoccurrence of the concern.
24-0027	Feb 6	Feb 9	Where possible, steps will be taken to reduce noise during snow clearing operations.
24-0029	Feb 8	Feb 22	Staff have sent notices to the residents of the units that require maintenance.
24-0046	Mar 21	Mar 25	Staff have been reminded to issue receipts for payments processed by phone.
24-0047	Mar 22	May 31	Communications and security staff took steps to address the concern.
24-0051	Apr 2	Apr 15	Management will draft a letter to clarify the role of the staff member.
24-0058	Apr 11	Apr 15	Management spoke with the contractor to address this concern with their staff.
24-0059	Apr 11	Apr 12	Management will follow up with the driver to address this performance issue.
24-0091	May 26	May 27	Management will provide coaching to the staff person to address this concern.
24-0082	May 17	May 31	Management has taken immediate action to address the concern in the short run and steps are planned to implement a permanent solution.

**OVERVIEW OF INDIVIDUAL COMPLAINTS RECEIVED DURING THE YEAR ENDED MAY 31, 2024**

	<b>Opened</b>	<b>Closed</b>	<b>Complaint/Allegation</b>	<b>Investigation Outcome</b>
23-0129	Jun 1	Jun 16	Road condition	Referred internally
23-0130	Jun 1	Feb 22	Staff conduct	Insufficient evidence of wrongdoing
23-0131	Jun 2	Jun 8	Animal control	Referred internally
23-0132	Jun 3	Jun 8	Property maintenance	No action planned or taken
23-0133	Jun 3	Jun 8	Property maintenance	Referred internally
23-0134	NC			
23-0135	Jun 4	Jun 8	Noise complaint	Referred internally
23-0136	NC			
23-0137	Jun 6	Jun 8	Use of City land	Referred internally
23-0138	Jun 6	Jun 8	Animal control	Referred internally
23-0139	Jun 6	Jun 7	Human resource processes	No action planned or taken
23-0140	Jun 8	Jun 8	Property management	Referred internally
23-0141	Jun 8	Jun 8	Building condition	Outside City jurisdiction
23-0142	Jun 12	Jun 22	Site obstruction	Referred internally
23-0143	Jun 12	Jun 17	Watering lawn	Referred internally
23-0144	Jun 12	Sep 6	Staff conduct	No action planned or taken
23-0145	Jun 12	Jun 14	Unlicensed business	Referred internally
23-0146	Jun 13	Jun 16	Construction	Referred internally
23-0147	Jun 13	Jun 16	ODSP file	Referred internally
23-0148	Jun 14	Jun 14	Property maintenance	Referred internally
23-0149	Jun 16	Jun 23	Illegal parking	Referred internally
23-0150	NC			
23-0151	Jun 19	Jun 29	Illegal business	Action planned or taken
23-0152	NC			
23-0153	Jun 19	Aug 9	Unsafe construction	Referred internally
23-0154	Jun 20	Jun 27	Illegal construction	Action planned or taken
23-0155	Jun 21	Aug 9	Illegal use of fire hydrant	Action planned or taken
23-0156	Jun 21	Jun 26	Property maintenance	Referred internally
23-0157	Jun 22	Jun 27	Water treatment plant smells	Action planned or taken
23-0158	Jun 23	Jun 26	Property maintenance	Referred internally
23-0159	Jun 23	Jun 26	Construction	Referred internally
23-0160	NC			
23-0161	Jun 26	Jun 27	Animal services	Outside of the City's jurisdiction
23-0162	Jun 26	Aug 1	Construction signage	Referred internally
23-0163	Jun 27	Aug 9	Illegal shipping containers	Referred internally
23-0164	Jun 27	Jul 5	Noise	Referred internally
23-0165	Jun 28	Jul 2	Service complaint	Referred internally
23-0166	NC			
23-0167	NC			
23-0168	Jun 29	Jul 5	Gas smell	Referred internally
23-0169	Jul 2	Jul 5	Illegal parking	Referred internally
23-0170	Jul 3	Sep 19	Property maintenance	Action planned or taken
23-0171	Jul 4	Jul 5	Property maintenance	Referred internally
23-0172	Jul 4	Jul 5	Noise complaint	Referred internally
23-0173	NC			
23-0174	Jul 5	Jul 5	Property maintenance	Referred internally
23-0175	Jul 8	Jul 10	Property maintenance	Referred internally
23-0176	Jul 11	Dec 16	Staff conduct	Insufficient evidence of wrongdoing
23-0177	Jul 13	Dec 18	Property cleanup	No action planned or taken

23-0178	Jul 15	Jul 18	Property maintenance	Referred internally
23-0179	Jul 18	Aug 9	Permit and Pronto system	Insufficient evidence of wrongdoing
23-0180	Jul 18	Aug 1	Garbage handling	Action planned or taken
23-0181	Jul 19	Jul 20	Car purchase	Outside of the City's jurisdiction
23-0182	NC			
23-0183	Jul 20	Nov 30	Staff conduct	Insufficient evidence of wrongdoing
23-0184	Jul 20	Jul 30	Parking in disabled spot	Referred internally
23-0185	Jul 25	Aug 10	Animal control	Referred internally
23-0186	Jul 28	Dec 1	Illegal occupancy	No action planned or taken
23-0187	Jul 30	Sep 19	Illegal basement apartment	Action planned or taken
23-0188	Aug 2	Aug 10	Oversized hedge	Referred internally
23-0189	Aug 2	Aug 4	Oversized hedge	Referred internally
23-0190	Aug 2	Aug 4	Illegal fence	Referred internally
23-0191	Aug 2	Aug 4	Oversized hedge	Referred internally
23-0192	Aug 4	Aug 8	Construction without a permit	Referred internally
23-0193	Aug 5	Aug 8	Water theft	Insufficient evidence of wrongdoing
23-0194	Aug 5	Dec 16	Construction without a permit	Referred internally
23-0195	Aug 5	Aug 8	Noise complaint	Referred internally
23-0196	Aug 11	Aug 17	Noise complaint	Insufficient evidence of wrongdoing
23-0197	Aug 13	Nov 30	Staffing	Insufficient evidence of wrongdoing
23-0198	Test			
23-0199	Aug 17	Aug 23	Noise complaint	Referred internally
23-0200	Aug 21	Aug 23	Animal control	Referred internally
23-0201	Aug 22	Aug 24	Property maintenance	Referred internally
23-0202	Aug 24	Sept 18	Noise complaint	Referred internally
23-0203	Aug 29	Nov 30	Staff conduct	Insufficient evidence of wrongdoing
23-0204	Aug 31	Dec 16	Inappropriate construction	Referred internally
23-0205	Aug 31	Sep 7	Noise complaint	Referred internally
23-0206	Aug 31	Sep 20	Property maintenance	Referred internally
23-0207	Aug 31	Nov 25	Staff conduct	Insufficient evidence of wrongdoing
23-0208	Sep 1	Sep 7	Property maintenance	Referred internally
23-0209	Sep 2	Sep 7	Property maintenance	Referred internally
23-0210	Sep 2	Sep 7	Property maintenance	Referred internally
23-0211	Sep 2	Sep 7	Business conduct	Referred internally
23-0212	Sep 2	Sep 7	Conduct of citizens	Outside of City's jurisdiction
23-0213	Sep 6	Sep 18	Business conduct	Referred internally
23-0214	Sep 6	Sep 18	Property maintenance	Referred internally
23-0215	Sep 6	Dec 12	Staff conduct	Insufficient evidence of wrongdoing
23-0216	Sep 7	Dec 12	Staff conduct	Insufficient evidence of wrongdoing
23-0217	NC			
23-0218	Sep 9	Dec 18	Sightline issues	Action planned or taken
23-0219	Sep 12	Dec 21	Staff conduct	Action planned or taken
23-0220	Sept 12	Sep 18	Drainage	Referred internally
23-0221	Sep 12	Dec 21	Staff conduct	Action planned or taken
23-0222	Sep 13	Oct 23	Staff conduct	Insufficient evidence of wrongdoing
23-0223	Sep 14	Sep 14	Staff conduct	Insufficient evidence of wrongdoing
23-0224	Sep 17	Sep 19	Business practices	Referred internally
23-0225	Sep 17	Nov 19	Staff conduct	Insufficient evidence of wrongdoing
23-0226	Sept 18	Sep 20	Property maintenance	Referred internally
23-0227	NC			
23-0228	Sep 20	Sep 25	Property maintenance	Referred internally

23-0229	Sep 21	Dec 12	Staff conduct	Insufficient evidence of wrongdoing
23-0230	Sept 22	Sep 25	Noise complaint	Referred internally
23-0231	NC			
23-0232	Sep 25	Dec 18	Independence of Auditor General	No action planned or taken
23-0233	Sep 26	Sep 29	Outdoor burning	Referred internally
23-0234	Sep 27	Sep 29	Encampment	Referred internally
23-0235	Sep 27	Nov 22	Single sourcing	No action planned or taken
23-0236	Sep 27	Dec 18	Construction without a permit	Referred internally
23-0237	Sep 28	Nov 30	Garbage collection	Action planned or taken
23-0238	Sep 28	Nov 22	Animal control	Referred internally
23-0239	Sep 28	Feb 29	Staff conduct	Insufficient evidence of wrongdoing
23-0240	Oct 2	Oct 6	Abandoned vehicle	Referred internally
23-0241	Oct 3	Oct 6	Noise complaint	Referred internally
23-0242	Oct 3	Oct 6	Water drainage	Referred internally
23-0243	Oct 3	Oct 6	Noise complaint	Referred internally
23-0244	Oct 10	Nov 22	Noise complaint	Referred internally
23-0245	Oct 11	Dec 4	Staff conduct	Insufficient evidence of wrongdoing
23-0246	Oct 13	Dec 16	Staff conduct	Action planned or taken
23-0247	NC			
23-0248	NC			
23-0249	Oct 21	Oct 27	Animal control	Referred internally
23-0250	NC			
23-0251	Oct 23	Oct 26	Animal control	Referred internally
23-0252	Oct 23	Oct 27	Graffiti	Referred internally
23-0253	Oct 23	Oct 24	Staff conduct	No action planned or taken
23-0254	Oct 25	Nov 1	Building code infractions	Referred internally
23-0255	Nov 1	Nov 23	Construction without a permit	Insufficient evidence of wrongdoing
23-0256	Nov 8	Apr 26	Building variance	Action planned or taken
23-0257	Nov 8	Dec 21	Paramedic services	Action planned or taken
23-0258	Nov 8	Dec 20	Water shut off	Insufficient evidence of wrongdoing
23-0259	Nov 9	Feb 17	Integrity commissioner services	Action planned or taken
23-0260	Nov 11	Dec 1	Noise complaint	Referred internally
23-0261	NC			
23-0262	Nov 15	Dec 1	Property maintenance	Referred internally
23-0263	Nov 15	Dec 1	Property maintenance	Referred internally
23-0264	Nov 15	Dec 1	Noise complaint	Referred internally
23-0265	Nov 16	Dec 1	Noise complaint	Referred internally
23-0266	Nov 17	Dec 20	Inefficient operations	No action planned or taken
23-0267	Nov 18	Dec 1	Noise complaint	Referred internally
23-0268	NC			
23-0269	Nov 19	Dec 1	Illegal parking	Referred internally
23-0270	Nov 20	Dec 1	Illegal parking	Referred internally
23-0271	Nov 21	May 31	Customer service	Action planned or taken
23-0272	Nov 22	Dec 1	Light pollution	Referred internally
23-0273	Nov 23	Dec 1	Noise complaint	Referred internally
23-0274	Nov 27	Dec 1	Noise complaint	Referred internally
23-0275	Nov 27	Dec 1	Illegal parking	Referred internally
23-0276	Nov 27	Dec 9	Corruption allegation	Insufficient evidence of wrongdoing
23-0277	Nov 28	Nov 30	Snow plowing	Insufficient evidence of wrongdoing
23-0278	Nov 28	Dec 1	Property maintenance	Referred internally
23-0279	Nov 29	Dec 21	Construction without a	Referred internally

			permit	
23-0280	Dec 1	Dec 16	Tenant conduct	Action planned or taken
23-0281	NC			
23-0282	NC			
23-0283	NC			
23-0284	Dec 8		Staff conduct	
23-0285	Dec 8		Staff conduct	
23-0286	Dec 9	Dec 12	Illegal parking	Referred internally
23-0287	Dec 9	Dec 9	Illegal parking	Outside of City's jurisdiction
23-0288	Dec 19	Dec 12	Illegal parking	Referred internally
23-0289	NC			
23-0290	Dec 11		Staff conduct	
23-0291	Dec 12	Dec 20	Runoff water	Referred internally
23-0292	Dec 12	Feb 27	Customer service	Insufficient evidence of wrongdoing
23-0293	Dec 12	Dec 18	Property maintenance	Referred internally
23-0294	Dec 14	Dec 15	Staff conduct	Action planned or taken
23-0295	Dec 14	Dec 20	Staff conduct	Referred internally
23-0296	Dec 14	Dec 15	Noise complaint	Referred internally
23-0297	Test			
23-0298	Dec 15	Dec 19	Variance on building permit	Insufficient evidence of wrongdoing
23-0299	Dec 16	Dec 18	Property maintenance	Referred internally
23-0300	Dec 21	Dec 21	Illegal parking	Referred internally
23-0301	Dec 21	Dec 22	Illegal parking	Referred internally
23-0302	Dec 23		Staff conduct	
23-0303	Dec 24	Jan 4	Animal control	Referred internally
23-0304	Dec 26	Jan 4	Illegal parking	Referred internally
23-0305	NC			
23-0306	Dec 28	Jan 30	Garbage collection process	No action planned or taken
23-0307	Dec 28	Dec 31	Sidewalk icing from runoff water	Action planned or taken
23-0308	Dec 31	Jan 3	Illegal apartment	Referred internally
24-0001	Jan 5	Feb 22	Property Management	Referred internally
24-0002	NC			
24-0003	Jan 12	Feb 18	Snow plowing	Referred internally
24-0004	Jan 12	Mar 1	Staff conduct	Action planned or taken
24-0005	Jan 12	Jan 15	Noise complaint	Referred internally
24-0006	Jan 13	Feb 22	Snow clearing	Referred internally
24-0007	Jan 13	Jan 15	Noise complaint	Referred internally
24-0008	Jan 15	Jan 15	Complaint for Conservation Sudbury	Outside of City's jurisdiction
24-0009	Jan 15	Jan 22	Recycling	Action planned or taken
24-0010	Jan 16	Feb 22	Snow clearing	Referred internally
24-0011	NC			
24-0012	Jan 16	Jan 18	Snow clearing	Referred internally
24-0013	Jan 16	Jan 18	Snow clearing	Referred internally
24-0014	Jan 20	Jan 24	Snow clearing	Referred internally
24-0015	Jan 21	Jan 24	Illegal parking	Referred internally
24-0016	Jan 23	Jan 24	Property management	Referred internally
24-0017	Jan 24	Jan 30	Property management	Referred internally
24-0018	Jan 24	Apr 29	Construction without a permit	Action planned or taken
24-0019	Jan 25	Jan 30	Property maintenance	Referred internally
24-0020	Jan 26	Apr 27	Building code violation	Referred internally

24-0021	Jan 26	May 21	Alleged negligence	Action planned or taken
24-0022	Jan 31	Feb 1	Noise complaint	Referred internally
24-0023	Feb 2	Feb 4	Business practices	Outside of City's jurisdiction
24-0024	Feb 4	Feb 5	Property maintenance	Referred internally
24-0025	NC			
24-0026	Feb 5	Feb 9	Noise complaint	Referred internally
24-0027	Feb 6	Feb 9	Noise complaint	Action planned or taken
24-0028	Feb 6	May 31	Illegal apartment	Referred internally
24-0029	Feb 8	Feb 22	Animal control	Action planned or taken
24-0030	Feb 17	Feb 20	Noise complaint	Referred internally
24-0031	Feb 20	May 14	Unsafe housing	Insufficient evidence of wrongdoing
24-0032	NC			
24-0033	Feb 21	Feb 22	Noise complaint	Referred internally
24-0034	Feb 21	Feb 22	Business practices	Outside of City's jurisdiction
24-0035	Feb 21		Staff conduct	
24-0036	NC			
24-0037	NC			
24-0038	Mar 5	Mar 7	Illegal camping	Referred internally
24-0039	Mar 7	Mar 8	Garbage disposal	Referred internally
24-0040	Mar 7	Mar 8	Property maintenance	Referred internally
24-0041	Mar 12	May 31	Animal control	Insufficient evidence of wrongdoing
24-0042	Mar 13	Mar 21	Staff conduct	Outside of City's jurisdiction
24-0043	NC			
24-0044	NC			
24-0045	NC			
24-0046	Mar 21	Mar 25	Customer service	Action planned or taken
24-0047	Mar 22	May 31	Community consultation	Action planned or taken
24-0048	Mar 27		Parking violation	
24-0049	Mar 31	Apr 11	Property maintenance	Referred internally
24-0050	Apr 2	Apr 9	Illegal parking	Referred internally
24-0051	Apr 2	Apr 15	Staff conduct	Action planned or taken
24-0052	Apr 8	Apr 11	Property maintenance	Referred internally
24-0053	Apr 9	Apr 11	Business conduct	Outside of City's jurisdiction
24-0054	Apr 9		CAN communication processes	
24-0055	Apr 10	Apr 10	Customer service	Referred internally
24-0056	Apr 11	Apr 11	Business conduct	Outside of City's jurisdiction
24-0057	Apr 11	Apr 12	Staff conduct	Insufficient evidence of wrongdoing
24-0058	Apr 11	Apr 15	Contractor conduct	Action planned or taken
24-0059	Apr 11	Apr 12	Staff conduct	Action planned or taken
24-0060	Apr 11	Apr 12	Staff conduct	Insufficient evidence of wrongdoing
24-0061	Apr 12	Apr 15	Planning processes	No action planned
24-0062	NC			
24-0063	Apr 15	Apr 16	Property maintenance	Referred internally
24-0064	Apr 16	Apr 29	Road crew	Insufficient evidence of wrongdoing
24-0065	Apr 16	Apr 29	Staff conduct	
24-0066	Apr 20	Apr 24	Property maintenance	Referred internally
24-0067	Apr 21	Apr 29	Building code violation	Insufficient evidence of wrongdoing
24-0068	Apr 22	Apr 25	Property maintenance	Insufficient evidence of wrongdoing
24-0069	Apr 22	Apr 25	Garbage	Referred internally
24-0070	Apr 26		Property usage	
24-0071	Apr 27	Apr 29	Property maintenance	Referred internally
24-0072	Apr 28	Apr 29	Road obstructions	Referred internally
24-0073	Apr 29	Apr 30	Contracting practices	No action planned or taken
24-0074	May 4	May 5	GSPS response	Outside of City's jurisdiction

24-0075	May 4	May 9	Noise complaint	Referred internally
24-0076	May 5	May 15	Staff conduct	Insufficient evidence of wrongdoing
24-0077	May 5	May 9	Staff conduct	Insufficient evidence of wrongdoing
24-0078	May 9	May 15	Staff conduct	Insufficient evidence of wrongdoing
24-0079	May 12	May 12	Bylaw violations	Referred internally
24-0080	May 16	May 31	Illegal tree cutting	No action planned or taken
24-0081	May 16	May 22	Bait traps	Outside of City's jurisdiction
24-0082	May 17	May 31	Leachate at Hanmer landfill	Action planned or taken
24-0083	May 20	May 22	Property maintenance	Referred internally
24-0084	May 20		Backyard burning	
24-0085	May 22		Income reporting for housing	
24-0086	May 22	May 22	Property maintenance	Referred internally
24-0087	May 22		Staff attrition policy	
24-0088	May 23	May 27	Property maintenance	Referred internally
24-0089	May 25	May 27	Illegal dumping	Referred internally
24-0090	May 25	May 27	Lease violations	Insufficient evidence of wrongdoing
24-0091	May 26	May 27	Staff conduct	Action planned or taken
24-0092	May 27	May 31	Property maintenance	No action planned or taken
24-0093	May 27	May 31	Property maintenance	Referred internally
24-0094	May 28		Staff conduct	
24-0095	May 31	May 31	Illegal dumping	Referred internally
24-0096	May 31	May 31	Illegal parking	Referred internally

***Complaints labeled "NC" were not completed by the complainants and required no investigation.***