



PORT COLBORNE

MEDIA RELEASE

Port Colborne now accepting by-law applications, appeals, and variances online

Port Colborne, ON (Nov. 30, 2022) – In an effort to better serve the residents of Port Colborne, by-law services have moved all their compliance applications, appeals, variances, complaints, and payment of associated fees online.

Compliance applications that have moved online, include reliefs from noise by-law, fence by-law, sign by-law, pool by-law, discharge of firearms by-law, and encroachment by-law application. An online credit card payment options have also been added for interested applicants.

To be open and transparent, by-law variance applications will now also be posted on the city's website and open to resident feedback. Comments can be submitted by completing the resident comment form for by-law variance. By-law variance results will also be posted for resident information and/or future reference. For individuals interested in receiving notifications of a by-law variance application a 'subscribe' feature has also been included. To receive updates to the webpage, click the 'subscribe' button located near the top right of the webpage, www.portcolborne.ca/BylawApplicationsAppealsVariances.

"Although the physical doors to our office may only be open from 8:30 a.m. to 4:30 p.m., Monday to Friday, we know residents need to access our services beyond those hours. Moving to this online system provides our residents with the flexibility to apply and/or pay for variances at a time that is convenient for them", said Sherry Hanson, manager of by-law service.

By-law complaints can also be registered online through the designated webpage. This is also part of by-law services decision to no longer accept anonymous complaints.

A tutorial video on how to navigate this page will be available in the near future.

This project is aligned with the city's [2020-2023 strategic plan](#) to provide quality and innovative delivery of customer service. Council approved the corporation's discharge of firearms by-law, along with an update to this new online process, at the [Sept. 13, 2022, meeting](#) through report [2022-145](#).

In-person services will remain an option for those interested. A reminder that by-law services become a part of the city's safety and enforcement department in 2020, which also includes fire services. Visit By-law services at the Fire Hall, 3 Killaly Street West, or call 905-835-2900 x200.

About the City of Port Colborne

Located on the south coast of the scenic Niagara Region, with a mission to provide an exceptional small town experience in a big way, Niagara's Port of Call has found the perfect balance – successful industrial and commercial sectors, comfortable and scenic residential areas, white sand beaches, unique culinary choices, the world class Sugarloaf Marina, fishing, golfing, trails, shopping districts along the historic Welland Canal and an energized festival and entertainment scene that includes live theatre – truly a community that adds to the overall Niagara experience. To learn how you can PORTicipate with us, visit our [website](#).

For more information, contact:

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