

# West End World

Winnipeg's West End - All We Need is You!

West  
End *biz*  
BUSINESS IMPROVEMENT ZONE

SUMMER 2010



## International Village Gateway Feature

**The International Village** Gateway Feature is nearing completion! Located on Ellice Avenue between Spence and Balmoral Streets, the global-themed entranceway welcomes visitors into the West End. Elements include decorative paving, flagpoles with metal flags offering "welcome" in 16 different languages, banners and landscaping along the median that include coloured rubber mulch and a center planter for annuals.

As part of these improvements, the adjacent Saigon Park is also getting a facelift. Changes include refreshed wood chips, wooden posts and the removal of diseased trees. New street furniture will also be added to create a welcoming environment. The Gateway Feature will serve as a true West End landmark, inviting everyone to explore the shops and services of the multicultural West End!

# Available Grants

The **BIZ is here** to help your business succeed. One of the ways we do that is by offering grants that provide funds to help enhance the curb appeal of your storefront or improve the safety of your premises, staff and customers. These improvements benefit not only qualifying businesses, but also the larger community, as they collectively improve the look of the area to help attract more customers and visitors to the area.

The grant process is quite straightforward, requiring just two pricing quotes for the project you have in mind and approval from a BIZ committee after submission. Non-profits qualify for the Night Light Grant. All others are available to levy-paying BIZ members.

## New for 2010!

**Educational Grants** – The BIZ will provide reimbursement of the fees (maximum \$50) associated with attending a pre-approved seminar or course. Education that is eligible for consideration is extensive. Some may be promoted by the BIZ or offered by another organization, but determined to be of benefit to our business members. Consider receiving training on CPR & First Aid, Workplace Health & Safety, Human Resources, Business Finance, Management, Marketing, or Business Development. Boost training and develop skills, for yourself or one of your staff members. Call the BIZ to apply and obtain quick approval!

Your business may also be eligible for the following grants:

**Storefront Improvement Grants** - The BIZ will cover 1/3 of your project costs, up to a maximum grant of \$1,000. Suggestions include replacing or installing awnings or signage, painting your business exterior, or adding decorative elements or patio seating.

**Safety Grants** - The BIZ will cover 1/2 of your project costs, up to a maximum grant of \$500. Consider installing door alarms, security shutters, video surveillance systems or deadbolt locks.

**Night Light Grants** - The BIZ will provide your organization with free dusk to dawn exterior lights, complete with photo sensors and break-proof shields. Consider installing some on your business to light up dark exterior areas and parking lots.

Applications are available through the West End BIZ office. If you have a renovation project in mind, let us help you get started! Projects are considered on a first come, first served basis.

For all grants, call the BIZ office at 954-7900.

## Special Offer

The Manitoba Restaurant & Foodservices Association presents a special offer for West End BIZ businesses!

If your business is in the restaurant or food service industry we have good news for you! The West End BIZ has partnered with MRFA to offer you a special 50% discount introductory offer for first time members.

Membership in the MRFA offers many benefits to West End BIZ businesses including:

- Preferred rates on credit card handling
- Preferred rates on restaurant insurance
- Preferred pricing on office supplies
- 10% discount on selected items purchased at RONA
- Information and advocacy regarding industry issues...And more!



Visit [www.mrfa.mb.ca](http://www.mrfa.mb.ca) or phone 783-9955 for more information.

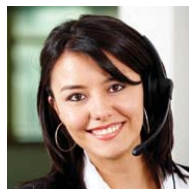
## Looking to recruit new staff?

The Opportunities for Employment Community Office, located at **561 Ellice Avenue**, helps hundreds of individuals find employment every year. We can assist you with your recruiting, at **NO COST TO YOU!**

Call us today at **925-3595** to discover if one of our job seekers could be your next great employee!

Funding Provided by:  
The Government of Canada      The Manitoba Government

[www.ofe.ca](http://www.ofe.ca)



The West End BIZ offers a free year-round graffiti removal service. West End businesses and residents must first sign a waiver which gives the BIZ permission to remove the graffiti tags from their property. A waiver has been included with this newsletter. Take the time to fill it out and return it to the BIZ office via fax or mail, if you haven't already done so. You have the option of renewing your waiver on an annual basis (only fill out the first side) or having your waiver remain valid indefinitely, until a change of ownership takes place (fill out both sides). Then if your property is ever tagged, simply give the BIZ office a call at 954-7900 to report the incident and have our team come out to have it removed. We are working together to keep the West End looking its best!



Recent exciting changes to the program include the **TAG Team Partnership – Teaming Up Against Graffiti**. The West End BIZ and the Exchange District BIZ have joined forces to better equip and expand our individual graffiti removal services. Pooling our resources will allow us to have a greater impact in our own communities and also in other high profile areas. A new logo and uniforms have been designed to better recognize and promote the partnership. The van used in the removal of graffiti will also be decal wrapped to promote the program and its sponsors. A program launch is planned later this summer.

The Graffiti Removal program is also getting a helping hand over the summer months, courtesy of Andrew Swan, Minto's MLA. Two high school students will be responsible for logging graffiti tags and collecting waivers for affected properties within the Minto constituency. These employees will also act as ambassadors for both organizations by providing information to members, residents and visitors.

Charles Tizya, member of our Graffiti Removal program was recognized with the 2010 Mayor's BIZ Award. Each of Winnipeg's 15 BIZ zones had the opportunity to nominate an individual or organization that made significant contributions to their area over the past year. The annual event was held at City Hall on May 14. His Worship Mayor Sam Katz shared a few words of gratitude prior to distributing the awards and posing for pictures with each recipient and in Charles' case, also the West End BIZ board members and staff who were in attendance.

Charles began working for the BIZ in January, 2007 as one of three original technicians of the then newly created Graffiti Removal Team. Training opportunities for technicians were very limited at the time, but Charles took the initiative to research better ways to remove graffiti and use equipment. His awareness about the impact of graffiti on a community is vast and his commitment to the program and valuable feedback have contributed to the program's success. Over the years several commendations from business owners and residents have been received, praising his excellent customer service skills and positive attitude. Charles has also been an ambassador and advocate of the BIZ, participating in radio interviews and contributing articles to community publications about the impact of graffiti and his work to eliminate it through removal and education.



Winner Charles (c) with Mayor Katz, BIZ Board and staff

**Again, please remember to send in your waiver!**

## Central Park and Market

The exciting renovations of Winnipeg's historic Central Park are nearing completion. The \$5.6 million project has seen the five acre space completely redone, with an artificial turf soccer field, toddler play area, the construction of Winnipeg's largest splash park and a summer/winter slide hill. Look for new BIZ banners featuring the park's refurbished Waddell Fountain to adorn the surrounding streets, alongside those promoting Central Market.

As an open-air global market in the heart of Winnipeg, Central Market is a great place to enjoy local food and experience the vibrancy of the West End. Look for imported and handmade goods to be sold in Central Park, including clothing, beadwork, jewellery, locally grown produce and prepared food. Services like henna painting and hair braiding are also offered, alongside children's activities, live music, entertainment and dancing for those who stop by. Don't miss out on the market fun!

Head to Central Park on Fridays between 4:00 and 9:00 pm for Central Park Live, featuring live music, stage performances and a DJ, along with a mini market. The full fledged market runs Saturdays between 10:00 am and 4:00 pm until the end of summer. Space for new vendors is still available. Contact Othello Wessee at 291-5017 for more information.

# Sargent Street Fest

WEST END WORLD SUMMER 2010

The **Sargent Street Fest** was the place to be on June 19! The street was closed to traffic between Sherbrook and Langside to accommodate the many activities planned for the day.

An Italian “piazza” served Italian coffee to customers sitting at café tables while students from Patal Vocational School cooked up bison burgers, stew and bannock. Other assorted foods and beverages were also sold at minimal cost.

A professional DJ kept the tunes playing, with a number of people dancing along. Local band 2Suite also performed their own repertoire of music and traditional Aboriginal dancers and drummers performed on stage. African drumming and Filipino dancing demonstrations also added to the day’s entertainment line-up.



Birdhouse Painting

Dedicated fans in team colours also gathered in front of the large screens inside X-Cues Billiards and Café to take in live World Cup soccer action.

The kids in attendance were entertained by skateboard demonstrations from a professional team, a chalk art display, crafts (including the painting of birdhouses donated by the Mayor Katz’s office), face painting, games and a children’s hip-hop dance class. The Winnipeg Fire Paramedic Services and WPS mascots also made an appearance.

A dunk tank also made a big splash during the day! 3 throws for a toonie to sink a brave volunteer into cool water. Monies raised will be used to send a West End youth to camp.

The West End BIZ and X-Cues Billiards co-host the Sargent Street Fest every two years, in conjunction with the playing of the World Cup and Euro Cup soccer tournaments. Thank you to the many volunteers and event sponsors and supporters who made the day possible: 2Suite, A&C Pawn, Better Business Bureau, Boom Done Next, Councillor Harvey Smith, Hair on Broadway, KEPSCO Construction Services, Mayor Sam Katz, Nakina Electronics, Order Sons of Italy Garibaldi Lodge, Patal Vocational School, Prairie Stained Glass, S&J Construction, Smack Pet Food, Sorrento’s, Take Pride Winnipeg! and Valu Lots.

See you again in 2012!

## Mural Mentorship

This summer’s two Mural Mentors, Roberta and Michelle, graphic design students at Red River College, are excited to oversee local youth in the painting of three murals over the next few months. In its ninth year, the Mural Mentorship program allows participants to spend their summer break contributing to their community by transforming a blank wall into a colourful piece of public art. Many community groups designate time to participate in this unique program.

The Mentors are involved in all aspects of the creative process from research and design to assisting with the launch. The youth, aged 12 to 17, learn basic painting skills, art techniques, teamwork and are encouraged to contribute their own ideas for incorporation into the design.

The summer’s first mural will depict a historical perspective of Notre Dame Avenue and will be painted on the western wall of Roy’s Florist at 710 Notre Dame Ave. This will replace a previous mural that was damaged by fire last year. A second mural depicts a vibrant streetside patio and food-focused scene at A Taste of India (510 Sargent Ave). This year the themes under the Mural Program have been expanded to better represent the area’s assets. They now include the four “C’s” - Culture, Cuisine, Community and Commerce – and were recently highlighted on new banners hung throughout the West End. Finally, a set of murals titled, “Life on Langside,” will be hung on the western wall of the BIZ office.



The painting will get underway in July. If you know of youth who are interested in participating, have them call the BIZ office at 954-7900 or drop by the mural site Monday through Friday between the hours of 10 am and 3 pm to get involved.

Thanks to HRSDC for their ongoing support of this program.

The second annual “A Walk of Art” project involved a partnership with two classes of grade 10 students from Daniel McIntyre Collegiate Institute. Amongst themselves, they planned and painted 11 unique window murals under the theme of “My West End, My Home.” The student artists expressed what they love most about the community they live and study in. Recognizable area landmarks included scenes depicting their schools, favourite restaurants, the CBC radio building on Portage and the Arlington Street bridge.

The pieces are now hanging in the windows of properties at 543, 546 and 551 Sargent Avenue, as well as at the former West End library site at 823 Ellice Avenue. The murals complement the already established West End BIZ mural program by adding a different type of attraction for area visitors and commuters to enjoy.

An unveiling for “A Walk of Art” was held on June 2 at 11:30 am at X-Cues Billiards & Café, across the lane from where some of the murals are hung. 25 students who contributed to the murals were in attendance along with their supervising teachers. They were served a light lunch and took part in a condensed version of the mural tour along Sargent Avenue. Several media were also present for the event.

The BIZ is grateful to each of the student artists who contributed to the murals, as well as X-Cues Billiards, the City of Winnipeg and Paradise Travel for their donation of window space. Thanks also to Trevor Thiessen of Reno Rite Contracting for his assistance with the installation of the mural panels.



Mural Tour Guide Dana



“A Walk of Art” Student Artists

## Mural Tours

Our award-winning mural tours are now available for booking! Chosen as a past Top 10 Tourist Attraction by WHERE magazine, the West End BIZ walking tours showcase 28 of the area’s murals by following routes along Sargent and Ellice Avenue. This season’s tour guide, Dana, wants participants to experience the unique history and culture of the area, by providing them with information about the murals, historical facts and entertaining stories about the West End. Many of the area’s eclectic shops and ethnic restaurants are also highlighted as part of her engaging narrative.

The tours run Monday through Saturday and last two hours, with flexible start times available during the day or evening. A refreshment stop at a West End restaurant is also included in the price of the tour. The cost is only \$5 for adults and \$2 for children under the age of 12. Groups of two to fifteen participants can be accommodated. Some of the highlighted murals include Adam Beach, Iceland, Fables & Folklore, The Real League of Nations and Zookhy.

The tours serve as a great way to explore the area. Or, as perfect entertainment for your summer visitors! Tours can be tailored to children, teenagers, adults and seniors. Once you hear the stories behind the murals, you’ll start noticing them around every corner.

**To book a customized tour that suits your schedule, please call the BIZ office at 954-7900.**

Thank you to the 20 local businesses along Ellice and Sargent who are sponsoring this year’s tours: A&C Pawn, Abbi’s Payfair, A Taste of India, Black Sheep Diner, Ellice Café, Hungover Empire & This Café, Homer’s Restaurant, Luso Mart, Mija’s Fashions, Nhu Quynh Restaurant, Prairie Stained Glass, rasoi: The Kitchen, River City Wholesale, Shawarma Time, Sorrento’s, Thanh Huong Restaurant, The Old House Revival Company, University of Winnipeg Wesmen, Viva Restaurant, X-Cues Billiards & Cafe.

# Planter Program

In past years the BIZ offered a wide variety of options for businesses regarding the planting and maintenance of their planters. In February of this year participants were advised of some much-needed changes to the program. Those changes meant that BIZ members with a planter who wanted the BIZ to plant and maintain a display all summer long including removal in fall, would now only pay a flat fee of \$35.00 per year. Those that wanted to plant and maintain their own planters were welcome to do so and would not be subject to the fee.



However, as many planters remain unplanted each year by businesses who stated that they would plant their own, a comprehensive program review was undertaken, resulting in an updated planter strategy.

We want to continue to add colour, vibrancy and a sense of warmth to Winnipeg's West End neighbourhoods with flowers, and ensure that no planters remain empty! Therefore, if a planter remains unplanted, we will assume that your business is no longer interested in participating in the program and your planter will be scheduled for removal and allocated to another area.

Given the costs and the challenge of ensuring all planters are planted, the BIZ will also no longer be distributing planters to businesses, but will instead reallocate removed planters to areas where clustering them will maximize their visual impact and our manageability.

For those businesses that are still interested in having floral displays in front of their business, consider applying for a storefront improvement grant, which could help with the cost of your choice of planters, whether intended as permanent fixtures or pulled inside overnight. If approved, the BIZ would cover 1/3 of the cost of the planters, to a maximum value of \$1,000.

Please call the office at 954-7900 if you have any questions about these changes, or if there are special circumstances we should be aware of. Thank you for your patience and understanding of our Planter Program revamp.

## West End BIZ Patrol

We have several new faces on our team! You'll see the BIZ Patrol out patrolling the West End, committed to maintaining a safer community for area businesses and residents. Acting as additional eyes and ears for the Winnipeg Police Service, they continue to be a great asset. Patrolling in teams of two, they pick up litter, remove outdated posters, provide "safe walks" when requested, perform vehicle and property safety audits, conduct public relations visits and presentations and report safety concerns. The Patrol assists wherever it can.

The Patrol operates Monday through Saturday between 8:30 am and 8:00 pm over the summer months. They alternate between daytime, evening and weekend shifts. Please call them directly at 295-7850 for assistance.



BIZ Patrol Members

## New to the West End

### Bashment Wear

619 Portage Ave ph. 415-2033

### Desperado Mexican Restaurant & Bar

570C Sargent Ave ph. 415-2870

### Detail Kings

959 Notre Dame Ave ph. 775-3985

### Get er Done Automotive

571 Sargent Ave ph. 415-3997

### Golden Healthcare Resources

5-510 Sargent Ave ph. 772-4499

### Hoa Thy Tailor

683 Sargent Ave ph. 774-5269

### Home Instead Senior Care

581 Sargent Ave ph. 953-3720

### Horizon Insurance

992 Portage Ave ph. 953-3580

### Maxie's Pastries & Take Out Foods

720 Sargent Ave ph. 415-6885

### Maxim Muffler & Auto

970 Portage Ave ph. 775-8862

### Momenta

980 Portage Ave ph. 782-5303

### Subway

621 Balmoral St ph. 944-9544

### The Car Capital

870 Notre Dame Ave ph. 888-8900

WELCOME!

## BIZ Marketing Campaign

**Looking for a cost-effective way to promote your business?**

Get on board with the West End BIZ cost-shared marketing campaign!

The summer launch of the BIZ Marketing Campaign is quickly approaching. Under the guidance of the media professionals at Tripwire Media Group, the campaign will promote the West End's many assets and amenities. A variety of media will be used, including television, radio, newspapers and the very unique taxi toppers.

Cost-shared advertising opportunities are available. Promote your business for as little as \$175 for a newspaper ad placement or up to \$1000 for a comprehensive TV campaign. See the reverse side of this insert for all of the options available to you.

Shared ads mean we'll use half the space or time to promote the West End as THE place to be: great restaurants, unique shopping, a wide range of services, excellent educational facilities, affordable housing, and a world class recreation complex. The other half is used to promote your business!

Intrigued? Review the options and give us a call!

The price shown is your cost, for your portion. **Advertising spots are limited** and we expect to sell out quickly so don't wait too long!

Contact Gloria, BIZ Executive Director, at 954-7900 to obtain your spot.



**West End BIZ:** 581 Portage Ave  
Winnipeg, MB R3B 2G2  
tel. 954-7900 • fax. 772-8604  
[www.westendbiz.ca](http://www.westendbiz.ca)

## Cost-Share Opportunities

TELEVISION (x 4 cost-share opportunities @ \$1,000.00):

Global **Ad spots per BIZ member: 11**  
30 second commercials

RADIO (x 6 cost-share opportunities @ \$500.00):

**Total Ad spots per BIZ member: 21**

BOB FM Ad spots per BIZ member: 6

+

CURVE Ad spots per BIZ member: 7

+

HOT 103 Ad spots per BIZ member: 8

PRINT:

Winnipeg Free Press (x 6 cost-share opportunities @ \$300.00)

Post-it Note placed on cover of one issue

**Exposure to 5,000 homes**

Winnipeg Sun (x 4 cost-share opportunities @ \$175.00)

**¼ page ad in one issue**

Circulation is 42,254 Monday-Friday; 41,065 Saturday;  
52,197 Sunday

TAXI-TOPPER (x 2 cost-share opportunities @ \$500.00):

BIZ Member receives: **5 toppers per BIZ member**

Duration 1 month

**To discuss your options, please contact Gloria, BIZ Executive Director, at 954-7900 or via e-mail at [gloria@westendbiz.ca](mailto:gloria@westendbiz.ca)**



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**GRAFFITI REMOVAL SERVICE RELEASE & INDEMNITY**

The undersigned, being the owner or authorized agent of the property at \_\_\_\_\_ in the City of Winnipeg, Manitoba, in consideration of The City of Winnipeg agreeing to remove or conceal, at no charge, any graffiti which is or may become present on property within one year understands and agrees:

- The City of Winnipeg/authorized agents will work on the area of my property that is affected by graffiti, and not the entire structure;
- The work done will be at the discretion of the City, including but not limited to the decision to remove graffiti or cover over it, the type and colour of material used, and the method of application of any material;

The undersigned further agrees to release and indemnify and keep indemnified The City of Winnipeg and its servants, agents, employees, and contractors from and against all claims, actions, or proceedings for loss, injury, damages, or compensation by any person, firm, or corporation, whether to real or personal property, wheresoever situated, or by any person whomsoever (including the undersigned or any member, employee, agent, licensee, invitee, or third party whether claiming through or under the undersigned or otherwise) howsoever caused, including by reason of, resulting from, or in any way incidental to the removal or concealment of graffiti on my property, notwithstanding that same may have been contributed to or occasioned by the negligence of The City of Winnipeg or its servants, agents, employees, and contractors, or in any way connected therewith.

This Release and Indemnity is valid for one year from the date of signing, or until revoked in writing by the owner / agent.

I have read the above and agree:

\_\_\_\_\_ **Print Name**

\_\_\_\_\_ **Signature**

\_\_\_\_\_ **Date**

\_\_\_\_\_ **Daytime Phone Number**

**Please fill out the following information:**

Building type:  Business     Apartment     Residence     Other \_\_\_\_\_

Location of Graffiti: \_\_\_\_\_ Approximate Size: \_\_\_\_\_ m2

Type of Surface:  Brick     Stucco     Wood     Siding     Stone     Fence

Is the original surface painted? \_\_\_\_\_ If yes, what colour? \_\_\_\_\_

**Please fax your completed form to the West End BIZ at (204) 772-8604**



**OPTIONAL – Waiver Extension**

The undersigned, being the owner or authorized agent of the property at \_\_\_\_\_ in the City of Winnipeg, Manitoba, in consideration of the Exchange District BIZ and West End BIZ or its authorized agents agrees to the removal or concealing, at no charge, any graffiti which is or may become present on said property. The owner or authorized agent hereby agrees to extend permission to allow graffiti removal without the renewal of the waiver form on a yearly basis and by signing this additional document agrees to the terms of graffiti removal until otherwise cancelled. The owner agrees to cancel this agreement in writing (e-mail or fax acceptable) and to advise the BIZ when a property has changed ownership so a new waiver can be obtained.

I have read the above and agree:

\_\_\_\_\_

**Print Name**

\_\_\_\_\_

**Signature**

\_\_\_\_\_

**Date**

\_\_\_\_\_

**Daytime Phone Number**

**Please fax your completed form to the West End BIZ at (204) 772-8604**

# The Safer Communities and Neighbourhoods Act



**Manitoba has a new law to make communities and neighbourhoods safer.**

**The *Safer Communities and Neighbourhoods Act* is the first of its kind in Canada.**

It works by holding property owners accountable for threatening or disturbing activities that regularly take place on their property related to:

- Unlawful drug use, dealing, production or cultivation
- Prostitution and related activities
- Unlawful sale of liquor
- Unlawful use or sale of intoxicating substances – non-potable and solvent-based products
- Sexual abuse or exploitation of a child or related activities
- Possession or storage of an unlawful firearm, weapon or explosive

The act refers to activities that are ongoing, not those happening occasionally.

## **How do you define property?**

Under the act, property can include a structure, business, house, apartment, suite, co-operative housing unit, mobile home or land on which there is no building.

## **How does the process start?**

The process starts when one or more residents of a neighbourhood who fear for their safety or security file a complaint with Manitoba's director of law enforcement.

The complaint is kept confidential. The identity of those who file it cannot be revealed at any time.

The director may launch an investigation. If there is evidence to support the claim, the director has several options:

- issue a warning letter to the property owner
- resolve the problem out of court
- apply for a Community Safety Order, with or without a Closure Order against the property
- apply for an Emergency Closure Order

If the director decides not to act on the complaint, the person or persons who made the complaint can take the matter to court at their own cost.

## **Who investigates the complaint?**

Public Safety Investigations of Manitoba Justice will receive and investigate the complaint.

## **What happens if either a Community Safety Order or an Emergency Closure Order is granted?**

A notice and a copy of the order outlining conditions are posted on the property. At the same time, a copy of the order is served on the owner. It will order the owner to take steps to stop the problem and also bar tenants from continuing in specified activities. It may order some or all people to leave for a specific period of time if they have been involved in such activities. The tenancy agreement or lease of any tenant may also be terminated. The property may also be closed for up to 90 days.

### **What can a tenant do who is not involved in illegal activities?**

Tenants who have not been involved in any illegal activities can apply to the court for a variance of the order, which allows them to return to the property. The application has to be done within 14 days of being served, although the court may extend this time.

### **What can an owner do if they receive an order to close the property?**

Before the closure date, the owner may ask the court to set aside the order. A property owner may also appeal an order if it involves a question of law and if a judge of the Court of Appeal has given leave to do so. This must be done within 14 days after the order is pronounced or within such further time as a judge allows. The judge's decision on the application for leave to appeal is final and not subject to further appeal.

### **What happens if the owner does not comply with a Community Safety Order?**

An owner who does not comply may face a number of penalties, including a fine of up to \$500 for every day compliance does not occur and possibly fines or imprisonment if found in contempt of court.

An owner who transfers property to another party without letting them know that an order is in effect may be liable to a fine of up to \$20,000 and/or a year in prison.

### **What happens if the tenants do not comply?**

If the tenants involved in unlawful activity ignore the order, they may be liable to a fine of up to \$500 and may also be liable to fines and/or imprisonment if found in contempt of court.

### **Defacing an Order or entering a closed building.**

Anyone who removes or defaces an order or in any way interferes with it faces a fine up to \$2,500 and/or three months in prison. Someone who enters a property closed under an order may be liable to a fine up to \$5,000 and/or six months in prison.

### **What happens if an owner is falsely accused?**

Each complaint is thoroughly investigated. If no evidence is found to support it, the complaint is dropped.

An owner found to be innocent and who has also taken reasonable steps to prevent illegal activities on their premises can get help in removing problem tenants.

### **Who is responsible for the costs of closure?**

The owner of the property is responsible for costs related to the closure of the property.

### **Does the act apply to gangs?**

Yes, if they are habitually involved in one or more of the activities defined above.

### **Can my house be closed if my teenager has a noisy party while I am away?**

Not unless there is evidence that your home is habitually used for one or more of the activities defined above.

For more information, contact

**Manitoba Justice**

**Public Safety Investigations**

**1430 - 405 Broadway**

**Winnipeg, Manitoba R3C 3L6**

**Phone (Winnipeg) (204) 945-3475**

**(Toll Free outside Winnipeg) 1-800-954-9361**