

**Subject:** [Fwd: 2422 Hoskins Rd - How effectively is District communicating with residents?]

**Date:** Sat, 06 Apr 2002 14:26:54 -0800

**From:** Brian Platts <brian\_platts@telus.net>

**To:** Corrie Kost <kost@triumf.ca>

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**Subject:** 2422 Hoskins Rd - How effectively is District communicating with residents?

**Date:** Sat, 6 Apr 2002 00:06:44 -0800

**From:** "Dave Sadler" <davesadler@telus.net>

**To:** "Mayor and Council - DNV" <Council@district.north-van.bc.ca>

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Dear Mayor & Council:

**I question how effectively the District is communicating with our residents.**

When incidents occur like the water damage caused by a broken fire hydrant at 2422 Hoskins Rd, I think the majority of residents believe that the Municipality will accept responsibility & provide compensation. This was readily apparent during a pre-committee discussion held last night at District Hall regarding this incident. No one was aware of the Provincial legislation protecting municipalities from any such action.

Residents should be told and told again that they need to acquire extra insurance to cover themselves in the event of such a catastrophe. From recent Budget discussions, it was pointed out that there are over 40 such instances each year or almost one per week in the District. Residents should be made fully aware of the risks to which they are liable.

Another communication example is dog licences. It would be wise to point out to residents that this money is used to fund the animal shelter. If people realized that their money was going to a worthy cause rather than general revenues, they may be more inclined to co-operate and pay the fee. Yet I never see this fact pointed out to local residents

I believe there should be an ongoing communication plan in place to educate the public about their Municipality. Whether it's the District Dialogue or notices with the tax bill, residents need to be informed over & over again. I realize the Dialogue has some interesting content, but I feel many of the 'basics' are ignored.

This week, I couldn't help but smile to see the number of clear plastic bags containing garden clippings at curbside throughout the District.

Yours truly Dave Sadler