

CITY OF PORT ALBERNI

PROPERTY DAMAGE INFORMATION

Water Services
Potholes and Road Hazards
Construction Projects
Sewer Backups
Damage from Trees

MAKING A PROPERTY DAMAGE CLAIM

Should you decide to make a claim against the municipality, please provide written notice to the municipality within two months of the damage. Your information should describe what was damaged, how it happened, where it happened and the date and time of the occurrence. You should also identify any parties involved. Remember to include your name, home address and all telephone numbers where you can be reached.

The circumstances of how your property became damaged will determine if there is any liability on behalf of the municipality. Each scenario will be reviewed on its own set of facts and if there is evidence that the municipality is responsible by either an act or omission on their behalf.



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250.723.2146



portalberni.ca

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CLAIM

IMPORTANT DEADLINE

There are strict time limitations under the Local Government Act for you to submit your claim. Subsection 736 (1) of the Local Government Act states:

“A municipality is in no case liable for damages unless notice in writing, setting out the time, place and manner in which the damage has been sustained, is delivered to the municipality, within two months from the date on which the damage was sustained.”

DID YOU KNOW?

Most sewer backups happen due to the sewer service being plugged. Blockages can be caused by roots, grease, broken service pipes, and other debris.

WATER SERVICES

What is a “water service”?

A water service is an underground pipe which conveys water from the municipal junction box at your property line to your building. As a property owner, you are responsible for the section of water pipe that runs through your property. The municipality is responsible for the section of pipe between the junction box and the watermain, as well as the over 160 kilometres of watermain that make up Port Alberni's water distribution system.

POTHoles & ROAD HAZARDS

I've damaged my vehicle in a pothole, what should I do?

Do not continue to drive your vehicle if it is not operating properly and see a licensed motor vehicle mechanic. Notify the City's Public Works Department at 250.720.2840 of the exact location of the pothole/road hazard.

CONSTRUCTION PROJECTS

My property has been damaged as a result of municipal construction activity. What should I do?

Write down the details of when and how the damage occurred, including the date, time, location, and a description of the damage(s). If possible, please also identify the contractor executing the work at the time of the damage(s). Complete and submit the online claims form within two months of the incident and include any photos of the damage(s).

SEWER SERVICES

What is a sewer service?

A sewer service is an underground pipe which transfers wastewater from your building to the municipality's sewer main. As a property owner, you are responsible for the section of sewer pipe between your building and the municipal sewer main.

TREE DAMAGE

My property has been damaged as a result of a tree. What should I do?

If a tree or tree branches are resting on utility wires, contact the Port Alberni Fire Department or utility company for assistance. Do not attempt to dislodge or remove the tree or tree branches on your own. Write down the details of when and how the damage occurred and contact your insurance company immediately.



HELPFUL INFORMATION

Will the municipality do any repairs or cleanup on private property?

No. Repairs and cleanup are the property owner's responsibility. Contact your insurance broker or insurance company.

Should I call my insurance broker or insurance company?

Yes. This will give your insurer the opportunity to investigate and determine whether or not the loss is covered under your insurance policy. If the loss is covered, they can deal directly with you on your claim. This may be the quickest way for you to recover your costs and have your repairs and cleanup completed. Your insurance company can pursue any party they believe to be responsible for the damages.

Should I wish to make a claim with the municipality, who do I contact?

To make a claim, please contact the City of Port Alberni's Clerks Department at 250.723.2146.

Where do I find the online claim form?

To submit a claim online, visit: portalberni.ca and search 'Making a Claim.'

