



To Whom It May Concern:

Under the Community Standards Bylaw 32M2023, property owners have 14 days to remove graffiti from property. The City of Calgary (“The City”) defines graffiti as words, figures, letters, drawings or stickers applied, scribbled, scratched, etched, sprayed or attached on or to a surface. Graffiti is vandalism and therefore a crime that affects the health and safety of our communities.

We strongly encourage property owners to remove graffiti themselves as soon as possible to discourage other graffiti from appearing. The chance of additional graffiti occurring decreases substantially if graffiti is removed soon after it is applied. Owners can paint over graffiti or may use a graffiti removal product, a number of which are available for purchase from paint suppliers and retailers. Alternately, property owners can hire a contractor.

If you are not able to remove the graffiti yourself, you can request assistance from The City’s Corporate Coordinated Graffiti Abatement Program (CCGAP). Property owners must sign a waiver authorizing City employees, contractors and/or agents to enter upon the premises and perform graffiti removal services. The City’s graffiti removal services are free of charge to the property owner, however, The City reserves the right to decline to provide services in certain circumstances. If a City contractor is not able to remove the graffiti due to the extent, nature of the location and/or building material, the owner is responsible for ensuring its removal through other means. The City cannot provide a time frame for removal of graffiti.

If you wish to participate in The City of Calgary’s Corporate Coordinated Graffiti Abatement Program, written permission must be obtained in the form of a waiver from the property owner or authorized representative. Please sign the waiver found on the reverse side of this sheet and return it to The City by one of the methods listed below.

Mail Graffiti Abatement Program c/o Business Liaisons
EMCS - Community Standards
P.O. Box 2100, Stn. M, #36
Calgary, Alberta T2P 2M5

Fax (403) 268-4927, c/o Business Liaisons
E-mail Scan waiver with signature and send it to PGAP@calgary.ca

On the completed waiver, please be sure to include:

- The property address of the graffiti
- A description of the specific location of the graffiti on the property
- A description of the graffiti (e.g. identifying words or images, the colours of paint used, etc.)
- If possible, email pictures of the graffiti to PGAP@calgary.ca

Your personal information is being collected for the purposes of bylaw enforcement. This information is collected pursuant to Section 33(b) of the *Freedom of Information and Protection of Privacy* (FOIP) Act of Alberta. If you have any questions about the collection or use of your personal information, please contact the Community Standards Administrative Assistant at MC#30, PO Box 2100 Station M, Calgary, AB T2P 2M5, or call 403-268-1585.

Sincerely,
Community Standards