

## City makes notification letters easier to read

The City of Edmonton will start sending out plain-language development permit notification letters on October 20, 2015.

"We had a lot of feedback from residents about how to make city letters easier to understand" said Livia Balone, director of development and zoning services. "The letter uses plain language, includes an image with common Zoning Bylaw terms, and explains what is outside the bylaw and how people can appeal."



The notification letters have been the subject of two public surveys, with the City incorporating the feedback to ensure the letters are clear and understandable. These letters, which are legal requirements, are used to inform residents of nearby proposed developments, provide information on the appeal process and provide a City contact for more information.

The notification letter update is part of action 19 in the Infill Roadmap. The actions relate to how the City communicates and how we build knowledge and work together.

The Infill Roadmap helps guide a key part of Edmonton's growth strategy to accommodate our growing population.

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### For more information:

[edmonton.ca/evolvinginfill](http://edmonton.ca/evolvinginfill)

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