



# CITY OF WEST KELOWNA POLICY

Title: Neighbourhood Community Associations  
Department: Finance  
Policy Number: 0011  
File Number: 0340-50-0011

## 1. Purpose

- 1.1. The City of West Kelowna (“CWK”) acknowledges the significant value of registered Neighbourhood Community Associations (“Associations”) to the well-being of the community and seeks to encourage a relationship of cooperation and regular communication with these groups. Essential to this goal is the development and maintenance of a partnership between the associations and the CWK based on trust and mutual respect and one that values the roles that each party plays in the quality of life for those who live and work in the West Kelowna community.

## 2. Scope

- 2.1. The Neighbourhood Community Associations Policy is intended to support the role played by registered Associations as advocates for their neighborhoods and champions of local causes. Associations act as valuable partners of the CWK in enhancing communications, fostering co-operation, and establishing two-way dialogue between the CWK and the various community groups that represent neighborhoods

## 3. Policy Statement

### 3.1. Role of CWK:

- 3.1.1. Meeting Space – Upon request, and wherever possible, the CWK will assist Associations with the provision of meeting space (for both regular and annual general meetings) in City facilities at nominal or no cost.
- 3.1.2. Information Flow – The CWK will promote the flow of open communication and provide information to the Associations subject to any restrictions of privacy/confidentiality legislation.
- 3.1.3. Consultation – The CWK will strive to involve the Associations in consultation for major issues relevant to their neighborhoods or to the community at large. The CWK will focus on doing so early in the decision-making process particularly on issues that directly impacts a specific neighborhood.



## CITY OF WEST KELOWNA POLICY

- 3.1.4.** Notification – The CWK will provide Associations with a schedule of regular Council meetings and access to agendas. The CWK will advise all Associations in a timely fashion of upcoming open meetings concerning neighborhood issues. The CWK will also notify Associations whenever possible of major operational activities, which will have neighborhood impacts.
- 3.1.5.** Access to CWK Staff – Without restricting the current access Associations have to CWK staff, the CWK will make staff available whenever possible and requested to attend Association meetings as well as to assist in the provision of relevant information in support of an Association’s initiatives. Requests for CWK staff support are to be directed to the Chief Administrative Officer’s office.
- 3.1.6.** Access to Council – The CWK will provide opportunities for representatives of Associations to meet directly with Council, at least annually, to provide updates on Association activities and to discuss issues of mutual interest or concern. As well, Associations may appear on other occasions as a delegation to Council through the established “Delegation Request” procedure available to all citizens’ and groups.
- 3.1.7.** Directors Liability Insurance – the CWK will provide assistance to cover the annual cost of liability insurance for confirmed/qualifying community associations. Confirmation of Insurance and Society Act registration along with payment must be provided to the Finance Department. The amount of assistance is limited to a maximum of \$750, per calendar year.
- 3.1.8.** Annual Community Event – the CWK will provide assistance to offset expenses for community events hosted by the Association. Receipts for expenses, along with proof of notification of the event (i.e. posters, social media postings, etc.) must be forwarded to the Finance Department to request reimbursement. The amount of stipend is limited to a maximum of \$500, per calendar year.
- 3.1.9.** Acknowledgement – The CWK will take advantage of opportunities to provide official public recognition for the contribution of the members of an Association to their community.

### **3.2.** Role of Associations:

- 3.2.1.** Mandate – To work towards improving the quality of life in their neighborhood and the community by enhancing communication between the CWK and its local neighbourhood and maintaining an advocacy role for its members.
- 3.2.2.** Membership – Open to any person residing in or owning residential property within the boundaries of the Association and representative of the diverse segments of its neighborhood's populace and subject to the Association’s bylaws.
- 3.2.3.** Boundaries – Establish clearly delineated boundaries, which may overlap with the boundaries of other associations. The CWK will recognize one Association per neighbourhood (refer to attached map).



# CITY OF WEST KELOWNA POLICY

- 3.2.4.** Bylaws – A Neighbourhood Community Association must be registered under the Societies Act and guided by a written mandate and bylaws. It is recommended they address the following items:
- A membership registration process
  - A general meeting process and notification
  - An election process for Directors and officers
  - A requirement of majority vote by quorum
  - A requirement to keep records
- 3.2.5.** Directors and Officers – Elect Directors and Officers at an Annual General Meeting.
- 3.2.6.** Location of Meetings – Hold Annual General Meetings in a public place.
- 3.2.7.** Notify CWK of General Meetings – Notify the CWK by emailing [mayorandcouncil@westkelownacity.ca](mailto:mayorandcouncil@westkelownacity.ca) the time, date and place of all general meetings, and agenda if possible.
- 3.2.8.** Liaison with CWK – Associations will provide the Communications and Engagement Department of the CWK with the current contact information for designated officers and/or members of the Association. Unless otherwise notified, the President of the Association will be the representative/contact of the Association.
- 3.2.9.** Communication with Council – Make submissions to Council via a liaison person designated by the Association, inviting members of Council to Association meetings and forward copies of Association newsletters, bulletins, etc. to Council by email to [mayorandcouncil@westkelownacity.ca](mailto:mayorandcouncil@westkelownacity.ca).

## 4. Approval

<b>Approved by</b>	<input type="checkbox"/> CAO	<input checked="" type="checkbox"/> Mayor and Council
<b>Approval date</b>	November 4, 2025	
<b>Council Resolution #</b>	C257/25	
<b>Signature</b>	<p style="text-align: center;"><u><i>[Original signed by Mayor]</i></u> MAYOR</p>	



# CITY OF WEST KELOWNA POLICY

## 5. Additional Information

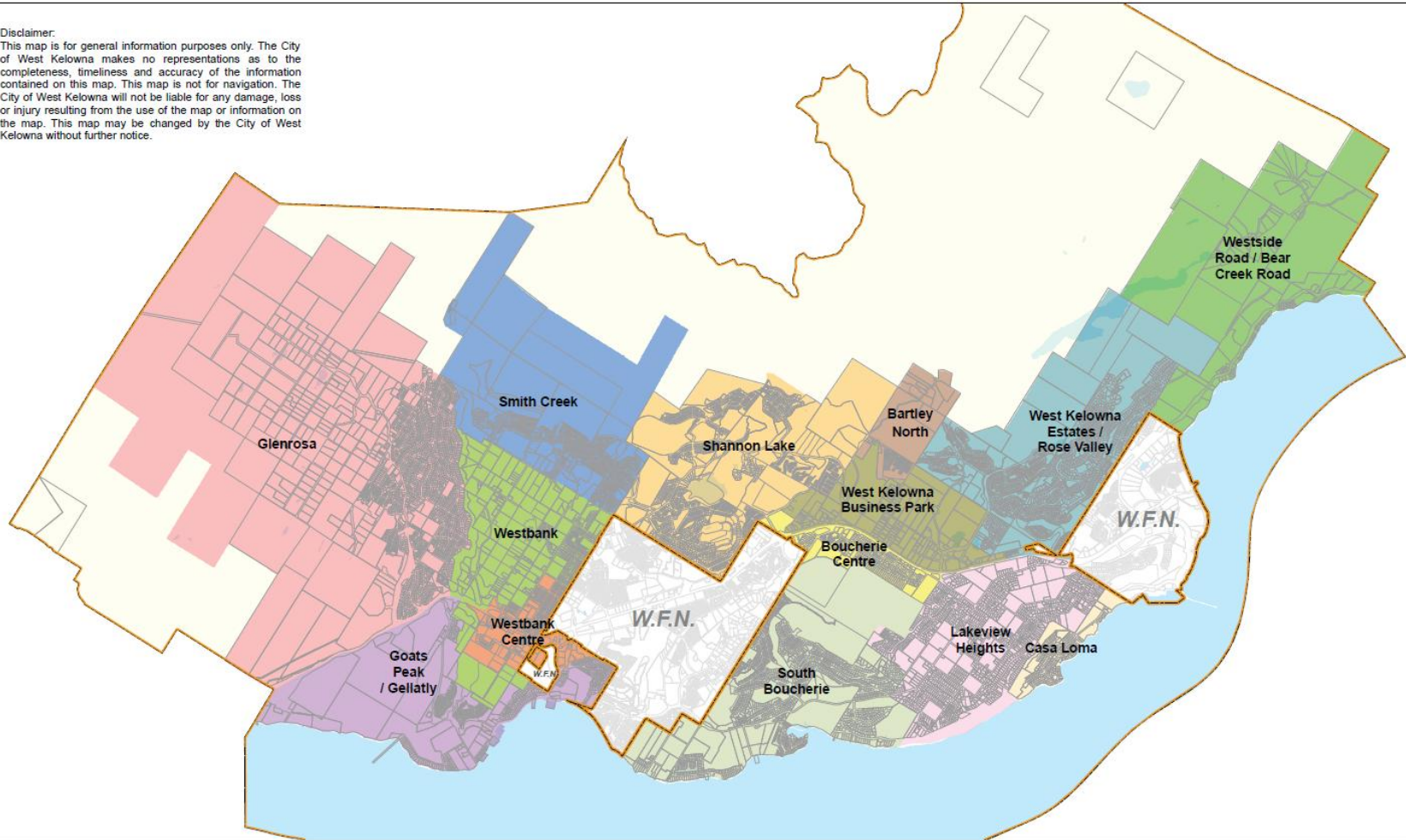
<b>Category</b>	<input checked="" type="checkbox"/> Council	<input type="checkbox"/> Administrative
<b>Related procedure</b>	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
<b>Procedure number</b>		
<b>Date of last review</b>	2025	



# CITY OF WEST KELOWNA POLICY

**Disclaimer:**

This map is for general information purposes only. The City of West Kelowna makes no representations as to the completeness, timeliness and accuracy of the information contained on this map. This map is not for navigation. The City of West Kelowna will not be liable for any damage, loss or injury resulting from the use of the map or information on the map. This map may be changed by the City of West Kelowna without further notice.



**Neighbourhoods**  
City of West Kelowna

**Legend**

Glenrosa	Shannon Lake	West Kelowna Estates / Rose Valley
Smith Creek	West Kelowna Business Park	Westside Road / Bear Creek
Westbank	Boucherie Centre	Lakeview Heights
Westbank Centre	Bartley North	Casa Loma
Goats Peak / Gellatly	South Boucherie	Other



Map Updated on: August 17, 2020  
NeighbourhoodsMap.mxd