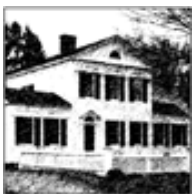


# Heritage Districts Work!

Heritage Conservation District Study  
Galt - City of Cambridge  
2009



The Architectural  
Conservancy  
of Ontario



THE ONTARIO  
TRILLIUM  
FOUNDATION



LA FONDATION  
TRILLIUM  
DE L'ONTARIO



# Heritage Conservation District Study 2009

Prepared By

## The Architectural Conservancy of Ontario

(North Waterloo and Hamilton Branches)

With the Assistance of

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May 2009





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The project was undertaken in support of the volunteer efforts of ACO branch presidents and members, Heritage Ottawa, members of the local Municipal Heritage Committees and interested citizens across Ontario. These dedicated volunteers surveyed residences in the Heritage Conservation Districts and provided energy and purpose to the project.

The efforts of the volunteers were assisted and coordinated through cooperation between the ACO and the Heritage Resources Centre (HRC) at the University of Waterloo. Professor Robert Shipley is the Director of the HRC. The Project Coordinator, report manager and principal volunteer facilitator was Kayla Jonas. Additional data collection and research analysis was conducted by Jason Kovacs, Beatrice Tam and Martha Fallis. Administration and help was also provided by Marg Rowell, Chelsey Tyers, Paul Dubniak and Kirsten Pries.

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**Thanks!**



# Galt Executive Summary

## Introduction

- This study of Heritage Conservation Districts has been funded by the Ontario Trillium Foundation and is a joint effort among volunteers of the Architectural Conservancy of Ontario, the Heritage Resources Centre and volunteer historical societies across the province
- The Ontario Heritage Act enables municipalities to designate Heritage Conservation Districts
- Heritage Conservation Districts allow municipalities to guide future changes in these areas of special character
- 32 districts designated in or before 1992 were examined

## Background of Galt Heritage Conservation District

- Located in the City of Cambridge
- Consists of five commercial buildings
- The district was designated in 1985
- Plan was written by Nicholas Hill, Architect and Planner

## Study Approach

- Resident surveys were conducted door to door by members of the North Waterloo Branch of the Architecture Conservancy of Ontario
- Land use mapping and a streetscape evaluation were conducted
- Sales history trends were collected from GeoWarehouse™ and analyzed
- Key stakeholders were interviewed
- Data on requests for alterations was collected

## Analysis of Key Findings

- The following objectives of the district plan have been met:
  - to economically remain a competitive and viable part of the working community
  - to retain a local atmosphere and a sense of human scale
- The objective of the district plan to aesthetically conserve and restore buildings in a compatible manner has been less successful
- 70% of the people surveyed are very satisfied or satisfied with working or owning property in the district
- Most properties in the district had above sales history trajectories
- Properties in the district showed resistance to real estate downturns
- Overall, the Galt Heritage Conservation District has been a successful planning initiative

## Recommendations

- To provide financial incentives for fabric improvements
- Consider expanding the district to include adjacent block
- Focus on relationships with landlords
- Track alteration requests in a comprehensive and easily accessible manner





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# 1.0 Introduction

## 1.1 Heritage Act and Designation

The *Ontario Heritage Act* (Subsection 41. (1)) enables municipalities to designate Heritage Conservation Districts (HCDs). A Heritage Conservation District is an area with “a concentration of heritage resources with special character or historical association that distinguishes it from its surroundings”<sup>1</sup>. Districts can be areas that are residential, commercial, rural, industrial, institutional or mixed use. According to the Ministry of Culture, “the significance of a HCD often extends beyond its built heritage, structures, streets, landscape and other physical and special elements to include important vistas and views between buildings and spaces within the district”<sup>2</sup>.

The designation of a Heritage Conservation District allows municipalities to protect the special character of an area by guiding future changes. The policies for guiding changes are outlined in a Heritage Conservation District Plan that can be prepared by city staff, local residents or heritage consultants. A Heritage Conservation District Plan must also include a statement of objectives and guidelines that outline how to achieve these objectives<sup>3</sup>.

## 1.2 Rationale for Heritage Conservation District Study

Many people now consider the Heritage Conservation District to be one of the most effective tools, not only for historic conservation, but for good urban design and sound planning. At least 92 HCDs are already in existence in Ontario with the earliest designations dating back to 1980. While more are being planned and proposed all the time there is also a residual resistance to HCDs from some members of the public. Typically this resistance centres on concerns about loss of control over ones property, impact on property values and bureaucratic processes. On the other hand, the benefits of HCDs: establishing high standards of maintenance and design, allowing the development of and compliance with shared community values and the potential for increasing property values, are not as widely perceived as might be the case.

With funding from the Ontario Trillium Foundation, volunteers from branches of the Architectural Conservancy of Ontario (ACO) and Historical Societies were assisted by the Heritage Resources Centre (HRC) at the University of Waterloo to undertake a province wide research program to answer the question: have Heritage Conservation Districts in Ontario been successful heritage planning initiatives over a period of time?

Since it takes a period of time for the impacts of district designation to manifest this study concentrated on examining districts that are well established. Applying the criterion of residential, commercial or mixed use areas designated in 1992 or before, there were 32 HCDs that the study examined. These districts are found in or near the following areas: Cobourg, Hamilton, Kingston, Ottawa, St. Catharines, Huron County, Brampton, Toronto, Ottawa, the Region of Waterloo and Thunder Bay.

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<sup>1</sup> Ontario Heritage Toolkit, Heritage Conservation Districts, Ministry of Culture (2006), Page 5

<sup>2</sup> Ontario Heritage Toolkit, Heritage Conservation Districts, Ministry of Culture (2006), Page 5

<sup>3</sup> Ontario Heritage Toolkit, Heritage Conservation Districts, Ministry of Culture (2006), Page 12

Figure 1 shows that the 32 districts have a wide geographic distribution and represents the various community sizes. The various types of districts which are part of the study are also evident.

Geographical Distribution		Community Size		Type	
Northern	1	Small Community	9 ~	Commercial	9~
Eastern	11 *	Medium Sized	11	Residential	18*
Central	12	Large City	12 *	Mixed	5
South Western	8 ~				
	32		32		32

\* 5 of these districts make up the HCD known as Sandy Hill

~ 2 of these districts make up the HCD known as Goderich Square

*Figure 1: Distribution of Heritage Conservation Districts under Examination*

The study sought to answer the following specific questions in each of the 32 Heritage Conservation Districts:

- Have the goals or objectives set out in the District Plan been met?
- Are residents content living in the Heritage Conservation District?
- Is it difficult to make alterations to buildings in the Heritage Conservation District?
- Have property values been impacted by the designation of the district?
- What are the key issues in the district?

These questions were answered through the contributions of local volunteers from the Architectural Conservancy of Ontario branches, Historical Societies and local heritage committees as well as through communication with local municipal officials.

## 2.0 Background of Galt Heritage Conservation District

### 2.1 Description of the District

The Galt Heritage Conservation District is located on the south side of Main Street bounded by Anslie Street, Imperial Lane and Water Street in the Galt area of the City of Cambridge. The district consists of five two-to-three storey commercial buildings with multiple storefronts on one block that were constructed between 1856 and 1895.

### 2.2 Cultural Heritage Value of the District

According to the Statement of Significance prepared for the Canadian Register of Historic Places ([www.historicplaces.ca](http://www.historicplaces.ca)) the cultural heritage value of the Galt Heritage Conservation District is:

The Galt Heritage Conservation District is the corner stone of downtown Galt. It is in a setting of much beauty, located in close proximity to the Grand River and the Main Street Bridge.

The Galt Heritage Conservation District is located within the historic downtown core of the former town of Galt now the City of Cambridge. The buildings on the block were constructed between 1856 and 1895. The district is distinguished by commercial buildings that collectively form one of the outstanding streetscapes in Ontario. The block typifies the buildings history and character of the former town of Galt, with a visual unity and integrity in the streetscape and a diversity of architectural style and detail.

The Galt Heritage Conservation District is composed of five brick and granite commercial buildings dating from the mid 1800s to late 1800s. The individual buildings are integrated together to form a continuous streetscape of commercial storefronts. The five main buildings within the district all display different yet complimentary styles of architecture and design which creates one of Ontario's finest historic streetscapes.

The Buchanan Building is a red-brick three-storey commercial building built in 1894. The front displays three-bays with heavy modulated brickwork resembling stone detailing rather than brick which is unique to this building.

The First Osborne Building is one of the oldest buildings on the block constructed of granite in 1856. Built in the Classic Revival style, the three-storey commercial building has two rows of vertical sash windows on the second and third storeys.

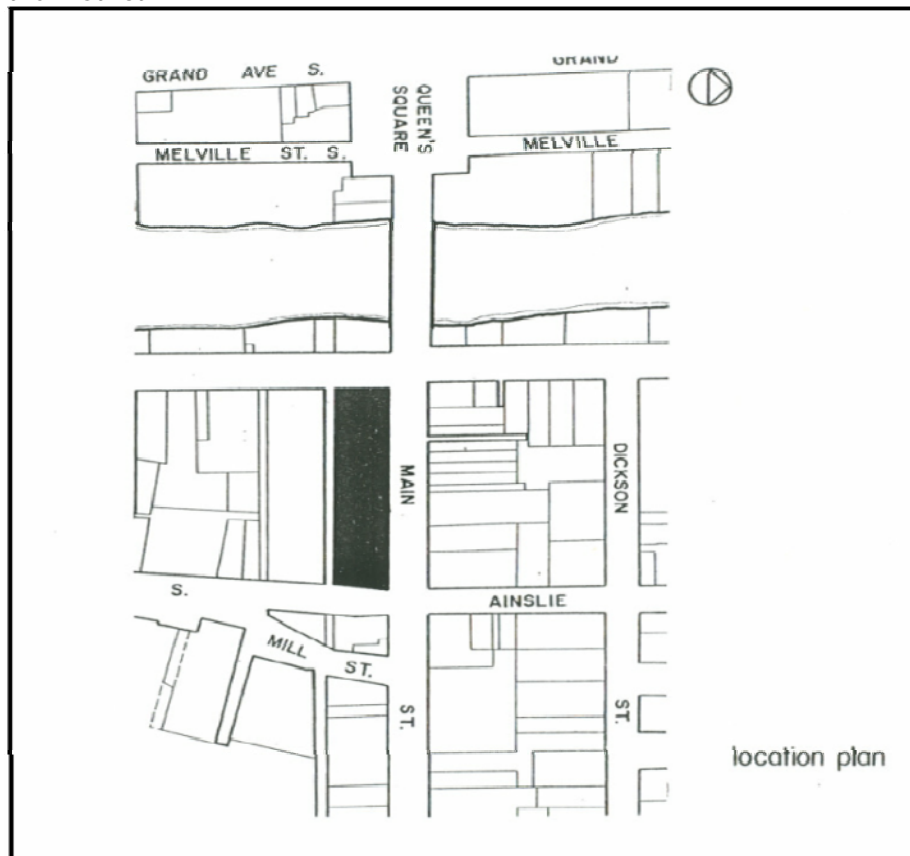
The Second Osborne Building was built in 1895 and is a good example of high Victorian eclectic style of architecture. Although the building is only three-storeys in height, its vertical proportions and peaked roof elevate it to a much higher position which allows it to stand out in the streetscape.

The Young Building, built in 1878 is the most modern commercial building in the streetscape. Constructed of granite in a Classical Revival pre-confederation style of architecture the building is mainly three-storeys high but with one higher storey section at the top of the building.

The Granite Block, built in 1857 is one of the most significant buildings in the downtown Galt area. The building is an excellent example of the well designed unity of the 19<sup>th</sup> century Ontario Business Street. The Granite Block identifies Galt as the Granite City. The block is mainly three-storeys high but with a higher fourth-storey section.

As a commercial district, the five main buildings are well oriented to the pedestrian. This is achieved by the welcoming first-storey large pane windows that allow shop keepers to display their items thereby welcoming customers in and creating a pleasant walking environment.

## 2.3 Location of the District



*Figure 2: Map of Galt Heritage Conservation District*

## 2.4 Designation of the District

According to the stakeholders, the designation of Galt was initiated by the Local Architecture Conservation Advisory Committee with support from the City. The Galt Heritage Conservation District is protected by By-law 28-85 of 1985 which was passed on March 11, 1985 in the City of Cambridge.

The Galt Heritage Conservation District Plan was prepared for the City of Cambridge by Nick Hill Architect and Planner. The Heritage Conservation District Plan contains sections on the purpose of the plan, basic assumptions, objectives of the plan, building plan and implementation.

## 3.0 Study Approach

### 3.1 Resident Surveys

Residents of the Galt Heritage Conservation District were asked a series of questions relating to their experiences and satisfaction living in the district. These surveys were conducted door to door by local members of the North Waterloo Branch of the Architectural Conservancy of Ontario. Ten of 24 business owners answered surveys, representing a 41.6% response rate. The tabulated findings of the survey are presented in Appendix A.

### 3.2 Townscape Survey

A Townscape Survey of Galt was conducted in July 2008. The purpose of this survey is to provide an objective way to evaluate streetscapes. There are two elements to the survey land use mapping and a streetscape evaluation. Land use maps, which represent the current use of buildings in the district, were produced for Galt (see Appendix B). The streetscape evaluation involves the use of a view assessment pro forma which generates scores between one and five for 25 factors in view. A total of four views were photographed and evaluated (see Appendices C and D). The summary of the scores is included as Appendix E.

### 3.3 Real Estate Data

Sales history trends for properties within each Heritage Conservation District (HCD) under study were calculated and compared against non-designated properties in the immediate vicinity of each district. Sales records spanning an average 30 year period range were identified for individual HCD properties using GeoWarehouse™, an online subscription database commonly used by real estate agents.

Properties with more than one record of sale were plotted on graphs against average sales figures for non-designated properties. A number of sales property averages were obtained for each “non-designated area” within a 1 km radius from the HCDs. The mean selling price for these property averages, which were also obtained through GeoWarehouse™, were calculated and plotted against each HCD unit sales record (see Appendix F)<sup>4</sup>. It was expected that the use of average sales prices from the immediate vicinity of a district as opposed to the use of city-wide sales trends would provide a more accurate comparative record to show how the HCD designation status itself affects property values. Aside from the locational factor (*i.e.* properties located within an HCD), it must be recognized that this study did not take into account a variety of other issues that can also affect sales prices (*e.g.* architecture, lot size, *etc.*).

### 3.4 Key Stakeholder Interviews

People who had special knowledge of each district were interviewed for their experiences and opinions. These stakeholders often included the local planner, the chair or a member of the Municipal Heritage Committee and members of the community association or BIA. One person was interviewed for the Galt Heritage Conservation District. The interview was conducted over the phone. A summary of the responses is included in Appendix G. Interviewees are not identified in accordance with the University of Waterloo policy on research ethics.

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<sup>4</sup> The method for obtaining the average sales price for non-designated areas within the 1 km radius was adjusted according to the number of properties within an HCD. For example, to obtain figures on non-designated areas, average sales histories within a 1 km radius from the largest HCDs (201-600 properties) were obtained using every fiftieth HCD property as a basis for calculating each area sales record. The mean average of these sales records were subsequently calculated and used as the comparative sales history trend on each graph. Every fifth, tenth, and twenty-fifth property were used to find the immediate average sales histories within a 1 km radius for smaller HCDs with 1-10, 11-100 and 101-200 properties respectfully.

### 3.5 Requests for Alterations

With respect to the requests for alterations within the Heritage Conservation Districts, the study wished to answer these questions in each district:

- How many applications for building alterations have been made?
- How many applications have been approved or rejected?
- How long did the application process take for individual properties?
- What type of changes were the applications for?

For the Galt Heritage Conservation District, the information about the number of applications for alterations and their time for approval were not available.



## 4.0 Analysis of Key Findings

### 4.1 Have the goals or objectives been met?

Based on the Heritage Conservation District Plan prepared in 1984, there are goals which relate to the aesthetic, economic, and social elements of the district. The plan states that the goals will be met through objectives that fall into three categories:

*a) Aesthetic- to conserve and restore buildings in a compatible manner*

The objective to conserve and restore buildings in a compatible manner has not successfully been met. Drawing on measures collected in the Townscape Survey, absence of dereliction, conserved elements and quality of conservation all scored low. This means that the area has not been maintained visually and historic elements have not been conserved in a manner that is compatible.

Private plantings, signage and street furniture all scored well on the Townscape Survey which shows that the business owners take pride in the aesthetics of the district (see Figure 3). It is the building fabric that is the responsibility of the building owners which has not been maintained. This could be a result of absentee landlords which were mentioned by the stakeholder.

*b) Economic- to remain a competitive and viable part of the working community*

The second objective, to remain a competitive and viable part of the working community has been met. Vitality scored high on the Townscape Survey which indicates the area has a street scene with individuals and activities (see Figure 4). According to the current land use maps there are a variety of businesses, however, there are also two vacant properties in the district which could impact the district economically.

*c) Social- to retain a local atmosphere and a sense of human scale*

A high score in the categories of cleanliness, traffic safety and sense of threat in the Townscape Survey shows that the area has met its objective to retain a local atmosphere and a sense of human scale.

### 4.2 Are people content?

Two questions in the resident survey addressed people's contentment with living in the district. Of the ten people surveyed, five said they lived in the district prior to the designation, two had positive feelings about the designation, one had neutral feelings and one had negative. Now, 70% of the tenants or business owners are satisfied with the designation.

### 4.3 Is it difficult to make alterations?

Of the residents surveyed four people said they have made an alteration request. Three said the request took less than three months to be approved. There are no records from the City of Cambridge on alteration requests.



*Figure 3: An example of a view with high scores in plantings and street furniture*



*Figure 4: An example of an active building front*

#### 4.4 Have property values been impacted?

According to the resident surveys, four people think that the designation has increased their property values. One felt it would lower it and two felt there would be no impact.

The data from GeoWarehouse™ indicated that one of five properties had sales histories. This one property had an above average sales trajectory. This high absolute value of the property suggests that the district is a better neighbourhood than its immediate surroundings (see Figure 6).

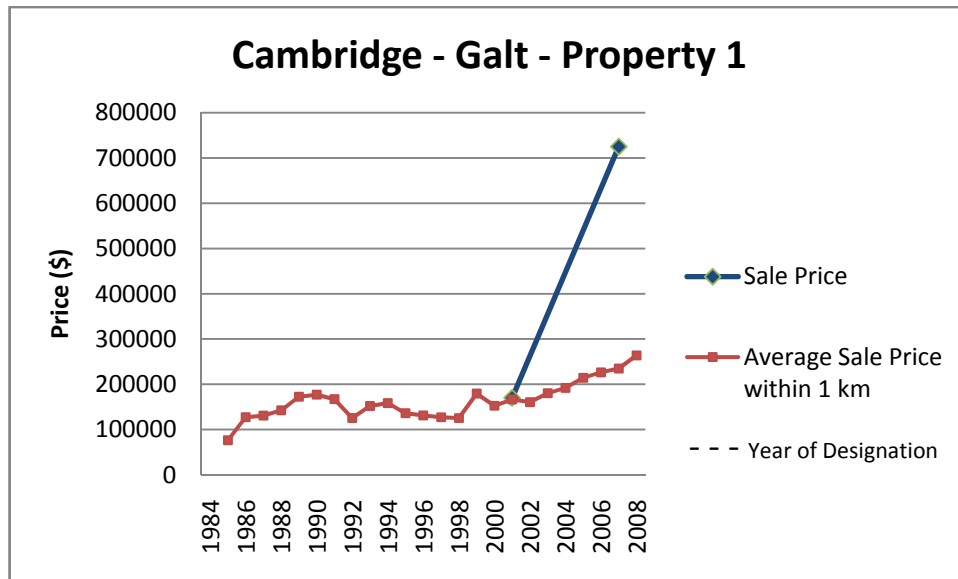


Figure 6: Above Average Sale History Trajectory

#### 4.5 What are the key issues in the district?

##### a) Expand District

An issue raised by residents is that the district is too small to be viable. The district could be expanded to the block across the street which is similar. One resident stated that rent across the street was cheaper and if the district was expanded the rent may even out. The district guidelines are also out of date, and could be updated with the addition of new streets.

##### b) Absentee Landlords

The stakeholders mentioned the issue of absentee landlords. This makes the area harder to manage. There are a high number of tenants that take pride in their storefronts but it is the building fabric that needs to be managed. Facade grants could encourage more investment.

# 5.0 Conclusions

## 5.1 Conclusions

- The following objectives of the district plan have been met:
  - to economically remain a competitive and viable part of the working community
  - to retain a local atmosphere and a sense of human scale
- The objective of the district plan to aesthetically conserve and restore buildings in a compatible manner has been less successful
- 70% of the people surveyed are very satisfied or satisfied with working or owning property in the district
- Most properties in the district had above sales history trajectories
- Properties in the district showed resistance to real estate downturns

Overall, the Galt Heritage Conservation District has been a successful planning initiative.

## 5.2 Recommendations

The following aspects of the district are areas for improvement:

- To provide financial incentives for fabric improvements
- Consider expanding the district to include adjacent block
- Focus on relationships with landlords
- Track alteration requests in a comprehensive and easily accessible manner



# Appendices



# Appendix A

## Tabular Results of Resident Surveys





**Heritage Conservation District Name: Galt**

1. Are you the owner or tenant of this property?

Responses

	Owner	Tenant-Commercial	Tenant - Residential
Counts	5	5	0
Percentage	50	50	0

2. Are you aware you live within a HCD?

Responses

	Yes	No
Counts	10	0
Percentage	100	0.00

3. Did you move here before or after the area was designated?

Responses

	Before	After
Counts	5	5
Percentage	50.00	50.00

4. If you lived here before designation, how did you feel about it at the time?

Responses

Positive	2
Negative	1
Neutral	1

5. If you came after the designation did the designation affect your decision to move here?

Responses

	Yes	No
Counts	2	3
Percentage	40.00	60.00

6. What is your understanding of how the HCD works?

Responses

Restrictions	5
Preservation	2
Heritage committee control	2
Has no impact	1
Good understanding	3
No understanding	1

**Additional Comments:** HCD has no impact (1)

*Note: Residents could provide more than one answer to question 6*

7. Have you made application(s) for building alterations?

Responses

	Yes	No
Counts	4	6
Percentage	40.00	60.00

8. If so, were your applications for alterations approved?

Responses

	Yes	No
Counts	4	0
Percentage	100.00	0.00

9. On average, how long did the application take?

Responses

Over 5 months	1
4 to 5 months	0
1 to 3 months	3
Less than 1 month	0
Not long	0

10. Overall, how satisfied are you with living in a HCD?

Responses

	Mean Score out of 5	Very Satisfied	Satisfied	Neither Satisfied or Dissatisfied	Dissatisfied	Very Dissatisfied	Do not Know
Counts	4.00	4	3	2	1	0	0
Percentage		40.00	30.00	20.00	10.00	0.00	0.00

11. How do you think the HCD designation has affected the value of your property compared to similar non-designated districts?

Responses

	Mean Score out of 5	Increased a Lot	Increased	No Impact	Lowered	Lowered a lot	Do not Know
Counts	3.57	1	3	2	1	0	2
Percentage		14.29	42.86	28.57	14.29	0.00	22.22

12. Do you think the HCD designation will affect your ability to sell your property?

Responses

No	6
Yes, easier	1
Yes, harder	1
Don't know	2

13. Comments

Responses

Positive feelings	3
-------------------	---

**Additional Comments:** Guideline out of date (1), cheaper to rent across street (1), regulation deters new buyers (1), rent is cheap (1), location is good (1)

Total Population	24
Participants	10
Participation Rate	41.66



Appendix B  
Land Use Maps

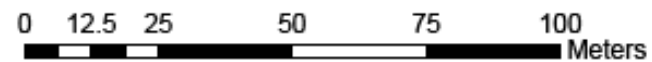


## Ground Floor Land Use in Galt Heritage Conservation District



### Legend

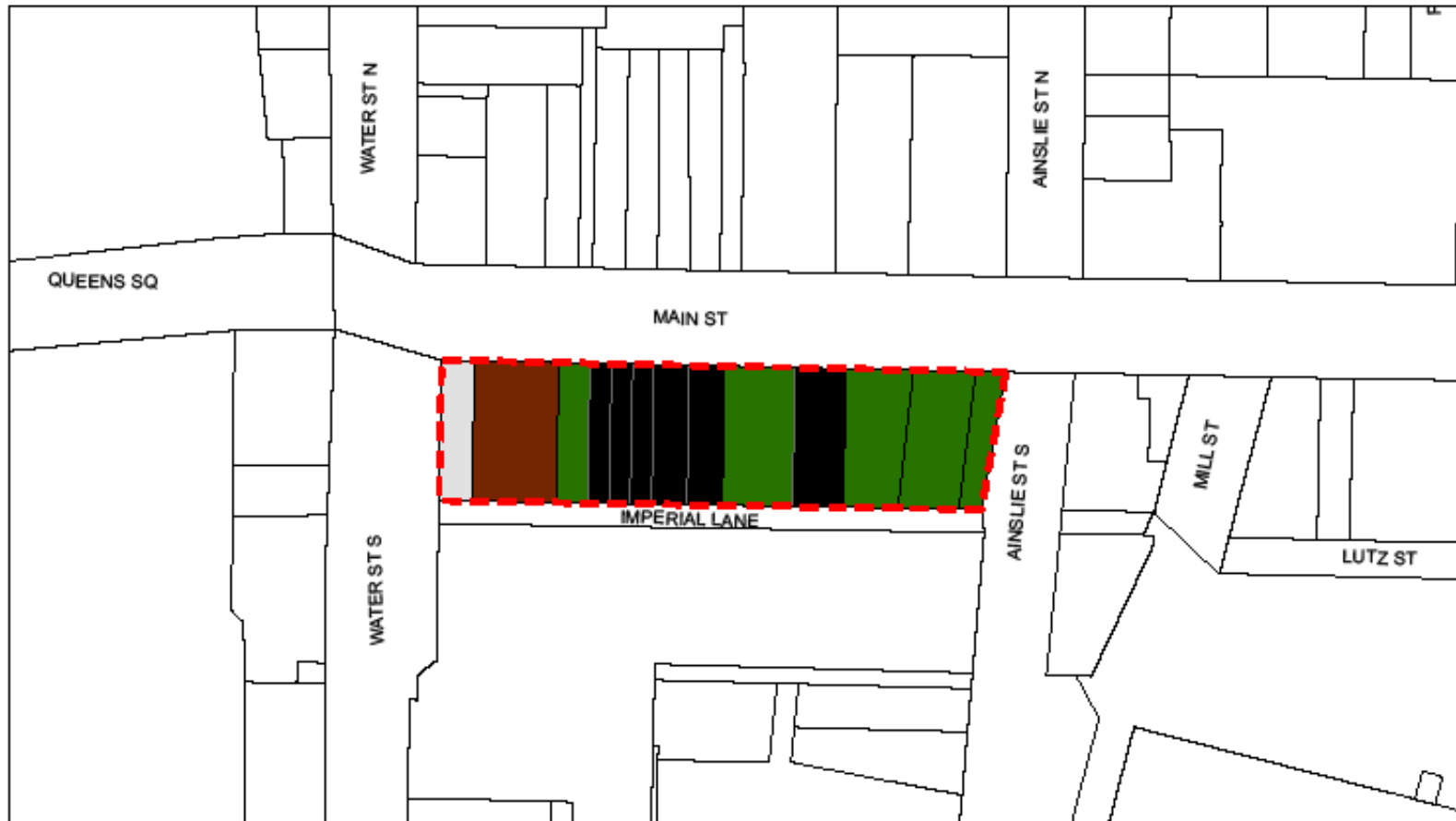
 HCD Boundary	 Office / Commercial	 Services
 Not in HCD	 Parking	 Soft or hard landscaping
 Eating / Drinking Places	 Public buildings	 Under development
 Industrial	 Residential	 Vacant
 Land use not assigned	 Retail (low end - DS)	 Warehouse / Storage
 Leisure	 Retail	



Author: Heritage Resources Centre  
 December 1, 2008  
 Data providers: Teranet Inc.  
 Coordinate system: NAD\_1983\_UTM\_Zone\_17N

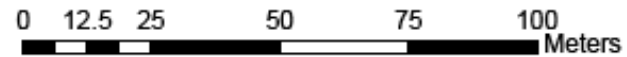


## Second Floor Land Use in Galt Heritage Conservation District



### Legend

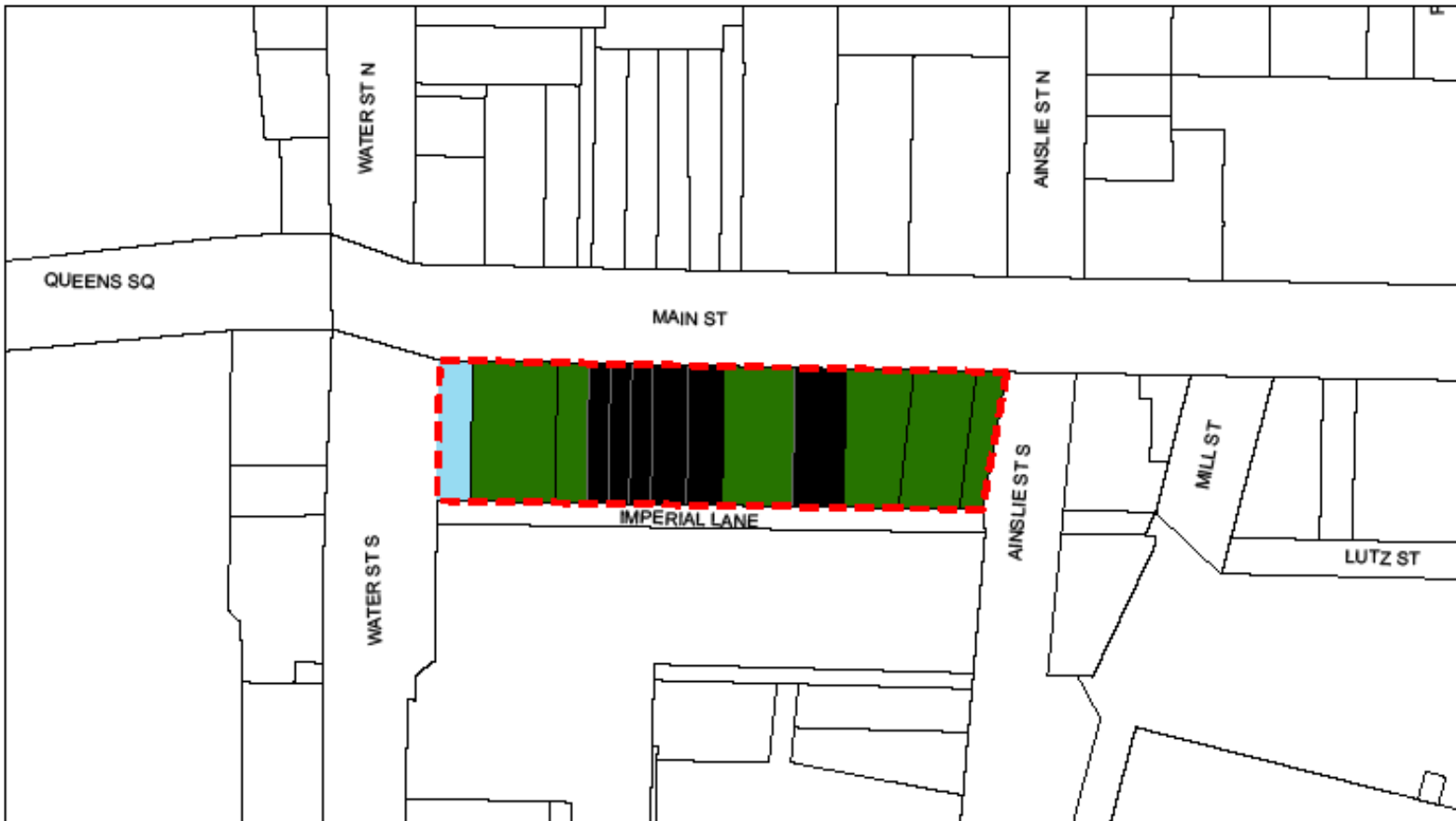
 HCD Boundary	 Office / Commercial	 Services
 Not in HCD	 Parking	 Soft or hard landscaping
 Eating / Drinking Places	 Public buildings	 Under development
 Industrial	 Residential	 Vacant
 Land use not assigned	 Retail (low end - DS)	 Warehouse / Storage
 Leisure	 Retail	



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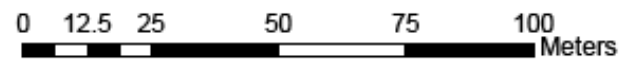


### Third Floor Land Use in Galt Heritage Conservation District



**Legend**

- |                          |                       |                          |
|--------------------------|-----------------------|--------------------------|
| HCD Boundary             | Office / Commercial   | Services                 |
| Not in HCD               | Parking               | Soft or hard landscaping |
| Eating / Drinking Places | Public buildings      | Under development        |
| Industrial               | Residential           | Vacant                   |
| Land use not assigned    | Retail (low end - DS) | Warehouse / Storage      |
| Leisure                  | Retail                |                          |



Author: Heritage Resources Centre  
 December 1, 2008  
 Data providers: Teranet Inc.  
 Coordinate system: NAD\_1983\_UTM\_Zone\_17N



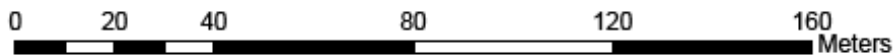
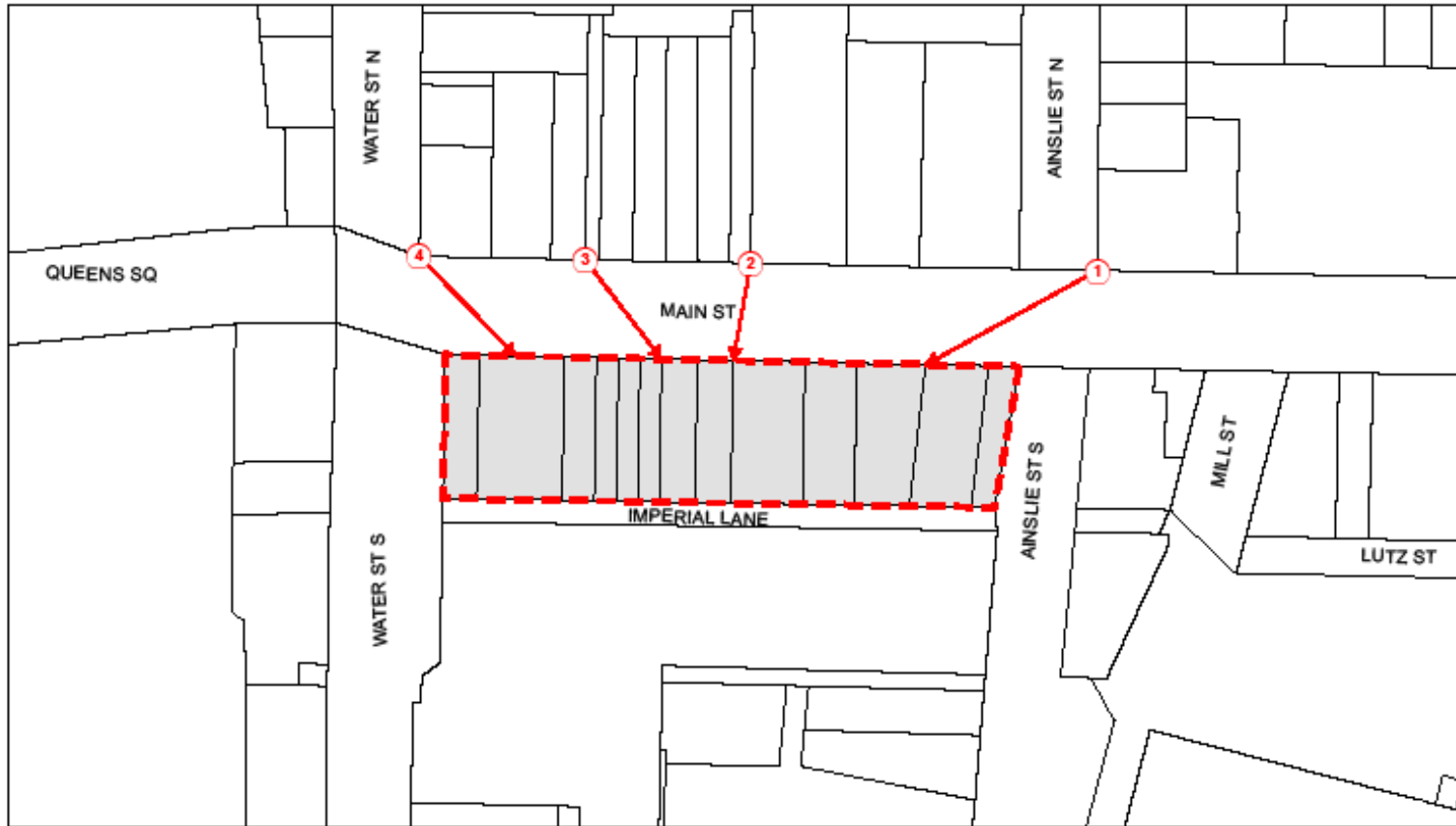


# Appendix C

## Map of Views



# Views in Galt Heritage Conservation District



## Legend

- Viewpoints
- Viewlines
- ▭ HCD Boundary
- Not in HCD
- ▨ In HCD

Author: Heritage Resources Centre  
December 1, 2008  
Data providers: Teranet Inc.  
Coordinate system: NAD\_1983\_UTM\_Zone\_17N





Appendix D  
Photographs of Views







View 1



View 2



View 3



View 4



## Appendix E

### Townscape Evaluation Pro Forma



## Heritage Conservation District Townscape Summary

**Name of District:** Galt HCD

**Date:** July 15, 2008

<b>A. Streetscape Quality</b>				
	Score	Out of	%	Out of 5
A1-Pedestrian friendly	12.5	20	62.50	3.1
A2-Cleanliness	15.5	20	77.50	3.9
A3-Coherence	14	20	70.00	3.5
A4-Edgefeature Quality	15.5	20	77.50	3.9
A5-Floorscape Quality	12	20	60.00	3.0
A6-Legibility	15	20	75.00	3.8
A7-Sense of Threat	15	20	75.00	3.8
A8-Personal Safety: Traffic	16	20	80.00	4.0
A9-Planting: Public	15	20	75.00	3.8
A10-Vitality	14.5	20	72.50	3.6
A 11- Appropriate Resting Places	13.5	20	67.50	3.4
A12-Signage	16	20	80.00	4.0
A13-Street Furniture Quality	15.5	20	77.50	3.9
A14-Traffic Flow Appropriateness	15	20	75.00	3.8
<b>SUM A</b>	205	280	73.21	3.7

<b>B. Private Space in View</b>				
	Score	Out of	%	Out of 5
B15-Advertising, In keeping	10	20	50.00	2.5
B16-Dereliction, Absence of	11.5	20	57.50	2.9
B17-Detailing, Maintenance	11.5	20	57.50	2.9
B18-Facade Quality	12.5	20	62.50	3.1
B19-Planting: Private	4.5	5	90.00	4.5
<b>SUM B</b>	50	85	58.82	2.9

<b>C. Heritage in View</b>				
	Score	Out of	%	Out of 5
C20-Conserved Elements Evident	12	20	60.00	3.0
C21-Historic Reference Seen	10	20	50.00	2.5
C22-Nomenclature/Place Reference	11	20	55.00	2.8
C23-Quality of Conservation Work	11	20	55.00	2.8
C24-Quality of New Development	0	0	n/a	n/a
C25-Historic Features, Maintained	13.5	20	67.50	3.4
<b>SUM C</b>	57.5	100	57.50	2.9

<b>Impression Score</b>				
<b>Aggregate Score</b>	312.5	465	67.20	3.4

**Weather:** Sunny

**# of views:** 4



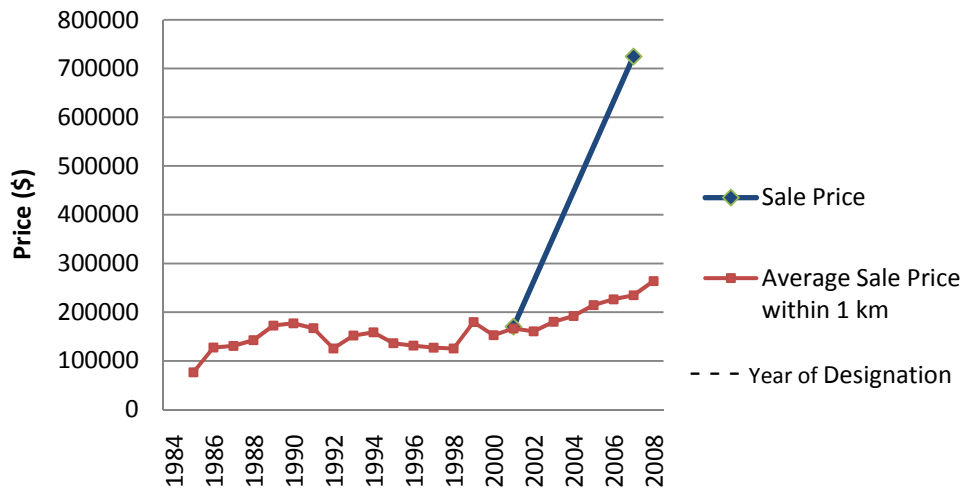
# Appendix F

## Real Estate Data





# Cambridge - Galt - Property 1





## Appendix G

### Summary of Key Stakeholder Interviews



Heritage Conservation District Name: Galt Heritage Conservation District

Month(s) of Interview: February 2009

Number of Interviews: 1

Question	Summary of Answer
1. How are you involved in the HCD?	
2. How did they HCD come about?	<ul style="list-style-type: none"> <li>• LACAC with the support of the city (1)</li> <li>• Consultant hired (1)</li> </ul>
3. In your opinion how has the HCD designation been accepted?	<ul style="list-style-type: none"> <li>• From my perspective there is some resistance because people see it as another level of government (1)</li> </ul>
4. In your experience what are the HCD management processes in place and how do they work?	<ul style="list-style-type: none"> <li>• We registered the by-law on title – was not a requirement but has been helpful</li> <li>• Meet with real estate agents within the city so they know about the HCD and its guidelines (1)</li> <li>• Work with the BIA (1)</li> </ul>
5. In your experience what is the process for applications for alterations?	<ul style="list-style-type: none"> <li>• Assist people with their applications – there is a graphic designer on the committee (1)</li> <li>• If an application is for a minor change then the authority is delegated (1)</li> <li>• If an application is substantial it goes to the Municipal Heritage Committee (1)</li> </ul>
6. Is there a communication process set up for the HCD?	<ul style="list-style-type: none"> <li>• Keep new people informed (1)</li> <li>• We certainly try (1)</li> <li>• Work with the BIA (1)</li> </ul>
7. In your opinion, what are the issues that are unique to the HCD and how have they been managed?	<ul style="list-style-type: none"> <li>• Number of absentee landlords – does not matter how many letters you send (1)</li> <li>• High turnover because it is a commercial area (1)</li> </ul>
8. What are similar non designated areas?	<ul style="list-style-type: none"> <li>• Area directly across the street – but it is not a cohesive block like the HCD (1)</li> </ul>
9. Other comments	<ul style="list-style-type: none"> <li>• n/a</li> </ul>

