

Your Neighbourhood Guide

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Award Winning City

AWARD WINNING PRACTICES MAKE THE CITY OF WATERLOO ONE OF THE BEST COMMUNITIES IN THE WORLD.

Thank you for using the City of Waterloo publication "Your Neighbourhood Guide." We have packed it full of information that will help you navigate your way through the various departments and the services provided your City Hall.

This publication, as well as many others, have been recognized over the years by outside organizations as a great resource and guide for our community: a community made up of great people, innovative practices and abundant in opportunity.

In 2003, the City of Waterloo was awarded the Gold Award in the International Awards for the Liveable Communities Competition. Waterloo was viewed as a leader in Environmentally Sensitive Practices, and was recognized for the high level of community involvement seen in this City.

It is our hope that this publication will prove useful to you, and if you require additional copies, please contact us at 747-8785 and a copy can be mailed to you. You may also attend at our offices at 100 Regina Street South for additional copies or view our website for additional information (www.city.waterloo.on.ca).

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Your Waterloo Council

On behalf of the Council and Staff of the City of Waterloo, it is my pleasure to offer you this copy of the "Your Neighbourhood Guide".

Waterloo Council and Staff are here to serve you. This reference guide provides information on the most frequently-asked-questions about the Municipal Regulatory By-Laws as they apply to the citizens of Waterloo.

So keep this book handy, and be sure to contact the numbers listed if you have any questions or concerns.

Herb Epp, Mayor

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Why The Guide?

WHY HAVE THE "YOUR NEIGHBOURHOOD GUIDE"?

To Maintain Our Neighbourhoods

The City of Waterloo is a great place to live, work, study and play. As residents, we can be proud of our many civic achievements including the on-going development and maintenance of pleasant and attractive neighbourhoods. As residents, we are also entitled to the continued enjoyment of our homes and properties.

To Be Clear About Neighbourhood Living

Sometimes, residents may choose to act in a manner which you might feel is offensive and unneighbourly (eg. noisy parties, parking on front lawns). Please keep in mind that there will always be occasional and unavoidable neighbourhood inconveniences. They are a part of city living and generally require a reasonable level of community understanding and tolerance. However, excessive and continual activities that disturb or negatively affect the enjoyment and livability of neighbourhoods need not be tolerated by anyone.

THIS GUIDE IS FOR YOUR BENEFIT

The following pages present, for your information and reference, City by-laws and Provincial laws that apply to all residential properties in the City of Waterloo. Enforcement procedures are also presented.

This Guide has been made available for your benefit and the benefit of all City residents. We encourage you and members of your household to take time to read this Guide to better familiarize yourselves with its contents. By being aware of the by-laws and laws as discussed in this Guide, you could gain a better understanding of your rights and the rights of your neighbours.

Knowing what the rules are can help you and your neighbours:

- prevent neighbourhood problems from occurring;
- develop a stronger sense of neighbourliness by working out your problems by yourselves rather than getting the City, Police or other department/agency involved; and
- avoid costly City and Provincial enforcement fines.

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Communication Is Important

Let's Communicate With Our Neighbours First

An effective way to deal with neighbourhood problems is for residents to discuss their concerns with one another and work together to arrive at an acceptable solution. Complaining to a neighbour or receiving a complaint may be a difficult and awkward situation for some people, however, such action can develop and strengthen neighbour relations. Neighbourhood Associations are also a way to encourage communication between neighbours. To find out if there is one in your neighbourhood or to start a new one, call Neighbourhood Association Information at 885-1220 x 244.

THE CITY CAN ASSIST YOU IF YOU CONTACT US

The Neighbours Service, first developed in 1989 in conjunction with this guide, has continued to evolve to assist neighbours in pursuing alternative ways of solving conflict arising from lifestyle differences. For instance, in a "town and gown" community* such as the City of Waterloo, conflict often occurs when next door neighbours have different living patterns such as being awakened during the night and not keeping the property to the neighbourhood standard. Through meeting with you individually or as a group, the Neighbours Service can give you tools to explore your options and assist in developing a plan to address your concerns in a non-threatening and non-confrontational manner. Building strong relationships amongst neighbours is vitally important to living in a healthy, harmonious and safe manner.

If communication between neighbours is not possible, the Neighbours Service provides free professional mediation which is strictly confidential between the parties and the mediator and only the final outcome is shared with City staff. Mediation is also effective when City by-law enforcement is not the appropriate action or is unable to resolve a situation.

The Neighbours Service is available to anyone living in the City of Waterloo. Please be assured that any concern, whether in writing or by telephone that you direct to the Neighbours Service or By-law Enforcement will be kept confidential.

Please contact the Neighbours Service at 747-8716.

- "Town and Gown" is a term used to describe communities (town) that include post-secondary educational institutions (gown).

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Community Participation

LET'S INCREASE PUBLIC AWARENESS AND ENCOURAGE PARTICIPATION

This Guide, entitled "Your Neighbourhood Guide," is intended to assist Waterloo residents in maintaining their properties and neighbourhoods. The objectives of this Guide are as follows:

- to increase public awareness of City of Waterloo by-laws and Provincial laws that presently exist in neighbourhoods;
- to enable residents to become more familiar with their responsibilities and rights as property owners and tenants relative to neighbourhood living; and
- to encourage all residents to take on-going pride in their neighbourhoods and properties and participate with the City of Waterloo in resolving By-law infractions.

Through this civic partnership, together, we can make your neighbourhood and all our City neighbourhoods even better places to live, work, study and play. This is why this Guide has been entitled "Your Neighbourhood Guide".

THIS GUIDE IS JUST AN OVERVIEW

The City of Waterloo would like to advise the reader that the information presented in the "Your Neighbourhood" Guide does not constitute a legal document and is subject to change from time to time, as approved by Waterloo City Council. This Guide is to be used for information purposes only.

If you wish to obtain copies of the actual City By-laws summarized in this Guide, please contact:

City of Waterloo, Clerk's Division
 Waterloo City Centre — 1st Floor
 100 Regina Street South
 Waterloo ON N2J 4A8
 519/747-8549
http://www.city.waterloo.on.ca/Protective_Services

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Making the Call

CALLING YOUR LOCAL BY-LAW OFFICE OR POLICE FOR HELP

Calling local authorities to ask for help can happen at a time when frustration levels or feelings of being overwhelmed are high. Local authorities are there to help you. To help them help you, they will ask you certain questions. Having the appropriate information ready when you place the call will hasten the process. It is always recommended that you keep detailed information about the problems that are occurring, and also information from the authorities such as the report number or the person's name you are speaking with so that you can follow-up if the problem persists. By obtaining and keeping this information, it will assist staff if there is a follow-up question or action request.

Calling the police for by-law matters such as noise and parking ensures that By-law Officers are dispatched by the police. If the call is more appropriately taken by police (large party, alcohol, etc) the police will respond with By-law Officers. Residents should not feel that they are "bothering" the police. By-law Officers and the police partner in the dispatch and response to calls for service. This gives everyone the assurance that if By-law staff encounter a problem that requires a police response, the police will respond quickly, they can prioritize calls and their safety is monitored by dispatch.

You will also be asked for your name and address. This information collected by the City of Waterloo is kept confidential in the By-law Office. When you call the police, you can ask that the police not respond to you and that they do not contact you at your home; thereby keeping your identity confidential. Sometimes further information such as a witness statement may be required if charges or a fine is issued. It is recommended that you leave your name on each complaint. Please note that if you file anonymous complaints, the Police and/or the By-law Officers cannot issue a fine or charge unless they witness the disturbance.

Contact Police/By-law Officers after regular business hours for noise and parking at 653-7700 and ask for Dispatch.

Contact the By-law Department during regular office hours for parking and by-law information at 747-8785.

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How To Contact Us

Helping to build a better community —

The City of Waterloo is proud of its staff who bring safety and compliance to all neighbourhoods within the City boundaries.

If a neighbourhood problem happens to arise and you choose to make a complaint to one of the following organizations, please be aware of their normal business hours:

City of Waterloo

(Monday - Friday)

Year-round (8:30 a.m. - 4:30 p.m.) — 886-1550

City of Waterloo By-law Enforcement Officers

(beyond regular office hours):

Daily from 7 p.m. to 6 a.m. and

Saturdays 8 a.m. To 4 p.m.

To contact the Overnight By-law Enforcement Officers for Noise and Parking Complaints from 7:00 p.m. To 6:00 a.m. please call Waterloo Regional Police (653-7700 and ask for Dispatch) and an Officer will be dispatched.

City of Waterloo Utilities Division

(7 Days a Week) Year-round (24 hours)

(ie. watermain and sewer problems, road maintenance, snow removal from streets) — 886-2310

Waterloo Fire Department

(7 Days a Week)

Year-round (24 hours) — 884-2123

Waterloo Regional Police Department

(7 Days a Week)

Year-round (24 hours) — 653-7700 and ask for Dispatch

Regional Municipality of Waterloo

(Monday - Friday)

Year-round (8:30 a.m. - 4:30 p.m.) — 575-4400

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Keeping Our City Beautiful

The City of Waterloo Property Standards and Lot Maintenance By-laws were designed to extend the useful life of all residential properties, to enhance the general quality of neighbourhoods, to protect the safety,

health and well-being of the public and to ensure the continued enjoyment of properties for residents and property owners.

PROPERTY STANDARDS AND LOT MAINTENANCE BY-LAWS

Property Standards By-law (02-85)

Property standards were established for the safety and general repair of both the exterior and interior of buildings and structures such as fences, retaining walls, driveways, dilapidated or collapsed buildings and structures. The standards set out in the By-law are usually minimum maintenance standards as well as provincial standards as set out in various codes and legislation. For example, the Ontario Building Code standards are used for repair of structures and the Ontario Electrical Safety Code is used for problems electrical in nature.

The interior of buildings and structures with deficiencies in plumbing, electrical, heating and ventilation systems may be in violation of the Property Standards By-law.

Vacant buildings and properties which pose a risk of fire or accident or other danger to such properties and neighbouring properties should be reported to the Property Standards Officer.

Convictions under this by-law can result in a fine of up to \$20,000.00 for each offence. The Property Standards By-law is enforced primarily on a complaint basis.

Tenants or property owners who have a concern can contact the Property Standards Officer in the By-law Enforcement Office at:

747-8557 ext. 233 or

747-8767 ext. 230 or

747-8714 ext. 235.

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Lot Maintenance By-law (03-073)

Lot maintenance standards were established for the safety and visual condition of yards (excluding building) and vacant lands.

Yard maintenance includes the removal of rubbish, garbage, litter and debris, excessive growth of grass, weeds and bushes, damaged or decaying trees, bushes and brush which pose a safety hazard to pedestrians and motorists, wrecked, dismantled, unlicensed or inoperative vehicles, trailers, machinery and appliances.

A conviction under this By-law can result in a fine of up to \$5,000.00 for each offence. Inquiries and complaints should be directed to By-law Enforcement at 747-8714.

Parks By-Law 03-059

Encroachment

Extending private property onto public lands is not permissible under by-law 03-059. Please do not place your composters, sheds, fences, or any other personal effects beyond your property line. Under this bylaw, removal of encroaching items will be billed back to the encroaching party. Please do your part to ensure that parkland can be accessed and enjoyed by all.

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Zoning

Zoning classifies properties into categories such as residential, commercial, industrial and institutional. Each of these categories has legally enforceable regulations attached to them. Zoning protects and ensures the rights of property owners.

ZONING BY-LAWS

The City of Waterloo Zoning By-law is a legal document which is used to control the use and development of properties and buildings. Zoning classifies properties into categories such as residential, commercial, industrial, and institutional. Each of these categories has legally enforceable regulations attached to them such as the allowable size of a property, the location and size of buildings on a property and the number of parking spaces that must be provided on a property.

If an infraction to the Zoning By-law occurs, enforcement can occur through the issuance of a ticket in the amount of \$105.00 or by a summons to appear in court which could result in a larger fine. The maximum penalty under the Zoning By-law is twenty thousand dollars (\$20,000.00). The Zoning By-law is enforced on a complaint basis. Complaints should be directed to By-law Enforcement at:

747-8557 ext. 233 or
747-8767 ext. 230 or
747-8714 ext. 235.

Zoning inquiries should be directed to:
747-8796

Among other matters, the following are addressed in the Zoning By-law:

- Parking
- Accessory Buildings (eg. tool sheds)
- Fences (Corner Lots)
- Swimming Pools

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Zoning Information

PARKING ON PRIVATE PROPERTY

The Zoning By-law specifies the following about parking:

- every residential property must have at least one legal off-street parking space. This space must be located either inside an attached garage or beside (not in front of) the residential dwelling;
- the driveway leading directly to the legal off-street parking space may be used for additional vehicular parking;
- parking in front of a residential dwelling, whether on a widened driveway or on the lawn is generally PROHIBITED;
- all commercial vehicles over one tonne may not be parked on a residential property;
- to clarify, a minimum parking space size is 5.5 metres (18.0 ft.) by 2.8 metres (9.2 ft.);
- the number of parking spaces required on a property will depend on the type of dwelling unit(s) located on the property (eg. single detached, town house, apartment); and
- parking must occur on non-organic ground cover

**For on-street parking
restrictions see page 21 & 22
of this guide.**

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In order to provide and maintain as much landscaped area as possible in residential neighbourhoods, areas situated in front of all buildings are generally reserved for landscaping.

ACCESSORY BUILDINGS

Accessory buildings on residential properties under the Zoning By-law are buildings such as tool sheds and detached garages. The following requirements apply:

- all accessory buildings must be in the rear yard;
- all accessory buildings must be set back from the side and rear property boundaries a minimum of 0.6 metres (1.96 ft.);
- all accessory buildings must not be located closer than 2.5 metres (8.2 ft.) to the house of a neighbouring property;
- all accessory buildings must not exceed 4.0 metres (13.0 ft.) in height (measurement to be determined by roof style);
- any accessory buildings over 10 square metres (108 sq. ft.) in floor area requires a building permit from the Inspection Services Division; and
- the maximum allowable size of an accessory building can be determined by contacting the Zoning Department at 747-8796 or 747-8759.

Fences and Landscaping of Corner Lots

At present, city regulations pertaining to fences on residential properties apply specifically to corner lots. The Zoning By-law specifies that:

- no fence shall be erected within a "daylight corner";
- "Daylight corner" is the triangular space formed by street lines for a distance of 3

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meters from the intersection of the street line to the point on the opposite street line measured a distance of 15.0 m from the intersection of the street lines; and

- trees, shrubs and other foliage shall not exceed a height of 0.5 metres (1.5 ft.) above the sidewalk grade within the "daylight corner".

Swimming Pools

All swimming pools in the City of Waterloo require a building permit from Building Standards and must conform to the following requirements:

- the pool may be located in a side or rear yard of a residential property (for corner lots, call the Zoning Section for location advice);
- the pool must be set back 0.6 metres (1.96 ft.) from the property boundaries;
- the pool must be totally enclosed and all fencing must be a minimum of 1.5 metres (5.0 ft.) in height; and
- all pool gates must be securely locked when the pool area is not being used.

Building Permits

Residential Conversions and Alterations

Conversions or alterations in residential buildings may require a building permit and must conform to all applicable Zoning By-laws. New dwelling units created in basements and attics of residential properties must meet the legal Zoning and Building Code requirements and a building permit must be obtained. Any questions regarding building conversions and alterations relating to zoning and building regulations should be directed to Building Standards at 747-8712.

BUILDING PERMITS

The Ontario Building Code is a Provincial regulation which is administered by Building Standards. The Code pertains to the structural, health and fire safety of buildings and ensures construction of buildings to specific standards. Building permits are required for construction of new buildings or structures, for building additions, swimming pools and for most building alterations.

Information regarding building permits can be obtained from Building Standards at 747-8712.

An Access Permit is required, if at any time, a homeowner or contractor crosses City-owned land with any type of equipment or vehicle in order to access private property. Information regarding Access Permits can be obtained from Parks Services at 886-2310.

FENCES AND DECKS ON RESIDENTIAL PROPERTIES

At present, the City of Waterloo does not have a fence by-law and regulates fences only in conjunction with corner lots and swimming pools (see respective sections of this Guide).

A building permit is required if any portion of a deck is more than 0.6metres (2.0 ft) above grade or the deck is covered in any way. Decks must also comply with Zoning By-law yard setback regulations. For further information, contact Building Standards at 747-8712.

Things Every Tenant Should Know

LODGING HOUSE LICENSING BY-LAW (00-140)

In 1986, Council approved the establishment of the Lodging House Licensing Program. The intent of the Program is to provide safer and more comfortable lodging houses and to allow the City to increase enforcement of regulations pertaining to property safety, health, maintenance and zoning. The Program enables lodging house owners to demonstrate to their tenants that they are providing municipally approved accommodation and for the universities to recommend approved housing to students. This By-law requires that all bona fide lodging houses, where four or more lodgers are living together in a single dwelling unit, be licensed annually by the City. Annual licensing ensures that the dwelling conforms with the Ontario Fire Code and Municipal Zoning and Property Standards By-laws on an on-going basis. An administration fee is required when an application for an initial license is made and a renewal fee is required annually. This license is valid from May 1st to April 30th of the following year. Any person found operating a lodging house without a valid license can be subject to a fine of up to \$5,000.00. If you are aware of a house that you believe is not licensed, contact the Waterloo Fire Department at 884-0900 and we will investigate.

New lodging house licensing applications should be directed to Building Standards, City Hall, 100 Regina Street South, Waterloo ON N2J 4A8. Inquiries and complaints pertaining to lodging houses should be directed to the following:

Zoning Concerns	747-8796 or 747-8759
Property Standards Concerns	747-8557 ext. 233 or 747-8767 ext. 230 or 747-8714 ext. 235
Fire Code Concerns	884-0900 or 884-2122
Application Concerns	884-0900
Building Standards	747-8795

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RENTING A RESIDENTIAL DWELLING

Things to think about when renting a place to live:

- Do I need a lease?
- Do I have to provide references, credit information to the landlord?
- Is renting a place to live different for students?
- Can a landlord charge a rental deposit?
- Can a landlord charge a damage deposit?
- What City rules may apply to my living arrangement that will affect me directly?
- Does my rent include hydro, heat, water, cable, telephone?
- Does my rent include amenities such as laundry, air conditioning?
- Where will I park my vehicle?
- Is there parking on the property overnight for my visitor?
- Is there enough parking on site to accommodate all vehicles in the household on the existing driveway?
- Is there parking on the street?
- What process do I need to go through to move from this property?
- Can the landlord evict me?
- Can my landlord increase my rent and if so, when and by how much?
- Can I sub-let my apartment/room?
- What privacy rights do I have in my unit?
- Does the landlord have to give notice to enter my apartment for repairs or inspection?
- If repairs need to be made to the unit or I believe there is an unsafe situation, what should I do?
- Am I responsible to clear the driveways and sidewalks of snow and ice?
- Am I responsible to put garbage/recycling at the curb? Who is responsible for bring the containers in from the curb?
- Do I need insurance in case of fire damage?

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Tenant Reference Info

Useful Addresses and Phone Numbers

Ontario Rental Housing Tribunal Office

30 Duke Street, West, 4th Floor

Kitchener ON N2H 3W5

1-888-332-3234

www.ORHT.gov.on.ca

Legal Line

1-416-929-8400
www.legalline.ca

Waterloo Region Community Legal Clinic

170 Victoria Street, South
Kitchener ON N2G 2B9 743-0254

Off-Campus Housing Office, Wilfrid Laurier University

75 University Avenue, West
Waterloo ON N2L 3C5 884-0710 ext. 3236

Off-Campus Housing Office, University of Waterloo

200 University Avenue, West
Waterloo ON N2L 3G1 888-4567 ext. 5725

Property Standards, City of Waterloo

By-law Enforcement
100 Regina Street, South
Waterloo ON N2J 4A8 747-8557 or 747-8767 or
747-8714 ext. 235

Fire Department, City of Waterloo

470 Columbia Street West
Waterloo, Ontario, N2T 2Y6 884-2122

Health Unit, Region of Waterloo

99 Regina Street, South
Waterloo ON N2J 4V3 883-2000

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Prevention Is The Key**HOME FIRE PREVENTION TIPS**

December is the most dangerous month for home fires, but each season presents special risks. If you want to reduce fire danger in your home:

- Keep your furnace clean and check that the pilot light is working properly.
- Don't wear loose-fitting clothes near your stove or range.
- Design a fire escape plan for your family - make sure you've identified two ways out of each room.
- If you use a space heater, keep it away from flammable material; don't use it while you sleep, and make sure the wiring is sound.
- If you use an alternative heat source like a wood stove, have it checked regularly by an expert.
- Clean and check your fireplaces and chimneys regularly.
- Don't overload electrical outlets with several appliances.
- Never place electrical cords under rugs, over nails, or in high traffic areas.
- Never smoke in bed or leave cigarettes burning unattended in ashtrays.
- Keep ashtrays away from sofa arms, beds, and chairs.
- Keep matches and lighters where children won't find them.
- The lid of your BBQ must be open before you light the BBQ.
- Never store a propane cylinder indoors.
- Your BBQ must be three feet away from a building door or window.
- BBQ's are prohibited on the balcony of a building containing two or more units.

- Make sure you've got smoke detectors on every level of your home and in your garage. Test them monthly and replace batteries as needed.
- Make sure your kids know the basics of fire safety.
- Keep children away from matches and/or lighters.

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Fire Safety Starts With You!

Tips to Save Yourself

In case of fire "Don't Hide — Go Outside"

- To escape a fire, "Fall and Crawl"
- If you're on fire, "Stop, Drop, and Roll"
- Know the local emergency number "911"

HELP US HELP YOU

Every second counts during a fire or other emergency. Valuable time can be lost if your address number is not clearly posted where fire fighters can see it.

- Post your address number at the front of your house where it is clearly visible from the street.
- If you have a curbside mailbox, place reflecting address numbers on this as well.
- Install a light fixture above the house numbers.
- Use large, plain numbers - not script or other hard to read lettering.
- Stick with colours that contrast (black-on-white, for example).

Waterloo Fire Prevention has Guidelines For The Following:

- Electrical Home Wiring
- Installation of Outside Barbecue Pit/Grill
- Propane Barbecues
- Domestic Fireworks
- Oxygen Use in Homes

The Ontario Fire Code is a Provincial regulation which is administered by the Fire Department and pertains to matters of building and occupant safety. Inquiries and complaints should be directed to the Fire Department at 884-2122.

Waterloo Has Parking ...Lots!

TRAFFIC AND PARKING BY-LAW (83-19)

While some City highways have specific parking and stopping regulations posted on signs, there are some regulations that are applied on a City-wide basis and, thus, need not be posted on every roadway. These regulations are listed as follows:

Unless otherwise posted, **parking is not permitted:**

- for more than three (3) consecutive hours on a city street unless otherwise posted,
- on a city highway between 2:30 a.m. to 6:00 a.m., any day of the week, (see page 22 for exemptions),
- within 1.5 metres (5 feet) of an entrance to a driveway,
- within 3 metres (10 feet) of a fire hydrant,
- within 15 metres (50 feet) on either side of a bus stop,
- within 9 metres (30 feet) of an intersection, within 15 metres (50 feet) of a railway track,

- more than 0.15 metres (6 inches) from a curb.

Parking is not permitted in the following locations:

- on or overhanging a sidewalk or curb,
- on the boulevard between the sidewalk and the curb (including the paved portion),
- in a manner obstructing traffic,
- within an intersection,
- within a designated 'No Parking' area,
- facing the wrong direction on a highway.

Vehicles are **not permitted to stop** in the following locations:

- within a school bus loading zone,
- on or adjacent to a median strip separating two highways (i.e. a boulevard or island center of street),
- within a designated 'No Stopping' area.

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The City of Waterloo's Traffic and Parking By-law is designed to regulate vehicular traffic and parking on City highways (i.e. streets, crescents).

Any person found guilty of any of the above regulations will be issued a parking ticket (Parking Infraction Notice) and fined accordingly.

A motorist who receives a Parking Infraction Notice (P.I.N.) has two options:

- pay the fine within 15 (fifteen) days, or
- contest the parking ticket within 15 (fifteen) days, by requesting a trial.

Failure to respond to the parking ticket by either providing payment or requesting a trial ultimately results in the municipality forwarding the ticket(s) to the Ministry of Transportation for collection through plate denial. The registered owner of the vehicle will be unable to renew their licence plate permit sticker until all outstanding fines/charges have been paid in full.

All inquiries and complaints regarding the issuance of a parking ticket should be directed to the By-law Enforcement Division, at 747-8785.

Every household within the City of Waterloo will be allowed a maximum of eighteen (18) exemptions per year for visitors' vehicles or if there are extenuating circumstances that do not permit household vehicles to access their driveways. Exemptions may be denied at the discretion of the City should road maintenance and/or snow removal be required. Residents must call 747-8559 prior to 1:30 a.m. to register their vehicle(s).

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Be Considerate of others.

Observe these signs and allow physically challenged persons the courtesy and respect they deserve.

DISABLED PARKING BY-LAW (91-9)

The City of Waterloo Disabled Parking By-law is designed to provide convenient and accessible parking spaces for physically challenged persons. These designated spaces are generally located close to the main entranceways of shopping malls/plazas, offices and other public facilities. Any vehicle without an authorized permit found parked in a designated space will be issued a parking infraction notice in the amount of \$300.00.

Many business plazas, shopping malls, etc., have their own designated and City-approved Private Parking Enforcement Officers. Inquiries and complaints of vehicles illegally parked in designated spaces on private property should be initially directed through the By-law Enforcement Department.

During regular business hours (Monday to Friday 8:00 a.m. To 5:00 p.m.) inquiries and complaints should be directed to the By-law Enforcement Department, 747-8785. After regular business hours and on weekends, call the Waterloo Regional Police Department at 653-7700, ask for Dispatch.

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Respecting Your Neighbours

NOISE BY-LAWS (78-79) (86-75)

Noise By-laws are enforced on a complaint basis by City of Waterloo By-law Enforcement Officers and Waterloo Regional Police. Any noise likely to disturb an inhabitant is prohibited 24 hours a day.

Anyone charged and found guilty of an infraction under the Noise By-law will be fined up to \$300.00 for each offence.

During office hours, all inquiries and complaints should be directed to By-Law Enforcement at 747-8785. After hours and on weekends call the Waterloo Regional Police Department at 653-7700 and ask for Dispatch. The police will contact the By-Law Officer on duty.

Complaints pertaining to noise generated from the university campuses specifically should be directed to the appropriate university campus security departments: University of Waterloo Police Department (888-4911), Wilfrid Laurier University Campus Security (885-3333).

Specific restrictions regarding noise include the following:

- The operation of any electronic device or equipment including loudspeakers intended for the production, reproduction or amplification of sound which is excessive and likely to disturb residents of the City of Waterloo (Restricted between 5 p.m. & 7 a.m. Monday through Saturday and between 5 p.m. & 9 a.m. on Sundays)
- Yelling, shouting, hooting, whistling or singing. (Restricted between 11 p.m. & 7 a.m. Monday through Saturday and between 9 p.m. & 9 a.m. Sundays)
- The operation of any powered tool (eg. lawn mower, chain saw) or non-powered tool for domestic purposes other than snow removal. (Restricted between 9 p.m. & 7 a.m. Monday through Saturday and between 9 p.m. & 9 a.m. on Sundays)

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The City of Waterloo Noise By-law is designed to reduce and control both unnecessary and excessive sound which can cause nuisance and generally degrade the quality and peacefulness of neighbourhoods.

- Continual barking, whining, calling or other similar continual noise made by any domestic pet or any animals kept for commercial purposes. (Restricted at any time)
- The operation of a motor vehicle in such a way that tires squeal. (Restricted at any time)

- The operation of any construction equipment in connection with construction. (Restricted all day Sundays and Statutory Holidays and between 7 p.m. & 7 a.m. on all other days)
- Loading/unloading, delivering, packing/unpacking or otherwise handling of containers, products, materials or refuse unless necessary for the maintenance of essential services Restricted all day Sundays and Statutory Holidays and between 7 p.m. & 7 a.m. all other days)

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The Dish On Trash

BY-LAW TO PROHIBIT AND REGULATE THE COLLECTION OF WASTE (02 -011)

The Garbage and Yard Waste Collection By-law describes the collection procedures for materials disposed of at households and businesses within the Region of Waterloo.

General

Garbage is collected once per week from residential dwellings of 1-6 units and some small businesses. Place garbage in one location, close to the curb, without blocking the sidewalk. Garbage can be placed at the curb after 7:00 p.m. on the day prior to collection. Pick-up starts at 7:00 a.m. on the day of collection. Remember - if you can't lift a can or bag higher than 3 feet, neither can we! No container should weigh more than 22 kg (50 lb). Please remember to remove your containers by 9 p.m. on your collection day.

Garbage

Acceptable containers for garbage include:

- A regular garbage can, can be no higher than 84 cm, having a removable, watertight lid and two handles.
- A non-returnable plastic bag capable of carrying 22 kg without tearing.
- Place numerous small bags in returnable garbage cans or regular sized plastic garbage bags.

Large items will be collected by appointment only, please call 883-5100. There is a limit of two items per household per week.

Items not collected in the garbage are: household hazardous waste, construction and demolition debris, tires, corrugated cardboard and yard waste. Household hazardous waste drop-off information is available from the Region. (See Recycling section of this Guide)

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Yard Waste Is Not Waste!

Yard Waste

Grass clippings, leaves and other yard waste (branches, hedge trimmings, garden waste, etc.) are not accepted in the garbage. Grass clippings should be left on the lawn to decompose, be composted or included with the rest of your yard waste.

Yard waste is collected according to a specified schedule. The yard waste schedule is every two weeks on the regular garbage day from April to November. Place yard waste out for this collection in a returnable container with a ribbon on it, a paper yard waste bag or tied in 3 foot bundles. Yard waste in plastic bags will not be collected.

Leaves raked to the curb will be picked up on regular yard waste collection days (in the fall) and bagged leaves are picked up with yard waste. As with yard waste, no plastic bags are accepted.

Christmas trees are collected for mulching the first two weeks of January. Trees should have no stand, decorations or bag attached to them.

Yard Waste and Dumping

The most persistent debris dumped by residents is yard waste. Grass clippings, leaves, branches and other yard waste are to be placed at the curb on garbage day for bi-weekly pick-up by the Region of Waterloo's Yard Waste Collection Program.

For information contact 883-5100; www.region.waterloo.on.ca

Dumping is prohibited under by-law #03-073 with fines up to \$5000. If you witness someone dumping onto public lands please contact City By-law staff at 747-8785. Provide for them as much information as you can about the offender and the dumped debris.

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Recycling Is A Good Thing

RECYCLING

Recycling services are provided to all residential properties and to some small businesses. Households use blue boxes and multi-units use blue boxes or recycling carts. No other collection containers are accepted. It is important to place the proper materials in the box according to these instructions:

Blue Box Recycling Program — Items Loose Inside the Box

Materials that can be recycled loosely in the bottom of your Blue Box are: metal cans and glass bottles from food and beverages, aluminum foil and trays, and plastic bottles, jars and jugs with the symbol on the bottom (you can usually see through them) and with a screw top cap.

Bundled/Bagged on Top of or Beside your Blue Box

Newspaper and inserts, magazines and catalogues, household fine paper (no envelopes, please). Bell telephone books and paperback books should be bundled with string or placed in a grocery bag. Boxboard, such as cereal boxes, should be flattened and stuffed inside of an unflattened boxboard or placed in a grocery bag. Place these bundled/bagged recyclables on top of or beside the Blue Box.

Corrugated cardboard is not accepted in the garbage or as a garbage container. It should be tied in bundles no greater than 75 cm x 75 cm x 20 cm (30" x 30" x 8") and placed beside your Blue Box. Used motor oil can be recycled by placing it beside your garbage in a sealed plastic jug marked "OIL". The maximum jug size accepted is 4 litres.

All Blue Boxes should be placed on the street curb by 7:00 a.m. of your collection day. Blue Boxes should be set out for collection only when they are FULL. Please note that improperly identified and/or prepared recyclables will not be collected but rather stickered and left behind.

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The three R's"

Reduce

Reuse

Recycle

RECYCLING continued

Blue boxes and brochures can be obtained at the Regional Landfill Site (Gate 1) at 925 Erb Street West from 8:30 a.m. to 4:30 p.m. Monday to Friday, or at the City of Waterloo Service Centre at 265 Lexington Court, between 8:30 a.m. to 4:30 p.m. Monday to Friday.

For information on the curbside and multi-residential recycling programs please call 883-5100.

Cart Recycling Program

Multi-residential buildings having 6 or more units may participate in the Region's Cart Program. This program collects the same materials as the Blue Box program, but preparation of the materials is slightly different. If your building has Carts, please place all the materials loose in the designated carts. Cardboard should be placed in the designated cardboard cart, if available, or flattened and bundled (as in the Blue Box Program) and set beside or in between the Carts.

For information on the Blue Box and Cart recycling programs please call 883-5100.

Information on all yard waste and recycling programs can be found online at www.region.waterloo.on.ca and in the front "green pages" in your telephone book.

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Additional Regional Programs

For all of the following programs, please call 883-5100:

- Cart Recycling — for apartments and townhouse complexes with 6 or more units
- Textile Recycling Program — Clothing, outerwear, linen, bedding, etc
- Regional Compost Program — Giveaway Days
- Public Wood Chip Pick Up
- Compost Workshops
- Regional Household Hazardous Waste Program
- Waste Management Facility Tours (groups and individuals) and Literature

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Puppy Power

A responsible dog owner:

- Keeps their dog on a leash when off their premises;
- Has a leash no longer than 8 feet;
- Cleans up excrement left by their dog;
- Registers their dog with the City.

DOG CONTROL BY-LAWS

91-101

By-law #91-101 is a by-law to prohibit the running at large of dogs in the City of Waterloo, for imposing a licensing fee on the owners of dogs, for enforcing and regulating dogs found running at large and for other matters relating to dogs.

Under this by-law: No dog is permitted to "Run at Large."

"Running at large" is defined as:

“when found in any place other than the premises of the owner of the dog and not under the control of any person and not under leash, and no leash shall exceed 2.4 metres (8 feet), when on the premises of the owner of the dog and not tied up or in a properly enclosed area.”

Every dog owner must remove any excrement left by their dog on **any property** other than the owner's personal property. It is recommended that residents clean up the excrement on their property on a regular basis, if not immediately. Animal feces carries infectious diseases that if contracted by humans can be very detrimental.

All dogs over the age of twelve (12) weeks must be licensed. Everyone living permanently or temporarily within the City limits must register their dog(s) and purchase an annual dog tag(s) on or before March 1st each year. A maximum of 3 dogs is allowed in a household.

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Anyone found guilty of any infraction of this By-law, and charged, will be subject to a fine for each offense. All inquiries and complaints should be directed to By-law Enforcement, Protective Services at 747-8785.

96-36

By-Law #96-36 is a by-law relating to dangerous dogs and potentially dangerous dogs.

In this by-law, "potentially dangerous" dog means,

“a dog that, in the absence of any mitigating factor, chases or approaches any person or domestic animal, anywhere other than on the property of its owner, in a menacing fashion or apparent attitude of attack, including, but not limited to, behavior such as growling or snarling; or a dog that has been impounded by the Poundkeeper or for whom the owner has been convicted on a total of three occasions within a twenty-four (24) month period for such dog being at large in the City of Waterloo.”

LEASH FREE DOG PARKS

The Kitchener-Waterloo & North Waterloo Humane Society Leash Free Dog Park is located at the KW Humane Society at 250 Riverbank Drive in Kitchener. It is open to the public daily from dawn to dusk. Dogs must be sociable, non-aggressive, spayed or neutered (preferred), and you must clean up after your own dog (bags and disposal containers available). For information on this park call 745-5615.

The City of Waterloo and the affiliated group Dogerloo's Leash Free Park is located at Bechtel Park in Waterloo. It is open to the public daily from 6:00am to 11:00pm. Regulations for this park are posted at the site.

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The Rules About Dog Ownership

Where the Kitchener-Waterloo & North Waterloo Humane Society Animal Control Officer has designated a dog as a "potentially dangerous dog" the Animal Control Officer shall serve notice upon the owner of such dog requiring the owner, upon receipt of such notice to comply with any or all of the following requirements:

- ☹ To keep such dog, when it is on the lands and premises of the owner, confined,
 - ☹ within the owner's dwelling, or
 - ☹ in an enclosed pen securely anchored to the ground and of sufficient dimension and construction to provide humane shelter for the dog while preventing the entry therein of unsupervised children and preventing the dog from escaping;
- 🚫 To securely attach a muzzle to such dog at all times when it is not on the property of the owner or on the property of another person with such person's consent;
- 📎 To permit the Animal Control Officer to insert a microchip implant in such dog, at the owner's expense, for the purpose of identifying such dog as a potentially dangerous dog.

In this by-law, "dangerous" dog means:

- 🐾 "a dog that, in the absence of any mitigating factor, has attacked, bitten, or caused injury to a person or has demonstrated a propensity, tendency or disposition to do so;
- 🐾 a dog that, in the absence of any mitigating factor, has significantly injured a domestic animal; or
- 🐾 a dog, previously designated as a potentially dangerous dog, that is kept or permitted to be kept by its owner in violation of the requirements for such dog."

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ANNUAL DOG LICENSING

All dog owners residing in Waterloo must license their dog(s) with the City by March 1 of each year.

The earlier you register your dog, the greater the discount. License fees range from \$15.00 to \$45.00. A discount does exist for seniors aged 65 and over.

Where the Kitchener-Waterloo & North Waterloo Humane Society Animal Control Officer has designated a dog as a "dangerous dog", the Animal Control Officer shall serve notice upon the owner of such dog requiring the owner, upon receipt of such notice, to comply with the following requirements:

- ☹ To keep such dog confined:
 - 🐾 within the owner's premises; or
 - 🐾 in an enclosed pen securely anchored to the ground and of sufficient dimension and construction to provide humane shelter for the dog while preventing the entry therein of unsupervised children and preventing the dog from escaping.
- 🚫 To securely attach a muzzle to such dog at all times when it is not confined as above.
- 📎 To permit an Animal Control Officer to insert a microchip implant in such dog for the purpose of identifying such dog as a dangerous dog.

Any complaints regarding dogs exhibiting aggression of any kind should be immediately directed to the Kitchener-Waterloo Humane Society at 745-5615.

Restrictions On Pit Bulls

DANGEROUS DOGS:

A potentially dangerous dog must be reported to the Kitchener-Waterloo and North Waterloo Humane Society at 745-5615.

Pit Bull Terrier, American Bull Terrier or a Pit Bull are regulated and/or prohibited in the City of Waterloo.

97-16

By-law #97-16 amended By-law #96-36 to provide for the licensing, regulation and prohibition of pit bull dogs in the City of Waterloo.

Under this by-law, a Pit Bull dog means a dog of any age which can be identified as a dog of one or more of the following breeds or mixed breeds by the Kitchener-Waterloo & North Waterloo Humane Society, namely: Pit Bull Terrier, or American Pit Bull Terrier, or Pit Bull.

A Pit Bull dog does not include a dog which is registered or registerable as a Staffordshire Bull Terrier or an American Staffordshire Terrier with the Canadian Kennel Club.

Due to the complexity of this by-law, all enquiries should be directed to the Kitchener-Waterloo Humane Society at 747-5615.

Clearing Snow Off City Sidewalks

SNOW CLEARING BY-LAW FOR CITY SIDEWALKS (82-12)

City of Waterloo By-law 82-12 concerns the removal of snow and ice from all sidewalks and roofs that overhang sidewalks.

The owner or occupant of every residential property is responsible for removing snow and ice from sidewalks along city streets within 24 hours after a snowfall or freezing rain from October to April, both inclusive. Snow must not be placed on the sidewalk or roadway. In the case where there is no boulevard, snow from the sidewalk may be placed along the edge of the street. The owner or occupant of a building whose roof slopes towards a sidewalk is responsible for the removal of snow and ice from the roof before 9:00 a.m. every day except Sunday.

The City enforces this By-law both proactively and on a complaint basis. Upon complaint, the property is inspected and, if found to be in violation of the By-law, a notice will be issued to either the property owner or occupant advising the owner or occupant to remove the snow/ice within a prescribed time. If the owner or occupant fails to comply with the notice, the City will make 2 attempts to contact a non-resident property owner by telephone in the 18 hours subsequent to leaving a notice at the door. If the owner fails to comply, the City will clear the walk and invoice the property owner on the basis of labour, equipment and an administration charge.

Inquiries and complaints pertaining to this By-law should be directed to By-law Enforcement at 747-8714.

People Helping People

The City of Waterloo would like to bring to your attention the importance of clearing your sidewalk as soon as possible after a snowstorm. Senior citizens, disabled persons, and children all appreciate a clear hazard-free sidewalk to walk on.

CLEARWALK

Clearwalk is a program designed to increase the mobility of elderly and disabled persons and children throughout the winter months. Clearwalk encourages you and your neighbours to maintain safe sidewalks, clear of snow and ice.

Clearwalk seeks to:

- ▲ prevent accidents
- ▲ increase pedestrian mobility
- ▲ assist isolated winter shut-ins
- ▲ provide safer access to services for all.

If you require assistance in clearing your walk and you are a Waterloo resident 65 years of age or over, or with a physical disability call 579-6930.

Protect Our Water Supply

LAWN WATERING RESTRICTIONS BY-LAW (90-62)

By-law 90-62 regulates and restricts dates and times in which lawns and gardens can be watered in the City of Waterloo.

The watering of lawns, gardens, trees, shrubs or any other outdoor plant by means of a hose or other attachment connected to the municipal water system is prohibited except as follows:

- ▲ premises with municipal addresses having even numbers may water between 7 a.m. & 10 a.m. and 7 p.m. & 11 p.m. on even numbered calendar days.
- ▲ premises with municipal addresses having odd numbers may water between 7 a.m. & 10 a.m. and 7 p.m. & 11 p.m. on odd numbered calendar days.

Watering of newly planted sod, trees, ornamental shrubs and flower gardens is permitted during installation and during the following 24 hours after the completion of the installation.

Lawns being treated with any pesticide, herbicide spray or fertilizer may be watered while being treated and during the following 24 hours after application.

Upon a water supply emergency being declared by the Regional Municipality of Waterloo, the provisions set out above will be superseded by the Regional By-law.

During office hours, after hours and on weekends inquiries and complaints should be directed to By-Law Enforcement, Protective Services, 747-8785.

If excessive use of water creates a critical water supply situation, a total watering ban can be imposed by the Regional Municipality of Waterloo. Inquiries and complaints pertaining to total watering bans should be directed to:

The Regional By-law Enforcement Department at 575-4021.

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Control Weeds — It's The Law

For enforcement of ragweed, poison ivy and long grass on private property call By-Law Enforcement at 747-8714.

For similar concerns on parkland call 886-2310.

THE WEED CONTROL ACT, 1998

The main purpose of the Weed Control Act R.S.O. 1990, is to reduce the impact of noxious weeds on the industries of agriculture and horticulture. Primarily this act applies to agricultural and horticultural lands that generate income. The plant species listed in the Act were selected to protect animal health and to prevent plant disease and crop interference. The act was created to protect the industries of agriculture and horticulture - this excludes lawns, gardens and private areas for personal enjoyment and leisure.

Most often in urban areas, the Property Standards By-Law is best used to address vegetation management concerns. If you have a concern about vegetation in the City of Waterloo on private property, the Lot Maintenance By-Law may be of assistance.

A Case of Mistaken Identity

Common Ragweed (*Ambrosia artemisiifolia*.) and Giant Ragweed (*Ambrosia trifida L.*) are native to southern Ontario and can be found primarily in disturbed areas such as roadsides, gardens, poorly kept lawns, waste places, and in disturbed areas of meadows and pastures.

This plant is inconspicuous but can be identified by its finely divided leaves and numerous, tiny, greenish male flower heads clustered in the upper part of the plant. These tiny, inconspicuous male flowers produce huge quantities of very light pollen during the months of August and September. This pollen is carried by the wind, for great distances (200 km+) from the source of the plant. As a result, ragweed is the most important cause of irritation for hay fever sufferers at that time of year.

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Goldenrod (*Solidago spp*) is a native wildflower, found in meadows, pastures, woodland, river flats, and roadsides. Goldenrod flowers a bright yellow colour around the same time as ragweed, producing pollen in small quantities. This pollen is heavy and sticky and therefore, is not carried by wind rather it is pollinated by insects. As a result, goldenrod should not be blamed as the source of irritation in hay fever. Instead, this wildflower is very beneficial for wildlife, particularly as a food source for insects such as butterflies (ie. Monarch and others), honeybees, and bumblebees.

Ragweed and Poison Ivy Removal

Ragweed can be hand pulled but poison ivy must NOT be touched. For poison ivy removal it may be best to hire out to a company that is experienced in removing poison ivy.

Be a Good Neighbour

Many people suffer health problems from exposure to pesticides. Inform your neighbours, ahead of time, if you intend to have pesticides used on your property. Be considerate of neighbouring vegetable and flower gardens. Be especially careful about children and pets coming in contact with these substances. Again, always follow the instructions carefully.

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Important Contacts

Quick Reference Telephone Numbers

Emergency - Ambulance, Police, Fire	911
Grand River Regional Health Centre	749-4300
Poison Control	1-800-268-9017
St. Mary's Hospital	744-3311
Waterloo Fire Department	884-2122
Waterloo Region Police Department	653-7700

Waterloo Municipal Services

Waterloo City Centre (General Information)	886-1550
Mayor's Office	747-8700
By-law Enforcement (Parking, Noise)	747-8785
Overnight Parking Vehicle Registry	747-8559
Lot Maintenance By-law	747-8714
Snow & Ice Removal	747-8714
Portable Signs	747-8714
Permanent Signs	747-8557
Chief Administrative Officer	747-8702
Clerk's Division	747-8549
Recreation & Leisure Services	747-8733
Economic Development & Marketing	747-8707
Public Works Services	886-2310
(Traffic Section)	747-8629
Finance	747-8774
Human Resources	747-8709
Building Standards	747-8712
Neighbourhood Association Information	885-1220 ext. 244
Neighbours Service	747-8716
Planning	747-8752
Property Standards	747-8767 or 747-8557 or 747-8714 ext. 235
Recycling Program	883-5100
Taxes	747-8718
Weddings - Waterloo City Centre	747-8777
Zoning - General Inquiries	747-8796 or 747-8759
Zoning - Complaints	747-8557

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Recreation & Leisure Services Department	747-8733
Booking Of City Facilities	886-1177 Ext. 246, or 232 or 235
Community Centres	
Adult Recreation Centre	579-1020
Albert McCormick	885-1700
Moses Springer	885-4530
RIM Park	884-5363

Waterloo Memorial Recreation Complex	886-1177
Wing 404 RCAFA Rotary Adult Centre	888-6356
Cemeteries	725-9280
Pools	
Lions' Lagoon Splash Park — Waterloo Park	725-0511
Moses Springer Pool	885-4530
Waterloo Memorial Recreation Complex — Swimplex	886-3844
Libraries	
35 Albert Street (Main Branch)	886-1310
Parkside Drive (Albert McCormick Branch)	885-1920

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Community Information	
Better Business Bureau	579-3080
Chamber of Commerce	576-5000
City of Waterloo Neighbours Service	747-8716
Community Information Centre	579-3800
Conestoga College (Waterloo Campus)	885-0300
Employment Centre	579-1550
Humane Society	745-5615
Hydro One	1-888-664-9376
Income Tax Office	1-800-959-8281
Income Tax Refund	1-800-959-1956
GST Credit	1-800-959-1953
Child Tax Benefits	1-800-387-1193
Ontario Court of Justice	741-3300
Grand River Transit	585-7555
Kitchener-Waterloo Multi-Cultural Centre	745-2531
Land Registry Office	571-6043
Landlord and Tenant Information	1-888-332-3234
Member of Parliament (Hon. Andrew Telegdi)	746-1573
Member of Provincial Parliament (Elizabeth Witmer)	725-3477
Municipal Property Assessment Corporation	1-866-296-6722
Neighbourhood Watch	653-7700 ext. 380
OHIP Office	893-3966
Ontario 1 Call (Utility Locate Service)	1-800-400-2255
Ontario Ministry of Environment & Energy	1-800-265-8658
Post Office (Waterloo)	886-1330
Regional Landfill Site	883-5118
Regional Municipality of Waterloo	575-4400
Revenue Canada	1-800-959-8281
Subsidized Housing	575-4800
Union Gas	885-7400
University of Waterloo	885-1211
Federation of Students	888-4042
Landlord Tenant Information	888-4634

Uptown Waterloo Business Improvement Area (BIA)	885-1921
Waterloo Co-op Residence Inc. (Student)	884-3670
Waterloo Region District School Board	570-0300
Waterloo North Hydro	886-5090
Waterloo Region Community Legal Services	743-0254
Waterloo Region Roman Catholic Separate School Board	578-3660
Waterloo Regional Health Unit	883-2000
Waterloo Regional Social Services	883-2100
Welcome Wagon	747-2398
Wilfrid Laurier University	884-1970
Wilfrid Laurier Student Union	884-0710 ext. 3335