

Good Neighbour Practices Reference Guide



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THE CITY OF
CALGARY



Welcome to The City of Calgary! If you are new to the city, a long-term Calgarian, homeowner or tenant looking for more information about your responsibilities within your neighbourhood, this quick reference guide will get you started.

We are very proud of this great city and would like our international reputation

of white-hat hospitality and friendliness to also be evident throughout all of our communities. When citizens understand and embrace their responsibilities and are knowledgeable about the rights of their neighbours, they help create healthy neighbourhoods based on relationships of mutual respect. To assist citizens in understanding their responsibilities, The City encourages Calgarians to be aware of the bylaws governing their property and to foster a relationship of open communication with their neighbours.

This guide is an overview of frequently referenced bylaws which set a minimum standard for neighbourhoods and help ensure that all Calgarians live in safe, clean and healthy communities.

I hope that you find this guide helpful and that it will assist you with your good neighbourhood practices.

Dave Bronconnier
MAYOR

Preface

This guide is an overview of municipal bylaws governing neighbourhood issues. It has been written to advise residents, business owners and service providers of their rights and responsibilities as members of their neighbourhood.

This booklet provides general information on bylaws on and around your property. If you have informational inquiries or require more detailed information regarding specific bylaws, visit calgary.ca and search bylaws, or call 3-1-1.

While informal communication is a simple way of addressing neighbourhood concerns, in situations where this is not a viable option, The City of Calgary 3-1-1 Contact Centre can be called to file a complaint or inquiry for investigation by the appropriate department.

Alternatively, the Community Mediation Calgary Society offers support in resolving neighbourhood issues. Information can be obtained at mediation.ab.ca.

Bylaws are created:

- To protect public health and safety.
- To protect the environment.
- To protect public and private property.

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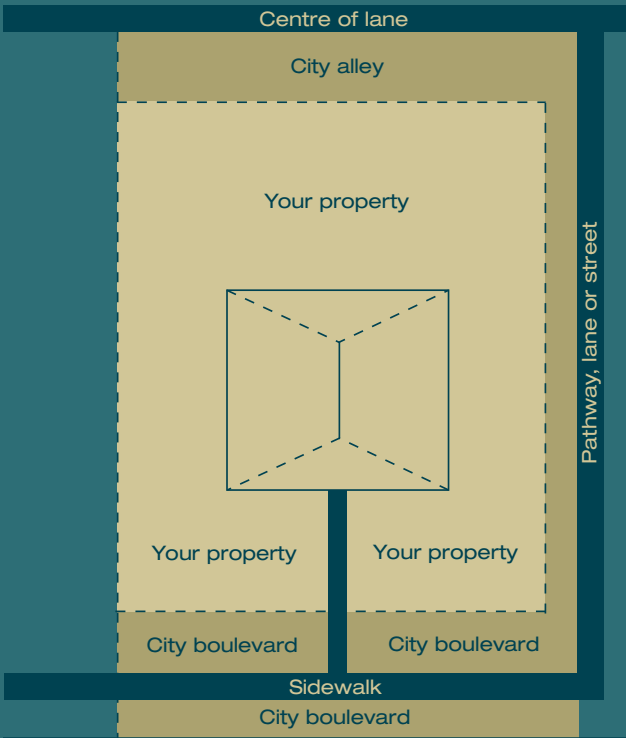
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On and around your property



Owners/occupiers of a property are generally responsible for their property, adjacent boulevards, sidewalks and up to the middle of the alley adjoining their property (Community Standards Bylaw 5M2004) (see Diagram 1).

Diagram 1





Trees and shrubs (Street Bylaw 20M88)

- Hedges, trees and shrubs on your property must be trimmed so they don't interfere with pedestrians using the sidewalk and vehicles using the street or alley (see Diagrams 2 and 3).

Diagram 2



Diagram 3

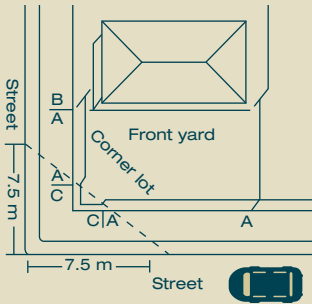


- Tree Protection Bylaw 23M2002 prohibits:
 - Cutting, removing, pruning or moving City trees.
 - Removing or penetrating the bark or attaching any object or sign to City trees.
 - Planting trees or shrubs on City land.
 - Spraying City trees with any substance other than water.
 - Attaching electrical cords or other objects to City trees.
 - Unauthorized entry or interference with a Tree Protection Barrier.

- For concerns regarding trees or shrubs on City property, contact The City of Calgary, Urban Forestry at 3-1-1 or email tree.protection@calgary.ca.

- In the triangular area formed by measuring 7.5 metres (25 feet) in either direction from the intersection of two streets, the maximum height allowed for any vegetation is 0.75 metres (2.6 feet) (see Traffic Bylaw 26M96).

Diagram 4






Weeds and grass (Community Standards Bylaw 5M2004)

- Grass height must be less than 15 centimetres (six inches). This also applies to vacant lots within residential areas.
- Keep weeds under control so they don't spread from your property.
- When watering your lawn, make sure water isn't running onto the street or sidewalk (Water Utility Bylaw 40M2006).
- The best time to water your lawn is early in the morning or after it cools off in the evening.



Pesticide use

- Read all label instructions and follow them precisely.
- Avoid using weed-and-feed type products to treat your property. Purchase fertilizers and herbicides separately and spot treat weeds when required.
- Use pesticides responsibly and consider chemical-free alternatives.
- Be courteous and advise your neighbours before you use a pesticide. They may have concerns about the timing or nature of your planned activities.



Snow and ice (Street Bylaw 20M88)

- Property owners/occupants are responsible for the complete removal of snow and ice from all sidewalks adjacent to their property within 24 hours of when the snow stops falling.
- Complete removal of snow and ice means down to the bare pavement.
- Snow or ice removed from private property cannot be placed on the road or boulevard.
- Applying a sand de-icing mixture can help remove ice from sidewalks. Free sand is available at most fire stations, but you will need to bring your own container.
- When plugging in your vehicle, make sure you don't place an electrical cord on any portion of a city street or sidewalk (Street Bylaw 20M88).



Untidy properties (Community Standards Bylaw 5M2004)

- Loose garbage, yard waste, bottles, cans, boxes, household furniture, packaging materials, parts of machinery, equipment, appliances and automobile parts must be stored so that they are not visible from outside of the property.
- Accumulation of offensive material is prohibited. This includes animal remains, animal feces and materials that create unpleasant odours or are likely to attract pests.
- Open or exposed storage of industrial fluid is prohibited — including engine oil, brake fluid, antifreeze or any hazardous materials.
- Refrigerators and freezers stored outside must be locked or have the doors removed and must not be visible from outside the property.
- Building materials are not allowed to accumulate unless the owner can establish that construction or renovation is taking place or imminent. The materials must be stacked in an orderly manner and the amount of material must be reasonable for the planned project.
- Dilapidated vehicles are prohibited anywhere on private property unless housed inside a building (Land Use Bylaw 1P2007).



Structure maintenance (Community Standards Bylaw 5M2004)

- Property owners must ensure fences and structures on their property are in good repair and are not a safety hazard.
- Structures include:
 - Foundation, foundation walls, exterior walls, roofs, windows and doors.
 - Protective or decorative finishes of exterior structures.
 - Exterior stairs, landings, porches, balconies and decks.



1
4
2
3

Addressing (Community Standards Bylaw 5M2004)

- All property addresses must be clearly visible from the roadway.
- Your address must be clearly displayed at the back of your property, if adjacent to an alley or public walkway, to assist emergency services.



Noise

(Community Standards Bylaw 5M2004)

- Citizens have the right not to be disturbed by noise, and the responsibility not to make excessive noise that disturbs others.
- Excessive noise includes yelling, loud music and vehicle engine revving.
- The operation of power tools (lawn mowers, motorized garden tools, snow clearing and leaf blowing devices) in residential areas can only occur between 7 a.m. and 10 p.m. Monday through Saturday and between 9 a.m. and 10 p.m. on Sundays and statutory holidays.



Fire pits (Community Standards Bylaw 5M2004)

- Fire pits must be constructed of non-combustible material such as brick or stone and set upon or built into the bare ground or on non-combustible material.
- Fire pits must be situated at least two metres from any building, fence or wooden structure and not located under any trees or branches.
- Only clean, dry firewood can be burned. Materials such as painted/treated lumber, yard waste, tires, plastic and animal parts are strictly prohibited.
- The open flame must not exceed one metre in height and width so that fire embers, sparks or dense smoke do not endanger anyone or cause a nuisance to any neighbouring property.
- Fires must be attended to at all times with a means of extinguishing the fire on hand. The fire must be fully extinguished by 1 a.m.
- The Fire Chief can declare a complete fire ban at any time.
- Repeat offenses of these regulations may result in fire pits being banned on a premises.



Household waste (Waste Bylaw 20M2001)

- Waste must not be set out for collection earlier than 7 p.m. on the day before collection and no later than 7 a.m. on the day of collection.
- All waste set out for collection must be in a waste container or a plastic garbage bag.
- The total weight of the waste and container must not be more than 20 kilograms (44 pounds).
- Medical waste, animal waste, sawdust and powdered materials must be packaged and securely tied in double plastic garbage bags.
- Sharp objects must be packaged in a puncture-resistant non-breakable container with a tight-fitting lid before being placed in a container or a plastic garbage bag.
- Yard waste must be packaged in plastic garbage bags or tied in bundles no more than 1.25 metres (four feet) in length.
- Items such as hazardous waste, biochemical waste, dead animals, tires, automobile parts, furniture and liquids must not be set out for residential garbage collection.



Water drainage (Drainage Bylaw 37M2005)

- Materials such as soil, fecal matter, oils, yard waste, hazardous waste, transmission fluids, paint, soap, detergent and water from hot tubs are prohibited from being poured into the storm sewer system. These materials, including runoff from vehicles washed on the street or in driveways, travel through the storm sewer system and straight into the river — untreated.
- Hot tubs and swimming pools containing chlorinated water should be drained into the wastewater drain located in the basement of your residence. This ensures these materials enter the sanitary sewer system and are treated at a wastewater treatment plant.
- Downspouts must end at least two metres away from any sidewalk, road, park, alley, lane or surface drainage facility. This helps prevent the formation of ice on sidewalks and lanes in winter.
- Water from eavestroughs, downspouts or hoses cannot be directed onto neighbouring properties (Community Standards Bylaw 5M2004).



Vehicle parking (Traffic Bylaw 26M96)

- In order to park on a street, your vehicle must have a current registration and be licensed, insured, operable, and properly equipped according to *Traffic Safety Act* specifications. A vehicle must also be parked in such a manner that does not prohibit access to driveways, waste containers, fire hydrants or streets. Unless prohibited by other signage, a vehicle may park on a street without being moved for 72 consecutive hours.
- Service work or minor repair of vehicles can only take place on private property. The exception is when emergency repairs are made on a city street to enable the vehicle to be driven onto private property or to a mechanic for repair.

- Recreational vehicles (RVs) registered to a city of Calgary address can be parked on the street directly adjoining the owner's or driver's residence for up to 36 consecutive hours. At this point, the RV must be moved to an off-street location for at least 48 consecutive hours before it can be parked back on the street.
- RVs include motor homes, campers, travel trailers, tent trailers and boats.
- RVs are not allowed to be parked on the front portion of the property or the front driveway for longer than 24 hours (Land Use Bylaw 1P2007).
- No trailer or detachable camping accommodation can be left on a street or alley if not connected to a vehicle.
- Utility trailers are not allowed to be parked on the front portion of the property or the front driveway except while being loaded or unloaded (Land Use Bylaw 1P2007).
- Some communities allow for resident parking only. In this case, a permit is required.

Nuisances escaping properties (Community Standards Bylaw 5M2004)

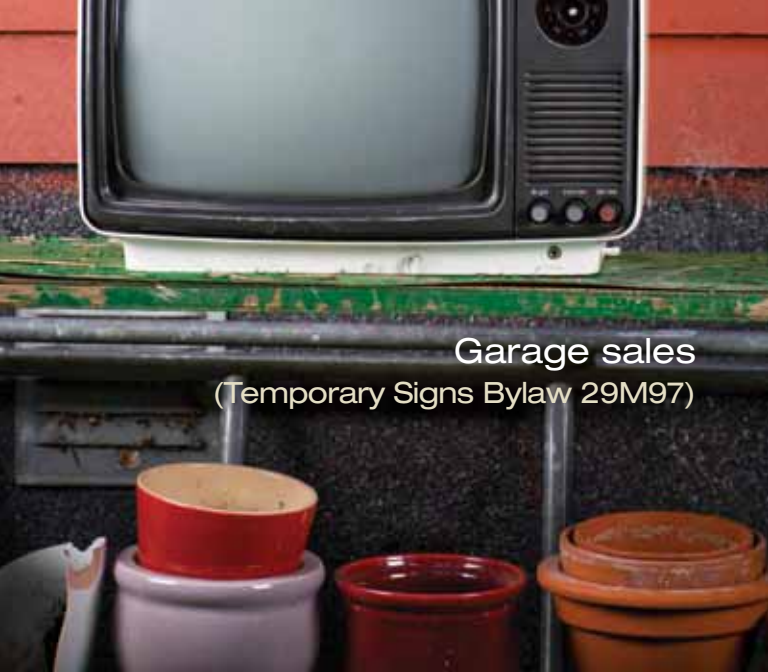


- Activities that allow dust, smoke or other materials (papers, flyers, loose debris) to escape the premises are not permitted.
- Ensure that outdoor lights do not shine directly into the living or sleeping areas of neighbouring houses.



Graffiti (Community Standards Bylaw 5M2004)

- The Bylaw defines graffiti as words, figures, letters, drawings or stickers applied, scribbled, scratched, etched, sprayed or attached on or to a surface.
- No person shall create or apply graffiti.
- Property owners must ensure graffiti placed on their premises is removed, painted over or otherwise permanently blocked from public view.
- Removing graffiti within 24 hours of it being applied helps to reduce the chance of more occurring on your property or neighbouring properties.



Garage sales (Temporary Signs Bylaw 29M97)

- A maximum of three advertising signs may be displayed on the day prior to, and on the day of, a garage sale. All signs must be removed promptly after the sale.
- Signs must not be on traffic islands or medians, be within 30 metres (98 feet) of an intersection or two metres (6.5 feet) of a roadway, or be attached to traffic signs or poles.
- Residents must not conduct garage sales more than eight days per calendar year (Land Use Bylaw 1P2007).



Home-based businesses (Business Licence Bylaw 32M98) (Land Use Bylaw 1P2007)

- For certain occupations, employees, as well as the business owner, are required to get a licence.
- If your business is identified as requiring a Home Occupation Permit and/or a Business Licence, you should take steps to ensure these approvals are in place before operating your business. If you are found operating your business without the required permits and/or licences, you could be subject to charges.
- For more information, please phone Development & Building Approvals at 403-268-5311.

Property development

(Land Use Bylaw 1P2007)



Development & Building Approvals provides information and services related to home building projects and property development. General details on some common building projects are outlined on the next few pages.

For more information on items like:

- Wheelchair ramps
- Air conditioning equipment
- Landings and stairs
- Skateboard ramps
- Operating a home-based business

Contact Development & Building Approvals at 403-268-5311.



Clearance from utilities

- One-metre (three feet) clearance is required for overhead utility lines.
- Three-metre (10 feet) clearance is required from the opening side of electrical transformer boxes and one metre (three feet) from the other sides. For more information, contact ENMAX Power at 403-268-2923.
- No permanent structure can be located on top of or within 0.6 metres of a gas line. For more information, contact ATCO Gas at 403-245-7888.
- Always call before you dig. Phone Alberta 1 Call toll-free at 1-800-242-3447 to locate underground utilities.



Accessory buildings over 10 square metres

- Accessory buildings that are over 10 square metres in area require a Building Permit.
- Other permits may be required if installing electrical wiring, plumbing or gas. For more information, contact the Planning Services Support Centre at 403-268-5311.



Accessory buildings under 10 square metres

- Accessory buildings that are 10 square metres or smaller in area do not require a Building Permit for residential use unless they are habitable.
- Gazebos that will house a hot tub require a Building Permit and an Electrical Permit.
- Overall height cannot exceed 4.6 metres and wall height cannot exceed three metres when measured from the finished floor.
- Cannot be placed within the front or side yard shared with a street. (Refer to “setback area” as defined in the Land Use Bylaw 1P2007).
- Cannot be placed within a three-metre (10 feet) required side setback in a laneless subdivision, or on any utility right-of-way.
- Must not have a balcony or roof-top deck.
- If installing plumbing, a Plumbing Permit is also required.



Balconies

- Balconies require a Building Permit.
- Balconies are any outdoor amenity space located above the first-storey floor level.
- A balcony can be covered by a roof, portion of a building or another balcony.



Decks

- A Building Permit is required for a deck that has a surface height greater than 0.6 metres (two feet) above grade at any point.
- A deck cannot be higher than 0.3 metres (one foot) above the first-storey floor level.
- Decks and patios cannot be built over a utility right-of-way.



- A permit is not required to build a fence as long as the fence does not exceed the maximum height restrictions of the Calgary Land Use Bylaw and is located within your property boundaries.
- In the Calgary Land Use Bylaw 1P2007, the maximum allowable heights for fences are as follows:
 - In front of building – 1.2 metres (four feet) from the front side of the house to the front property line and along the property line at the front (see Diagram 5 on next page).
 - Remaining portions of parcel – two metres high from the front side of the house to the rear property line and along the property line at the back (see Diagram 5 on next page).

- Corner lots – 0.75 metres (2.46 feet) in the triangular zone from each direction of the street (see Diagram 5).
- Gateways – 2.5 metres (eight feet) for gates and archways, as long as the gate is no more than 2.5 metres in length.

Diagram 5

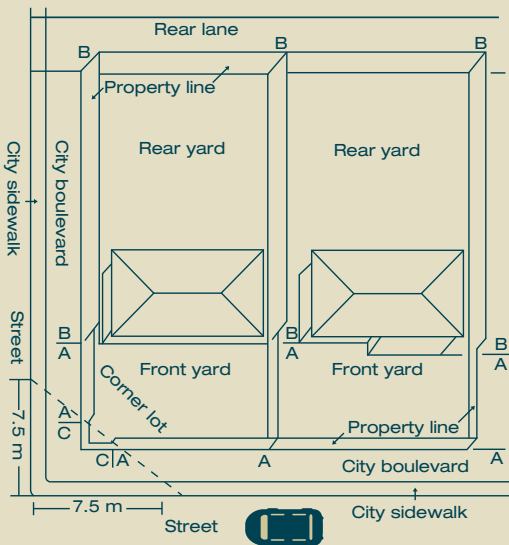
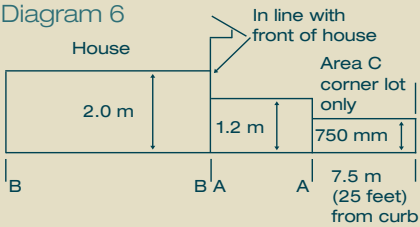


Diagram 6



- When a fence is located on a retaining wall, the retaining wall is included in the overall height of the fence.
- Fences cannot be located on City property or on any City of Calgary utility right-of-way.



Retaining walls

- A Development Permit and a Building Permit are required for construction of a retaining wall that will be one metre (3.3 feet) or more in height. In addition, a Development Permit will be required for retaining walls less than one metre in height if they are located less than one metre from another retaining wall.
- A retaining wall cannot encroach onto any right-of-way.
- If a retaining wall exists on your property, you are responsible for its maintenance and repair. Check your Real Property Report to confirm the location of any retaining walls on your property.



Privacy walls

- Privacy walls on decks or balconies must extend the full depth of the deck or balcony and be a minimum of two metres (6.5 feet) but, no more than three metres (9.8 feet), above the deck floor.
- A privacy wall on a patio is considered to be a fence and must meet the fence requirements.

Garages



- A Building Permit is required when building a garage.
- If your lane is not paved, it is recommended that a lane grade is established prior to building the garage to ensure that the floor will be at the correct elevation in relation to the lane. There is a fee for this service. Contact Development Site Servicing at 403-268-5795.
- In most communities, the maximum lot coverage for all buildings on the property cannot exceed 45 per cent. To determine the maximum lot coverage allowed in your area, please contact Development & Building Approvals at 403-268-5311.

- The maximum overall height of a detached garage cannot exceed 4.6 metres (15 feet) measured from grade adjacent to the building, and wall height cannot exceed three metres (10 feet) when measured from the finished floor.
- A detached garage must be 0.6 metres (two feet) from all property lines in most cases. Your neighbourhood could be different. Always check with Development & Building Approvals by calling 403-268-5311. A detached garage must have one metre (three feet) of separation from the house.
- A detached garage cannot be located within a front setback area (typically the front portion of a property).
- A detached garage cannot be located within a three-metre (10 feet) required side setback adjacent to a street.
- A detached garage cannot have more than one storey, which may include an attic space.
- An attic space is only allowed when used for the storage of personal items; it must not have windows and can only be accessed by a removeable ladder. The maximum height of the attic must not exceed 1.5 metres (five feet).
- Constructing a deck on the roof of a detached garage is not permitted.

A photograph showing the lower half of a person standing behind a wooden fence. The person is wearing a light-colored, short-sleeved button-down shirt tucked into dark brown trousers. The fence is made of four horizontal wooden rails and a vertical post on the right. The ground is covered in green grass. The background is a clear blue sky.

Public behaviour
(Public Behaviour Bylaw 54M2006)



Responsible pet ownership

(Responsible Pet Ownership
Bylaw 23M2006)



Licensing your pet

- All cats and dogs over the age of three months must be licensed through The City of Calgary Animal Services. This is done by visiting calgary.ca/peticences or calling 3-1-1.
- Dogs must wear their current City of Calgary licence tag when off the owner's property.
- All cats residing in the city of Calgary must have a current City of Calgary licence tag.
- All cats must wear their current City of Calgary licence tag when off the owner's property or have a visible tattoo or identifiable microchip.



- Pet owners must not allow animal feces to accumulate in their yard (Community Standards 5M2004).
- When off their property, pet owners must pick up and dispose of their animal's feces. Owners must take a suitable means to remove feces whenever off their property.
- Owners must ensure their animals do not become a nuisance by barking, howling or creating noise which may disturb a person. An animal declared to be a nuisance by Animal & Bylaw Services will be subject to increased fines and licensing fees.



Pets in public spaces

- Dogs and cats are not allowed to be “at large.” This means dogs and cats must remain on their owner’s property. When off their owner’s property, dogs must be under control by means of a leash. The only exception is in an off-leash area.
- When in designated off-leash areas, dog owners must ensure their dog is under control. This means the dog is within the owner’s sight and responds to commands.
- Animals are prohibited in school grounds, playgrounds, tot lots, sport fields, golf courses, cemeteries, wading and swimming areas, and other areas prohibited by signs.
- On permitted pathways, dogs must be walked on the right hand side of the pathway, be attached to a leash no more than two metres (6.5 feet) in length and not interfere with or obstruct other pathway users.



Pets and public safety

- Animals cannot be left unattended while tethered or tied on public or private premises.
- When operating a bicycle or wheeled conveyance on a pathway, no person shall do so with an animal on a leash.
- Owners must not leave their animal unattended in a vehicle unless there is suitable ventilation and weather conditions are appropriate. Their movement must also be restricted to prevent access to people outside the vehicle.
- Dogs should always be secure while in a moving vehicle, whether in a secured kennel or in a harness and doggie seatbelt.
- Dogs in the back of pickup trucks must be:
 - In a topper enclosing the bed area of a truck.
 - Contained in a ventilated kennel or similar device securely fastened to the bed of the truck.
 - Securely tethered in such a manner that the dog is not standing on bare metal, cannot jump or be thrown from the vehicle, is not in danger of strangulation and cannot reach beyond the outside edges of the vehicle.



- Livestock is not allowed within the city limits except where permitted by Land Use Bylaw 1P2007.
- Livestock includes, but is not limited, to chickens, pheasants, ducks, swine, horses, llamas, sheep and goats. It does not include cats, dogs or other permitted domesticated household pets.



Lost pet

- If a pet has gone missing, view the impounded animals online at the Animal Services website (calgary.ca/animalservices), check in person at the Animal Services Centre and the Calgary Humane Society and file an Animal Services' lost pet report with 3-1-1.
- A pet's licence is its ticket home. Please ensure contact information with Animal Services is up to date.

Adopting a pet



- Cats and dogs are available for adoption from The City of Calgary Animal Services Centre.
- Unclaimed/impounded cats and dogs are available for adoption on the 10th day after entering the shelter if the owner is known, or on the fourth day if the owner is unknown.

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