

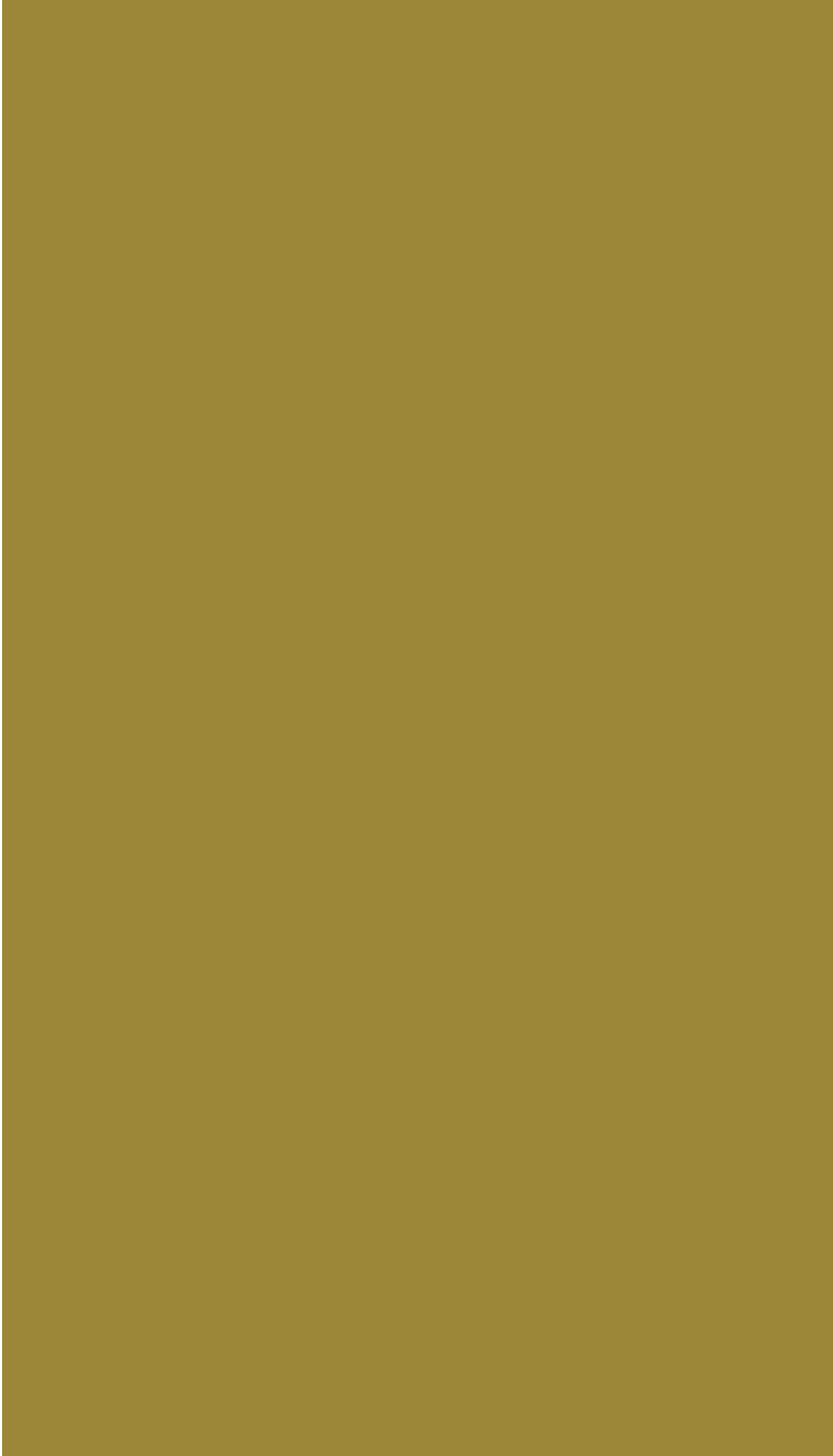
Good Neighbour Practices Reference Guide



calgary.ca | contact 311



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.

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



Preface

The Good Neighbour Practices Reference 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 community.

This booklet provides general information about bylaws pertaining to your property. If you have any questions or require more information regarding specific bylaws, visit **calgary.ca** and search bylaws, or call **3-1-1**.

While informal communication with neighbours is a simple way of addressing neighbourhood concerns, in situations where this is not a viable option, Calgarians can call **3-1-1** to make an inquiry or to file a complaint for investigation.

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.

Table of contents

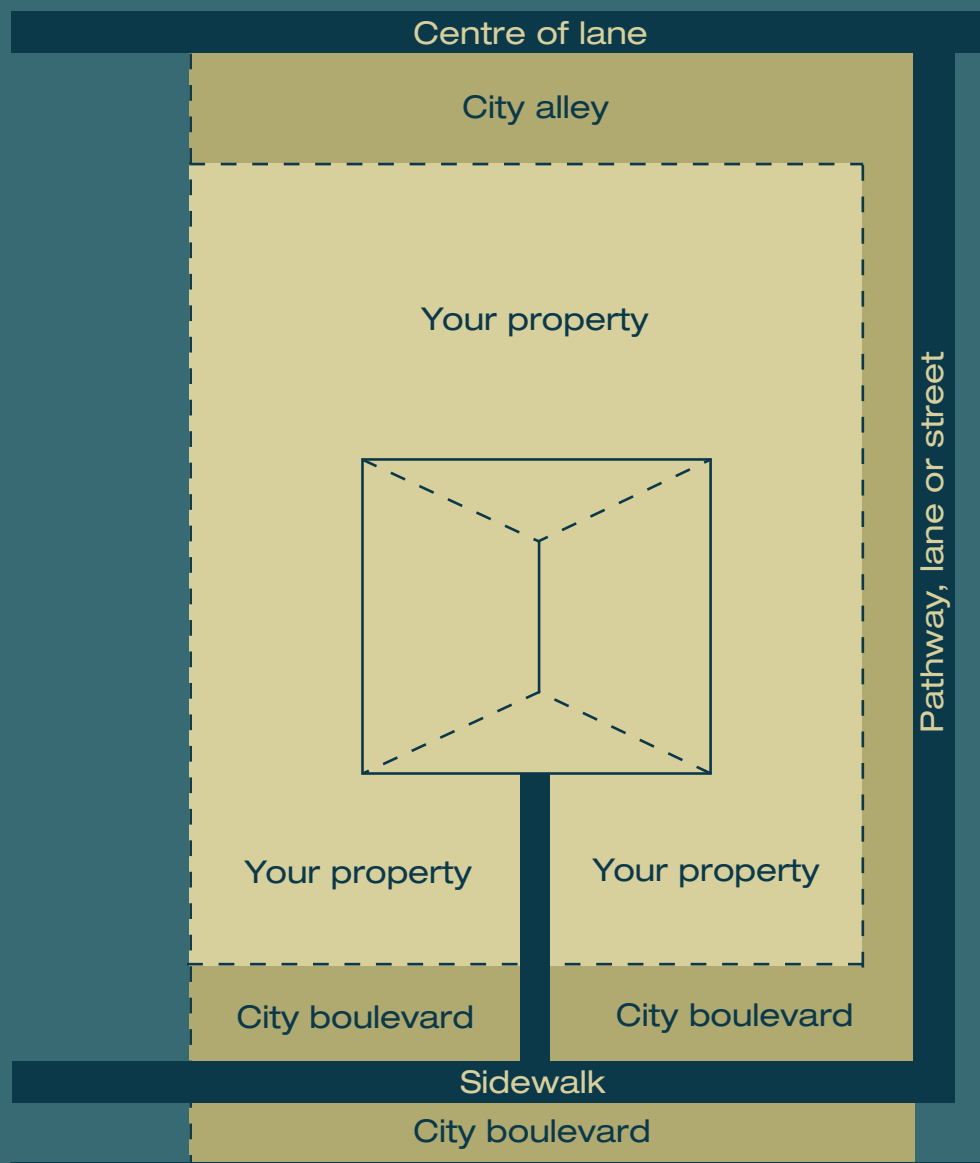
On and around your property	4
Trees and shrubs	6
Weeds and grass	8
Pesticide use	9
Snow and ice	10
Untidy properties	11
Structure maintenance	12
Addressing	13
Noise	14
Fire pits	15
Household waste	16
Household recycling	17
Water drainage	19
Vehicle parking	20
Nuisances escaping properties	22
Graffiti	23
Garage sales	24
Home-based businesses	25
Property development	26
Clearance from utilities	27
Accessory buildings	28
Balconies	30
Decks	31
Fences	32
Retaining walls	34
Privacy walls	35
Garages	36
Public behaviour	38
Responsible pet ownership	40
Licensing your pet	41
Nuisances	42
Pets in public spaces	43
Pets and public safety	44
Livestock	45
Lost pet	46
Adopting a pet	47

On and around your property



Owners/occupiers of a property are generally responsible for their property, adjacent boulevards, sidewalks and 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 accessing the street or alley (see Diagrams 2 and 3).

Diagram 2

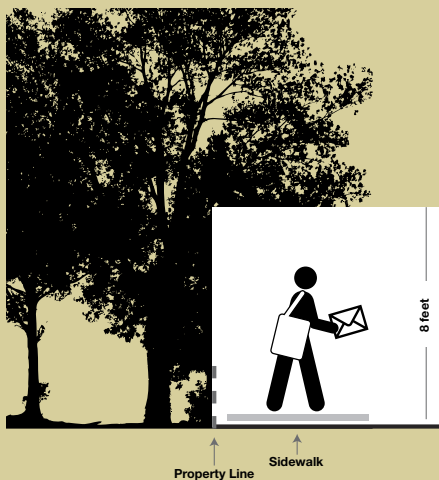
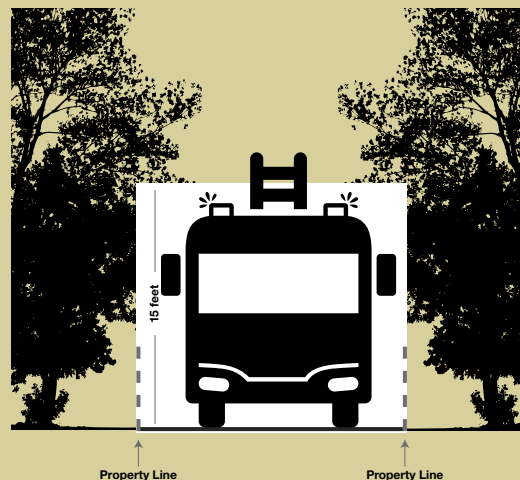
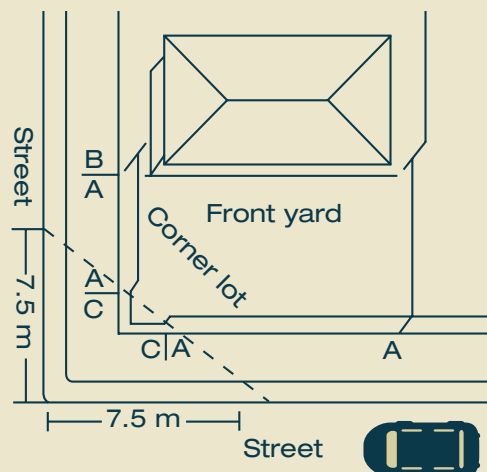


Diagram 3



- The **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.
- Since easements vary throughout the city, property owners are strongly encouraged to call **3-1-1** to find out if trees in the front belong to the City or the property owner.
- 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 **Diagram 4** and **Calgary Traffic Bylaw 26M96**).
- 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**.

Diagram 4






Weeds and grass (Community Standards Bylaw 5M2004)

- Grass and weeds must be less than 15 centimetres (six inches) in height. 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 and follow all instructions precisely.
- Weed-and-feed type products have been banned in the province of Alberta. Purchase fertilizers and herbicides separately and spot treat weeds as 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.
- Applying a sand de-icing mixture can help remove ice from sidewalks. Free sand is available at many Fire stations and Roads depots, but you will need to bring your own container.
- As long as it does not create an obstruction, snow or ice removed from a public sidewalk can be placed on the road or boulevard. However, snow or ice removed from private property cannot be placed on the road or boulevard.
- When plugging in your vehicle, make sure you don't place an electrical cord over or across any portion of a street or sidewalk.



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 the property.
- Accumulation of offensive material on private property 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. This includes engine oil, brake fluid, antifreeze or any hazardous materials.
- Refrigerators and freezers stored outside must be locked or have the doors removed. They 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. In this case, materials must be stacked in an orderly manner, the amount of material must be reasonable for the planned project and the work cannot be suspended for more than 180 days.
- Dilapidated vehicles are prohibited anywhere on private property unless housed inside a building.



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.



Addressing (Community Standards Bylaw 5M2004)

- All property addresses must be clearly visible from the roadway.
- Your address must also be clearly displayed at the back of your property if you are adjacent to an alley or public walkway. This is to assist emergency services and other City operations.



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 placed 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 like painted/treated lumber, yard waste, tires, plastic and animal parts are strictly prohibited.
- The open flame from a fire pit 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 neighbouring properties.
- Fires must be attended to at all times, and citizens must have a means to extinguish the fire on hand at all times. Fires are prohibited between the hours of 1 a.m. and 10 a.m.
- Repeat offences or severe infractions of these regulations may result in fire pits being banned on a premises.
- The Fire Chief can declare a complete fire ban at any time.

Household waste

(Waste and Recycling Bylaw 20M2001)

- Black carts are provided to Calgary residences for weekly collection of household and yard waste. You must use your cart to have your garbage collected.
- Your black cart must be set out by 7 a.m. on collection day and no earlier than 7 p.m. the day before. The cart must be returned to your property or against your back fence no later than 7 p.m. on collection day.
- Fill your black cart first before setting out any extra garbage bags.
- If your black cart is full and another garbage bag will not fit easily inside, extra bags can be set at least 30 cm (one foot) away from your cart for collection. It is recommended you only use standard-sized garbage bags (66 cm x 91 cm) that weigh no more than 20 kilograms (44 pounds) each when filled. If you can easily lift the bag with one hand, it is probably acceptable.
- Yard waste is acceptable in black carts, but materials that will not fit must be packaged in standard-sized garbage bags or tied into bundles no greater than 1.25 metres (four feet) in length.
- Powders, dust and animal waste should be double-bagged and tied. Sharp objects should be wrapped and placed in puncture-proof containers.
- Hazardous waste, biomedical waste, dead animals, tires, automotive parts and furniture **will not** be collected. Please call **3-1-1** or visit **calgary.ca** for proper disposal options.

Household recycling (Waste and Recycling Bylaw 20M2001)



- Blue carts are provided to single family homes for weekly collection of recyclable materials.
- Place only recyclable materials in your blue cart – paper and cardboard, plastic containers with the recycling symbol 1-7, food cans and foil, glass jars and bottles, and beverage containers. Visit calgary.ca/recycling for a full list of acceptable materials.
- If your blue cart is full, you can take your extra materials to a community recycling depot or save them for your next collection day.
- Blue carts must be set out by 7 a.m. on collection day and no earlier than 7 p.m. the day before. The cart must be returned to your property or against your back fence no later than 7 p.m. on collection day.
- **Do not** place garbage, hazardous materials, propane or helium tanks, scrap metal, food and yard waste, foam packaging or containers, houseware items, electronics or mixed packaging in your blue cart. Call **3-1-1** or visit calgary.ca for recycling or disposal options.



Storing your carts between collection days

- Store your carts on your property between collection days. We encourage you to be considerate of your neighbours and the look of the neighbourhood in choosing a storage location. You can store the carts in the back lane, if necessary, but keep the carts as close to your property as possible and ensure they do not block traffic. Carts must be returned to your property or against your back fence no later than 7 p.m. on collection day.

Placing your carts for collection:

The automated arms on the collection truck need space to clasp and lift the carts. If there isn't enough room for the equipment to operate, your carts will not be collected.

Carts will not be collected from enclosures.

1. **Park it:** Place your carts on even ground at street or lane level. Place the wheels against the curb if you have front street collection. If you have back lane collection, place the wheels at least 30 cm (one foot) away from your hedge, garage or fence.
2. **Point it:** Point the arrows on the cart lid toward the centre of the street or lane.
3. **Space it:** Leave enough space to walk between and around the carts. Leave at least one metre (three feet) between your carts and objects such as parked cars, power poles and garages. There must be at least three metres (10 feet) of space directly above your carts.



Water drainage (Drainage Bylaw 37M2005)

- Materials like soil, fecal matter, oils, yard waste, hazardous waste, automotive 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 that materials like this enter the sanitary sewer system and are treated at a wastewater treatment plant.
- Downspouts must end at least two metres (6.6 feet) away from any sidewalk, road, pathway, 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**).
- Surface drainage facilities, including swales and catchbasins, must be kept clear of any soil, silt, yard waste or other matter that may restrict or prevent the flow of water. If a fence is built over a surface drainage facility, there must be at least 15 centimetres (six inches) of clearance between the facility and the bottom of the fence.



Vehicle parking (Calgary Traffic Bylaw 26M96)

- In order to park on a street, your vehicle must have current registration and be licensed, insured, operable and properly equipped. A vehicle must not be parked in such a manner that it prohibits 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 and tent trailers.
- 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)



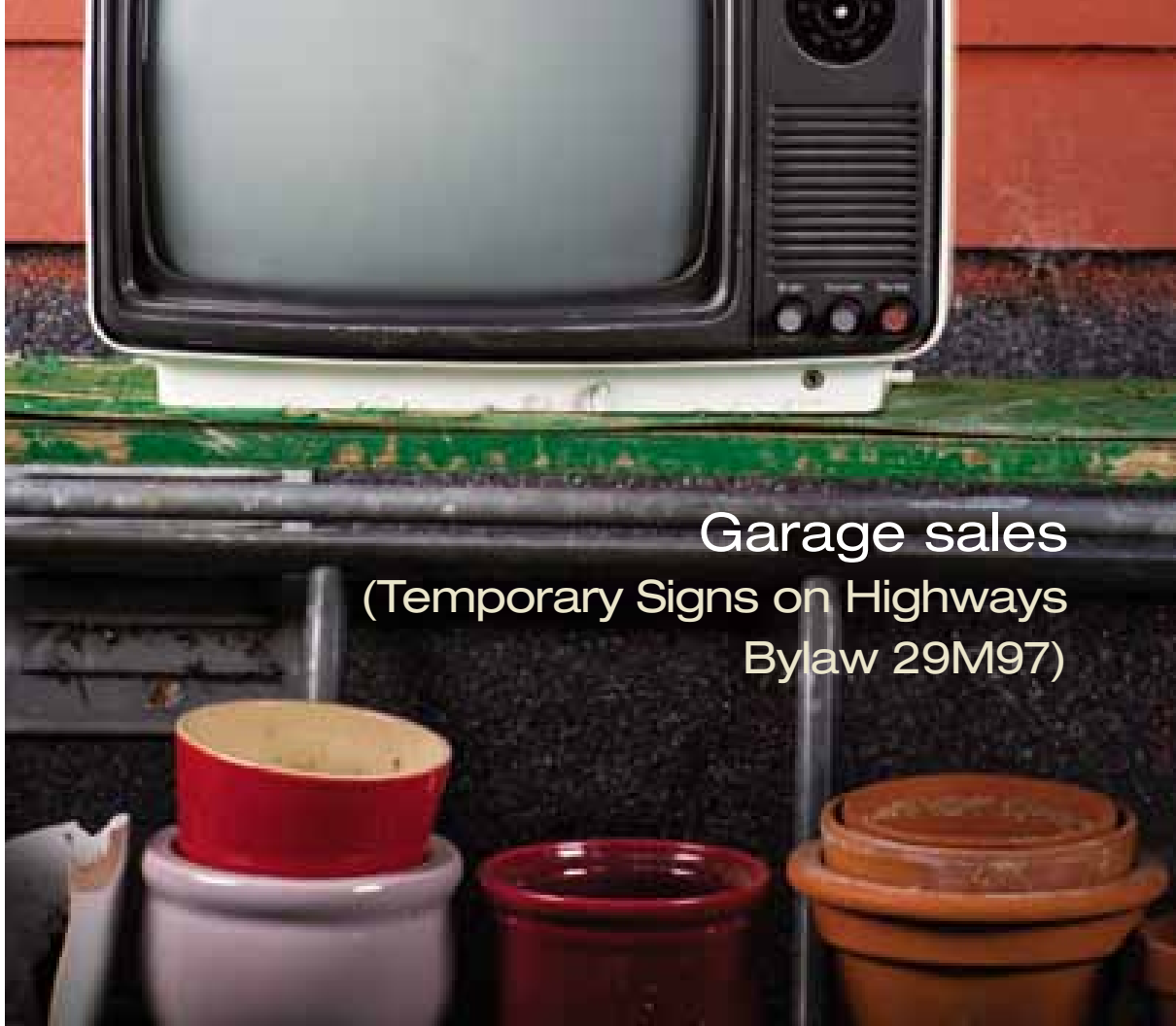
- Activities that allow dust, smoke or other materials (papers, flyers, loose debris) to escape the premises are not permitted.
- Ensure that outdoor lights do not shine directly into the living or sleeping areas of neighbouring houses.



Graffiti

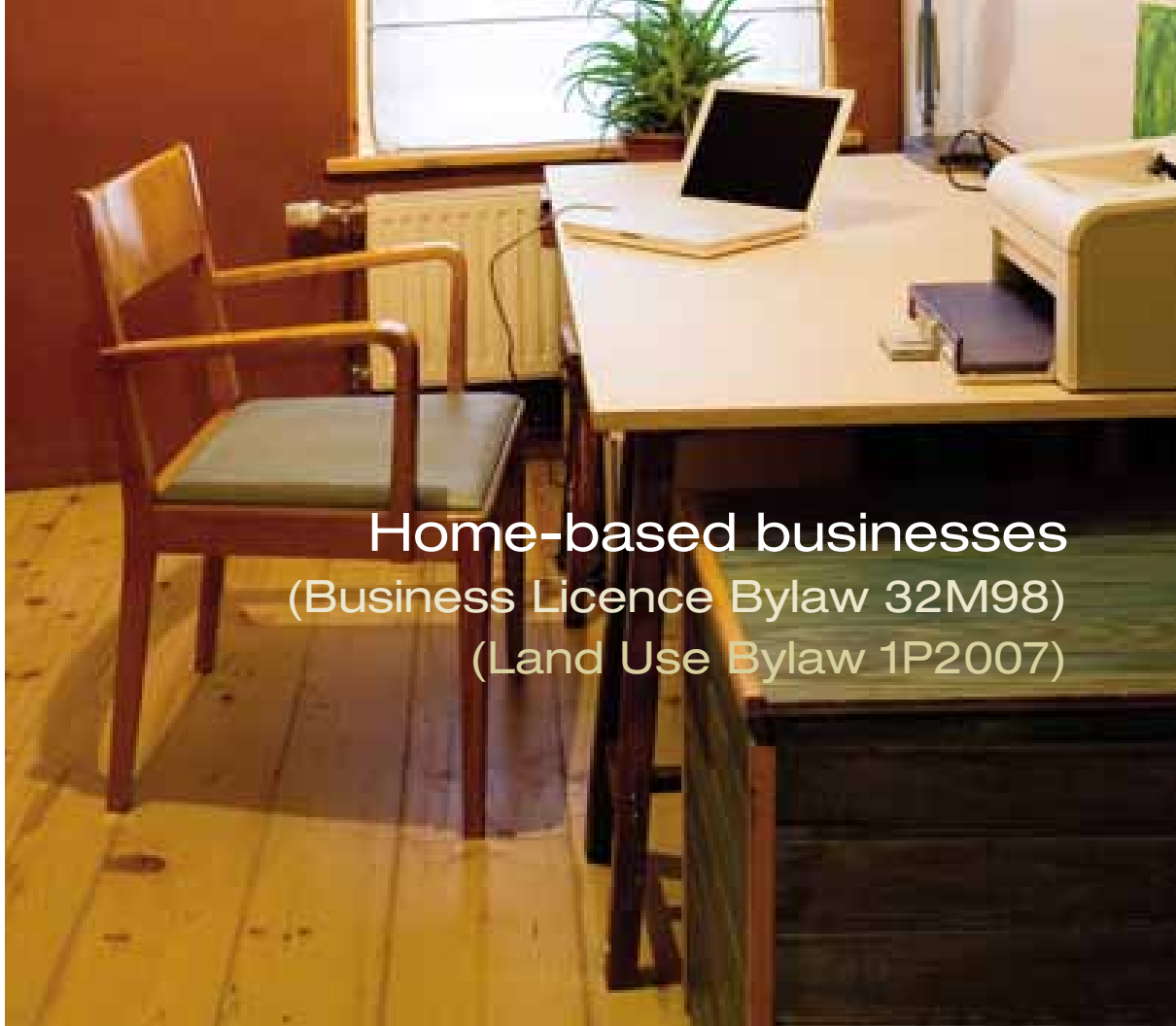
(Community Standards Bylaw 5M2004)

- 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 graffiti occurring on your property or neighbouring properties.



Garage sales (Temporary Signs on Highways 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, within 30 metres (98 feet) of an intersection or two metres (6.6 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 must 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 fines.
- For more information, please phone Development & Building Approvals (Planning Services Support Centre) 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 (Planning Services Support Centre) at **403-268-5311** or visit **calgary.ca**.



Accessory buildings over 10 square metres

- Accessory buildings that are over 10 square metres (32.8 sq. feet) in area require a Building Permit.
- Additional permits are required when installing electrical wiring, HVAC (mechanical), 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.
- An accessory building or gazebo that will house a hot tub requires a Building Permit for the gazebo structure and an Electrical Permit for the hot tub.
- Overall height cannot exceed 4.6 metres (15 feet) and wall height cannot exceed three metres (9.8 feet) when measured from the finished floor.
- Accessory buildings 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**).
- They also cannot be placed within a three-metre (9.8 feet) required side setback in a laneless subdivision or on any utility right-of-way.
- Accessory buildings must not have a balcony or roof-top deck.
- Additional permits are required when installing electrical wiring, HVAC (mechanical), plumbing or gas.



Balconies

- A balcony is a horizontal platform attached above the first storey level and is intended as an outdoor amenity space.
- Balconies and their associated construction (i.e., roof, structure connections, etc.) require a Building Permit.
- A balcony can be covered by a roof, portion of a building or another balcony.



Decks

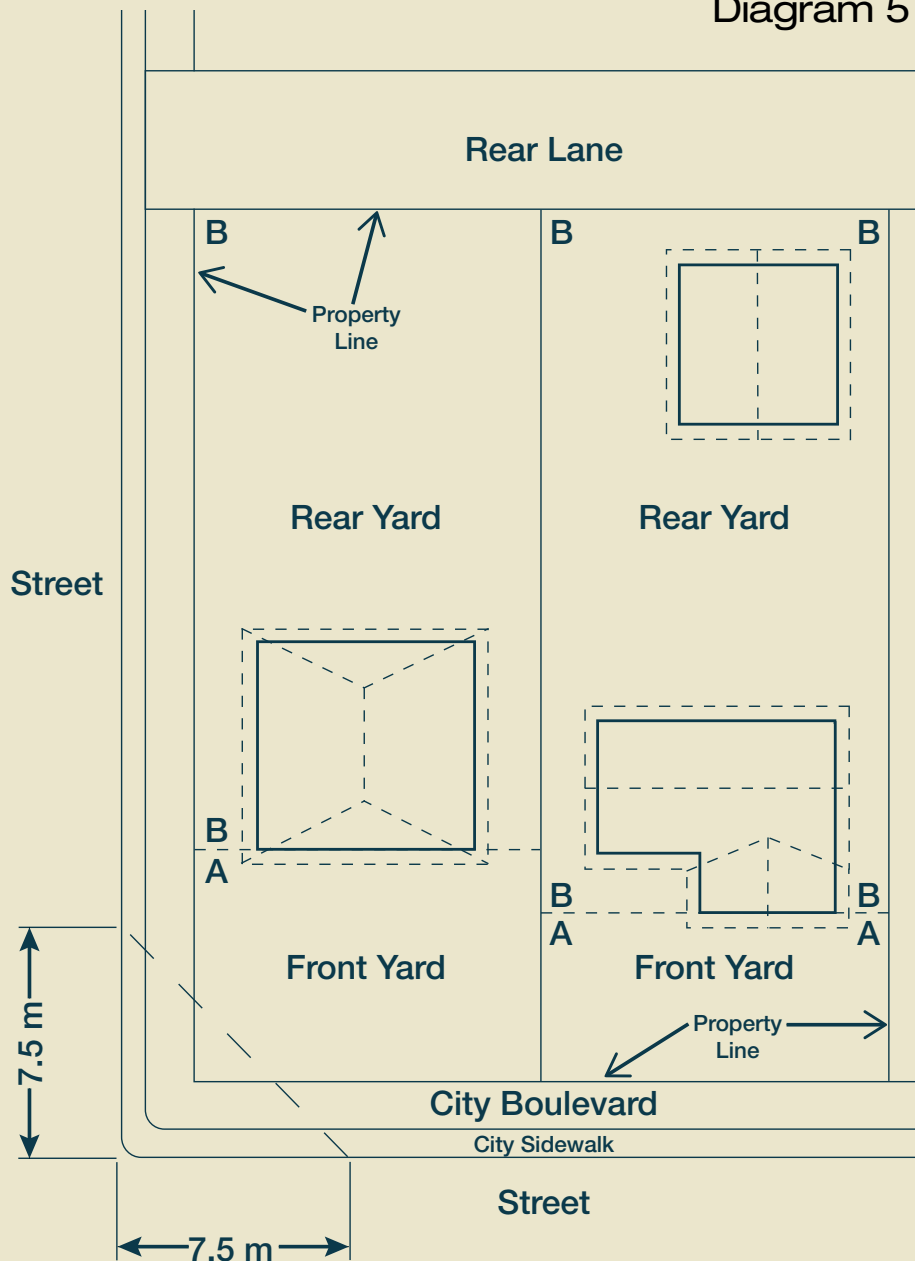
- A Building Permit is required for a deck that has a surface height greater than 0.6 metres (two feet) above grade at any point.
- A deck cannot be higher than 0.3 metres (one foot) above the first-storey floor level.
- Decks and patios cannot be built over a utility right-of-way.



- A permit is not required to build a fence, as long as the fence does not exceed the maximum height restrictions of the Land Use Bylaw and is located within your property boundaries.
- In the **Land Use Bylaw 1P2007**, the maximum allowable heights for fences are as follows:
 - In the front of a building – 1.2 metres (four feet) high between the front of the house and the front property line and along the front property line (**see Diagram 5 on next page**).
 - Remaining portions of parcel – two metres (6.5 feet) high between the front of the house and the rear property line and along the rear property line (**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



Fences cannot be located on City property or on any City of Calgary utility right-of-way.



Retaining walls

- Retaining walls of any size or height may require a Development Permit and/or Building Permit. For more information check with Development & Building Approvals by calling the Planning Services Support Centre at **403-268-5311**.
- 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

- A privacy wall on a deck must not exceed two metres (6.5 feet) in height when measured from the surface of the deck.
- When attached to a semi-detached or townhouse type of dwelling, a privacy wall 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 a fence and must meet the fence requirements.

Garages



- A Building Permit is required when building a garage.
- Additional permits are required when installing electrical wiring, HVAC (mechanical), plumbing or gas.
- 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 Urban Development, Development 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 the Planning Services Support Centre at **403-268-5311**.
- The maximum overall height of a detached garage cannot exceed 4.6 metres (15 feet) measured from the finished floor of the building, and wall height cannot exceed three metres (10 feet) when measured from the finished floor.
- In most cases, a detached garage must be at least 0.6 metres (two feet) from all property lines. Your neighbourhood could be different. Always check with Development & Building Approvals by calling the Planning Services Support Centre at **403-268-5311**.
- A detached garage must have 1 metre (3.3 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 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 must only be accessible 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 of a person standing behind a wooden fence in a grassy field. The person is wearing a light-colored shirt and dark trousers. The fence is made of horizontal wooden planks. The background is a clear blue sky.

Public behaviour

(Public Behaviour Bylaw 54M2006)

The **Public Behaviour Bylaw** was established to regulate problematic social behaviours that may have a negative impact on the enjoyment of public spaces in Calgary.

The following are prohibited in public places:

- Fighting.
- Defecating and urinating (also prohibited in public while on private property).
- Spitting (also prohibited in public while on private property).
- Loitering that obstructs other people.
- Standing or placing one's feet on tables, benches, planters or sculptures.
- Carrying a visible knife.



Responsible pet ownership (Responsible Pet Ownership Bylaw 23M2006)



Licensing your pet

- All cats and dogs must be licensed by The City of Calgary Animal & Bylaw Services by the age of three months. Visit **calgary.ca** or call **3-1-1**.
- Dogs must wear their current City of Calgary licence tag when off their 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 their owner's property, unless the cat has a readable microchip or legible tattoo.



- Pet owners must not allow animal feces to accumulate in their yard (**Community Standards Bylaw 5M2004**).
- When off their property, pet owners must pick up and properly dispose of their animal's feces. Owners must have 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 that may disturb a person. An animal declared a nuisance by Animal & Bylaw Services will be subject to increased fines and licensing fees.



Pets in public spaces

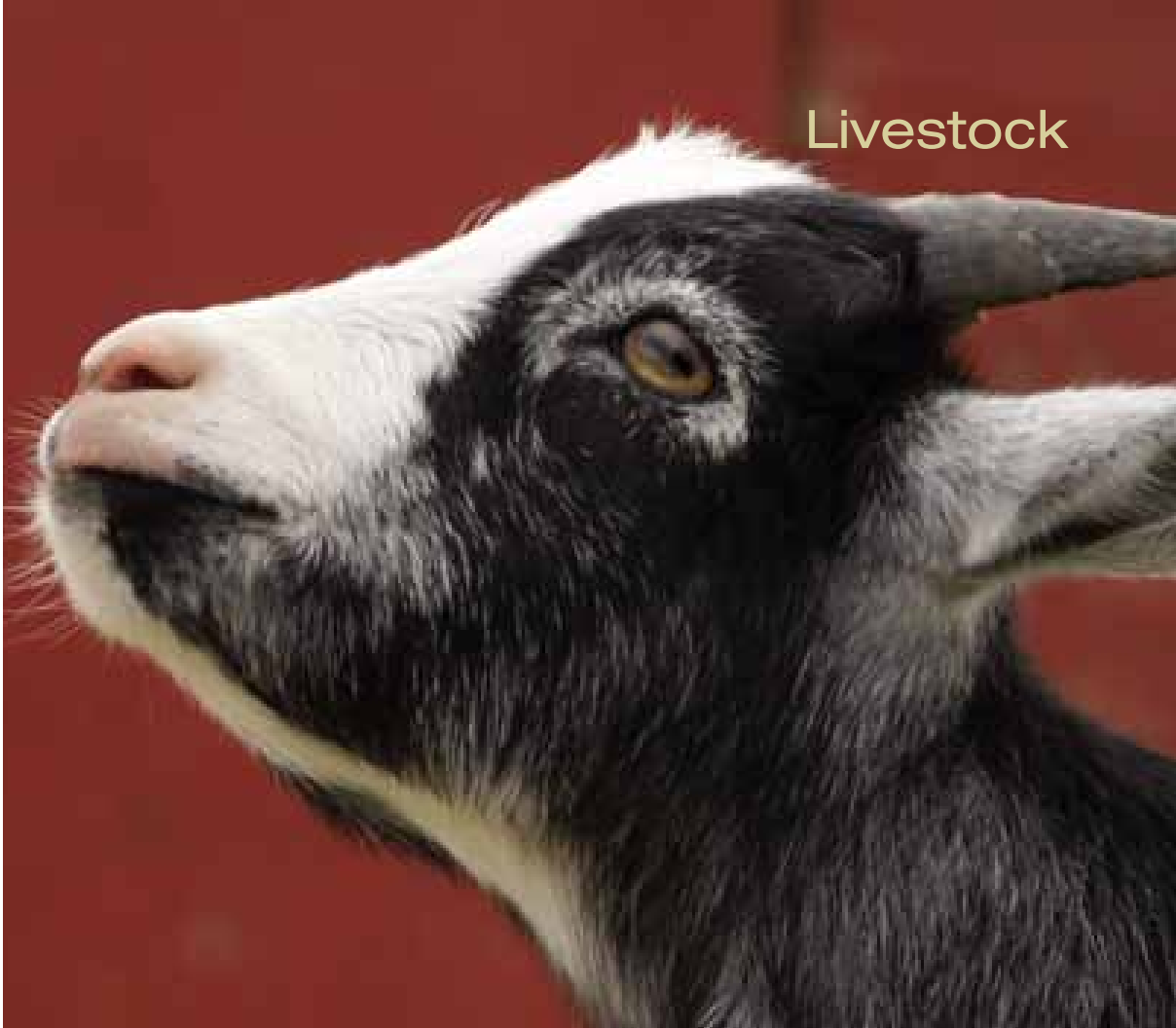
- Cats and dogs are not allowed to be “at large.” This means they must remain on their owner’s property or under their owner’s control.
- Under the bylaw, cats are not allowed to roam freely off the owner’s property.
- When off their owner’s property, dogs must be under control by means of a leash. The only exception is in a designated 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, sport fields, golf courses, cemeteries, wading and swimming areas, and other areas prohibited by signs.
- When on a pathway, dogs must be walked on the right hand side of the pathway, be attached to a leash no more than two metres (6.6 feet) in length and they must 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 property.
- A person cannot rollerblade or ride a bicycle or skateboard on a pathway with a leashed dog.
- Owners must not leave their animal unattended in a vehicle unless there is suitable ventilation and weather conditions are appropriate. The pet's movement must also be restricted to prevent access to people outside the vehicle.
- Animals should always be secured while in a moving vehicle, whether in a secured kennel or in a harness and specialized pet seatbelt.
- Dogs in the back of pickup trucks must be secured in one of the following manners:
 - 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



- Livestock is not allowed within the city limits except where permitted by the **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

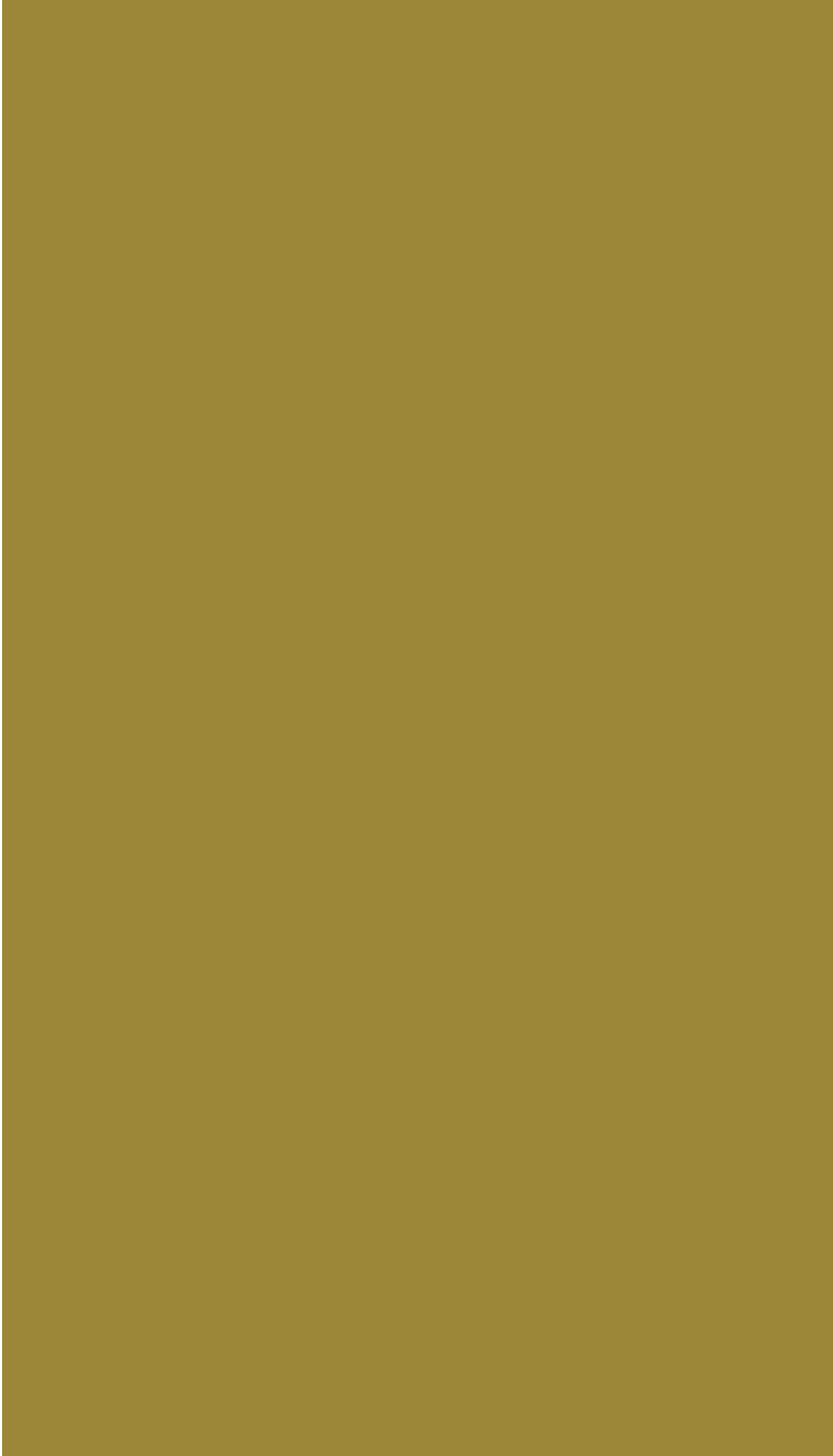
- If a pet has gone missing, file a lost pet report with **3-1-1** immediately.
- View the impounded animals at **calgary.ca/animalservices** and check in person during regular business hours at the Animal Services Centre located at 2201 Portland Street S.E.
- Check the Calgary Humane Society, nearby vet clinics, emergency vet clinics and rescue organizations.
- A pet's licence is his ticket home. Ensure your contact information is up to date with Animal & Bylaw Services, your microchip company and/or your tattoo provider.

Adopting a pet



- Cats and dogs are available for adoption from The City of Calgary Animal Services Centre.
- Unclaimed, impounded cats and dogs with identification are available 10 days after entering the shelter.
- Unclaimed, impounded cats and dogs without identification are available four days after entering the shelter.
- Check calgary.ca/animalservices for photos of the animals and an explanation of our adoption procedures.
- Adoption fees include a vet exam, initial vaccinations, spay/neuter surgery, a microchip, a free six-month licence and a free bag of pet food.





2013-0403

Onward/ By 2020, Calgary communities are increasingly able to resolve community-based problems.