

Community Standards



Handbook

*Your Guide to
Neighbourhood
Livability*

As Consolidated on
May 24, 2016



Town of Olds

Preface



This Handbook is an overview of the Community Standards Bylaw, which sets a minimum standard for neighbourhoods and helps ensure that all residents live in a safe, clean, and healthy community.

Bylaws are created to govern neighbourhood issues and to protect and enhance the peaceful enjoyment of our community.

This booklet provides general information about specific regulations that have been created to protect public health and safety, the environment, and public and private properties. It is a guide to advise residents, business owners, service providers and visitors of their rights and responsibilities as members of our community.

If you are new to the Town of Olds, a homeowner, or tenant looking for further information about your responsibilities within your neighbourhood, this quick reference guide will get you started.

If you have questions or require more information regarding specific bylaws, visit www.olds.ca and search bylaws, or call the Town of Olds Office at 403-556-6981.





Community Engagement

It is Council's desire for regulations that influence neighbourhood livability to be located, as much as possible, in one bylaw. In October 2013, a 'Community Standards Project Team', was formed. This team researched the subject of a community standards bylaw, gathered information, analyzed existing Town of Olds bylaws and historic data, identified community issues (issue meaning: an important topic or problem for debate or discussion), and engaged the public for the creation of one plain language bylaw.

Of great importance to Council is the balance of education and enforcement, to promote respect towards each other as neighbours and members of the community.

The Process:

The Town of Olds draft community standards bylaw was built on:

- *A review of twenty-one (21) Town of Olds bylaws.*
- *Community Peace Officer and Bylaw Officer activity reports.*
- *Analysis of Report A Problem database.*
- *Sample bylaws from ten (10) other municipalities.*
- *Public engagement.*
- *Electronic and written survey in March 2014.*
- *Community engagement opportunities: April 23, 2014; April 29 & May 12, 2015.*
- *Final input from public January through February 2016*

At each stage of amendments the bylaw was available for viewing and commenting through a variety of mediums, including Town website. Numerous meetings have taken place with Council for review of the draft bylaw, section by section, to accommodate specific discussion and allow for modifications as deemed appropriate.

Care of Properties



Care of Properties

The Town of Olds has many bylaws that govern how properties are to be used and maintained. These bylaws help ensure the environment is protected and appropriate community standards are preserved, as well as to keep our Town safe. An owner is required to control all yard material on their property and including any boulevard which abuts their property.

Care of Properties includes tree management. Trees must be maintained annually to ensure there is adequate clearance over public roads, sidewalks, traffic signage and streetlights. Pruning should also be done yearly to ensure public safety. Remove hazardous branches that could cause injury or property damage and promote good branch structure.

Trees & Shrubs

- Trees and hedges on your property must be trimmed to avoid overgrowth that may affect safety for people walking on the sidewalk.
- If a neighbour's tree is hanging on your property, the Town recommends you speak with your neighbour to address your concerns. If you trim the overhanging limbs and damage the tree, your neighbour may hold you liable.
- Hedges, trees and shrubs on your property must be trimmed so they don't interfere with vehicles accessing the street or alley.

Grass and Weeds

- Help maintain a safe and attractive environment for everyone. Keep your grass and weeds cut to 20 cm (8 inches) or shorter - long grass is unsightly and can attract insects. It can also aggravate health issues such as asthma, allergies and other respiratory problems.
- When watering your lawn, make sure water isn't running onto the street or sidewalk. The best time to water is early in the morning or when it cools off in the evening.

“A good neighbour is a fellow who smiles at you over the back fence, but doesn’t climb over it.”

- Arthur Baer



Combat Weeds

- Cut lawns more often to reduce number of weeds that are allowed to spread seeds.
- Be courteous and advise your neighbours before you use a pesticide. They may have concerns about the timing and nature of your planned activities.
- Increase fertilizing and aerating.
- Cover garden and shrub areas with mulch.

Boulevard Maintenance

- The boulevard is the part of a residential property that is closest to the road. While this land is owned by the Town, it is the adjacent property owner’s responsibility to take care of and maintain it. This includes but is not limited to: cutting grass; removing weeds; keeping clear of garbage, debris, animal waste, and trip hazards.

Water Drainage

- Water from eavestroughs, downspouts or hoses cannot be directed onto neighbouring properties.
- 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.
- Consider collecting water in rain barrels. Rain barrels offer an efficient, economic and environmentally friendly way to source water for your garden.

Trip Hazards

- Make sure there are no holes, ruts, or large openings in the ground on your property that could be a safety hazard. Walkways, stairs, and handrails should be maintained to keep them safe at all times.

Addressing

- 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 Town operations.

Care of Properties



Garbage and Debris

Garbage and debris - including animal waste, leaves and weeds are unsightly and can be a health and safety hazard. Help create a safe and attractive environment for everyone by clearing garbage and debris from your property. This includes but is not limited to:

- * garbage bags
 - * graffiti
 - * unlicensed vehicles
 - * discarded furniture, appliances, machinery, barbecues
 - * animal waste
 - * parts of vehicles (including tires)
- If a property is not kept clear of garbage and debris (including graffiti) the Town may issue an 'Order to Comply'.
 - Burning waste or garbage is prohibited in the Town of Olds.

Unsightly Premises

Unsightly properties are regulated by the Town of Olds. Be conscious of the outward appearance of your property and its affect on your neighbourhood.

- Loose garbage, yard waste, bottles, cans, boxes, household furniture, packaging materials, parts of machinery, equipment, appliances and automobile parts must be stored so they are not visible from the outside of the property.
- Accumulation of offensive materials 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 material.
- Building materials are not allowed to accumulate unless the owner can establish that construction or renovation is taking place or imminent.
- Dilapidated vehicles are prohibited anywhere on private property unless housed inside a building.

“A man is called selfish not for pursuing his own good, but for neglecting his neighbours.”

- Richard Whately

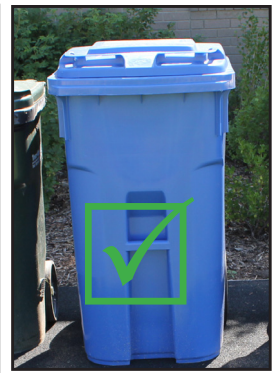


Garbage, Compost and Recycling Bins

- Weekly waste removal - Place your garbage, compost and recycling bins at the curb no later than 7:00 am on your regular scheduled collection day and no earlier than 7:00 pm the night before. It is imperative to keep the lids closed at all times on **ALL** roll-out bins. This prevents garbage from flying and cluttering the neighbourhood, and keeps animals out of your bins.
- If your garbage bin is overflowing, crews may not collect it. Please make sure the lid on your roll-out garbage bin is fully closed.

Placing Your Bins for Collection

- Automated arms on the collection truck need space to clasp and lift the bins. If there's not enough room to operate equipment, your bin will not be collected.
 - 1. Park it:** Place your bins on even ground at street or alley level. Place the wheels against the curb if you have front street collection. If you have alley collection, place the wheels at least one foot away from your hedge, garage or fence.
 - 2. Space it:** Leave enough space to walk between and around the bins. Leave at least three feet between your bins and objects such as parked cars, power poles and garages. There must be at least 10 feet of space directly above your bins.
 - 3. Store Bins:** Put empty bins back onto your property by 7:00 pm on collection day. Where possible, store Black, Blue and Green bins so they cannot be seen from the front street, and ensure bins are stored on your property and will not impede vehicular traffic.



KEEP BIN LIDS CLOSED

Care of Properties



Three-Yard Community Bin/Container

Every year there are one hundred (100) 3-yard compost bins placed around Town for the spring and summer months to take care of additional yard waste now that collection takes place on a 3-week pick up schedule. These are put in place for all residents to take advantage of the convenience to haul extra yard waste. No person shall place grass clippings from outside of Town boundaries in any community bins or receptacle.

Please be respectful of this service and DO NOT pile garbage beside compost bins. Lids must be able to close for the trucks to safely remove debris. Check bins to ensure there is room for your excess compost prior to dumping. You may have to wait a day for them to be emptied. Plastic is not compostable - do not bag refuse.



Spring Clean Up Week

Every year the Town of Olds schedules a Spring Clean Up Week for all residents. The following items will be picked up during the Annual event.

- Bundles of branches (tied up)
 - Carpet
 - All bagged/bundled materials
 - Extra garbage placed by Black Bin
- Information and dates will be available on Town website www.olds.ca & social media.

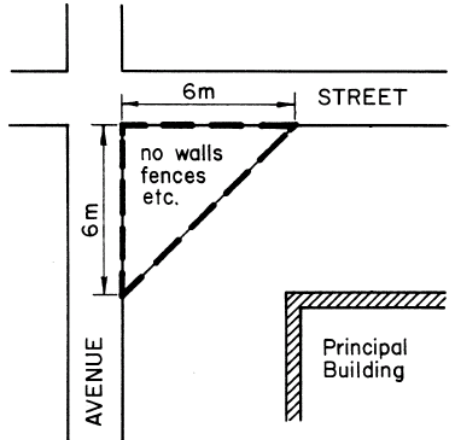
“Never doubt that a small, group of thoughtful, committed citizens can change the world. Indeed, it is the only thing that ever has.”

- Margaret Mead



Visible Site Triangle

Properties located at intersections of roadways shall maintain and prune all vegetation that impairs the visibility required for safe traffic and pedestrian flow at any intersection. This includes the triangular portion of the property closest to the intersection to a distance of six (6) metres in each direction along the edge of the curb or sidewalk to limit the height to one (1) metre, except in the case of a tree canopy which must have a vertical clearance of at least 2.4 metres to ensure safe walking and views for both traffic and pedestrians.



No owner or occupant of a private property may park a vehicle or build, place or erect a fence, wall dirt pile, snow pile or other object within six (6) metres of the nearest corner of a street intersection so as not to interfere with safety of residents.



Care of Properties



Snow Removal from Sidewalks

Snow and ice that is not removed from the sidewalks can be a safety hazard for people using the sidewalk, increasing the risk they may slip and fall. It can also be an obstacle for strollers, wheelchairs, etc.

As a result, the Town of Olds requires property owners and renters to remove snow, ice and slush from their sidewalks within 48 hours from deposit. Even though the sidewalks are owned by the Town, it is the resident's responsibility to take care of, and maintain them.

- Snow and ice will be considered removed when the sidewalk is cleaned for the entire width of the sidewalk surface as completely and reasonably as possible.
- Applying a de-icing mixture can help remove ice from sidewalks.
- When an owner or renter is absent, the owner/renter must make arrangements to ensure the sidewalks are maintained in accordance with the Community Standards Bylaw.
- When the Town receives a complaint about sidewalks that are not cleared, Municipal Enforcement investigates and may issue an 'Order to Comply'.
- To report a sidewalk that has not been cleared within 48 hours of a snowfall, please use "Report a Problem" feature on our website www.olds.ca
- **All owners shall ensure that NO snow is removed from their property and placed on any public sidewalk, alley, roadway, or street in the Town of Olds.**



**“A good deed will make a
good neighbour.”**

- Bantu Proverb



If snowfalls are anticipated, residents are asked to be proactive and remove their vehicles from the street until the snow has been cleared off the road.

- Vehicles must be moved if they are blocking access for snow clearing trucks and crews. The Priority Plowing map can be viewed at: www.olds.ca

Snow Removal from Fire Hydrants

In heavy snowfall events the Town of Olds calls on residents to clear snow from fire hydrants on or around their property. Every second counts in an emergency!

Please help!



Snow Removal from Household Vents

Heavy snow can also block vents for furnaces, gas fireplaces and other fuel burning appliances. If those appliances are unable to vent properly, carbon monoxide gas can build up inside your home. Residents are urged to keep household vents clear of snow and make sure carbon monoxide alarms are in good working order.

What is a Good Neighbour?

We all have different expectations of our neighbours. For some of us, a good neighbour is one who takes time for a chat across the fence, or who helps with the chores when a neighbour is ill or incapacitated.

For others, a good neighbour is one who leaves us alone. Although we don't agree on all the fine points of neighbourliness, we do tend to agree on certain basic standards which allow residents to enjoy their homes and property, preserve peace and quiet in our neighbourhoods, help maintain property values, and prevent disputes among neighbours.

Remember, when you follow these simple rules, you are not only obeying the law -- you're being a good neighbour!

Parking & Traffic



Responsible Parking

The Town of Olds has many regulations that govern how and where vehicles may be parked. These regulations help protect the safety of all residents, the environment and ensure community standards are preserved. They also support the Town's goal to create beautiful and distinctive spaces that enhance Olds.

Unregistered Vehicle

- As per the Town of Olds Land Use Bylaw 01-23, no person shall allow a Motor Vehicle that is unregistered or derelict to remain or to be parked on a parcel in a residential district.

Roadway Parking

- Vehicles may not be parked on any highway, roadway, alley or public parking lot for a period exceeding 72 hours.
- After 72 hours the vehicle must be moved at least two hundred (200) meters from its original location for a period of at least forty-eight (48) hours.

Parking in back/side yards

- Residents are allowed to park and/or store certain types of vehicles in their back or side yard, as long as the yard is enclosed, the vehicle is not visible from the street, and is parked on an appropriate surface that will sustain the weight of the vehicle.
- Parking on the front lawn of a residential property is not permitted.

Parking Safety

- Keeping neighbourhoods safe is the primary purpose of the "Traffic Safety Act". This is why there are several rules about how a vehicle is parked in a residential driveway.
- Vehicles are required to be contained on the driveway and are not allowed to overhang the sidewalk. This is to ensure that they don't pose a danger to those using public sidewalks by getting in the way of strollers, pedestrians, or wheelchairs, forcing them onto the road.

“When one neighbour helps another we strengthen our communities.”

- Jennifer Pahika



Gross Vehicle Weights (GVWs)

You may park on the street at any time (to a maximum of 72 hours) if the registered maximum weight of your vehicle is less than 4540 kg.

- If the maximum weight of your vehicle is more than 4540 kg, **parking on the street is NOT permitted** in residential areas.
- Vehicles with a maximum weight in excess of 4540 kg may park on street at a residence **only to make a delivery** (e.g. furniture) or supply a service (e.g. landscaping).
- Vehicles between 4540 kg. and 5443 kg. may be parked or stored on an approved parking pad on your own residential lot.
- **NO** vehicles over 5443 kg. and or/a length of more than 9 metres other than an RV may be parked or stored in any residential area.
- Roadways are designed using engineering factors to determine the amount, type and weight of traffic. Heavy and overweight vehicles are a major cause of roadway deterioration. Transportation systems are comprised of many types of roads that are built for varying weights of vehicles.



Snow Removal from Roadways

Parking on the street during winter weather (i.e. snow, ice, sleet) can block access for road maintenance crews, including snow plows and sanding machines. This delays the service they provide to the public and can prevent streets from receiving their proper level of service. Major roadways, collector routes and bus routes take first (1st) priority during snowfall events, followed by medium priority routes, then residential areas.



The Town of Olds does their best to communicate snow removal areas to the public by placing signs in neighbourhoods and posting information on social media channels and the town website

www.olds.ca

Recreation Vehicle Parking



Recreation Vehicle Parking

Recreational Vehicles and Utility Trailers may be parked on a residential parcel, on an approved driveway, in the rear yard of the residential property, in a garage, or within a side yard on an approved accessory parking pad. RVs must be parked within the property lines of the lot and not extend over a sidewalk or roadway.

RVs parked in front yards of residential districts must be parked on a driveway or an approved accessory parking pad, providing that parking pad is not in front of the facade of the house, blocking the view of the entrance of the dwelling.

The driveway in front of a garage is not included as part of the facade of a home, therefore RV parking is permissible.

Note: The regulation of Front Yard RV parking does not apply to acreage parcels as defined in the Land Use Bylaw as UR, R5 and R5A.

No person shall park an RV on a highway, roadway, alley, or public parking lot for a period exceeding forty-eight (48) hours. Please note that an RV shall be considered to have remained parked in a particular location until such time as it has been moved at least 200 meters from its original location for a period of at least 48 hours.



Recreation Vehicles/all trailers **MUST** be attached/hitched-up to a vehicle at all times when parked on town roadways.



Recreation Vehicles **may only** park on town roadways for a **maximum of forty-eight (48) hours** to load or unload.

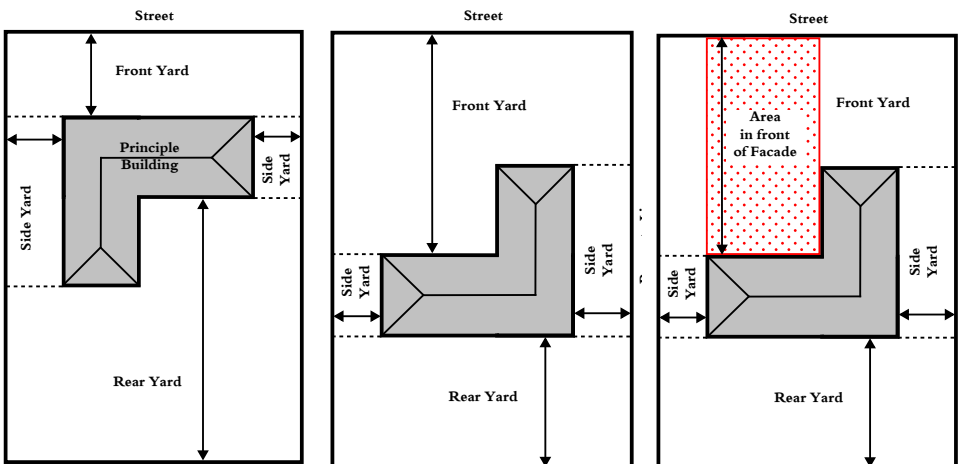
“A good neighbour is one of the most effective crime prevention tools ever invented!”



Recreation Vehicle Storage

Recreation Vehicles and Utility Trailers **MUST** be stored in either the rear yard of the residential property, in a garage, in a side yard on an approved parking pad, or off-site.

- An RV on a side yard or rear yard, must be parked or stored within the property lines of the Owner’s lot.
- Accessory parking pads must be set back one and one half (1.5 metres) from the curb or sidewalk with an approved landscape buffer (see next page).
- Recreational Vehicles including attachments (e.g. hitches, bike carriers, etc.) that are parked on the front driveway shall not extend onto the sidewalk, pathway, curb or roadway.
- Any holiday trailer, motor home or camper parked anywhere in the Town of Olds other than a designated campground may be used for living and sleeping accommodation for a maximum period of thirty (30) days per year.



Front Yard Parking



Front Yard Parking is allowable in the Town of Olds if you meet the following requirements:

- The driveway and/or accessory parking pad must be approved by the Town of Olds.
- A 'Landscaped Buffer' must be put in place with accessory parking pads to ensure there is accommodation for public on-street parking.
- The landscape buffer may not resemble a driveway.

What is a Landscape Buffer?

Where the approved driveway ends, there must be a minimum 1.5 metres of landscaped buffer from the road or sidewalk to the approved pad. "Landscaped Area" means an area of land made attractive and desirable by the use of any or all of the following: **grass, trees, shrubs, ornamental plantings, fences, walls and associated earthworks**; however, it shall not include areas occupied by garbage containers, storage, parking areas or driveways.



Public Behaviours



Public Behaviours were addressed to regulate problematic social behaviours that may have a negative impact on the enjoyment of public spaces in Olds. The following are prohibited in public places:

- Fighting
- Defecating and Urinating (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.

Noise

Please be considerate and do not create excessive noise that will disturb your neighbours. 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, barking dogs, and vehicle engine revving. Noise from equipment can also be very disturbing to your neighbours.

- Persistent and recurring noise that occurs daily. This covers things like a dog barking daily and excessively, and someone playing a loud stereo or musical equipment regularly. It also includes daily construction happening after 10:00 pm in the evening and before 7:00 am in the morning on any day.
- Enforcing noise complaints is challenging and we require your assistance to help us help you as we cannot always be there. This includes providing specific dates and times of noise so we can effectively address your concern.

Residential Lighting

- Ensure that outdoor lights or motion sensor lights do not shine directly into the living or sleeping areas of neighbouring premises.

Graffiti

- Removing graffiti within 72 hours of it being applied helps to reduce the chance of more graffiti occurring on your property or neighbouring properties. We urge all citizens to take reasonable steps to minimize the duration and visual impact of Graffiti placed on their property.

Dogs & Cats



Responsible Pet Ownership - Cat and Dog Licenses

All dogs and cats living in the Town of Olds, over 3 months of age, require a license which must be renewed every year, for a fee. The deadline for renewing licenses is February 28 of each year, unless the animal comes into your possession after that date. In these cases a license must be obtained right away. Visit www.olds.ca or call 403-556-6981.

- All dogs and cats residing in the Town of Olds must have a current Town of Olds license tag.
- All dogs and cats must wear Town of Olds license tag when off their owner's property.
- No more than three (3) dogs or cats older than three months can be kept on your property at any one time. To keep more than three animals a "hobby license" is required.

Nuisances

- Pet owners must not allow animal feces to accumulate in their yard.
- 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 Municipal Enforcement Services will be subject to increased fines and licensing fees.

Lost Pet

- If a pet has gone missing, file a lost pet report with the Town of Olds immediately.
- A pet's license is their ticket home! Ensure your contact information is up to date with Municipal Enforcement. Check with the nearby Veterinary Clinics and Rescue organizations.

Pets Found "at large"

- Check for a tag. Call the owner if number is available.
- Call the Town at 403-556-6981 if the owner cannot be located or the dog has no tag.
- The Town of Olds must authorize impoundment before being taken to a veterinary clinic.

Your Pet's license is their ticket home!

***Ensure your contact information is up to date -
so you can be reunited with your loved one!***



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 by means of a leash at all times.
- Under the bylaw, cats are not allowed to roam freely off the owner’s property.
- When off their owner’s property, animals must be under control by means of a leash. The only exception is in the designated Off-Leash Dog park area.
- When using the off-leash area, dog owners must ensure their dog is under control. This means the dog is within their owner’s sight and responds to commands.
- When on pathways, please ensure that animals do not interfere with or obstruct other pathway users.

Pets and Public Safety

- 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.

Stoop and Scoop

- Animal owners are required to pick up after their pets on any public or private property including their own yard, neighbour’s yards, parks, sidewalks, roads, etc.
- The Town of Olds supplies doggie bags in every Park within Town limits and at the Off-Leash Dog park located west on Highway 27.



Did you Know?



What is a Real Property Report (RPR)?

A Real Property Report is a legal document prepared by an Alberta Land Surveyor that clearly illustrates the location of significant visible improvements relative to property boundaries.

Who needs a Real Property Report (RPR)?

Property Owners, to be informed of:

- The locations of improvements within the property boundaries,
- Any encroachments from adjacent properties, and
- Property compliance with municipal requirements.

Property Purchasers, to be informed of:

- The boundary and improvement locations on the property, and
- Any problems relating to the property boundaries.

Municipalities, to assist them:

- In determining compliance with bylaws and safety codes, and
- In the planning and development process.

Property Sellers (vendors), to provide:

- Protection from potential future legal liabilities resulting from problems related to property boundaries and improvements.

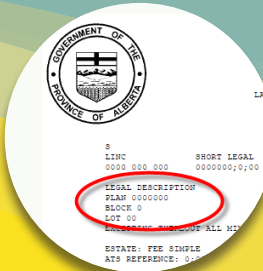
Mortgage Lenders, to be informed of:

- Conformance of improvements within municipal bylaws, and
- Problems that may have to be removed prior to registration of the mortgage.

Realtors, to:

- Provide a visual representation of the property for sale,
- Meet requirements of the real estate listing/purchasing contract, and
- Have information to avoid delays in completing property transactions when a Real Property Report is arranged early in the sales process.

Restrictive Covenants



Restrictive Covenants - Registered on Land Title

Some neighbourhoods in the Town of Olds have their own restrictive covenants. For example, the Highlands development has covenants in place that do not allow any RV Parking. Restrictive Covenants Protect Neighbours. All property owners and tenants are subject to Restrictive Covenants and have agreed to comply with them. They, in turn, rely on their neighbours promises that they too will comply. Most problems can be resolved, and unnecessary complications can be avoided by a thorough understanding of the Covenants and Standards. If you are unsure whether the area of town you live in has Restrictive Covenants, look on the bottom of your “Certificate of Land Title”.

The Town of Olds does not enforce Restrictive Covenants unless the Restrictive Covenant was registered on land title by the Town of Olds Municipality.

What is a Restrictive Covenant and how is it enforceable?

- *A restrictive covenant is a document that a developer, landowner or a municipality may register against a land title under the encumbrances, liens and interests.*
- *A restrictive covenant serves as a notice to future landowners, and generally outlines an interest in land to control use, development or to indicate concerns or issues or to ensure consistency related to a parcel.*
- *A restrictive covenant can operate outside of and in some cases in addition to municipal policies and land use planning documents (i.e. a municipalities Land Use Bylaw).*
- *A registered restrictive covenant runs with the land and is binding on future buyers/owners of a property.*

Let Us Help You Through the Building & Development Permit Process



What is the difference between a Development Permit and a Building Permit?

A **Development Permit** is not the same as a building permit. A development permit allows a specific type of development on a specific parcel of land in the community to proceed with the zoning and development bylaws of the Town of Olds.

A development permit may stipulate some of the following conditions: the allowed use of the property, intensity of that use, building height, building site coverage, setbacks from property lines and other buildings and parking requirements.

A **Building Permit** allows construction of buildings or structure to proceed on condition of compliance with the Alberta Building Code which addresses building and fire safety. A building permit is required for the construction, alteration, repair, relocation, demolition, or change of use of a building.

What is a Certificate of Compliance?

A Certificate of Compliance is a written statement of confirmation from the Town of Olds, that the location of the building(s) on the site comply with requirements of the Land Use Bylaw.

It does not regulate or enforce any building code requirements. A Certificate of Compliance is usually required by lending agencies (banks) and/or lawyers in the sale of property and/or mortgage approval in order to protect their clients' investments.

Standard real estate purchase contracts often require the vendor to obtain a Compliance Certificate.

A Certificate of Compliance is not a legislative requirement but rather a service provided by the Town of Olds. The Town does not require you to get a Compliance Certificate.

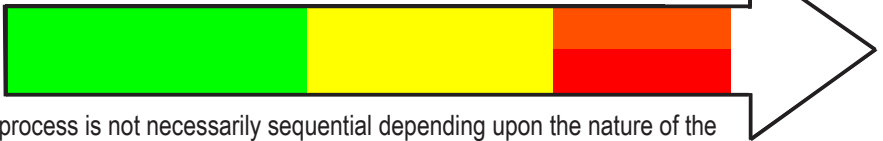
**The best way to
have a
GOOD Neighbour
is to be ONE!**



Bylaw Enforcement Guidelines

The Town strives to gain voluntary compliance with the bylaws before resorting to enforcement actions such as issuing tickets or seeking stronger legal solutions.

			
<i>Emotion:</i>	Preventative	Caution	Penalty
<i>Intent:</i>	Awareness/Education Promotion	Warning Awareness to the consequences of non-compliance	Consequence Legal remedy
<i>Look:</i>	Reinforce positive models and cite general examples of non-compliance	Specific violations are outlined, co-operation is sought, and a timeframe to comply is awarded.	Advised that failure to comply within set time limit may result in further legal action. Direct enforcement involves imposing remedies.
<i>Principle:</i>	Majority of citizens comply when they are aware of it and understand why it is in place.	Majority of citizens comply when they are made aware of a violation.	Where activity has not ceased or compliance is not yet achieved a formal consequence is applied.



The process is not necessarily sequential depending upon the nature of the offence/situation. The ultimate goal is to obtain compliance by working with the public, providing education and outreach to the community.

Town staff may meet with a citizen to review the nature of the violation and to advise options on how to achieve compliance with the bylaws. Once all other options to achieve compliance have been exhausted, compliance with the bylaws within a given time frame will be enforced. Depending upon the nature of the offence/situation, Enforcement does not require green or yellow steps, but red/orange actions may be taken directly.

In situations where voluntary compliance is not achieved, particularly where the non-compliant behaviour is willful, repetitive, harmful to public health or safety, harmful of Town infrastructure, or harmful of the environment, it is likely one or more enforcement tools is employed to gain compliance.

***“How do we create a harmonious society
out of so many kinds of people?
The key is tolerance - the one value that is
indispensable in creating community.”***

- Barbara Jordan



Contact Us

Informal communication with neighbours is a simple way of addressing many neighbourhood concerns, in situations where this is not a viable option, or if you need clarification, or have an inquiry, please feel free to contact the Town of Olds:



Town of Olds
4512 46 Street
Olds, Alberta
T4H 1R5

website: www.olds.ca

Town of Olds (main switchboard)	403-556-6981
Municipal Enforcement	403-507-4859
Planning & Development	403-507-4855
Bylaws & Licensing	403-507-4804

Report A Problem

Our website www.olds.ca provides a “Report-a-Problem” feature where residents can enter information at their leisure. Information will be passed on to a Town of Olds department for investigation during regular working hours from 8:30 am to 4:30 pm. Monday to Friday.

Report A Problem



www.olds.ca

Community Standards Bylaw - www.olds.ca