





# HOW TO AVOID COMMON

## COMPLAINTS AND CONCERNS

### You and your neighbours

- Be respectful and exercise common courtesy to your neighbours
- Refrain from playing loud music or operating equipment in the early morning, evening or on weekends
- Visibly identify property lines
- Talk to your adjacent neighbours:
  - Before excavating near property lines, especially if a neighbour's trees, tree roots, fencing or structures are nearby.
  - When there may be temporary road blockages due to construction activities
  - Before entering onto adjacent lands or using their water supply
- Identify structures on neighbouring properties to ensure your construction will not damage shed, fences or other structures
- Make an effort to know your parking restrictions.
- As an owner obtain all permit related documents including inspection reports from your contractor and retain for future reference
- Be aware of [grade changes](#) during construction causing drainage onto adjacent lots
- Consult the [Infill Tree Conservation](#) brochure for regulations concerning the protection of trees
- Examine excavations for possible undermining of adjacent building's footings (angle of repose). [See diagram.](#)
- Ensure you are aware of any sensitive soil conditions on your property that may affect construction
- Provide washroom facilities or access to a public one for your workers
- Leave your work site in a neat and safe condition at the end of each work day
- Install [construction fencing](#) to deter unwanted entry onto the job site
- Comply with Hydro Ottawa's required clearances from overhead power lines [Build Smart, Build Safe, Developers guide to clearances](#)
- Owe a duty to identify designated substances which may be hazardous to workers on a construction or demolition site by virtue of the Occupational Health and Safety Act (OHSA). Consult [Owner's Duties](#).
- Avoid blocking neighbours property by your workers and subcontractors.

### Owners and Contractors

- Obtain a building permit prior to construction or demolition and post it on site
- Call your Building Inspector before you start construction activities and be aware of all required inspections
- Read and understand all Committee of Adjustment's approval conditions where applicable
- Read and understand by-laws affecting connections to the City's sewers
- Be familiar with the regulations for Road Cut and Private Approach Permits
- Obtain approval prior to blocking a street
- Read and understand by-laws regarding noise, parking and storing of construction materials

# COMMUNICATION

## WITH YOUR NEIGHBOURS

There are many challenges to building or renovating a property in an established area. Unlike construction in new development areas where most dwellings are still vacant, developing properties in mature neighbourhoods requires the cooperation and patience of everyone in the vicinity. Our goal is to help you realize your dream without costly errors, disputes and delays.

There are many ways to be respectful and show courtesy to your neighbours. The first step is to talk to your adjacent neighbours. Understanding your neighbours concerns ahead of time and having open communication throughout the project can lead to a project going smoothly.

Your construction project will run more smoothly if you remember to be aware, proactive and respectful.



# PERMITS

## Permits

Before carrying out any work, it is important to determine which projects require permits. Carrying out work without the proper [permits](#) can lead to long delays and costly fines.

All proposed work that requires a permit will be required to comply with all applicable laws and regulations. Regulations include but are not limited to the [Zoning By-law](#) and the [Ontario Building Code](#).

Throughout the project's timeline, it is the responsibility of the homeowner and any contractors to carry out work in accordance with the approved permit plans and in compliance with any laws. Any requests for variances to the Zoning By-law would require approval from the [Committee of Adjustment](#).

Building Permit applications are submitted using the Provincial authorized Building Permit [Application Form](#). Application Forms are also available at [Client Service Centres](#) located throughout the City.

The City of Ottawa has a detailed list of mandatory [inspections](#) that must be carried out throughout the timeline of the project. These inspections vary depending on the location and scope of the proposed work. To book a building inspection or contact the building inspector, please call 3-1-1 and leave the following information:

- Your name
- Return phone number
- Address of the construction project
- Permit number
- Inspection required
- Date the inspection must be provided to ensure there are no delays

The area inspector will be able to help you answer any [question](#) you may have on the process.

## Related Approvals

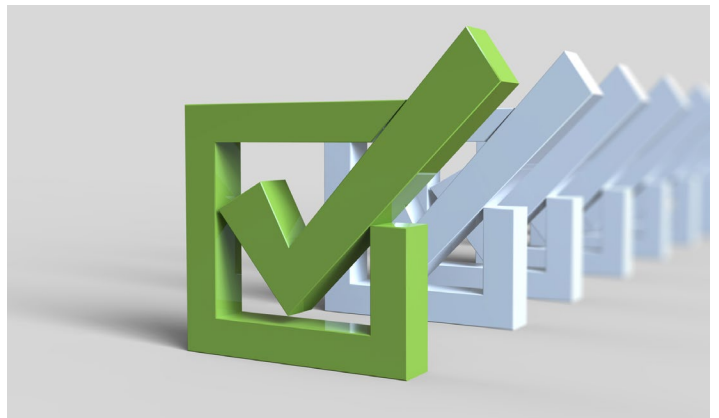
Additional work permits may be required to carry out construction projects in the City of Ottawa, here is a list of some of those.

## Heritage Permit

Heritage planning is the preservation, conservation, rehabilitation, restoration and management of heritage resources. Cultural heritage resources can include sites, structures, buildings, and landscapes of cultural heritage value. Heritage planners work to manage change throughout the city to ensure that cultural heritage resources are retained, protected and integrated into new developments.

The Heritage Services Unit is part of the Planning, Real Estate and Economic Development Department. The Unit is responsible for researching and evaluating properties and areas for designation, assisting property owners with restoration projects and evaluating applications for alterations and demolition under the [Ontario Heritage Act](#). The Unit provides expert advice to the Built Heritage Sub-Committee, Planning Committee, Agriculture and Rural Affairs Committee and City Council on built heritage matters.

The City of Ottawa uses a variety of tools to identify and protect cultural heritage resources:



# ADDITIONAL

## RESOURCES

### Planning your project

The [Planning your project website](#) hosts a step by step process to help a owner or builder navigate through the demolition/ infill construction process.

### Committee of Adjustments

The [Committee](#) consists of fifteen members, who are divided into three panels of five members each, and each panel hears applications for a different geographic area of the city. There are two panels for urban areas of the city and one panel for rural areas, and their geographic areas are as follows:

**Panel 1-** Rideau-Vanier (excluding the former City of Vanier), Rideau-Rockcliffe (excluding the former Village of Rockcliffe Park), Somerset, Kitchissippi and Capital (North of Rideau River) wards

**Panel 2-** Orléans, Innes, Barrhaven, Kanata North, Bay, College, Knoxdale-Merivale, Gloucester-Southgate, Beacon Hill-Cyrville, Rideau-Vanier (former City of Vanier), Rideau-Rockcliffe (former Village of Rockcliffe Park only), River, Capital (South of Rideau River), Alta Vista, Cumberland (partial), Gloucester-South Nepean and Kanata South wards

**Panel 3-** West Carleton-March, Stittsville, Cumberland (partial), Osgoode and Rideau- Goulbourn wards



### Conservation Authorities located within the City limits.

Construction projects may fall within one of the following regulated areas and will require approval.

[Mississippi Valley Conservation Authority \(MVCA\)](#)

[Rideau Valley Conservation Authority \(RVCA\)](#)

[South Nation Conservation Authority \(SNCA\)](#)

### geoOttawa

[geoOttawa](#) is a tool that lets you apply different layers of map information to find

- Search a property by address and produce a property report with list size, ward information and more.
- Get information on roads and zoning
- Map the City's source water and tree canopy.
- View street images and browse available aerial photos dating back to 1928.

### Environmental Grants

The City of Ottawa has various [grants](#) that are offered to projects of varying sizes.



# WHO CAN

## HELP

You have tried talking to the property owner and builder, but you cannot reach them or the issues are not resolved. Now what?

Consult this table. It shows which City divisions (and two Provincial Ministry) are responsible for addressing certain issues.

ISSUES/COMPLAINTS	RESPONSIBILITY	CONTACT
Idling vehicles	Transportation Services	Telephone: <b>311</b> Email: <b>311@Ottawa.ca</b> Explain the issue and 311 will coordinate with the division.
Dirt/mud, construction materials, drainage issues on streets and sidewalks <b>Noise</b> Construction and renovation waste <b>Property standards</b> Home renovators not complying with <b>City By-laws</b> Vibration resulting from construction Protective fencing (missing, incomplete, hazardous) Grading and drainage of property (if there is a permit, otherwise MLS via 311) Encroachment onto neighbouring properties	Right-of-Way, Housing and Urban Development	
By-law regulated trees not protected	Forestry Services	
Parking concerns on public property (streets)	Ottawa By-law Services	
No permits (or deviation from permits) for construction or demolition in progress or completed Vibration resulting from construction Protective fencing (missing, incomplete, hazardous)	Building Code Services	Telephone: <b>311</b> Email <b>buildingpermits@ottawa.ca</b>

# WHO CAN

## HELP

ISSUES/COMPLAINTS	RESPONSIBILITY	CONTACT
Worker and site safety concerns Storage of construction material Dust	Ministry of Labour	Toll-free: <b>1-877-202-0008</b> TTY: <b>1-855-653-9260</b>
Hazardous Material Spills	Ministry of Environment	Toll-free: <b>1-800-268-6060</b> TTY: <b>1-855-889-5775</b>

