

BEING GOOD NEIGHBOURS



Action Sandy Hill gratefully acknowledges support from the Office of Councillor Georges Bedard and the Student Federation of the University of Ottawa, with financial assistance from the Sandy Hill Community Health Centre.

Photo Credit: Ron Hodgson

Vision for Sandy Hill as a neighbourhood

Sandy Hill is a culturally diverse, vibrant, safe and historic residential neighbourhood within the greater City of Ottawa. It includes people of all ages and backgrounds. Residents take pride in their sense of community, schools, parks and accessibility.

Meet your neighbours

We all have a part in ensuring that Sandy Hill remains an ideal place to live in Ottawa. If you're a new resident and want to meet Sandy Hill residents, you are encouraged to:

- Introduce yourself to your immediate neighbours;
- Participate in the annual spring garage sale, winter carnival or park clean-ups;
- Volunteer for local organizations; and
- Shop and dine at local businesses.

Welcoming new neighbours

If you're a long-time resident of Sandy Hill, make a point of welcoming and introducing yourself to new neighbours. A sense of community and belonging is fostered when one knows and watches out for one's neighbours.

A caring community

In our neighbourhood of Sandy Hill, as good neighbours and good citizens, we seek to respect each other and city by-laws. Here are a few by-laws that come up quite often:

Noise disturbances: By-law No. 2004-253

- Ringing a bell, blowing a horn or shouting in a manner likely to disturb residents.
- Idling of a motor vehicle or motorized equipment attached as a stationary motor vehicle, for more than five minutes (All buses carrying passengers are

exempt).

- Causing unnecessary vehicle noise (sounding the horn, revving the engine or squealing the tires).
- Operating power equipment (chainsaw, power lawn mower, leaf blower, power tools or similar devices) between 9 p.m. and 7 a.m. (9 a.m. on Saturday, Sunday and statutory holiday), if the noise from this activity disturbs the quiet of the neighborhood.
- Operating a musical instrument, radio, television, stereo, sound amplifying system or similar device between 11 p.m. and 7 a.m. (9 a.m. on Saturday and 12 p.m. on Sunday and statutory holiday) that disturbs residents.

Garbage: By-law No. 2006-300

Garbage day is Wednesday in Sandy Hill. Garbage and recycling can only be stored either at the back or side of your home. If stored outside, it must be in proper receptacles in order to keep animals away and prevent debris from blowing away. Garbage, recycling and leaf and yard waste should not be placed out prior to 6:00 pm Tuesday night and no later than 7:00 am Wednesday morning. Please note, when a holiday falls on a regular collection day, collection and set out times are delayed by one day for the remainder of the week

Property Maintenance: By-law No. 2005-208

In Sandy Hill, we try to respect each other's property. Here are some helpful reminders:

- No person shall throw, place or deposit refuse or debris on any lands.
- Owners/occupants are responsible for the removal of refuse or debris from the land so that the land is left in a clean condition.
- Owners/occupants are responsible to clear the lands of heavy undergrowth,

long grass or weeds so as to be consistent with the surrounding environment.

- Owners/occupants are responsible to keep the roofs of their building/residence and the surrounding lands free of accumulations of snow or ice.

The above are just some of the most common by-law violations. Please check the municipal website (www.ottawa.ca) for other bylaws.

Addressing Bylaw Concerns

As you know, Sandy Hill is a small community. It's always preferable for neighbours to discuss and resolve issues together in a respectful manner. If a by-law related issue cannot be reasonably dealt with between neighbours, or for questions on bylaw related matters, residents are advised to contact bylaw services through the City of Ottawa's 24 hour/7 days a week phone line at 311, or at 613-580-2400 during business hours. As well as being responsible for noise, garbage, and property maintenance matters, bylaw services are also the point of contact for issues including:

- Parking
- Animal care and control
- Zoning

Residents should be aware that fines can range from \$305 to \$5000. Due to staffing limitations, and the frequency of requests for service related to excessive noise, By-law and Regulatory Services must ensure resources are utilized in the most effective and efficient manner possible. Therefore, the Department has instituted the following City wide noise enforcement policy:

- A first request for service, with respect to noise, will see a By-law Enforcement Officer visit the civic address from which the alleged noise violation is generated.
- A 12 hour charge is levied against the offending party who is advised that,

should no further noise complaints be received within the 12 hour time-frame, the charge will be cancelled.

- However, any/all future noise requests for service related to this same address will be dealt with by way of a charge.

Safety concerns

Residents concerned about violence, drug matters or other criminal issues can reach the Ottawa Police Service at 613-236-1222 for non-emergencies, or for emergencies at 911.

For safety related issues on the University of Ottawa campus, the University's Protection Services can be reached at 613-562-5800, extension 4636. The Student Federation of the University of Ottawa serves the students and staff of the University through its volunteer Foot Patrol program, coordinated in cooperation with the Campus Protection Services. Volunteers ensure the safety of residents by escorting individuals or groups to and from their destinations, including pick-up and drop-off to an area within a 45 minute walking radius of the University campus. The Foot Patrol offices can be contacted at 613-562-5800, extension 7433 (**PIED**).

Residents in Ottawa Community Housing (OCH) are encouraged to call Security at 613-745-9277.

Role of ASH

Action Sandy Hill (ASH) was created in 1969 to provide a strong neighbourhood voice for Sandy Hill residents. It remains influential in large part due to its many volunteers and the work of its Board of Directors, who are elected at its spring Annual General Meeting. ASH strives to:

- Represent the diverse interests of the community with informed positions on

planning and development, transportation, heritage, by-law issues, housing, environment and community building and student relations.

- Provide a forum for discussing and solving community problems and concerns; and
- Promote a sense of community through a whole range of activities.

Useful Telephone and Website References

Ambulance

- Emergency - 911

Councillor Georges Bedard

- 613-580-2482
- www.georgesbedard.ca

Ottawa City Hall By-Law Services

- 311
- www.ottawa.ca or bylawservices@ottawa.ca

Ottawa Community Housing

- 613-745-9277 (emergency)
- 613-564-1235
- www.och.ca

Ottawa Police

- Life threatening emergency or crime in progress - 911
- Other emergencies 613-230-6211 or general number 613-236-1222
- www.ottawapolice.ca

Student Federation of University of Ottawa Foot Patrol

- 613-562-5800 ext. 7433 (pied)
- www.sfu.ca/services/footpatrol

University of Ottawa Protection Services

- 613-564-1235
- www.protection.uottawa.ca

Action Sandy Hill (ASH)

- 613-241-4646
- www.ash-acs.ca or info@ash-acs.ca