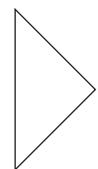




# Good Neighbour Handbook





## City of Markham Land Acknowledgement

We begin today by acknowledging the traditional territories of Indigenous peoples and their commitment to stewardship of the land. We acknowledge the communities in circle. The North, West, South and Eastern directions, and Haudenosaunee, Huron-Wendat, Anishnabeg, Seneca, Chippewa, and the Mississaugas of the Credit peoples. We share the responsibility with the caretakers of this land to ensure the dish is never empty and to restore relationships that are based on peace, friendship, and trust. We are committed to reconciliation, partnership and enhanced understanding.

## Our Mission Statement

Working with the community to provide high-quality municipal services that meet, if not exceed, the expectations of residents and businesses.

## Our Vision

Markham, the leading Canadian municipality – embracing technological innovation, celebrating diversity, characterized by vibrant and healthy communities – preserving the past and building the future.



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Mayor Frank Scarpitti

## Message from the Mayor

Welcome to the City of Markham! Whether you're just moving in, or have been part of our community for years, we're thrilled you chose our city. At the City of Markham, we are committed to providing you with excellent services by excellent people. This is our excellence journey and we want to exceed your expectations.

I'm pleased to present you with the Good Neighbour Handbook. Please use this resource as a guide to familiarize yourself with Markham, find out how to stay connected with us, and find information and tips on how to be a good neighbour.

To ensure you're fully informed and connected with everything our city has to offer, we encourage you to visit our website ([markham.ca](http://markham.ca)).

Whether you're curious about upcoming City projects, or simply want to explore what our community has to offer, our website is your one-stop destination for all things related to city living. We're committed to serving you and making your experience in our community a positive one.

Please take the time to review this handbook so you can be a good neighbour to others. As always, we're here to support you every step of the way as you settle into life in our vibrant and diverse community.

Mayor Frank Scarpitti



# City of Markham Council (2022-2026)



Mayor Frank Scarpitti  
[mayorscarpitti@markham.ca](mailto:mayorscarpitti@markham.ca)  
905.475.4872



Deputy Mayor  
Michael Chan  
[michaelchan@markham.ca](mailto:michaelchan@markham.ca)  
905.948.5110



Regional Councillor  
Jim Jones  
[jimjones@markham.ca](mailto:jimjones@markham.ca)  
905.479.7757



Regional Councillor  
Joe Li  
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905.479.7749



Regional Councillor  
Alan Ho  
[alan.ho@markham.ca](mailto:alan.ho@markham.ca)  
905.948.5112



Ward 1 Councillor  
Keith Irish  
[kirish@markham.ca](mailto:kirish@markham.ca)  
905.948.5101



Ward 2 Councillor  
Ritch Lau  
[ritchlau@markham.ca](mailto:ritchlau@markham.ca)  
905.948.5102



Ward 3 Councillor  
Reid McAlpine  
[rmcalpine@markham.ca](mailto:rmcalpine@markham.ca)  
905.948.5103



Ward 4 Councillor  
Karen Rea  
[krea@markham.ca](mailto:krea@markham.ca)  
905.479.7751



Ward 5 Councillor  
Andrew Keyes  
[akeyes@markham.ca](mailto:akeyes@markham.ca)  
905.948.5105



Ward 6 Councillor  
Amanda Yeung-Collucci  
[acollucci@markham.ca](mailto:acollucci@markham.ca)  
905.479.7746



Ward 7 Councillor  
Juanita Nathan  
[jnathan@markham.ca](mailto:jnathan@markham.ca)  
905.948.5107



Ward 8 Councillor  
Isa Lee  
[ilee@markham.ca](mailto:ilee@markham.ca)  
905.948.5108

## Markham Ward Map



Yonge St.

1

Steeles Ave.

Hwy. 404

2

Hwy. 7 E

8

Warden Ave.

16<sup>th</sup> Ave.

Hwy. 407

McCowan Rd.

6

Bur Oak Ave.

16<sup>th</sup> Ave.

4

Ninth Line

Markham Rd.

Hwy. 48

5

7

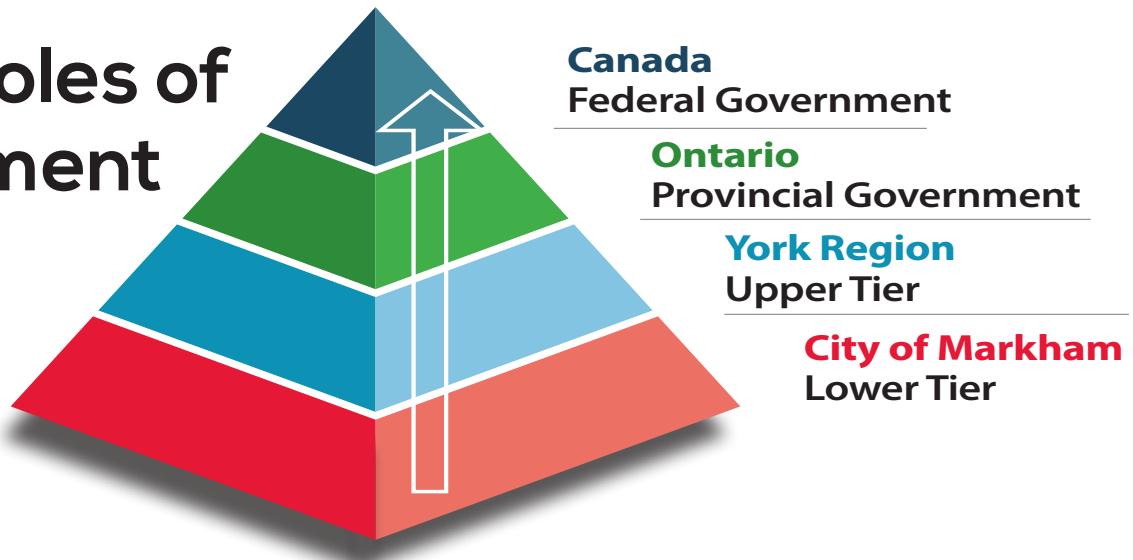
Steeles Ave.

York Durham Line

Town of Whitchurch - Stouffville



# Roles of Government



## City of Markham

### Lower Tier

- Animal services
- Building permits and inspections
- Business licensing
- Burial permits
- Culture
- Development applications
- Fire services
- Freedom of Information Requests (FOI)
- Local road maintenance
- Markham Public Library
- Marriage licences
- Organic, garbage and recycling collection
- Parking enforcement
- Property standards enforcement
- Property tax
- Recreation services
- Waterworks services

#### Business Information

[markham.ca/Business](http://markham.ca/Business)  
[edoinfo@markham.ca](mailto:edoinfo@markham.ca)

#### Information

[markham.ca](http://markham.ca) | 905.477.5530  
[customerservice@markham.ca](mailto:customerservice@markham.ca)

## York Region

### Upper Tier

- Ambulance
- Policing
- Public health
- Public housing
- Regional road maintenance
- Seniors housing
- Shelter support
- Transit (YRT and VIVA)

#### Business information

[york.ca/business](http://york.ca/business)

**York Regional Police**  
[yrp.ca](http://yrp.ca) | 1.866.876.5423  
[info@yrp.ca](mailto:info@yrp.ca)

#### Information

[york.ca](http://york.ca) | 1.877.464.9675  
[accessyork@york.ca](mailto:accessyork@york.ca)

## Ontario

### Provincial Government

- Business support and closures
- Colleges and universities
- COVID-19 testing
- Health care
- Hospitals
- LCBO
- List of non-essential businesses
- Schools

#### Business information

[ontario.ca/business](http://ontario.ca/business)  
1.888.444.3659

**Local representative**  
[ola.org](http://ola.org)

## Canada

### Federal Government

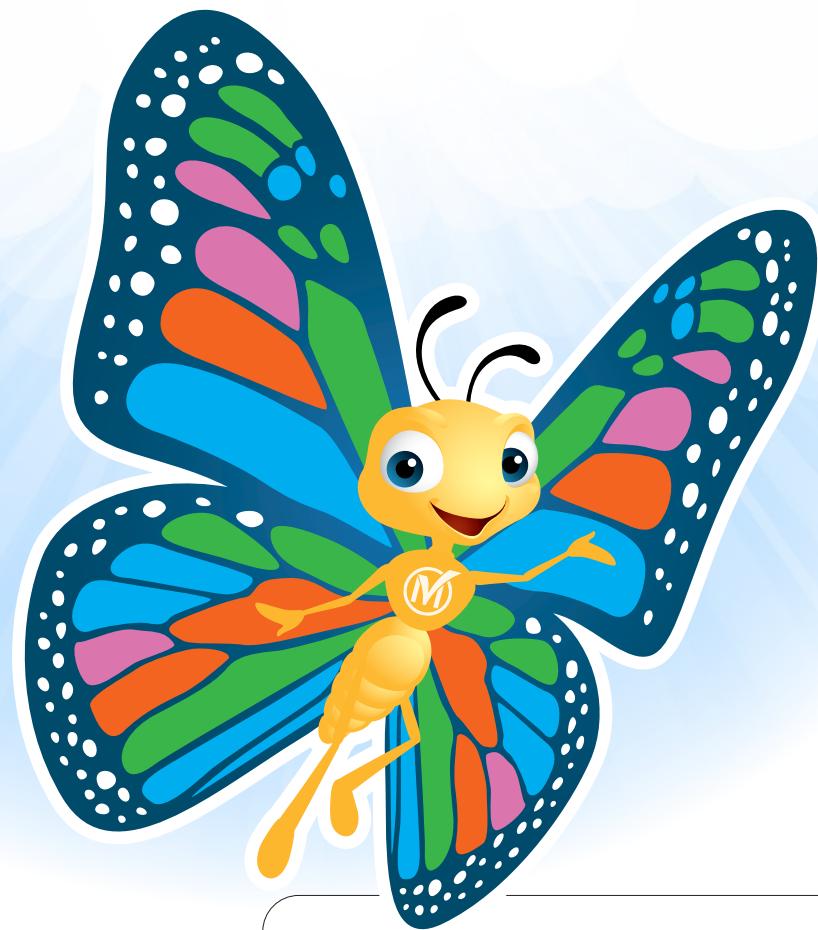
- Access to credit
- Business support
- Canada Child Benefit
- Canada Emergency Response Benefit
- Canada Student Loans
- Employee support
- Employment Insurance (EI)
- Foreign travel and support for Canadians abroad
- Income tax

**Support for individuals**  
[canada.ca/en/services/benefits](http://canada.ca/en/services/benefits)

**Business and employee support**  
[canada.ca/business](http://canada.ca/business)

**Support for Canadians abroad**  
[travel.gc.ca](http://travel.gc.ca) | 1.800.387.3124  
[sos@international.gc.ca](mailto:sos@international.gc.ca)

**Local representative**  
[parl.gc.ca](http://parl.gc.ca) | [canada.ca](http://canada.ca)



## Millie

**Birthplace:** Milliken Mills Park

**Favourite Things:** Interacting with residents and smelling flowers in Markham's pollinator gardens.

**Known for:** Canada's first municipal mascot and champion of City of Markham programs and services.

**Mission:** Bringing people together and representing the values of hope, inclusivity and acceptance. Much like Millie's hometown of Markham, Ontario, butterflies are known for transformation, creativity and infinite potential. Millie captures the hearts of all with mesmerizing wings adorned in a kaleidoscope of hues.

## Markham Millie

There once was a caterpillar called Millie.

She lived in a town that became a city.

In her home of leaves and trees

she chewed as she pleased,

getting ready for her transformation.

Soon it was time to hang upside down,  
so she said goodbye to her little town.

When she awoke, she fluttered and flew,  
saw the comforting old and exciting new  
of her home in the City of Markham.

After her happy life as a caterpillar ended,  
a new one began, even more splendid!



# Stay Connected with Markham

## Access Markham Mobile App

The official City of Markham mobile app, provides access to information about programs and services – anywhere, anytime.

Use it to find information on:

- Recycling and garbage collection schedule with personalized notifications
- What Goes Where search tool to help you dispose of items correctly
- Bikeways, parks and paths
- Report a problem
- Winter maintenance

The app is available on:



## MappiT

MappiT is the City of Markham's Development Application Viewer. Members of the public can look up various development applications and tree removal permits to check on their status.

Try it out: [markham.ca/MappiT](http://markham.ca/MappiT)



## eNews - Markham Now

Stay up-to-date on City news and events with Markham Now, delivered on a bi-weekly basis to your inbox.



Sign up to receive this free eNewsletter at [markham.ca/MarkhamNow](http://markham.ca/MarkhamNow), and if you know someone in Markham who would also enjoy receiving this news, please encourage them to sign up too.

## City of Markham Virtual Assistant

The City of Markham's Artificial Intelligence (AI)-enabled Virtual Assistant provides users with 24/7 access to a wide range of topics, anytime, anywhere and on any device.



Questions you can ask the Assistant include: What events are happening in Markham? How do I register for a program?, as well as more than 100 additional City-related topics.

Try it out at [markham.ca](http://markham.ca)

## Follow us on Social Media:





# Good Neighbour Relations

## Noise and Public Disturbances

### General Noise Guide:

Guns, rifles, and toys that use a combustion engine are not allowed on city streets, and must never be used on your property or in your neighbourhood. These may include model airplanes and cars, track bikes, snowmobiles and other riding toys. Quiet, electric or battery-driven toys are allowed.

Playing amplified or loud music outdoors is permitted from 7 AM to 5 PM Monday to Thursday, and 7 AM to 11 PM Friday to Saturday, and 9 AM to 5 PM on Sunday.

Shouting, whistling and singing is not allowed after 11 PM.

Noise Exemption Permits are required for outdoor functions on private property after 11 PM.

All other noises, such as honking horns and electronic sounds, are not permitted after 7 PM or on Sundays or statutory holidays (federal or province-wide holidays).

Operating construction equipment or noisily moving around containers and materials of any kind (except for moving your household belongings) are not permitted after 7 PM or on Sundays or statutory holidays (federal or province-wide holidays). Saturday-noise construction is allowed from 9 AM to 5 PM. Learn more: [markham.ca/Bylaw](http://markham.ca/Bylaw)

## Fireworks

Permits are not required the day before Victoria Day and on Victoria Day, and the day before Canada Day and on Canada Day. **You will need a permit to set off fireworks on all other days.**

Family fireworks may only be set off on private property and with the homeowner's consent. Fireworks are not allowed on City property, including parks, fields and roads.

Under the Provincial Offences Act, violators may be fined up to \$5,000.

For more information and to apply for a permit, visit [markham.ca/Fireworks](http://markham.ca/Fireworks)



# Good Neighbour Relations

## Sharing Public Parks and Playgrounds

City of Markham parks, trails and public spaces promote a safe, active and healthy outdoor experience for residents and visitors.

The City of Markham and its residents take pride in Keeping Markham Beautiful and encourage all users of outdoor spaces to do their part.

Learn more:

[markham.ca/KeepMarkhamBeautiful](http://markham.ca/KeepMarkhamBeautiful)

## Smoking and Vaping Cannabis

Smoking and vaporizing of recreational cannabis is prohibited in all public places in Markham.

Offenders may be subject to fines or penalties of up to \$1,000.

Medical cannabis use is exempt from our Cannabis By-Law and subject to relevant federal and provincial legislation.



# Good Neighbour Relations

## Short-Term Property Accommodations

A short-term rental accommodation is a dwelling unit that is rented out for less than 30 consecutive days. Short-term rental accommodations are commonly associated with application platforms like AirBnB or VRBO. Short-term rental accommodations are not permitted in the City. Anyone renting a unit for longer than 30 consecutive days would be subject to the Residential Tenancies Act, and would not be considered a short-term rental accommodation.

## Neighbourhood Watch

Neighbourhood Watch is supported by York Regional Police. It is important to help to reduce crime through the active participation of citizens in crime prevention. Work with your neighbours to prevent crime before it starts.

Email [NeighbourhoodWatch@yp.ca](mailto:NeighbourhoodWatch@yp.ca) for more information.



# Good Neighbour Relations

## Additional Dwelling Units

Additional dwelling units (often called basement apartments, second suites, granny flats, coach houses, or garden homes) are now broadly permitted throughout the City, as long as certain development standards are met, such as required parking, and setbacks to any buildings or stairs. The creation of any new dwelling unit requires a building permit prior to the start of construction.

Information on the building permit process and applicable zoning provisions can be found online at [markham.ca/Building](http://markham.ca/Building)

## Rooming Houses

Generally speaking, a rooming house is a dwelling unit occupied by multiple individuals under separate tenancies, who do not function as a single housekeeping unit.

Rooming houses are not permitted in the City.

For more information, please contact the Development Services Commission at  
[dsc@markham.ca](mailto:dsc@markham.ca)



# Maintaining Your Property

## Property Care

Keep your garden beds tidy by installing 2 to 3 inches of wood chip mulch.

Wood chip mulch helps suppress weeds, conserve moisture to help plants grow during the dry and hot Summer months, and provide nutrients as they decompose over time.

Wood chips can also be added around the base of your tree for the same benefits. Make sure the wood chips are at least 5 inches away from the trunk of the tree.

Learn about our Mulch Giveaway at:  
[markham.ca/KeepMarkhamBeautiful](http://markham.ca/KeepMarkhamBeautiful)

## Winter Season

In the Winter, remember to keep your home's hot water and furnace exhaust pipes clear of snow and ice to avoid carbon monoxide build up, which can be deadly.

If there is a snow-covered fire hydrant near your home, keep it clear for easy access and visibility in case of an emergency.

When you're shovelling snow on your driveway or walkway, don't shovel snow back onto the road. If you do, you will be subject to fines by Municipal by-laws and the Ontario Highway Traffic Act.

Track our plows using the Winter Maintenance App at [markham.ca/Winter](http://markham.ca/Winter)

## Thinking of Renovating Your Home?

Make sure you understand zoning requirements and obtain any necessary building permits for work proposed on your property.

All construction must comply with the applicable zoning by-law for your property. Learn more: [markham.ca/Building](http://markham.ca/Building)  
For building permit questions, contact [buildingstandards@markham.ca](mailto:buildingstandards@markham.ca) or 905.475.4870.

## Heritage Conservation Districts

Make sure you obtain a Heritage Permit for any exterior alterations such as painting, and new or changes to pathways and driveways.

For more information, email [heritage@markham.ca](mailto:heritage@markham.ca)

## Reduce Litter – Let's All Do Our Part

Did you know? Most litter comes from overfilled blue boxes. On windy days put your blue box out in the morning, not the night before. Don't overload your blue box – keep the material below the rim. Don't dump household garbage in parks or on trails.

Learn more: [markham.ca/Recycling](http://markham.ca/Recycling)



# Maintaining Your Property

## Winter Weather and Frozen Pipes Prevention

Extreme Winter weather can lead to frozen pipes in your home. When water freezes in a pipe, there is no space for the ice to expand, and may cause the pipe to burst with pressure. This can cause damage to your property, costly repairs and unnecessary water waste.

From the property line to your home, you are responsible for plumbing, repairs and replacements. Call a plumber for household plumbing issues.

Learn more: [markham.ca/FrozenPipes](http://markham.ca/FrozenPipes)

## Swimming Pool and Hot Tub Draining

Protect the environment and our community! Pools, hot tubs, and spas should always be drained properly.

Do not drain chlorinated water or salt water from your pool directly into a storm drain. This water can hold substances that are harmful to our environment, pets and local wildlife. Instead, de-chlorinate your pool and drain onto a porous area, such as your lawn.

## Overgrown Vegetation

The yard around every home must be kept neat and tidy, and free of garbage or anything that might cause a health or safety danger.

The earth must be covered with either grass and plants or a covering that is designed to stop the soil from blowing or draining away.

Grass must be trimmed to grow no higher than 15 centimetres (6 inches).

Trees and bushes must also be kept trimmed and tidy.

Learn more: [markham.ca/Bylaw](http://markham.ca/Bylaw)

## Downspout Disconnection Program

This program reduces the risk of basement flooding. It also limits environmental concerns caused by directly connecting downspouts to the sanitary sewer system.

These connections increase the flow of rainwater into the sanitary sewer system during heavy or long rain events.

Learn more:

[markham.ca/DownspoutProgram](http://markham.ca/DownspoutProgram)



# Maintaining Your Property

## Rats and Unwanted Critters

Follow these guidelines to keep rats and other unwanted critters away:

- Do not leave food outside, and do not place your garbage out early.
- Put outdoor garbage bags in metal garbage cans with securely fitted lids to stop critters from feeding on contents.
- Clean around the house – less clutter means fewer places to hide. Clean up pet food and bird seed debris.
- Keep gardens free from debris and keep clutter to a minimum.
- If you have a compost heap, don't include organic food waste as that will attract rats and critters.

Learn more: [markham.ca/Wildlife](http://markham.ca/Wildlife)

## Accessory Buildings

A new shed, sauna or other accessory building does not require a building permit if it has a footprint (the space on the ground that the building will take up) less than 10 square metres (108 square feet). Anything larger requires a building permit.

Even though a permit may not be required, the construction must comply with the applicable zoning by-law for your property. Access the Property Details Search to confirm the applicable zoning by-law.

Copies of the by-laws can be viewed at the Development Services Counter, located inside the Markham Civic Centre, or by submitting a Zoning Search Request online to obtain the zoning information for your property.

Learn more: [markham.ca/Building](http://markham.ca/Building)



# Maintaining Your Property

## Caring for Trees and Tree Permits

For trees on private property, property owners must apply for a permit before injuring or destroying any tree in Markham with a trunk diameter of 20 centimetres (about 8 inches) or more, measured at 1.37 metres (about 54 inches) above the ground at the base of the tree.

Learn more: [markham.ca/Trees](http://markham.ca/Trees)

## Love Your Hydrant

Love Your Hydrant is a public education program that began in 2013 as a joint initiative between the Waterworks and Fire Departments. The goal is to educate and inform residents about proper care of neighbourhood hydrants by keeping them clear of snow, shrubs, and debris.

Please report unauthorized use (water theft), damaged or vandalized hydrants to  
[CustomerService@markham.ca](mailto:CustomerService@markham.ca)  
or 905.477.5530.

## Graffiti

Please report unauthorized and offensive graffiti to the City for removal by filling out our online form at:  
[markham.ca/OnlineRequest](http://markham.ca/OnlineRequest)





# Maintaining Your Property

## Caring for Public Street Trees

Did you know? It is illegal to remove public street trees and/or pave over public municipal boulevard spaces.

Your front and side property line is marked on your Plan of Survey – this document is usually filed when you purchase your property.

To avoid potential by-law infraction and penalties, consult with a qualified surveyor to precisely determine your property boundary.

If you are planning to extend your driveway to accommodate additional parking, contact [CustomerService@markham.ca](mailto:CustomerService@markham.ca) for more information.

## City Boulevards

- There is to be no alteration to City boulevards without a permit
- As per the Road Occupancy By-law, you can not alter the City boulevard to widen the curb, expand driveway apron, pave around trees, streetlights and utility boxes. Any deviation from the by-law will result in charges to the homeowner and requirement of rectifying the site to the City's standard, which will be made at the homeowner's expense
- For driveway expansion and allowable driveway width for your property, please refer to the City Zoning By-law for details
- If you have questions about driveway and curb modification, please email [ROW@markham.ca](mailto:ROW@markham.ca)



# Maintaining Your Property

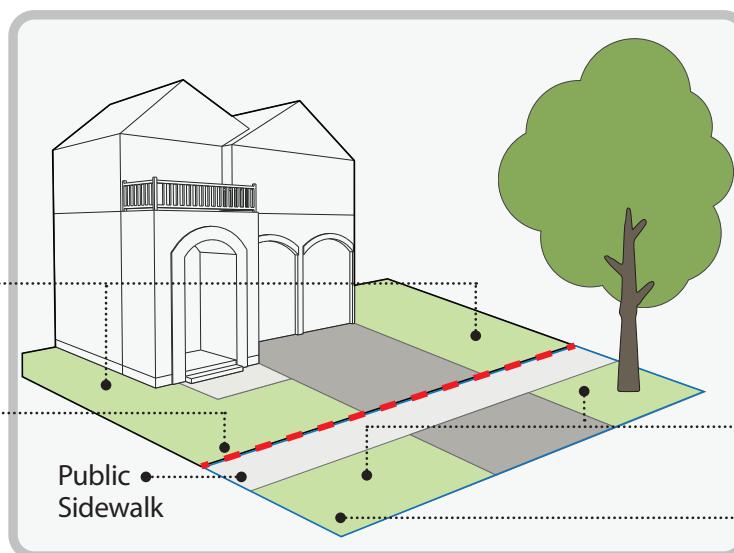
## For properties with sidewalks

### ✓ Do's

Minimum landscaping requirement must be achieved as per the City's Extended Driveway By-Law

Front property line ends.

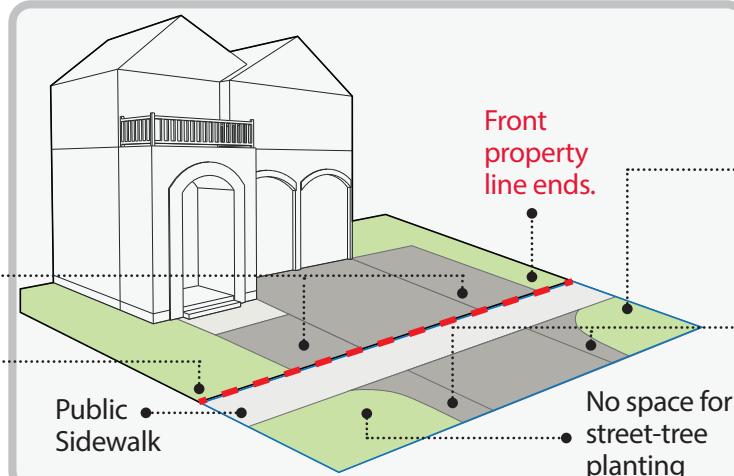
Beyond the property line is the City Boulevard, which is owned by the City



### ✗ Don'ts

Extended Driveway on private properties MUST meet requirements defined by the City's Extended Driveway By-Law

Beyond the property line is the City Boulevard, which is owned by the City.





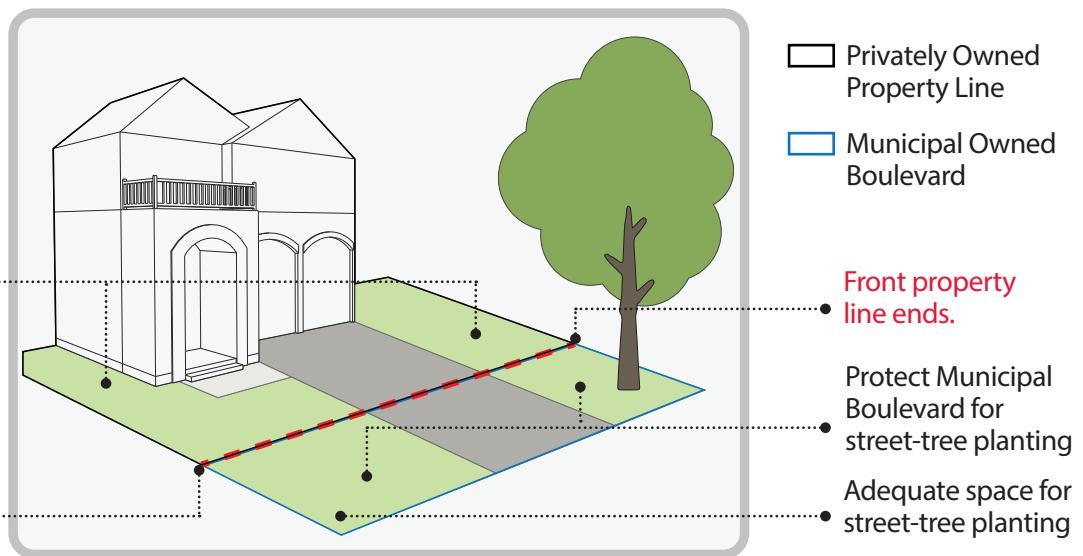
# Maintaining Your Property

## For properties without sidewalks

### ✓ Do's

Minimum landscaping requirement must be achieved as per the City's Extended Driveway By-Law

Beyond the property line is the City Boulevard, which is owned by the City

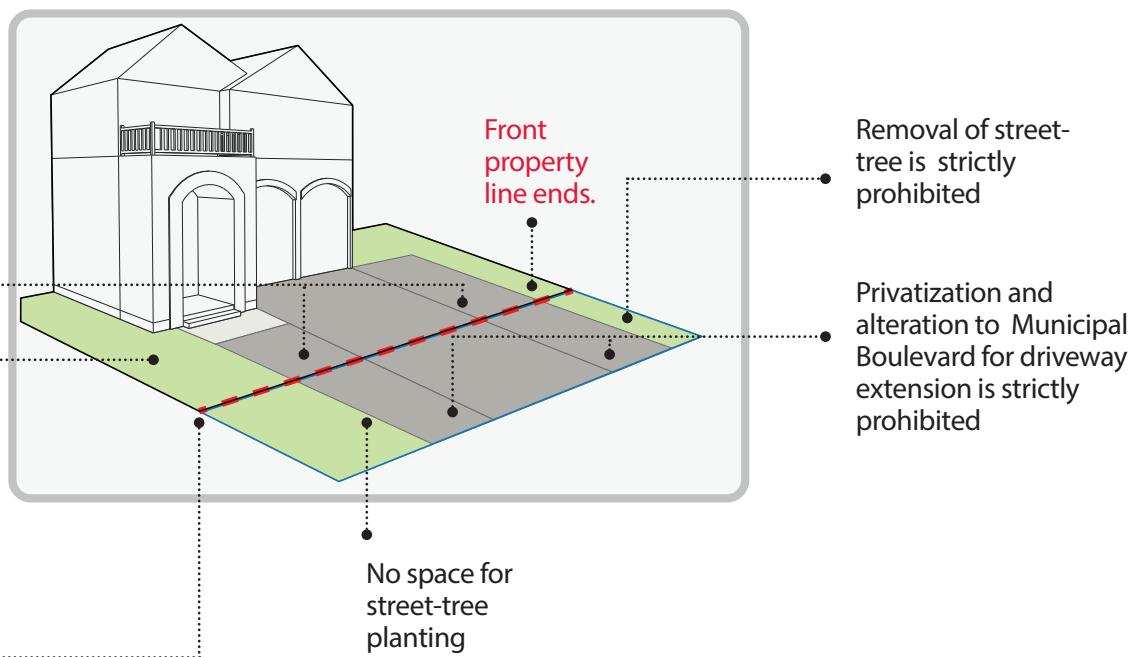


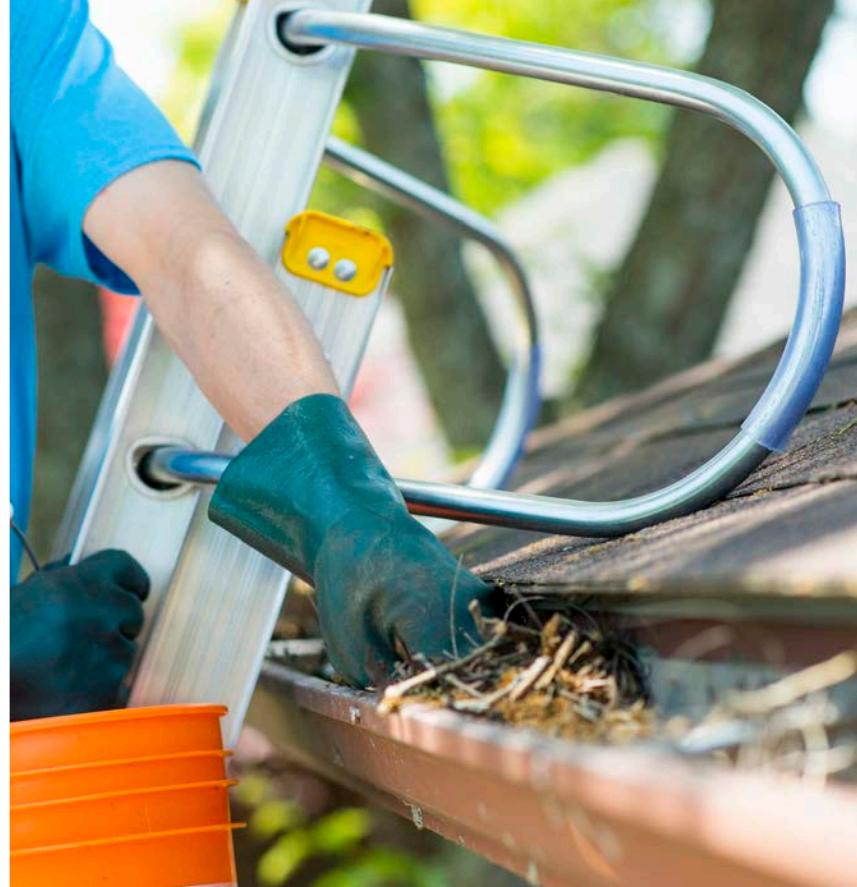
### ✗ Don'ts

Extended Driveway on private properties MUST meet requirements defined by the City's Extended Driveway By-Law

Minimum landscaping requirement must be achieved as per the City's Extended Driveway By-Law

Beyond the property line is the City Boulevard, which is owned by the City





# Maintaining Your Property

## Catch Basin Clearing

Reduce the risk of flooding on your property:

- Regularly clean out your eavestroughs. Disconnect and redirect your downspouts to an unpaved area at least one metre away from your foundation
- Keep storm drains clear of leaves and litter
- Create a rain-friendly landscape by replacing asphalt and other hard surfaces with gardens and plants
- Maintain your basement windows and foundation and ensure that water drains away from your foundation
- Limit water use inside your home during rainstorms (for example, delay laundry, taking a shower, using the dishwasher)

- Install a sump pump – if you have a low-lying basement, or high water table. Ensure a storm water sump pump drains at least one metre from your house foundation

## Be Bird-Friendly

Since 2014, the City has helped reduce bird-window collisions through retrofitting existing municipal buildings, incorporating bird-friendly design measures in new municipal buildings, and encouraging best practices in new private developments.

How can you help? As a homeowner or business owner, you can adopt bird-friendly design treatments to your existing home or business, to continue the City's efforts of becoming a more bird-friendly city.

Learn more: [markham.ca/Birds](http://markham.ca/Birds)



# Animal Services

## Pet Licensing

It's the law to license your pet and renew the licence annually. Licences expire on December 31 every year.

If your pet is lost or stolen, this is the fastest way to reunite them with you!

A pet licence also qualifies your pet for a free ride home if found at large.

Avoid a \$430 fine, and make sure your pet is licensed today!

Apply now: [markham.ca/License](http://markham.ca/License)

## Livestock

Livestock, such as chickens, ducks, cows, pigs and sheep, can not be kept in residential areas.

This ensures the safety of our residents and the animals.

For questions concerning livestock, contact Animal Services at 905.415.7531.

## Dog Leashing and Off-Leash Parks

The City of Markham requires all dogs to be leashed at all times on public property or within City parks, unless in a designated off-leash dog park.

The City currently provides and maintains four permanent off-leash dog park areas, and are in the process of implementing an additional 8 temporary locations.

Every person accessing the off-leash dog park areas with their dog must comply with the Animal Protection and Services By-Law 2018-91, the Parks By-law and the Dog Owners Liability Act.

Dog owners are responsible for cleaning up after their dogs in parks and all public spaces. Learn more: [markham.ca/DogParks](http://markham.ca/DogParks)



# Animal Services

## Wildlife in the City

Wildlife is an important part of the City's ecosystem. Animal services provides care for sick and injured wildlife.

It's against the law to feed wild animals.  
Avoid a \$615 fine.

Please report any animal-related concern to the Animal Services Department at 905.415.7531.

The City has a Coyote Response and Coexistence Strategy that assists with mitigating negative coyote encounters.  
Learn more: [markham.ca/Wildlife](http://markham.ca/Wildlife)

## Pet Waste

Pet waste contains bacteria and does not belong in park waste bins or left on the ground. Please pick up after your pet and bring waste home and put it in your green bin.

In Markham, you can use any plastic bag to scoop (e.g. a bread bag, and they do not have to be compostable).



# Permits

## Building Permits

Building permits are required for new construction, additions, and renovations to an existing building.

A permit may also be required if you are replacing, repairing and/or adding any mechanical or plumbing systems.

All construction must comply with the applicable zoning by-law for your property.

Learn more: [markham.ca/Building](http://markham.ca/Building)

For building permit questions, contact [buildingstandards@markham.ca](mailto:buildingstandards@markham.ca) or 905.475.4870. For building heritage questions, contact [heritage@markham.ca](mailto:heritage@markham.ca)

## Accessory Buildings

The City of Markham's building standards ensure a high level of quality in the design and construction of all our buildings and structures. A new shed, sauna or other accessory building may require a building permit.

Learn more: [markham.ca/Building](http://markham.ca/Building)

All construction must comply with the applicable zoning by-law for your property.

Refer to the Property Details Search to confirm the by-law that applies to your property.

Copies of the by-laws can be viewed at the Development Services Counter, located inside the Markham Civic Centre, or by submitting a Zoning Search Request online to obtain the zoning information for your property.

Learn more: [markham.ca/Building](http://markham.ca/Building)

## Building a Shed

A building permit is not required if you are building a single-storey accessory building (no plumbing) that is less than 15 square metres in area.

Even though a permit may not be required, the construction must comply with the applicable zoning by-law for your property.

Access the Property Details Search on [markham.ca/Building](http://markham.ca/Building) to confirm the applicable zoning by-law.

Copies of the by-laws can be viewed at the Development Services Counter or submit a Zoning Search request online to obtain the zoning information for your property.



# Permits

## Building or Repairing a Deck

All decks must comply with the applicable zoning by-law. General city-wide zoning information related to decks can be found online on the Zoning Information page.

A building permit is required for a deck with a height more than 24 inches (0.6 metres) above grade at any point.

A building permit is required for replacement decks.

If you are repairing your deck or replacing any guard/railing, contact Building Permit Administration at 905.475.4870 or [BuildingStandards@markham.ca](mailto:BuildingStandards@markham.ca) to confirm if a building permit is required.

## Fences

The line along the front, sides and back of your property is marked on your Plan of Survey—this document is usually filed when you purchase your property. You can use this

survey to figure out your fence boundary; if you need to be more accurate, a qualified surveyor can tell you exactly where these boundaries are.

As per Road Occupancy By-law 2018-109, your fence shall not encroach onto City property.

## Road Occupancy Permit

A permit is required for any activity that might block a public road allowance.

As noted in by-law 2018-109, there are certain activities that will require a Road Occupancy Permit.

You are not allowed to lay any landscape material, or bins on City boulevards or on the road without a permit.

Learn more: [markham.ca/Permits](http://markham.ca/Permits)



# Permits

## Curb and Culvert Modification Permit

A permit is required prior to making changes to the curb or culvert near your property.

You may not modify a curb or culvert on your own - the City of Markham must be involved.

For more information, contact

[CustomerService@markham.ca](mailto:CustomerService@markham.ca) or

905.477.5530.

## Excess Load Permit

The City of Markham has rules around the size and weight of commercial vehicles on certain roads.

A permit may be required for over dimension vehicles.

Learn more: [markham.ca/Permits](http://markham.ca/Permits)



# Permits

## Outdoor Sports Fields

The City offers rental of outdoor sports fields. Application permits are required.

Learn more: [markham.ca/  
FacilityRental](http://markham.ca/FacilityRental)

## Call Before You Dig - Ontario One Call

If you are planting a tree, building a fence or a deck, digging a new garden, or doing any project that requires you to dig, you must contact Ontario One Call at least five business days before to submit a locate request. It's free, it's easy, it's the law.

Learn more: [OntarioOneCall.ca](http://OntarioOneCall.ca)



# Property Tax

## Tax Relief Options for Eligible Seniors

The City of Markham offers property tax relief options for eligible seniors in the community. These include Markham's Low-Income Seniors

Property Tax Assistance Program, and the Seniors, Low-Income Seniors and Low-Income Disabled Persons Property Tax Deferral Program.

Learn more: [markham.ca/TaxRelief](http://markham.ca/TaxRelief)

**ePropertyTax is available 24/7**  
*Sign up today at [markham.ca/ePropertyTax](http://markham.ca/ePropertyTax)*

## VIEW | MANAGE | PAY

A **simple, secure and convenient** way to manage your property taxes

- Email reminder when your tax bill is available
- Secure self-service access to your tax account
- View, download and pay your bill at your convenience – 24 hours a day, 7 days a week





# Recycling and Garbage (By-law 32-95)

Separating recycling and waste materials is mandatory for all residential and commercial properties.

## Don't Miss the Truck!

Curbside collection times may vary. Make sure your material is at the curb by 7 AM on your collection day, or after 7 PM the night before.

Find your schedule online and sign up for weekly reminders:

[markham.ca/Recycling](http://markham.ca/Recycling)

## Cubside set out guidelines

### Green Bin Organics

- Collected every week
- Use any plastic bag and always tie it before putting in your green bin
- Excess organic material goes in a clear bag and should be placed beside your green bin

### Blue Box Recycling

- Collected every week
- Items must be empty and clean, no grease, liquid or food
- Recyclables must be loose in your blue box (prefer not bagged)

### Clear Bag Garbage

- Collected every other week
- Clear bags only – No dark/tinted/white bags will be collected; No bag limit
- Do not dump household waste in our parks or on trails, and do not put household waste in our parks' waste receptacles





# Recycling and Garbage (By-law 32-95)

## Bulky Items – No Appointment Needed

- Set out the same day as clear bag garbage; maximum 3 items
- Place items neatly at the curb do not stack
- Do not leave in parks

Local charities accept donations of new and gently-used home furnishings, appliances and renovation items. Always check with the charity to confirm if your item is acceptable. For drop off instructions or arrange for a home pick-up, contact [ReStore Markham](#).

## Appliances and Large Metal Items

- Monthly collection service; fees apply (metal is free) Call 905.477.5530 to book and pay

## Leaf and Yard Material – Collected April to December

- Set out the same day as clear bag garbage
- Use open containers or paper bags – No plastic bags
- No grass clippings, sod or soil – leave it on the lawn
- Bag fallen leaves and don't blow or rake them onto the road

## Renovation and Building Material Disposal

Renovation material is not collected at the curb.

Drop off garbage at the [Earl Turcott Transfer Station](#). Fees apply.

Learn more: [millerwaste.ca/Facilities](#)

## Gently-Used Renovation Materials

Items in good condition can be donated to [ReStore Markham](#). Always call ahead to confirm if your item is accepted or arrange for a home pick-up.



# Recycling and Garbage (By-law 32-95)

## Drop Off Recycling

### Markham Recycling Depots

Markham has four drop off locations that are free and easy to use.

Residents can drop off Styrofoam, large cardboard, batteries and many more items. You can buy or exchange Markham-branded containers, fees apply.

Learn more: [markham.ca/Recycling](http://markham.ca/Recycling)

### Household Hazardous Waste Depot

Common household hazardous products are not collected at the curb. Drop off at the York Region Household Hazard Waste Depot for recycling.

### Elgin Mills Community Environmental Centre

York Region operates a drop off centre for garbage, recycling, yard waste and electronics.

[Learn more](#)

### ReStore Markham (Habitat for Humanity)

Markham residents can drop off many items, including reusable renovation and building materials. Learn more at [ReStore Markham](#).

## Wondering What Goes Where?

Use Markham's online search tool to learn how to properly sort and set out all your materials! Learn more: [markham.ca/WhatGoesWhere](#)



# Waste Diversion Programs

## Textile Recycling

Textiles are not accepted at the curb.

Bag and drop off all your unwanted textiles at any City of Markham Textile Donation Bin.

Learn more: [markham.ca/Textiles](http://markham.ca/Textiles)

## Battery Recycling

All batteries are hazardous and must be properly recycled.

Never place in your clear bag garbage, blue box or green bin.

Store used batteries in a plastic bag and drop off for recycling at any Markham Recycling Depot, library, community centre and many retail locations.

Learn more: [markham.ca/BatteryRecycling](http://markham.ca/BatteryRecycling)

## Electronic Recycling

Unwanted electronics are not accepted at the curb. Instead, drop them off at the Household Hazard Waste Depot.

Learn more: [markham.ca/Recycling](http://markham.ca/Recycling)

## Styrofoam Recycling

Styrofoam packaging is not collected at the curb. Instead, drop it off at any Markham Recycling Depot.

Learn more: [markham.ca/Recycling](http://markham.ca/Recycling)



# Waste Diversion Programs

## Energy Conservation Tips

Learn how to conserve energy:

[markham.ca/SaveEnergy](http://markham.ca/SaveEnergy)

Learn how to increase energy efficiency in your home: [markham.ca/SaveEnergy](http://markham.ca/SaveEnergy)

## Single-Use Plastics

Markham is breaking free of Single-Use Plastics.

Single-Use Plastics are particularly problematic from an environmental sustainability perspective because they have limited reuse, recyclability or compost options.

Additionally, many of them end up as litter on our roads, parks, trails and creeks. The most common are:

- Beverage/party cups and lids
- Coffee/hot beverage lid stoppers
- Straws and stir sticks
- Cutlery
- Styrofoam packaging and take-out food containers
- Grocery/produce bags

Learn more: [markham.ca/SingleUsePlastics](http://markham.ca/SingleUsePlastics)



# Environmental Programs

## Enviro Packs for Kids

Markham Public Library offers a series of environmental learning backpacks filled with information relating to the City's Greenprint - Community Sustainability Plan.

In each pack you will find:

- Books to introduce local environmental issues
- Activities and tools about wildlife, biodiversity, energy conservation, gardening, and waste management.

Learn more:

[markham.ca/EnviroConservation](http://markham.ca/EnviroConservation)

## Community Gardens and Allotments

Community and Allotment Gardens are an essential service in Markham, designed for residents who are in need of more growing space. Gardeners are able to lease garden plots at an allotment garden, or join a community garden to collectively work and share the harvest while giving back to the community. Learn more: [markham.ca/CommunityGardens](http://markham.ca/CommunityGardens)

## Adopt-a-Park

Imagine a park with your group's name on it. It's possible!

The Adopt-a-Park program encourages individual residents, families, businesses, schools and community groups to become actively involved in their local green spaces.

The program promotes community pride through the clean-up of litter, community plantings and additional volunteer work to keep our lands clean and green.

A minimum of two clean-ups a year makes you eligible to Adopt-a-Park.

Learn more:

[markham.ca/EnviroConservation](http://markham.ca/EnviroConservation)

## Electric Vehicle Charging Stations

Do you have an electric vehicle?

The City hosts many public, pay-per-use electric vehicle charging stations at community centres and central lots.

Learn more: [markham.ca/ElectricVehicles](http://markham.ca/ElectricVehicles)



# Traffic and Parking

## Traffic and Parking

Parking is prohibited on Markham streets between the hours of 2:30 AM and 6:00 AM except where signs permit.

Monthly Overnight Permits are only issued to residents of Markham in approved zones.

The City of Markham allows residents to submit nightly exemption requests for driveway repairs and out of town overnight guests.

- Park in a way that does not obstruct the sidewalk or street. During the Winter season, all parking on both sides of all City streets is prohibited during snow clearing operations.
- Existing parking permits and overnight exemptions held by residents are not valid during snow clearing operations.
- Vehicles parked on a city street during snow clearing operations will be ticketed and/or towed.

## Traffic Management and Safety

Our Traffic Engineering Division is responsible for keeping vehicular and pedestrian traffic moving safely and smoothly on our more than 2,100 lane kilometres of road. This includes conducting traffic investigations and implementing new traffic control devices.

Learn more: [markham.ca/Traffic](http://markham.ca/Traffic)

## Aggressive Driving

The City of Markham needs your help to stop aggressive driving.

It is not safe to:

- Speed
- Follow too closely
- Fail to yield
- Make unsafe lane changes
- Pass when it is not safe
- Ignore traffic signs and signals

Please report aggressive drivers to York Regional Police, using the [Road Watch program](#).

Alternatively, general traffic safety concerns and requests for enforcement can be reported through the [York Regional Police Community Concerns Online Reporting portal](#).

## Cyclists and Pedestrians

Markham is a great place to explore by bicycle, on foot and other forms of active transportation!

Learn more:

[markham.ca/WalkingAndCycling](http://markham.ca/WalkingAndCycling)



# Traffic and Parking

## School Zone Safety

A school zone is the area adjacent to the school. When entering a school zone, drivers should be aware of children and take additional care when driving.

Parked and stopped vehicles may obstruct traffic, school driveways, fire routes, school buses and can also increase the risk of pedestrian collisions.

To help mitigate traffic congestion in front of schools and to ensure vehicle, pedestrian, and cyclist safety, time-based "No Parking" and "No Stopping" are designated within School Zones.

For more information, contact  
[CustomerService@markham.ca](mailto:CustomerService@markham.ca)  
or 905.477.5530.

## Extending Driveways

There are guidelines aimed at preserving the beauty of Markham's residential neighbourhoods and preventing the excessive paving of properties.

For more information contact  
[CustomerService@markham.ca](mailto:CustomerService@markham.ca)  
or 905.477.5530.



# Utilities and Streetlight

## Utilities

- No pavement, interlocking and planting around utility equipment, poles, etc. as it blocks the access and safe work area to maintain this equipment
- Most Utility boxes you see in the boulevard are owned by private utilities, and not the City. These include telecommunication cabinets which may be accidentally left open or broken. The City can only assist with sending the issues to third-party utilities however, the timeline of repair will be scheduled by third-party utilities depending on safety issues. If you are reporting any concerns about utility equipment, please provide photos and address of location which will help to expedite the process and identify the utility company that's in charge
- Service disruptions and emergencies should be directed to the utility. In the event of a power outage, contact Alectra Utilities.  
If you suspect a gas leak, contact Enbridge.  
If you are experiencing Internet service issues or an outage, contact your Internet Service Provider (ISP)
- Restoration of excavations are the responsibility of the contractor undertaking the work and will be completed as soon as the work is completed and/or weather permits. If you see any issue with construction activities, or restoration, please let the City know when the work took place and the name of the contractor doing the work so we can help address concerns quickly.

- Locates, which includes paint or flags are used to mark underground utilities for a variety of work. The locates flags should not be removed until the construction work is completed. The contractors are responsible for removing the locates flag after completion of the work
- The meters at your house, such as gas or hydro are owned by the utility. Any questions or concerns are best directed to that utility
- Report any utility-related issues to the City of Markham's Contact Centre at [CustomerService@markham.ca](mailto:CustomerService@markham.ca) or 905.477.5530

## Streetlight

- If you are in laneway with no streetlight poles, you are responsible to keep the your garage light operational
- If you are reporting a light outage, please ensure to provide the red tag number on pole, the address, along with a photo to expedite the repair process
- The regular response time for streetlight issues are 7 to 14 days, depending on the nature of hazard or road category. Safety issues are always prioritized to non-urgent repairs.
- For reporting streetlight issues contact [CustomerService@markham.ca](mailto:CustomerService@markham.ca) or 905.477.5530



# Help Prevent Sewer Back-Ups and Flooding

## Sewer Backups and Flooding

The City of Markham and property owners have a shared responsibility. Markham maintains the public portion of the underground pipes – spanning from the water main to the municipal property line. Property owners are responsible for the plumbing system that runs from their property line to inside the home.

To learn more, visit Property Owner vs City Responsibility at [markham.ca/Water](http://markham.ca/Water)

## Fats, oils and grease (F.O.G.)

Never pour fats, oils and grease (such as cooking oil, condiments or salad dressings) down the drain or toilet. F.O.G can clog your pipes and result in expensive sewer backups and flooding in your house or apartment. Dispose of F.O.G in your kitchen catcher or green bin.

Learn more: [markham.ca/FogClogs](http://markham.ca/FogClogs)

## Don't Flush This Stuff

Never use your toilet as a garbage bin. Flushing items such as baby wipes, kitty litter, floss, hair and female sanitary products can block your home's plumbing system, resulting in expensive repairs.

Learn more: [markham.ca/WhatGoesWhere](http://markham.ca/WhatGoesWhere)



# Drinking Water, Wastewater and Stormwater

## Tap Water Quality

Markham provides high-quality drinking water to residents and businesses through the following process:

1. City of Toronto draws water from Lake Ontario and cleans it in their treatment plant.
2. York Region purchases treated water from Toronto and then stores and sells it to the City of Markham.
3. Markham distributes the water to its residents and businesses using over 1,000 kilometres of watermains.

Learn more: [markham.ca/Water](http://markham.ca/Water)

## Wastewater Collection

Wastewater is produced through daily activities such as cleaning laundry, washing dishes and flushing the toilet. After used water goes down the drain, it flows past your property line and enters into Markham's sanitary sewer system where it's collected and moved to a treatment facility.

Learn more: [markham.ca/Water](http://markham.ca/Water)



# Drinking Water, Wastewater and Stormwater

## Water Billing

Your water bill is sent out along with your hydro bill. Charges are based on the amount of water you use multiplied by the current water rate.

## Service Request Fees

Markham charges extra fees for water service requests.

For more information, contact

[CustomerService@markham.ca](mailto:CustomerService@markham.ca)

or 905.477.5530.

## Water Meters

Markham's by-laws regulate the installation, maintenance and use of residential and commercial water meters.

Your water meter is generally located in the basement. It's important to make sure that your water meter is always accessible in case of emergencies.



# Drinking Water, Wastewater and Stormwater

## Water Protection

Using less water saves you money, protects our environment and ensures we have enough water supply for our growing community.

Through simple practices, such as fixing leaks, using efficient appliances and being mindful of your water use, you can conserve water both indoors and outdoors.

## Car Wash

It's best to take your car to a commercial car wash - here are the benefits:

- Can use up to 50% less water than washing your vehicle on the driveway
- Prevents chemicals and pollutants from going into our stormwater system

Learn more: [markham.ca/Water](http://markham.ca/Water)

## Protecting Our Drinking Water

Protecting our water source is important for the health and quality of our drinking water.

Stormwater is collected in catch basins that carry it into our rivers and creeks without treatment.

Avoid pouring household contaminants, such as cooking oil, paint or engine oil down a catch basin.

## Water Use By-Law

During Summer months, Markham restricts outdoor water use during peak hours. Notices are given to households who are not following the rules.



# Drinking Water, Wastewater and Stormwater

## Stormwater Management

Heavy rainfall and melting snow can overwhelm sewer systems causing severe flooding in our community.

To protect your property from damage, Markham's Private Plumbing Protection Program can offer you financial support for installing a flood protection device in your home, such as a backwater valve.

Learn more: [markham.ca/5pProgram](http://markham.ca/5pProgram)

## Stormwater Fee

Flood control improvements are funded through the Stormwater Fee that is charged to all property owners - both residential (\$54 per residential property), and non-residential (\$30 per \$100,000 of Current Value Assessment). This fee, combined with revenue from the Canada Gas Tax, helps fund current and future

stormwater infrastructure improvement projects city-wide. The fee is applied to the final tax bill for each property owner in Markham.

## Stormwater Ponds

Stormwater ponds reduce the risk of flooding in urban areas and trap sediments and pollutants from entering our stormwater system.

While they may appear as attractive bodies of water, often surrounded by parks and trails, avoid doing the following:

- Swimming, skating or fishing and
- Releasing pets like fish or turtles

Be cautious around ponds, especially after a rainstorm when water levels have risen.



# Business in the Neighbourhood

## Door-to-Door Sales Water Filtration Systems

Door-to-door sales are illegal! Beware. Some people may falsely claim that Markham tap water is unsafe in order to sell a water purification system.

Markham tap water is tested and safe to drink directly from the tap without further treatment or filtration. There is currently no mandate, from the provincial or federal government, or the City of Markham, requiring residents to install additional filtration equipment on their water systems.

## Residential Tenancies Act – Tenant and Landlord Relationship

Although this is not the City's responsibility, the Residential Tenancies Act provides guidelines as to the rights and responsibilities of landlords and tenants who rent residential properties, and sets out a process for enforcing them. Contact the Landlord and Tenant Board at 416.645.8080 for more information.

## Community Mailboxes

Most Markham residents have their mail delivered to a Canada Post community mailbox. To reduce the litter created by unwanted paper materials, the City has placed more than 2,500 large blue boxes beside Canada Post community mailboxes across Markham.

Just like your house, community mailbox recyclables are collected once a week on the same day as blue box collection.

Community mailboxes belong to and are maintained by Canada Post. Canada Post is also responsible for clearing the snow around the mailboxes and making them accessible. If your community mailbox recycling bin needs to be emptied or replaced, contact [CustomerService@markham.ca](mailto:CustomerService@markham.ca) or 905.477.5530.



# Business in the Neighbourhood

## Home-Based Businesses

Certain types of businesses can operate out of a home, but the City must also consider how such a business will affect neighbours. All businesses must comply with the zoning and property standards by-law.

All home-based businesses (also known as Home Occupations) must comply with the applicable standards for Home Occupations.

Homeowners can refer to the Property Details Search on [markham.ca/Building](http://markham.ca/Building) to confirm the applicable by-law for their property.

Questions can be sent to Building Permit Administration at 905.475.4870 or [BuildingStandards@markham.ca](mailto:BuildingStandards@markham.ca)

Note: Home Occupations are only permitted within an enclosed building, and are not permitted to occur outside. Rental of a residential pool, skating rink, or sports court is not permitted.

Learn more: [markham.ca/Bylaw](http://markham.ca/Bylaw)

## Garage Sales

Garage sales are a great way to get to know your neighbours and community and prime for recycling, reusing and repurposing previously loved items.



# Volunteers and Community

## Volunteering

Volunteering is a fun and engaging way to give back to your community. People of all ages and abilities can volunteer for various roles in Markham.

Learn more: [markham.ca/Volunteering](http://markham.ca/Volunteering)

## Outreach Programs

The City of Markham offers a number of outreach programs such as Pottery for Seniors, KEVA - Engineering and Design Challenge, and Snowshoeing.

For more information, contact  
[CustomerService@markham.ca](mailto:CustomerService@markham.ca)  
or 905.477.5530

## Registered Ratepayers and Community Associations

Citizens dedicated to representing the interests of residents in Markham have formed Ratepayers Groups with their neighbours.

Learn more: [markham.ca/Ratepayers](http://markham.ca/Ratepayers)



# Important Contact Numbers

## Emergency Contact Information

Immediate police, fire and ambulance response .....	911
Enbridge – Emergency Line .....	1.866.763.5427
Alectra Utilities .....	1.833.253.2872

## Non-Emergency Numbers

City of Markham Customer Contact Centre .....	905.477.5530
City of Markham After-Hours Critical Services .....	905.477.7000
Fire and Emergency Services (General inquiries only).....	905.415.7521
Fire and Emergency Services (Dispatch non-emergency).....	905.477.2011
Community Care Access Centre (C.C.A.C.).....	1.888.470.2222
Community and Home Assistance to Seniors (C.H.A.T.S.).....	1.877.452.4287
Enbridge General Inquiries.....	1.877.362.7434
Mackenzie (York Central).....	905.883.1212
Markham Stouffville Hospital.....	905.472.7000
Alectra Utilities .....	1.833.253.2872
Regional Municipality of York .....	1.877.464.9675
York Regional Police Non-Emergencies (automated options) .....	1.866.876.5423
York Regional Police Non-Emergencies (live attendant) .....	905.881.1221
York Region Public Health Connection.....	1.800.361.5653



**Thank you for doing your part to be a good neighbour!**

Markham Civic Centre  
Anthony Roman Centre  
101 Town Centre Blvd., Markham, ON, L3R 9W3  
905.477.5530 | [CustomerService@markham.ca](mailto:CustomerService@markham.ca)  
[markham.ca](http://markham.ca)

