



The TOWNSHIP of NORTH DUMFRIES

Experience more.

Information Sheet

Office Information

2958 Greenfield Rd. Ayr, ON N0B 1E0 (Mail PO Box 1060)

Phone: 519-632-8800 Fax: 519-632-8700

Email: mail@northdumfries.ca

Website: www.northdumfries.ca

This guide has been put together with as much contact information for our most frequently asked questions. This guide provides general information, a web link, email address and phone number where applicable to ensure various methods of contact are available. Feel free to contact the Township Office for items not on this or at any time.

Who is my Councillor?

North Dumfries has four wards each run by one councillor and a Mayor as head of Council. You may contact the office to find out what ward you are in if you do not know. Or see our ward map online at <http://www.northdumfries.ca/en/ourtownship/Wards.asp>

The Councillors are as follows:

Mayor Sue Foxton: 519-632-7130

sfoxton@northdumfries.ca

Rod Rolleman Ward 1: 519-589-6003

rrolleman@northdumfries.ca

Derrick Ostner Ward 2: 519-632-8621

dostner@northdumfries.ca

Gord Taylor Ward 3: 519-621-1858

gtaylor@northdumfries.ca

Neil Ritchie Ward 4: 519-620-0606

neilritchie4ward4@gmail.com

The M.P.P. for Cambridge & North Dumfries

Kathryn McGarry: 519-623-5852

Parks & Recreation

The township of North Dumfries owns and maintains 12 parks located throughout the township and has two open arenas, the North Dumfries Community Complex located at 2958 Greenfield Road and the Queen Elizabeth Arena located at 7 Church Street in Ayr. The North Dumfries Community Complex boasts large soccer fields, an outdoor playground, hockey rink, and outdoor splash pad. Full information and locations of our parks can be found on our website at <http://www.northdumfries.ca/en/ourservices/ParksandRecreation.asp> or contact 519-632-8800.

Who do I contact to book ice time at the arenas?

To book ice time at our facilities please contact the arena at 519-632-8800 or email fprospero@northdumfries.ca.

Who do I contact to book a room in the facilities?

Contact Community Outreach Coordinator at 519-632-8800 or email mpoissant@northdumfries.ca.

The Township also has a number of hiking trails within its boundaries. These are maintained by the Grand River Conservation Authority. A complete list of these areas are available by visiting our website <http://www.northdumfries.ca/en/ourservices/hikingtrails.asp>. To contact the GRCA please call 519-621-2761.

Waste Management

Waste management is handled by the Region of Waterloo. If you have inquiries please call 519-883-5100.

Where can I get a blue box?

Replacement and additional recycling boxes can be purchased from local retailers. New homeowners in Waterloo Region can pick up a free Blue Box by bringing an unaltered copy of your deed or purchase agreement to either the Cambridge (201 Savage Dr.) or Waterloo (925 Erb St. W., Gate 1) waste management sites from Monday to Friday, 8:30 a.m. to 4:30 p.m.

There are numerous landfill operations around the Region of Waterloo, a full list and hours are available at http://www.regionofwaterloo.ca/en/aboutTheEnvironment/Landfill_Operations.asp or call 519-883-5100.

Well Water

Some residents of North Dumfries continue to use well water. To ensure safe drinking water, well owners can drop off their water sample at the township office to be sent for testing. The water needs to be delivered to the office by 4:30pm each Tuesday or water samples can be dropped off at 150 Main Street Cambridge. Sample results are provided to your address from the test centre. New sample bottles can be picked up at the township office. Call 519-632-8800 for more information or visit www.wellaware.ca.

Water Services

Water Services at the Region of Waterloo, is responsible for supplying clean, safe drinking water to the cities of Cambridge, Kitchener and Waterloo and the townships of North Dumfries, Wellesley, Wilmot and Woolwich.

Inquiries on service and billing, call 519-575-4517.

Fire Department

Non-emergency inquiries may be directed to Fire Chief at 519-632-7956 or email mail@northdumfries.ca. Burn permits are required for open air burning. Applications are available online at <http://www.northdumfries.ca/en/ourtownship/BurnPermits.asp> or come into the office to fill one out.

Tax Department

Questions, payment options, and billing inquiries can be directed to the Township of North Dumfries Tax Department at 519-632-8800. Via email to mail@northdumfries.ca.

How often am I billed for taxes?

The Township bills residents twice yearly. The first bill is issued in late January with due dates of the first business day of March and May. The second bill is sent in late July with due dates of the first business day in September and November. Any payments made late are charged at 1.25% the first day and every month past the due date.

What if I have questions about my property assessment value?

Property assessment values are determined by the Municipal Property Assessment Corporation, contact their office at 1-866-296-6722 or www.mpac.ca

Building Department

Building permits are issued at the Township office. You can access application forms online at <http://www.northdumfries.ca/en/ourservices/permits.asp> or pick them up at the office.

When do I require a building permit?

Building permits are necessary for a variety of building and renovations. You need a building permit if you plan to:

- construct a new building
- renovate, repair or add to a building
- demolish or remove all or a portion of a building
- change a building's use
- install, change or remove portions and load-bearing walls
- make new openings for, or change the size of, doors and windows
- build a garage, balcony or deck
- install a swimming pool and construct a security fence around the pool area
- excavate a basement or construct a foundation
- install or modify heating, plumbing, air conditioning systems or fireplaces
- installation or alteration of a wood burning appliance
- reconstruct a chimney
- installation of a new sign or alteration of an existing one

Any questions and queries can be directed to:

Chief Building Official - 519-632-8800

Building Inspector – 519-632-8800

Via email to: mail@northdumfries.ca

By-law Enforcement

Questions, complaints, or comments on different by-laws including property standards, noise, dogs, parking, etc. Contact the By-law Enforcement Officer.

By-law Enforcement Officer – 519-632-8800

Via email to: mail@northdumfries.ca

When to contact the Bylaw Officer:

The township Bylaw Department handles complaints for some of the bylaws of the Township. These include:

- **Property Standards** – a neighbouring property may require some clean up in regards to overly high grass, garbage, collections of debris, pools with standing and soiled water.

These situations are controlled by the property standards bylaw and can be reported to Bylaw Enforcement.

- **Noise complaints** – some households find excessive noise in their area between the designated quiet times of 11pm-7am. This can be due to construction, car and truck noise, parties, shouting, barking dogs, and you may report them to the Bylaw Department. In situations where the noise is excessive but after Township hours, please contact the non-emergency police dispatch at 519-653-7700.
- **Dog Complaints** – dogs running at large should be reported to Hillside Kennels for pickup of the animal. If a dog is being a noise nuisance you may report it to the bylaw department.

What if I need to park on the road overnight?

If you need to park on the road overnight contact the bylaw enforcement officer, if they are unavailable or it is after business hours, leave a message and include: Address, car make and model, car colour, license plate number, name and phone number, and dates to be on the street. If you are issued a ticket from the police on those nights contact Mark and ensuring you left your details he can have the ticket revoked.

Who do I contact for animal control?

The Township will respond to **dog related complaints only**. In case of a dog running at large please contact Hillside Kennels at 1-888-469-3247.

What if the situation is an immediate issue however is outside of business hours?

Often times, issues such noise complaints are after hours. In such a case please contact the Waterloo Regional Police Service at 519-653-7700. Do not call 911 for non-emergency items.

Dog Tags

You may purchase your dog tags at the Township office and the Ayr Animal Hospital at 140 Melair Drive, Ayr. (Dog tags are sold between January and April 1st yearly at \$22/dog. Any purchased after April 1st are \$32/dog).

Township Eblast

The Township of North Dumfries sends out an electronic newsletter when events are occurring in the Township. There is no specific schedule and items are sent once enough are compiled to create a noteworthy email. Charities and not for profit groups typically take advantage of the eblast however local businesses and residents with businesses may also use the eblast on a quarterly basis.

To be included in the eblast please send your event information, contact information, dates and times, and any other pertinent information to mail@northdumfries.ca, you may also include a one page flyer to be attached.

The Township reserves the right to consider all eblast items on a case by case basis and can deny items as they see fit.

Facebook & Twitter

Your items submitted to the Township can also be posted on our facebook and Twitter pages. Follow us @northdumfries or like the Township of North Dumfries on Facebook.

Zoning & Planning

For information on the Official Plan and Zoning By-law as well as information on OP amendments, zoning amendments, severance, consent, etc. contact the Director of Planning.

Director of Planning, 519-632-8800.

Via email to: mail@northdumfries.ca.

If you would like to view the Zoning By-law or Official Plan, they are available on our website at

<http://www.northdumfries.ca/en/ourtownship/ZonePlan.asp>. Copies

are available in print at a cost of \$20.00 per copy per book by giving the office a call.

For planning department fees please visit:

<http://www.northdumfries.ca/en/ourservices/planningfeescharges.asp>

Roads Department

The Public Works department is responsible for all of the construction and maintenance on the local roads and sidewalks in the Township of North Dumfries. We share responsibility with the Region of Waterloo on major routes. The Township Office will let you know if a road is Regional or Municipal or visit www.northdumfries.ca

Director of Public Works, 519-621-7885

Via email to mail@northdumfries.ca

Region of Waterloo: 519-575-4400

Other Services

Cambridge & North Dumfries Hydro contact number: 519-621-3484

Union Gas contact number: 1-888-774-3111