

Good Neighbour Guide

Working together to create
a livable Kingston



**A guide to the City of
Kingston's bylaws
2019**





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Questions? Give us a call

If you've got good neighbour questions – we've got answers.

You can get in touch by calling **613-546-0000**
or by visiting **CityofKingston.ca/ContactUs**



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About this guide

This guide has been created to give you a better understanding of how your City operates, what services and opportunities are available, and how you can help improve your neighbourhood.

What really makes Kingston neighbourhoods great are the people who live in them. Being a good neighbour is easy and makes living in your community more enjoyable!

The Good Neighbour Guide offers an overview of services and opportunities available to you as a resident.

This guide is not intended to solve all issues which may arise, but offers advice on certain significant issues based on the experience of the City.

The bottom line: Respect for others is important to being a good neighbour. As residents of Kingston, we are all entitled to the continued enjoyment of our properties.

Starting a construction project?

This guide is also for property owners, developers, and contractors who are starting



a construction project and their neighbours. It outlines requirements and best practices, as well as communication tips. If issues do arise, this guide offers contact information to assist you.

Infill projects can contribute to the health, vitality, and value of neighbourhoods, and improve property values. Residential infill also helps protect green space, farmland, forests, wetlands, and watersheds. Instead of sprawling out, the city is building up and intensifying.

However, construction can also result in negative impacts. Immediate neighbours may feel the impact of equipment and increased activity. The wider community may be impacted by changes to the streetscape, the removal of trees, and the noise and dirt of the construction. If a project is not well planned, managed, or communicated, construction can be disruptive and damaging.

Owners, developers and contractors earn the trust and respect of neighbours by observing all bylaws and by taking steps to minimize the potentially negative impacts of construction.

Informed neighbours are more likely to be understanding and supportive. If you are planning a project, communicate with your neighbours in person about your proposed



Working and communicating with your neighbours

plans early in the process. Explain the work that you want to do, the expected timelines, and how it might impact them.

At the beginning of demolition and construction, the property owner and builder should provide neighbours with a way to contact them if issues arise. Create a plan with your neighbours for resolving issues. For example, offer a handout stating who should be called for immediate action and/or who should be called for less urgent, ongoing issues. Post your building permit in a prominent area on your property.

Guidelines for successful projects:

- Ensure all of the required approvals and permits are in place.
- Talk to your neighbours so they are aware of what you are doing.
- Protect the neighbourhood including trees, shrubs and fences.
- Clean up after yourself.
- Keep noise within allowable timeframes.
- Do not block any driveways.

Are you a neighbour with construction nearby?

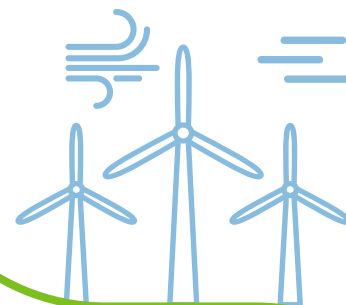
If you are seeking more information, you can reach out to the property owner and builder. Friendly communication is the best way to build a healthy relationship and keep the communication channels open! Similarly, many property standards concerns or complaints can be resolved by a conversation with your neighbour.

Know your property

Did you know that owners are responsible for their property, adjacent boulevards, sidewalks and the alley adjoining their property? To avoid potential complaints, make sure you're aware of your responsibilities as a property owner.

Who should I call?

A list of resources, including important contacts, is available on pg 24 of this guide.



How can the City's Bylaw Enforcement team help?

The City's Bylaw Enforcement team is here to help! Whether you have a question about where to park your boat, when to use fireworks, or how to put your household waste out, the Bylaw Enforcement team can help you navigate the City's bylaws.

Remember, the main goal of the Bylaw Enforcement team is to ensure that everyone can enjoy a safe, clean and enjoyable Kingston. Primarily, this means enforcing the City's solid waste-related, noise and animal control bylaws (CityofKingston.ca/Bylaws).

Not sure whether Bylaw Enforcement can help?

Call 613- 546-4291 extension 3135, email bylawenforcement@cityofkingston.ca, or visit CityofKingston.ca/Bylaw-enforcement for more information.

Our three-step approach to bylaw enforcement

The best way to ensure that all residents can enjoy a safe and clean Kingston is through education. This is why the City generally follows this three-step enforcement process:

1. For a first infraction, you'll receive an informative notice. Don't worry, this isn't a formal warning! We just want to tell you a little more about the City's bylaws.
2. For a subsequent violation, you'll receive a formal written warning.
3. Finally, subsequent violations after a formal written warning will go straight to charges.

Please note that serious violations that can affect the immediate safety and welfare of residents may go straight to charges, for example: for an aggressive dog being at-large or for illegal dumping or spills.

The City wants to work with residents to find solutions that work for everyone. If you have a question about our bylaws – get in touch!



Your property

Untidy properties and property maintenance

Property Standards Bylaw

Owners are responsible for ensuring their properties remain tidy. The storage of any materials on a residential lot must not be visible from outside the property. This includes loose garbage, yard waste, bottles, cans, household furniture, packaging materials, machinery, equipment or automobile parts and appliances. In addition, when stored outside, refrigerators and freezers must be locked or have their doors removed.

An accumulation of building materials may only be stored on a property if the owner can establish that construction or renovation is occurring or imminent. Owners are responsible for ensuring these materials are stacked in an orderly manner.

Owners/residents are responsible for ensuring that structures on their property remain in good repair. These include:

- Fences.
- Foundation walls, exterior walls, roofs, windows and doors.
- Protective or decorative finishes of exterior structures.
- Exterior stairs, landings, porches, balconies and decks.

Nuisances escaping properties

Property Standards Bylaw

Owners must take reasonable precautions to ensure that nuisances do not escape their property. This includes smoke, dust or other airborne matter, and articles such as papers, flyers and loose debris.

Owners must also ensure that outdoor lights do not shine directly into the living or sleeping areas of neighbouring properties.

Grass and weeds

Property Standards Bylaw

Owners of both developed properties and vacant lots are responsible for ensuring that grass and weeds are maintained to not exceed 15 cm (6 inches). Please note that longer grass shades its roots from the sun and chokes out weeds. Longer grass also helps create a healthier, hardier lawn by allowing longer roots to develop and it holds moisture better.

Owners must be compliant with the [Yard s Bylaw](#). If an owner has weeds listed as Prohibited Noxious, they must be destroyed. Weeds listed as Noxious must be controlled.



Your property

Snow and ice

[Property Standards Bylaw](#)

Owners are responsible for the complete removal of snow and ice, to the bare pavement, from all private and public sidewalks and driveways. Snow or ice removed may be placed on your own property, the boulevard, or the sidewalk (so long as it does not alter the surface of the sidewalk). In keeping with being a good neighbour, please remember that snow cleared from your property should not be deposited on your neighbour's driveway or property, or in a way that blocks any sightlines!

As a best practice, shovelled snow and ice should not be stored in such a way that melting water will drain onto your neighbour's property. Applying a sand de-icing mixture may help remove ice from sidewalks.

Sidewalks and streets must also be kept clear of electrical cords used to plug in vehicles.

Trees and shrubs

[Tree Bylaw 2018-15](#)

Owners are responsible for ensuring that hedges, trees and shrubs on their property are trimmed so as not to interfere with pedestrians using the sidewalk and vehicles accessing a street or lane.

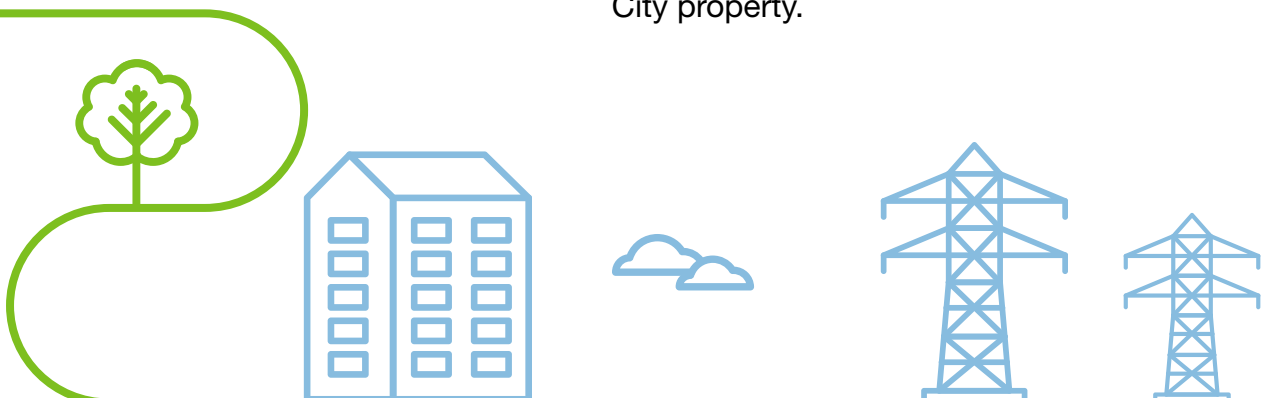
Protecting City trees

- The Tree Bylaw prohibits:
 - Cutting, removing, pruning or removing City trees
 - Planting trees or shrubs on City land
 - Spraying City trees with any substance other than water
- Design construction projects with tree protection in mind to help sustain the City's urban forest.
- If construction equipment or debris gets close to a tree, or if a structure is built near a tree, it will injure the trunk, crown, and roots of the tree.
- Trees that are at least 15 cm in diameter as measured at 1.37m above ground level must comply with the Bylaw.

Tree Permits

Property owners must obtain a [Tree Permit](#) prior to any work that may cause injury or require the removal of a tree protected under this Bylaw, unless exempted by Section 5, 6 or 7 of the Bylaw. Section 2 of the Bylaw contains criteria on when a Tree Permit would be required. Approval from the Cataraqui Region Conservation Authority may also be required (CRCA.ca).

All trees located on City property, such as street trees and trees located within City parks, are also protected under the Bylaw. Property owners must obtain a Tree Permit prior to any work that may cause injury or require the removal of any tree located on City property.



Your property

Grading and drainage

Storm Water – Waste Discharge Bylaw

In general:

- Prevent rainwater and runoff from pooling against your structure as well as any neighbouring structures to avoid flooding, foundation damage, and mold.
- For new buildings, a lot grading plan from a Grading Consultant with experience in site grading and drainage is required as part of the building permit process. The permit will not be cleared without written confirmation from the consultant that the grading has been done in accordance with the lot grading plan.
- All storm water must be managed on your lot. Walkways and driveways shall be constructed and maintained to prevent surface drainage, dirt, dust, and debris that could constitute a hazard.

Civic addressing

Owners/residents are responsible for ensuring that addresses on the front of their property are clearly visible from the roadway. To assist emergency services and other City operations, addresses must also be clearly displayed at the back of properties that are adjacent to alleys or public walkways.

Watering restrictions

Water-Use Bylaw

It is recommended that lawns should not be watered if it is going to rain during the week. During dry periods, it is recommended to water “slow and low” so water can sink into the soil and not run off the grass and other plantings. Watering between 11 a.m. and 3 p.m. should be avoided, as this tends to be the hottest time of the day.

Seasonal watering restrictions are in effect from June 15 to September 15 every year to conserve the use of treated water and ensure a reliable supply for adequate water reserves, pressure and fire protection.

During this time, residents and businesses with odd-numbered addresses may water on odd-numbered days, while even-numbered addresses may water on even-numbered days.

The City’s [Water Bylaw 2006-122](#) allows you to:

- Use a hand-held hose, can or bucket any time on your scheduled day
- Use a sprinkler between 5 a.m. and 10 a.m. on your scheduled day
- Use water from your rain barrel anytime! Utilities Kingston customers can order one in the spring by calling 613-546-0000. It will be delivered to your home and added to your bill.



Your property

Grading and drainage cont'd

Owners and residents are responsible for ensuring that drainage from their property drains to the front street, side or rear yard swale, has no negative impact on neighbouring properties, and complies with all applicable lot grading plans or drawings.

Owners and residents must ensure that:

- Their property is inspected when it rains and that eaves troughs and downspouts are clear of debris.
- Downspouts and sump pump discharge are directed toward the front or rear of the property, discharging at least 2 metres away from foundation wall and ending at least 2 metres away from any sidewalk, street, swale or surface drainage facility. Downspouts should be directed so as to encourage absorption of water into landscaped areas, prevent ice from forming on sidewalks and streets in winter, and prevent water from entering directly onto neighbouring properties.
- Keep rear-yard and roadside catch basins free of debris (e.g., leaves in fall, snow in winter) in between City maintenance activities to minimize water ponding or freezing in backyards or in the street in front of your home.
- Water hoses are not directed towards neighbouring properties without an appropriate drainage swale between homes.

- Surface drainage facilities, including swales and catch basins, are kept clear of any debris or obstructions that may restrict or prevent the flow of water.
- Fences built over swales must provide a 15 cm (6 inch) clearance from the top of the swale to the bottom of the fence.
- Sheds, stairs or other objects should not be placed on top of swales and minimum buffer zones need to be respected so that runoff can enter the swale and be directed through the drainage network during a storm event as intended.

When experiencing a drainage issue, always look for what you can do on your own property to correct the situation first. Ensure your property is graded for water runoff to travel away from your property and neighbouring properties to the street or swale. Ensure your downspouts are not pointing towards your neighbour and maintain the drainage path on your property to limit new drainage problems. If you are not sure where your property limit is, refer to your property survey or contact a professional surveyor.

If you or your neighbours are making changes to existing landscaping, work together to re-establish the drainage path in a way that works for both properties and City infrastructure. If you have a drainage challenge and cannot sort it out yourself, you may require assistance from professional engineering or landscaping services.



Your property

Concerns about property lines

- Protect your neighbours' property, trees and plants. Make sure construction operations and trucks are kept away from your neighbours landscaping. If damage does occur, inform your neighbour immediately and remedy all damages within a reasonable period.
- The location and verification of property lines is a civil matter to be addressed and resolved between neighbours.
- Confirm whether or not your land is subject to any public or private easements. An easement is a “right of use” of property by someone other than the property owner or occupier for a specific purpose. For example, Utilities Kingston usually acquires easements for the operation and maintenance of sewer and water infrastructure. Easements may be privately acquired, for example, in the case of mutual driveways. Find the information on the deed of ownership or the survey of property. Visit the Land Registry Office to view these. In order to build on land which is subject to an easement, consent from the holder of the easement is required. This is a separate and distinct approval from the issuance of a building permit.

Home-based businesses

Operating a business out of a home in a residential neighbourhood may require a Business Licence. If a permit or Business Licence is required, other development and building approvals may also need to be in place before a home-based business is allowed to operate. Find out more at CityofKingston.ca/residents/licenses-and-registration/opening-a-business.



City Bylaws – pets and animals

Animal Bylaw

Cat and dog owners are responsible for licensing their pets at three months of age and for keeping pets on their property. Dogs and cats must wear their current City of Kingston licence tag.

Pets in public spaces

Cats and dogs must remain on their owner's property or be under their control at all times. Pet owners are responsible for ensuring that:

- Cats do not roam freely off their property.
- Dogs are kept under control by means of a leash.
- In designated off-leash areas, dogs remain within the owner's sight and respond promptly to owner's commands.
- On a pathway, dogs are walked on the right hand side, are attached to a leash and do not interfere with or obstruct other pathway users.
- Owners are required to pick up and properly dispose of their animal's feces immediately.

Lost pets

Owners are encouraged to take the following measures when a pet is missing:

- Report your licensed pet's loss at Kingston.docupet.com.
- Check in with the Kingston Humane Society, nearby vet clinics and other rescue organizations.
- If you use social media – or know someone who does – use it to spread the word and post a picture of your pet.

An up-to-date pet license can reunite pets with their owners quickly!

Learn more about [animals and pets online](#).

Licence your pet at
CityofKingston.ca/Pets



City Bylaws – noise, nuisance parties and parking

The Noise Bylaw

Noise Bylaw

- The City's Noise Bylaw applies to all types of noise, including construction noise. Owners are responsible for ensuring that construction activities generating noise fall within the appropriate permitted timelines from Monday to Saturday 7 a.m. to 7 p.m. Construction noise is prohibited on Sunday and statutory holidays. Noise is any unwanted sound that you can clearly hear from where you are.
- The operation of power tools (i.e. lawn mowers, motorized garden tools and leaf blowing devices) for domestic purposes is permitted in residential areas from 7 a.m. (9 a.m. on Sundays) to 9 p.m., and in "Other" areas from 7 a.m. (9 a.m. on Sundays) to 11 p.m. Noise from the activities of snow clearing/removal are permitted at any time anywhere.
- There are exemptions for necessary or emergency work performed by the municipal, provincial, and federal governments, and for noise from concrete pours, once a week, when extending beyond the permitted hours.
- Amplified sound or music that is deemed to be excessive noise is prohibited at all times in residential areas such as a radio/ stereo, television, or amplified musical instrument or a horn, whistle, bell or gong.
- Persistent barking of a dog also falls under the Noise Bylaw.

The Nuisance Party Bylaw and University District Safety Initiative

Unsafe and disruptive behaviours as a result of recurring, unsanctioned street parties in the University District, put the community at risk by putting a significant strain on emergency services and creating dangerous situations when roads and traffic are blocked. In an effort to curb these behaviours and their effects, the City of Kingston, Kingston Police and Queen's University have collaborated to introduce the University District Safety Initiative and the [Nuisance Party Bylaw](#).

The pillars of this initiative include:

- Changes to how people will be charged for committing specific offences at certain times of the year and for any contravention of the Nuisance Party Bylaw occurring at any time,
- Information-sharing between the City, police and the university, and
- Potential university-related non-academic consequences for any Queen's University student issued a summons through the initiative.



City Bylaws – noise, nuisance parties and parking

[Nuisance Party Bylaw 2018-53](#)

- Create, cause, host, sponsor, conduct, continue, permit a nuisance party, s. 4.2
- Fail to comply with order to cease or leave a nuisance party, s. 4.6
- Permit subsequent nuisance party after receipt of warning notice, s. 4.10
- Use closed highway, s. 5.3
- Remove or deface a device placed on closed highway, s. 5.4
- Obstruct or hinder an officer, employee or agent, s. 6.2
- Attempt to obstruct or hinder an officer, employee or agent, s. 6.2
- Learn more at CityofKingston.ca/UDSI.

Liquor Licence Act

Ontario.ca/laws

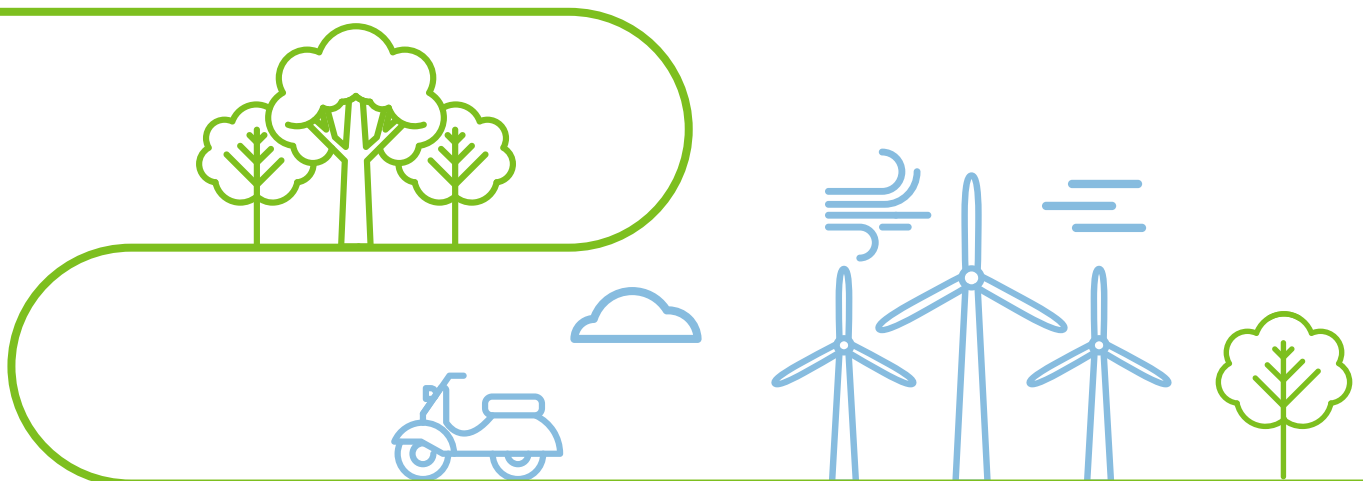
Under the Liquor Licence Act, the following is prohibited:

- Person under 19 years having or consuming liquor, s. 30(8)
- Having liquor in open container or consuming liquor in other than licensed premises, residence or private place, s. 31(2)
- Being intoxicated in public place, s. 31(4)

Vehicle parking

Owners are responsible for ensuring that vehicles parked on their property and adjacent streets are registered, insured, and operable.

- Park vehicles in legal parking spots, or have the appropriate parking permits for occupying space on the street, as regulated by [Streets Bylaw 2004-190](#), [Traffic Bylaw 2003-209](#) and [Parking Bylaw 2010-128](#).
- Ensure vehicles and materials are not blocking any access or egress for neighbours' driveways, waste containers, fire hydrants or streets. Parking on only one side of the road minimizes the impact on the neighbourhood and other road users.
- Turn off vehicle engines. The [Idling Bylaw 2008-95](#) prohibits idling of a vehicle for more than three minutes in a 60-minute period, and for more than five minutes in a 60-minute period when the outside temperature as recorded by Environment Canada is less than five degrees Celsius.



City Bylaws – noise, nuisance parties and parking

Parking Permits

- Parking Services issues temporary parking permits for construction related vehicles required to be parked on-site. Information about obtaining a permit can be found by calling 613-546-0000 or Cityofkingston.ca/Parking. Permits can only be issued if there is space available in the area.

Recreational Vehicles

- Recreational vehicles (including motor homes, campers, travel and tent trailers, boats, other watercraft and ATVs) and utility trailers may be parked in a permitted driveway in the front yard or exterior side yard between April 1 and October 31 of each year.. Such vehicles are not permitted to be parked or stored closer than 1.0 metre from any lot line, in any required parking space, or in a sight triangle. Refer to the zoning by-law that applies to your neighbourhood for specific details.
- Recreational vehicles and utility trailers may be parked to the interior side or rear of houses any time of the year.



City Bylaws – solid waste and recycling

Illegal disposal

The City has a number of bylaws in place aimed at keeping Kingston clean and safe. Good neighbours keep their yards free of garbage, report illegal dumping on municipal property and adhere to the bylaws, below:

1. [Yard Bylaw 2007-136](#), prohibits anyone from using any land or structure within the City to dispose of garbage, refuse, industrial and domestic waste. Domestic waste includes items such as refrigerators, stoves, furniture, and paper.
2. [Illegal Dumping Bylaw](#), anyone throwing, placing or depositing debris on any private or municipal property within the City can be charged under a bylaw that covers illegal dumping.
3. [Waste Collection Bylaw 2005-260](#), prohibits people from damaging, removing or upsetting waste receptacles put out for collection; putting garbage in receptacles that do not belong to them; and littering.
4. [Streets Bylaw 2004-190](#), prohibits various actions to preserve the cleanliness and safety of Kingston streets.

Waste collection and reminders!

Never forget to put out your garbage! Sign up to be reminded what to put out for collection at [CityofKingston.ca/Collection](#) or download the Kingston Waste app.

The City's website, [CityofKingston.ca/Waste](#), offers great information, videos and tools to assist in putting out your waste so it is collected as expected and to divert as many items as possible from landfill.

The City collects the following:

1. Garbage is waste that cannot be reused, recycled or composted. Avoid creating garbage as it ends up in landfill and creates greenhouse gas emissions.
 - You may put out one untagged bag a week.
 - You may buy bag tags for additional bags of garbage for two dollars each, which can be purchased at [CityofKingston.ca/Pay](#) or [CityofKingston.ca/Garbage](#) for local retailers.
 - Bags/containers must be less than 135L in capacity and weigh less than 20 kg (44 lbs).
2. Recycling pick up weeks alternate between your blue and grey box. Not sure where it goes? Go to [CityofKingston.ca/WasteLookup](#). The City will not collect from recycling boxes with improperly sorted items
 - Blue boxes are for plastic, metal and glass food and beverage containers and rigid packaging.
 - Grey boxes are for paper products, cardboard and plastic bags.
3. Organic waste green bins are collected weekly and are used for food waste, soiled paper products and yard waste (but only if your green bin is also seen to contain food waste).
4. Brush and leaves are collected in the fall on designated weeks. Leaves must be in a paper bag or loose in a rigid-sided container not weighing more than 20 kilograms.
5. Single-use batteries are collected in early November. Place them in a see-through, zipper-style plastic bag beside your recycling box on your pick-up week.



City Bylaws – solid waste and recycling

Keep your collector safe!

1. Never put broken glass or other sharp objects in the garbage. Go to CityofKingston.ca/WasteLookup to find out how to properly dispose of them.
2. Do not use bungee cords or other tie downs.
3. In winter, place garbage and recycling where it can be clearly seen and safely collected. Do not place containers, on top of snow banks. Choose a safe and visible ground-level location on the boulevard closest to the curb, or on the right side at the end of your driveway or walkway facing the street. You may need to shovel a “shelf” in a snowbank to create a safe collection space.

Hazardous Waste

Household hazardous waste items like paint, aerosol containers, batteries, fuels, solvents and compact fluorescent lights cannot go in your garbage and must be diverted from landfill. Bring it to the Household Hazardous Waste depot at the Kingston Area Recycling Centre. It's open April through November on Thursdays, 8 a.m. to 5 p.m. and on Saturdays, 8 a.m. to 4 p.m. Not sure if it is hazardous? Go to CityofKingston.ca/WasteLookup.

Giveaway Day and garage sales

The City holds Giveaway Days a few times a year to help you give away items you no longer want to neighbours who might like them. Giveaway Days keep useful items out of landfill. See www.CityofKingston.ca/WasteNot for Giveaway Day dates and

guidelines for putting your items out – and taking left over items back in at 6 p.m. Residents are allowed to host up to two garage/yard sales per calendar year.

Utilities Kingston

UtilitiesKingston.com

Utilities Kingston is unique in Ontario, combining water, wastewater, gas, electrical and broadband networking services in one company.

When the power is out (if you are a Utilities Kingston customer), or your water service is out, the UtilitiesKingston.com/Outages maps will show whether your outage has been reported. To report an unreported outage, gas smell or downed powerline call 613-546-1181 at any time (24/7).

Connection and disconnection of service

UtilitiesKingston.com/Accounts/OpenClose

If you are moving, contact Utilities Kingston at 613-546-0000 within a minimum of five business days to open or close your account to ensure your utility services are available on the date requested.

To avoid delays, the account holder or a representative must be at the service address if the meters are not accessible from the outside. The only person authorized to make any changes to the account is the person whose name appears on the bill. If your name appears on the bill, you are considered fully responsible for the account until your cancellation request is received and processed.



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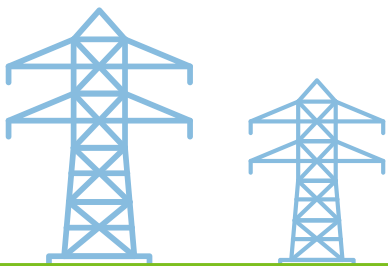
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Building, Renovating and Construction Projects

Building permits and zoning

Every development and building project must be approved before work can start. A building permit is your formal permission to begin construction or demolition. If you require a permit and do not obtain one before starting work, you can face serious and costly consequences and may have to remove or redo any or all of the work completed.

You may apply for building permits online at CityofKingston.ca/DASH – the City’s online development and services hub.

To receive a building permit for construction or renovation work, the proposed plans must comply with the applicable laws and regulations, such as the Zoning Bylaw and the Ontario Building Code. Find the Zoning Bylaw at CityofKingston.ca/Business/Planning-and-Development/Zoning. If a building proposal does not comply with the Zoning Bylaw, an application must be made to rezone the property, or apply for a minor variance.

Compliance with the Zoning Bylaw may require approval of variances from the Committee of Adjustment. It is the responsibility of the owner and builder to ensure that all work is carried out in accordance with the approved permit drawings and in compliance with applicable laws.

Throughout construction, the owner or builder must call the City’s Building Services Department (613-546-4291, ext.3280) for mandatory inspections at prescribed stages, including a final inspection upon completion of your project to close the permit. Find the Building Inspector for your area at CityofKingston.ca/Business/Building-permits.

For new buildings, an as-built survey showing setbacks and the elevation of the top of foundation must be submitted to the building official at 1211 John Counter Blvd. prior to starting construction of the first floor walls. To ensure construction progresses without inspection delays, it is important that owners arrange with their surveyors to have their as-built surveys prepared.

Related approvals

Apart from the building permit issued for the proposed construction, here is a sample list of separate, but related, approvals which may also be required from the City in connection with the project. Work with your builder, architect, and other professionals involved in the project to ensure that you have identified all applicable permits.



Building, Renovating and Construction Projects

Heritage permit

Under the Ontario Heritage Act, both demolition of, and alterations to, a building or structure located on an individually designated heritage property or within a Heritage Conservation District require approval from the City before a [building permit](#) can be issued. Demolitions are subject to additional application and notice requirements. In some cases, a report to City Council may be needed. Heritage Planners review all building permit applications on heritage properties once a submission is made to the City's Building Services Department. It is strongly recommended that you consult with a Heritage Planner prior to making any permit application on a heritage property. A list of useful information to submit along with your drawings is available in the Heritage Properties Owners Guide available at CityofKingston.ca/Heritage. To determine whether your property is designated, search the City of Kingston's Heritage Properties Register, which is also on that webpage.

Site Alteration Permit

The City's [Site Alteration Bylaw](#) regulates the placing or dumping of fill, the removal of topsoil and the alteration of the grade of land within the City, unless exempted by Section 4 of the Bylaw.

The Site Alteration Bylaw does not apply to site alterations proposed in areas regulated by Ontario Regulation 148/06: Development, Interference with Wetlands, and Alterations to Shorelines and Watercourses, which is administered by the Cataraqui Region Conservation Authority.

Street Encroachment Permit

An [Encroachment Permit](#) from the Engineering Services Department must be obtained before storing any construction equipment or materials, such as dumpsters, on the sidewalk or street. Encroachment permits must be submitted directly to the Engineering Services Department. A Cut Permit must also be obtained from Engineering prior to commencing any work in the road allowance.

Sewer Discharge Permit and water connections

[Sewer Use Bylaw 2008-192](#)

New water and sewer service connections are required for all new residential construction.

To comply with the bylaw and help surface water drain safely away:

- Disconnect downspouts that enter the ground and flow into the sanitary sewer. Ensure downspouts drain onto your lawn or garden, at least two metres away from your foundation.
- Direct your sump pump drain to your lawn or garden, two metres away from your foundation. It must not pump into the sanitary lateral or your sanitary plumbing.
- Direct your foundation drainage (weeping tile) so it is captured by a sump pump and not directed into sanitary plumbing.
- See a catch basin covered in debris? Please consider clearing it.





DASH
DEVELOPMENT AND SERVICES HUB

Need a building permit?

You can now **apply for building permits online** using DASH – the City of Kingston’s Development and Services Hub – at **CityofKingston.ca/DASH**.

Use DASH to:

1. Get permits for everything from do-it-yourself projects at home to commercial buildings
2. View status updates for your permit application
3. Manage and store your application files online
4. Schedule inspections on-the-go with a smartphone-friendly interface...and more!

Building Renovating and Construction Projects

CityofKingston.ca/Waste

- Do not litter on neighbouring property with garbage, construction or renovation waste. Clean the site daily.
- Place construction and renovation waste dumpsters in locations that will minimize impact on neighbours (e.g. away from their homes, not blocking driveways).
- Do not use City-issued waste bins (Blue Bin, Grey Bin, Green Bin) to dispose of construction and renovation waste.
- The City will not collect construction and renovation waste from the property, as defined on the City website. Remove this waste from the site on a regular basis. Construction and renovation waste is accepted at the privately owned waste transfer stations in the City.
- Do not burn waste.
- When selecting where to put portable toilets, take steps to minimize the impact they can have on neighbours (i.e. sight and smell).
- Ensure that construction and renovation waste is properly secured to prevent windblown litter on your streets or in neighbouring yards. These materials can also be sharp and dangerous and should be kept secured at your property.
- If you are the constructor and you are blocking access to curbside waste collection and prohibiting the City's waste collection vehicles, you must move the waste items (garbage, recycling boxes and green bins) to an accessible location and then return to the owner.

Call before you dig

To avoid digging into underground pipes and wires, any time you plan to dig on or near your property, contact Ontario One at 1-800-400-2255 or go to www.on1call.com to get pipes and utility lines located for free, even if you are just digging with a shovel and provide:

- The address for the digging, including the nearest intersection,
- The description of work being done, and
- The Contact persons phone number and email address

Don't risk rupturing a gas line or cutting through a communications cable. Call if you are planting a tree, putting in a deck or fence, or even just driving in a stake or post, as some pipes and lines are just below the surface. Severed underground lines could cause explosions, flooding or a loss of essential services, and you could be liable for restoration costs and potential legal action.



Building Renovating and Construction Projects

How to avoid common complaints and issues

Understanding the bylaws and getting ahead of issues before they become problems can help you and neighbouring residents avoid complaints and possible fines.

Dust

- Cut concrete and stone with wet saws to reduce dust.
- Sweep the sidewalk and street at the end of every workday when excavating, backfilling, or doing heavy cutting of masonry.
- Use a fence filter that absorbs the dust in order to better contain dust.
- If planned work will be particularly dusty for lengthy periods of time, notify your neighbours, and provide them with an opportunity to close their windows.

Dirt on the sidewalk or road

- As required by the [Streets Bylaw 2004-190](#), remove any dirt or mud tracked onto the streets and sidewalks daily. Hose down trucks before leaving the site if mud tracking is a serious problem. You should immediately flush or sweep down any road that has substantial dirt or mud build-up.

Safety conditions

- Enclose the construction site with protective fencing to restrict access as mandated by section 10 of [Building Bylaw 2005-99](#). The construction fence must follow the standards provided in the Bylaw. Protective fencing must be in place before demolition or construction begins.
- Construction project safety is regulated

and enforced by the Province's Ministry of Labour. [The Occupational Health and Safety Act](#) outlines the requirements for workers and work sites.

- When hiring a builder or contractor, make sure they are licensed, as required by [Licensing Bylaw 2003-4](#). You can call Licensing & Enforcement at the City of Kingston to verify at 613-546-4291 ext. 3150.
- In winter, clear the ice and snow from the sidewalks next to the construction within 12 hours of a snowfall.
- Handle asbestos and lead in accordance with the [Provincial Designated Substance Regulation \(O. Reg. 490/09\)](#). The regulation applies to the owner of a project, and to every constructor, employer and worker who works in or on the construction project. The Ministry of Labour has an online Guide to the [Regulation Respecting Asbestos](#) on Construction Projects and in Buildings and Repair Operations and information about [Lead on Construction Projects](#).
- Do not leave dangerous building materials, equipment, or vehicles on the site unattended.

If you are working near overhead power lines, you must call Utilities Kingston at 613-546-0000 Monday to Friday, from 8 a.m. to 5 p.m., to have your lines de-energized, relocated, removed or covered.



Building Renovating and Construction Projects

Additional resources for builders

Residential Infill Website

The [Residential Infill website](#) hosts residential infill projects, which have received a building permit and contact information for City staff and external project leads.

Planning and Development Map

The [Planning and Development Map](#) shows active development activity, building permit activity, Heritage Permit applications and Official Plan and zoning information. The applicable Zoning Bylaws control the use of land in your community. They stipulate how land may be used, where buildings and other structures can be located, the types of buildings that are permitted and how they may be used, as well as the lot sizes and dimensions, parking requirements, building heights, and setbacks from the street.

Committee of Adjustment

The [Committee of Adjustment](#) consists of seven members, who are appointed by City Council. The committee holds public hearings to consider applications for minor variances, permission, and consents. The Committee of Adjustment meets once a month at 1211 John Counter Blvd. All meetings are open and members of the public can speak to each application.

Cataraqui Region Conservation Authority (CRCA)

Some properties may also be located within an area regulated by the [CRCA](#). Any development or site alteration within CRCA regulated land is subject to the criteria of [Ontario Regulation 148/06](#) and requires CRCA approval. CRCA approval is required before a building permit can be issued. Please contact the CRCA at 1-877-956-CRCA (2722) for more information.

Notice of project

Before work begins on a construction project, the Constructor may need to file a [Notice of Project \(NOP\)](#) with the Ministry of Labour. The Government of Ontario has some great [tools](#) and [information](#) to keep you informed. You may be asked to complete the Notice of Project as the property owner. Some construction [FAQs: health and safety things you should know](#).



We're Here to Help!

Who should I call?

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

The table below shows which City divisions or Provincial Ministry is responsible for addressing certain concerns.

City bylaws can be found at CityofKingston.ca/Bylaws.

CONCERN	RESPONSIBILITY	CONTACT
<ul style="list-style-type: none"> • Possible danger to someone or a property 	Kingston Police	9-1-1
<ul style="list-style-type: none"> • Possible natural gas leak (smelling natural gas) 	Leave the area immediately and do not do anything that could create a spark.	Contact your natural gas provider. Utilities Kingston: 613-546-1181 Enbridge: 1-866-763-5427 Or 9-1-1
<ul style="list-style-type: none"> • Parking concerns on public property (streets and parks) • Idling vehicles 	Transportation Services & Parking Enforcement Bylaws: Parking Bylaw 2010-128	613-546-0000
<ul style="list-style-type: none"> • Trees not being protected • Development Approvals • Zoning Bylaw violation 	Planning Division 1211 John Counter Blvd. Bylaws and Legislation: Planning Act, 1990 Zoning Bylaws 8499, 96-259, 97-102,	613-546-4291 Ext. 3180 Mon-Fri. 8:30 a.m. to 4:30 p.m.



<ul style="list-style-type: none"> • Noise • Construction and renovation waste • Property standards • Constructors not complying with City Bylaws • Illegal dumping • Dirt or mud, construction materials, drainage issues on streets and sidewalks 	<p>Licensing and Enforcement 1211 John Counter Blvd. bylawenforcement@cityofkingston.ca</p> <p>Bylaws and Legislation: Municipal Act, 2001 Yards Bylaw 2007-136 Property Standards Bylaw 2005-100 Noise Bylaw 2004-52 Nuisance Party Bylaw 2018-53 Sign Bylaw (Temporary signs) 2009-140 Waste discharge Bylaw 2008-192 Streets Bylaw 2004-190</p>	<p>613-546-4291 Ext. 3135</p> <p>Mon-Sat 8 a.m. to 8 p.m.</p>
<ul style="list-style-type: none"> • Worker and site safety concerns • Storage of construction material • Dust 	<p>Ministry of Labour</p>	<p>Toll-free: 1-877-202-0008 TTY: 1-855-653-9260</p>
<ul style="list-style-type: none"> • No permits (or deviation from permits) for construction or demolition in progress or completed • Protective fencing on construction sites (missing, incomplete, hazardous) • Grading and drainage of property (if there is an open construction permit) 	<p>Building Services 1211 John Counter Blvd. buildingpermits@cityofkingston.ca</p> <p>Bylaws and Legislation: Building Code Act and Ontario Building Code Building Bylaw 2005-99 Sign Bylaw (Permanent signs) 2009-140 Fence Bylaw 2003-405</p>	<p>613-546-4291 Ext. 3280</p> <p>Mon-Fri. 8:30 a.m. - 4:30 p.m.</p>
<ul style="list-style-type: none"> • Encroachment or access onto City property 	<p>Engineering Services</p>	<p>613-546-4291 Ext. 3180</p>
<ul style="list-style-type: none"> • Grading and drainage of existing property 	<p>Public Works and Engineering</p>	<p>613-546-4291 Ext. 3130</p>



<ul style="list-style-type: none"> • Power and water service outages or gas smell • UtilitiesKingston.com/Outages 	<p>To report an unplanned outage: Utilities Kingston customers can call 613-546-1181 Hydro One electricity customers can call 1-888-664-9376 Enbridge customers can call 1-888-774-3111 Eastern Ontario power customers can call 1-844-601-9473</p>	613-546-0000 Mon-Fri 8 a.m. to 5 p.m.
<ul style="list-style-type: none"> • Watering restrictions • Obtain rain barrel 	Utilities Kingston	613-546-0000 Mon-Fri 8 a.m. to 5 p.m.
<ul style="list-style-type: none"> • Water service disruption • Water main break 	Utilities Kingston	613-546-1181
<ul style="list-style-type: none"> • Sewer backup • Basement flooding 	Utilities Kingston	613-546-1181
<ul style="list-style-type: none"> • Traffic signal or streetlight issue 	Utilities Kingston	613-546-1181
<ul style="list-style-type: none"> • Dangerous electrical condition 	Report downed powerlines and other utilities issues to Utilities Kingston 24/7.	Utilities Kingston – 613-546-1181 Hydro One customers should call 1-800-434-1235 to report emergencies. Eastern Ontario Power customers should call 1-844-601-9473 to report emergencies.
<ul style="list-style-type: none"> • Garbage and Waste disposal • Replace broken, lost or stolen grey and blue boxes and green bins (bring damaged ones with you). • Drop off yard waste or hazardous waste 	Solid Waste and Kingston Area Recycling Centre – 196 Lappan's Lane Bylaws: Waste Collection Bylaw 2005-260	Mon to Fri, 8 a.m. to 5 p.m. Saturday 8 a.m. to 4 p.m.



Contact the City of Kingston

Phone: 613.546.0000 | Email: ContactUs@CityofKingston.ca | Web: CityofKingston.ca

 [TheCityofKingston](https://www.facebook.com/TheCityofKingston)  [@CityofKingston](https://twitter.com/CityofKingston)  [city.of.kingston](https://www.instagram.com/city.of.kingston)  [TheCityofKingston](https://www.youtube.com/TheCityofKingston)

>>> Get involved at GetInvolved.CityofKingston.ca

If you require accessibility information about a City of Kingston service or facility or, if you require information in an alternative format contact 613.546.0000 or ContactUs@CityofKingston.ca

