

SUMMER - FALL
2016

LIVING IN POINTE-CLAIRE



Pointe 
Claire

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A WORD FROM THE MAYOR



MORRIS TRUDEAU
MAYOR

SECOND SUMMER CAMPAIGN TO PROMOTE SAFETY ON OUR STREETS **SLOWER IS SAFER**

Dear residents,

On behalf of City Council, I am happy to announce the launch of our second summer awareness campaign to reduce speeds on our streets. Our goal is to ensure the safety of all, whether you are driving, cycling, or walking.

This friendly and positive awareness campaign is based on a concern that we all share. Courtesy and respect for others, on streets and sidewalks, are behaviours that we all need to adopt.

Our campaign, with its slogan "Slower is safer," focuses primarily on making drivers aware of their speed while reminding them of speed limits. We also hope that it will encourage you to discuss the issue at home and with neighbours and friends.

The campaign will take the form of posters, displayed on public and private property, which will illustrate obeying the speed limit and the benefits of doing so. The posters urge people to be careful and act appropriately on our streets. Residents may volunteer to become ambassadors for these messages by hanging a poster in front of their homes. The message will be directed primarily at drivers, encouraging them to pay attention to their speed.

Throughout the summer, speed display signs will also be installed in strategic locations around Pointe-Claire to remind drivers to obey speed limits.

By focusing on good behaviour, we want to enhance the safety of our community. Through friendly awareness raising, we hope to promote civic-mindedness and improve our quality of life.

On behalf of City Council, we wish you a wonderful summer and we encourage you to be safe as you drive, walk, or cycle.

Morris Trudeau
Mayor

To obtain a promotional poster for your home, contact Public Security at 514-630-1234, or secpub@pointe-claire.ca.

COUNCIL MEETINGS

UPCOMING MEETINGS: June 7, July 5, August 16, September 13,
October 4, November 1, and December 6, 2016.

Council meetings are held in the Council Chamber at City Hall,
451 Saint-Jean Boulevard, at 7:30 p.m.

CITY NOTES

PAYMENT OF MUNICIPAL TAXES: DUE DATE FOR SECOND INSTALMENT

The second instalment of your municipal tax payment is due June 6.

THERE ARE FOUR WAYS OF MAKING THIS PAYMENT:

- At a financial institution (in person, online, or ATM);
- By signing up for the City's pre-authorized payment plan;
- By mailing a cheque or money order to City Hall at 451 Saint-Jean Boulevard, Pointe-Claire, QC H9R 3J3;
- In person at the City Hall tax counter (Interac, cheque, or cash).

You can access your tax account online free of charge. This enables you, among other things, to check your account balance. To register for this service, go to www.pointe-claire.ca.

ARE YOU PLANNING A SPECIAL EVENT?

Fill out a request for authorization to hold a special event (available at www.pointe-claire.ca) and send it to Public Security, which will assess the feasibility of the event jointly with City departments. **For more information, call 514-630-1300, ext. 1685.**

WEBCASTS TEMPORARILY SUSPENDED

Webcasts of public Council meetings have been temporarily suspended so that work can be carried out to improve the Council Chamber at City Hall. Changes include installation of permanent technical equipment to widen viewing angles and provide a variety of options. Webcasts will resume with the Council's public meeting in September.

HOW TO SUBMIT A CLAIM TO THE CITY

To ensure rapid processing, it may be better to contact the City either in person or by phone, especially when time is short. (For damages to property, for instance, you have 15 days). For more information, go to www.pointe-claire.ca.

City Hall and City departments will be closed on June 24 and July 1 for Quebec's National Holiday and Canada Day.

HOW TO GET IN TOUCH WITH US

CITY DEPARTMENTS

PUBLIC SECURITY
399 Saint-Jean Boulevard
514-630-1234
secpub@pointe-claire.ca

PUBLIC WORKS YARD
50 Terra-Cotta Avenue

VOLUNTEER RESCUE UNIT
2A Victoria Avenue
514-630-1224
rescueunit@pointe-claire.ca

CITY HALL

451 Saint-Jean Boulevard
514-630-1300

- CITY MANAGER'S OFFICE
514-630-1237
direction@pointe-claire.ca

- LEGAL AFFAIRS AND CITY CLERK'S OFFICE
514-630-1228
greffe@pointe-claire.ca

- ENGINEERING
514-630-1208
ingenierie@pointe-claire.ca

- TAXES

514-630-1300, ext. 1829
taxes@pointe-claire.ca

- PUBLIC WORKS
514-630-1230
tp@pointe-claire.ca

- PLANNING
514-630-1206
urbanisme@pointe-claire.ca

AGGLOMERATION SERVICES

POLICE: SPVM (*Service de police de la Ville de Montréal*), Station 5
395 Saint-Jean Boulevard
514-280-0105

FIRE: Service de sécurité incendie de Montréal
401 Saint-Jean Boulevard
514-280-1212



CONSTRUCTION OR RENOVATION PROJECTS

Before undertaking your construction or home renovation project, it is important to contact the Planning Department to find out if a building permit or certificate of authorization is required. For information about permit and certificate criteria and fees, go to www.pointe-claire.ca.

Some projects must comply with the objectives and criteria set out in the By-Law on Site Planning and Architectural Integration Programs (SPAIP PC-2787) and, if applicable, in the By-Law on the Demolition of Immoveables (PC-2818).



CONTAINER ON PRIVATE PROPERTY

Do you need to put a container on your property to get rid of materials from a maintenance or renovation project? First, you must get authorization for the container by contacting the **Planning Department** at **514-630-1206**. Allow five working days for the authorization to be issued. To put a container on public property, please contact the **Engineering Department** at **514-630-1208**.



PROTECTING OUR URBAN FOREST

Please note that there is a ban on felling mature trees except under specific circumstances, and that our Planning By-Law requires replacement planting when a mature tree is cut down. You are also required to protect trees when carrying out construction or landscaping work. When requesting a permit or authorization certificate for work that might affect the tree canopy (tree tops), you must include a plan showing the location of existing trees, trees to be protected, trees to be felled, and intended replacement planting. If your project calls for a Site Planning and Architectural Integration Program (SPAIP), you must also submit an urban forestry report.

If there is a discrepancy between the explanations on this page and any relevant by-law, the wording of the by-law will prevail.



TEMPORARY SWIMMING POOLS

A temporary inflatable swimming pool containing water to a depth of more than 45 centimetres (18 inches) must meet the same requirements as a conventional pool, and a certificate of authorization is required to install it.



NUISANCE

Maintaining peace and quiet in your neighbourhood is always important. Except when a special event has been authorized by the City, noise is not tolerated at the following times: Monday to Friday, 9 p.m. to 7 a.m.; Saturday, Sunday, and legal holidays, 5 p.m. to 9 a.m.

Bonfires, outdoor fires and fireworks are not authorized.

The use of approved devices, including charcoal or propane barbecues, patio heaters, and similar devices, is permitted as long as essential safety measures are observed.

RESIDENTIAL SERVICES

CLOSING AND OPENING OF WATER SERVICE ENTRANCE – RESIDENTIAL AND COMMERCIAL SECTOR

We are available to open or close your main water service entrance when you are carrying out repairs or renovations. Please give us at least 48 hours' notice before starting the work – unless it is an emergency – so that we can verify the condition of your water service entrance. The service is offered free of charge during regular hours. At any other time, there is a fee of \$300 plus a 15% administration fee.

SEWER CLEAN-OUT

The sewer clean-out inside your home must be accessible and in good condition. The cap must not be covered with cement, rust, or any other material, and must be easy to manipulate. The sewer clean-out is located where the sewer pipe exits the house (usually near the water meter) and has a 45° angle so that a rigid rod can be inserted for unblocking.

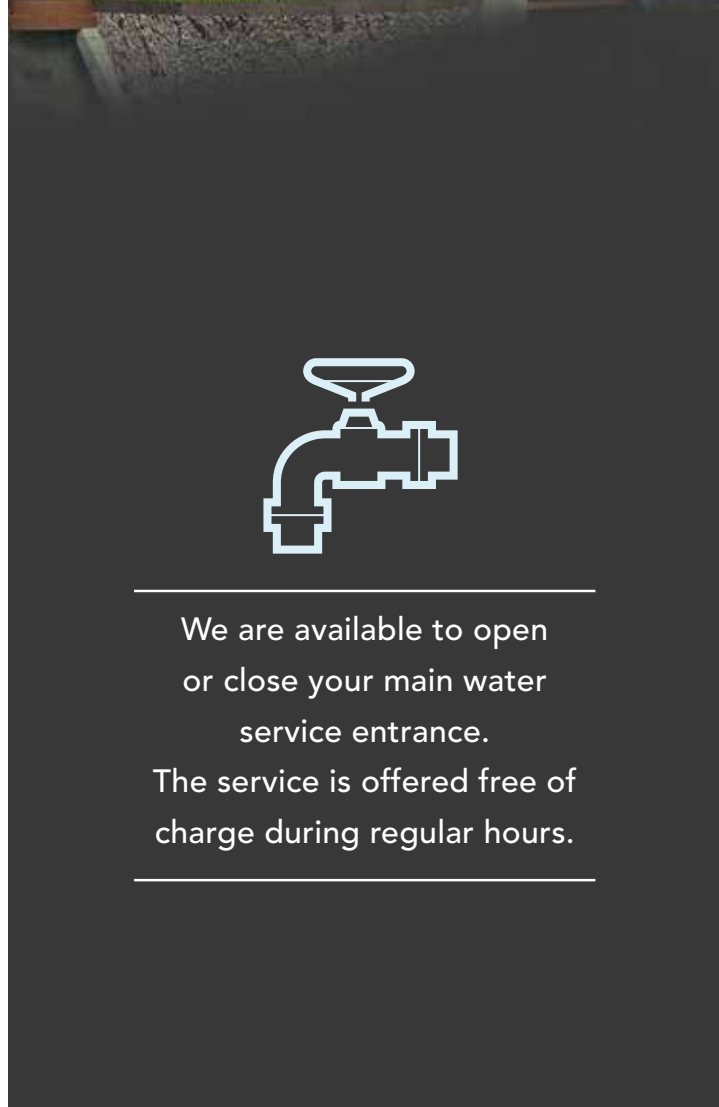
BACKFLOW PREVENTION VALVE

A backflow prevention valve is installed on the private side of the service line leading to the sewer. This device, which is mandatory, is designed to prevent basement flooding in the event of a sewer backup. Here's how to make sure the valve is in proper working order:

- Check regularly that the valve is not stuck in an open or half-open position due to blockage or malfunction.
- In case of heavy rain, avoid flushing the toilet or running the water. Too much water can open the valve, causing the sewer to back up into your home.

SERVICE CALLS FOR SEWER BLOCKAGES

On request, the City will clear blocked sanitary sewers. If the work being done is the responsibility of the property owner and is carried out during regular work hours, a flat rate of \$605 plus a 15% administration fee will be charged. At any other time, the rate will be \$795 plus a 15% administration fee.



We are available to open or close your main water service entrance. The service is offered free of charge during regular hours.

EMERALD ASH BORER

FELLING PERMITS AND GRANTS

Ash trees may be felled between October 1 and March 14, inclusively. To obtain a felling permit free of charge, you must download and fill out the application form available at www.pointe-claire.ca. Once you have filled it out, please send it, along with all required documents, to urbanisme@pointe-claire.ca.

A grant is provided to homeowners for the felling of ash trees with a diameter of 25 cm or more. The grant covers 50% of felling costs, up to a maximum of \$200 per tree.

SPECIAL RATE FOR PREVENTIVE TREATMENT

Recommended by experts, the preventive application of TreeAzin is currently the only action that offers relatively effective protection against the emerald ash borer. The insecticide, which is injected at the base of the trunk, will have an effect for two years. A special rate of \$3.79 per centimetre of trunk diameter is available for residential addresses.

GRANT FOR PREVENTIVE TREATMENT

Homeowners are eligible for a grant covering 50% of the treatment cost, up to a maximum of \$1,500 every two years for each residential address. The grant applies to ash trees that qualify for preventive treatment.

PLANTING PUBLIC TREES

As part of its strategy to fight the emerald ash borer, the City will plant 800 trees in 2016, 600 of which will be planted on the municipal right-of-way, along streets and in parks and green spaces, and 200 in natural wooded areas.

For more information: 514-630-1230

RAGWEED

Ragweed is a weed that grows between May and October and that produces pollen from late July until October. Most of this pollen is deposited within 800 metres of the plants. Spread through the air as very fine dust, ragweed pollen is the chief cause of seasonal rhinitis, commonly known as hay fever.

There is an easy way to improve the health of people affected by hay fever: cut down or pull out ragweed plants as soon as they appear. Unlike with poison ivy, there is no risk of an allergic skin reaction when ragweed is touched.

We urge you to improve public health by pulling out or cutting down any ragweed plants on your property. This is appropriate at any time, and especially between July 15 and August 15.



COLLECTIONS

INFORMATION MEETING ON COMPOSTABLE MATERIALS

MONDAY, JUNE 20, 7 P.M.,
AT CITY HALL
(451 SAINT-JEAN BOULEVARD)

JOIN US TO FIND OUT ALL ABOUT THE COMPOSTABLE MATERIALS COLLECTION!

- Why participate in the compostable materials collection?
- What can I put in the compost bin?
- Where are compostable materials sent?
- How do I deal with compostable materials in my kitchen?
- How can I keep the compost bin from smelling?
- How can I keep unwanted animals away?
- What is the difference between this municipal collection and my home composter?

RSVP: communications@pointe-claire.ca



KITCHEN CONE

A SIMPLE AND EFFECTIVE WAY TO COLLECT COMPOSTABLE FOOD SCRAPS IN THREE EASY STEPS:

1. Line the cone with newspaper.



2. Place your daily food scraps in the cone.
3. When the cone is full, remove the paper containing the food scraps and put it outside in the compost bin.

The cone is free upon presentation of proof of residence. It is available at the Public Works counter at City Hall, 451 Saint-Jean Boulevard.

SPECIAL PICK-UPS

For a fee, a special pick-up service is available for construction materials (wood, brick, plasterboard, etc.), excavation materials (earth, sand, stones, rocks, asphalt, and cement), and home renovation materials (except those from multifamily dwellings). Tires, hazardous household waste, and bulky items will not be accepted.

For more information:
514-630-1234



REMOVAL OF BRANCHES

This service is available free of charge until mid-October. To arrange for pick-up, contact the Public Works Department; you should expect a waiting period of about thirty working days. Branches must be placed in a bundle with cut ends toward the street. Branches must not exceed 2.5 in. (6.5 cm) in diameter. Hedge clippings and shrubs (without the roots) are accepted. As a matter of safety, please make sure that there are no metal objects in your bundle.



PERMANENT COLLECTION POINT – POLYSTYRENE

As part of its ongoing commitment to pioneering best practices, the City of Pointe-Claire is providing a three-compartment container to recover expanded polystyrene (packaging for electronic and household appliances, coffee cups, coolers), extruded polystyrene (disposable plates, bowls, and utensils and trays for meat, fish and poultry), and non-expanded polystyrene (single-serving and take-out packaging).

To ensure polystyrene can be recovered, containers must be cleaned, all labels, tape, and absorbent pads used in packaging meat and fish must be removed, and polystyrene items must be removed from bags.

**In the parking lot of the Public Works yard
(50 Terra-Cotta Avenue)**



ECOCENTRE

**JUNE 25, JULY 9, AUGUST 13,
SEPTEMBER 17, AND OCTOBER 15**

9 a.m. to 4 p.m. in the Public Works yard
(50 Terra-Cotta Avenue)

Please note that the Ecocentre will take place
on September 17 rather than September 10.



HAZARDOUS HOUSEHOLD WASTE

OCTOBER 1 AND 2

9 a.m. to 5 p.m., Civic Center Avenue
(behind City Hall, 451 Saint-Jean Boulevard)



BULKY ITEMS: DOOR-TO-DOOR COLLECTION

JUNE 6, JULY 4, AND SEPTEMBER 12
7 a.m. to 6 p.m.

A detailed Waste Collection Guide, providing information on accepted materials, and the 2016 Calendar are available online at www.pointe-claire.ca and at the Public Works counter at City Hall (451 Saint-Jean Boulevard).



WASTE MATERIALS WERE NOT PICKED UP. WHAT SHOULD I DO?

Make sure all instructions were followed (right day and time for the collection, bin properly positioned, acceptable container type and weight, no prohibited materials, etc.), and report the situation to Public Works.

CONSTRUCTION WORK

Once again in 2016, we will be renovating and maintaining our underground infrastructure and public facilities during the period when work can be carried out on them. Our goal is to ensure that City property is in good condition, to maintain its quality, and in some cases to improve the performance of facilities and provide better service. During this period, 6 kilometres of streets and 1.5 kilometres of pedestrian and bicycle paths will be maintained and repaired throughout Pointe-Claire.

MAJOR PROJECTS

RECONSTRUCTION OF UTILITIES

- Charles and Vincennes avenues south of Mount Pleasant
- Mount Pleasant Avenue between Chester and Vincennes
- Tecumseh Avenue between Brunswick and Labrosse

REPAIR OF PARKING LOTS

- Arthur-Séguin and Cedar Park Heights parks

SECOND LAYER OF PAVING

- Tecumseh Avenue between the Highway 40 service road (north) and Brunswick Avenue
- De l'Église and Lucerne avenues and Chester Avenue south of Mount Pleasant
- Leacock and Columbus avenues

PAVEMENT REPAIRS

(pulverization, foundation, sidewalks, curbs, surface)

- Highgate, Longmeadow, Kirkstone, De la Pointe-Claire and Broadview avenues (between Saint-Louis and Bras-d'Or)
- Delmar Avenue between the Highway 40 service road (south) and Braebrook Avenue
- Grange Avenue
- Donegani Avenue between Ashgrove and Terra-Cotta

REHABILITATION OF WATER MAINS, RESURFACING OF STREETS, CONSTRUCTION OF A SIDEWALK ON THE NORTH SIDE

- Hymus Boulevard between Saint-Jean and Stillview

REPAIR OF PEDESTRIAN AND BICYCLE PATHS

- 1.5 kilometres throughout Pointe-Claire

STABILIZATION OF SHORELINE TO REDUCE EROSION

- Valois Bay at the foot of Saint-Jean Boulevard

As part of ongoing and systematic processes to ensure improvement of City buildings, a variety of studies and work will be carried out at City Hall, Grande-Anse Park, Kinsmen Park, the Aquatic Centre, the arena, and elsewhere.

ANNUAL FLUSHING OF WATER SUPPLY SYSTEM

Maintenance of the water supply system will be carried out until mid-July. The work takes place from Sunday to Friday, at night, between 10 p.m. and 7 a.m. While the work is being done, residents may at times observe a drop in water pressure and coloured water, both of which are temporary. If the water is coloured, it is advised to let it flow until it runs clear. The water remains drinkable.

ONGOING PROJECTS

MURAL

The creation of a second mural is scheduled to take place this summer in Valois Village, on the concrete walls at the entrance to the pedestrian tunnel linking the train station's north and south platforms. The mural has been designed by artist Ilana Pichon of MU, an organization whose expertise in mural art has been recognized for over ten years. To emphasize the role of transportation in the history and geography of Pointe-Claire, Ilana has chosen graphic elements symbolizing the various means of transportation around Valois Bay.



SPECIAL PLANNING PROGRAM (SPP)

POINTE-CLAIRE VILLAGE

The 2030 Vision for Pointe-Claire Village embodies a commitment to protecting an environment in which people can live, work, and enjoy themselves, while preserving the Village's power of attraction as a prime destination in the West Island characterized by its exceptional heritage. The Pointe-Claire Village SPP is under study in view of its adoption by City Council.

Concretely, in 2016, specific signage will be created to highlight the Village's identity, and studies will be carried out on various topics, including a conservation plan for the *pointe Claire* heritage site, a lighting plan, and a master landscaping plan.

VALOIS VILLAGE

The Valois Village SPP will define a vision for the future based on the principles of sustainable development in order to ensure a quality living environment, strengthen community spirit, protect and enhance Valois Village's heritage and landscape, recommend changes to spatial configurations and infrastructure, and focus on economic revitalization.

The first step, which will be carried out this summer, is to establish a diagnosis for the Village. A public consultation process will involve the use of surveys, discussions, and working meetings to reach Village residents, business people, and community organizations.

The second step will be to draft the SPP.

For more information:
www.pointe-claire.ca



TERRA COTTA NATURAL PARK

A PROTECTED AND DEVELOPED WOODED AREA OF OUTSTANDING VALUE

The City of Pointe-Claire created Terra-Cotta Natural Park to preserve a wooded area of great ecological value and to make it accessible to the public for environmentally friendly recreational activities. This urban wooded area is a natural habitat for a wide range of birds, reptiles, and small mammals. The park's varied flora and fauna provide these animals with an abundant source of food and a place to have their young.

The park currently includes over 9 kilometres of trails through 39 hectares of woodland. To preserve and enhance this exceptional environment, close to three kilometres of unmarked trails will be closed so that vegetation can be planted over the next few years.

This work will provide even safer access to trails, in addition to clearly defining their various uses. We encourage you to stay on marked trails to protect the park's flora and fauna.

To preserve the integrity of the natural environment, you must keep your dog on a leash at all times, and dog waste must be picked up, put in an airtight bag, and placed in one of the bins near park entrances. City inspectors will visit the park throughout the summer to make sure by-laws are enforced.

HEALTH AND SAFETY

MY SMOKE-FREE ENVIRONMENT

Since May 26, provincial legislation aimed at stepping up actions to combat smoking has established new protective rules for public areas. Under these rules, which apply throughout Pointe-Claire, smoking is forbidden:

- In parks with recreational facilities and in outdoor play areas for children;
- On sports fields and playgrounds, and this includes spectator areas, day camp sites, swimming pools, wading pools, outdoor stages, and park chalets.

The use of all tobacco products is forbidden, including electronic cigarettes and any other similar device used to inhale a substance (which may or may not contain nicotine).

This legislation also applies to all buildings open to the public – such as City Hall, the Aquatic Centre, the arena, the Library (Central and Valois Branch), the Stewart Hall Cultural Centre or the Canoe Club – within a radius of nine metres from any door, air intake or window.

Thank you for your cooperation in creating a smoke-free environment.



STAY INFORMED BY SIGNING UP FOR CodeRED

The City uses an automated emergency call service to broadcast alerts and send you general advisories. The CodeRED database contains all listed landline telephone numbers located within the City of Pointe-Claire as of 2014.

If your number is unlisted, if you have only a cell phone, or if you moved to Pointe-Claire after 2014, you can sign up for CodeRed by filling out the form on the City of Pointe-Claire website.

WHAT HAPPENS IF I FAIL TO ANSWER A CodeRED CALL?

- If you have voicemail, the system will leave a message.
- If you do not have voicemail, the system will call you back at least three times within 15 minutes.

CAN I LISTEN TO AN ADVISORY A SECOND TIME?

When you receive a CodeRED call, the number 866-419-5000 will be displayed. To hear the most recent advisory, dial this number from the same telephone.

