

SUMMER – FALL
2018

LIVING IN **POINTE-CLAIRE**

Come visit the eco-grazing
sheep at Edgewater Park
from June 11 to July 20!

Details on page 6.

Pointe 
Claire

LIVING IN POINTE-CLAIRE

SUMMER – FALL 2018

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twitter.com/pointe_claire

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COUNCIL MEETINGS

Upcoming meetings: June 5, July 3, August 14, September 11, October 2, November 6, and December 4. Council meetings are held in the Council Chamber at City Hall, 451 Saint-Jean Boulevard, at **7:30 p.m.** Meetings are webcast on the City's website.

A WORD FROM THE MAYOR



JOHN BELVEDERE
MAYOR

ELECTED OFFICIALS MEET THE PEOPLE!

Dear residents,

During my electoral campaign, I announced that we would hold meetings with the councillors of each district to discuss your needs, your reality, and your wishes to continue improving the quality of life in our city.

The meetings held in April and early May were a huge success! They were a wonderful opportunity for us to have discussions, get to know you, create bonds, listen to you, and consult with you on various issues that matter to you.

We will continue to hold meetings with the councillors of each district this fall.

These close ties are very important and once again confirm our commitment to continue making Pointe-Claire a vibrant community.

Everyone is still welcome to attend City Council meetings to meet us, ask any questions you may have, and learn about all the decisions taken by City Council.

I am proud to represent you and our City every day and to keep working for you and with you to maintain the quality of life, the services we offer, and the vitality of our City.

City Council and I will continue to work together to achieve our goals.

Thank you for your trust in us.

A handwritten signature in dark ink, reading "John Belvedere". The signature is written in a cursive, flowing style.

John Belvedere
Mayor

CITY NOTES

MULTISERVICE COUNTER

Whether you have requests related to planning, engineering, public works, taxes, or leisure activities, the multiservice counter at City Hall can help.

Opening hours

Monday to Wednesday:

8:30 a.m. to 4:30 p.m.

Thursday: 8:30 a.m. to 7 p.m.

Friday: 8:30 a.m. to 4:30 p.m.

Summer hours

May 7 to October 5, 2018

Monday to Wednesday: 8 a.m. to 4:30 p.m.

Thursday: 8 a.m. to 7 p.m.

Friday: 8 a.m. to noon

City Hall and City departments, except Inspection – Public Security, will be closed on **June 25, July 2, September 3, and October 8.**

For full details about festivities during Quebec's National Holiday and Canada Day, please check *Leisure Pointe-Claire* or the City's website.

ARE YOU PLANNING A SPECIAL EVENT?

Fill out a request for authorization to hold a special event (available on the City's website) and send it to Inspection – Public Security, which will assess the feasibility of the event. For more information, call **514-630-1300, ext. 1685.**

PROMOTIONAL ITEMS

Several useful and practical items featuring the City logo are available for purchase at a modest price. You can get them at the multiservice counter at City Hall, 451 Saint-Jean Boulevard.

Visit **www.pointe-claire.ca** for the list of promotional items!

SUBMITTING A CLAIM

For all claims, you must fill out and send the form available on the City's website to the Legal Affairs and City Clerk's Office (greffe@pointe-claire.ca) within 15 calendar days of the incident. The form is also available at City Hall.

PAYMENT OF MUNICIPAL TAXES – DUE DATE FOR SECOND INSTALMENT

The second instalment of your municipal tax payment is due **June 4, 2018.**

ACCESS YOUR TAX BILL ONLINE

Sign up and you will receive a \$5 credit on your next tax bill.

Visit **www.pointe-claire.ca** and click on **Taxes** in the "For residents" section.



**NEWSLETTER
REGISTRATION!**

Sign up on the City's website to receive information about news, upcoming events, and registration dates for activities offered by the City!

Visit **www.pointe-claire.ca.**

HOW TO GET IN TOUCH WITH US

CITY DEPARTMENTS

CITY HALL

451 Saint-Jean Boulevard
514-630-1200

MAYOR'S OFFICE

514-630-1207
john.belvedere@pointe-claire.ca

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

COMMUNICATIONS

514-630-1200
communications@pointe-claire.ca

ENGINEERING AND BUILDINGS

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

TAXES

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

PUBLIC WORKS

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

PLANNING

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

INSPECTION – 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

LEISURE AND CULTURE

RECREATION

94 Douglas-Shand Avenue
514-630-1214
recreation@pointe-claire.ca

ARENA

58 Maywood Avenue
514-630-1211
arenabobbirnie@pointe-claire.ca

CENTRAL LIBRARY

100 Douglas-Shand Avenue
514-630-1218
bibliotheque@pointe-claire.ca

LIBRARY – VALOIS BRANCH

68 Prince-Edward Avenue
514-630-1219

STEWART HALL CULTURAL CENTRE

176 Du Bord-du-Lac – Lakeshore Road
514-630-1220
stewarthall@pointe-claire.ca

AQUATIC CENTRE

60 Maywood Avenue
514-630-1202
aquatique@pointe-claire.ca

NAUTICAL ACTIVITIES / CANOE-KAYAK POINTE-CLAIRE

75 Du Bord-du-Lac – Lakeshore Road
514-630-1256
infocanoe@pointe-claire.ca

AGGLOMERATION SERVICES

POLICE: SPVM (SERVICE DE POLICE DE LA VILLE DE MONTRÉAL)

(station 5)
395 Saint-Jean Boulevard
514-280-0105
pdq5@spvm.qc.ca

FIRE: SERVICE DE SÉCURITÉ INCENDIE DE MONTRÉAL

401 Saint-Jean Boulevard
514-280-0871

IT PAYS TO RENEW YOUR MULTI CARD!

Will your MULTI Card expire in the next three months?

Renew it now for your chance to win a prize!

The MULTI Card is free and valid for two years.

It allows residents to register for all activities offered by the City and take advantage of free services, special rates, and priority passes.

To obtain or renew your card, go to the Central Library, the Aquatic Centre, or City Hall with a recent proof of residence with a photo.

For the complete list of benefits or for more information, visit www.pointe-claire.ca.



ECO-GRAZING

NEW

SHEEP AT EDGEWATER PARK!

This summer, Edgewater Park (located along Lake Saint-Louis, near Pointe-Claire Village) will host an eco-grazing project, where a flock of sheep will graze on grass to help maintain the park in a completely natural way. Residents can also take part in various educational and recreational activities.

A temporary enclosure will be installed for the six sheep. They will be at the park every day from June 11 to July 20, between 10 a.m. and 8 p.m.

A shepherd will be at the park at all times to watch over the flock.

A wide variety of activities are planned during these six weeks, from 6:30 to 7:30 p.m.:

- | | |
|---------|---|
| June 14 | Knitting with sheep – all levels |
| June 21 | Bilingual story hour, followed by a craft (ages 3 to 6) |
| June 28 | Art creation for families |
| July 5 | Family picnic, followed by a children's show in French |
| July 12 | Yoga with sheep – adults (bring your own yoga mat) |
| July 19 | Shearing and spinning demonstration |

In case of rain, storms and heat waves, the sheep will be placed in a shelter and therefore absent, and activities will take place at the Noël-Legault Community Centre (245 Du Bord-du-Lac – Lakeshore Road).

Feed can be purchased
for \$0.25 every Saturday
to feed the sheep! Residents
are welcome at all times to watch
and pet the sheep.

COME SEE THEM
UP CLOSE
STARTING JUNE 11
AT 10 A.M.!

GREENWICH NEIGHBOURHOOD PARK

A NEW PARK TO PAY TRIBUTE TO TONY PROUDFOOT

Following a contest open to residents, the new Greenwich neighbourhood park will pay tribute to the memory of an outstanding citizen of Pointe-Claire: Tony Proudfoot.

Born in Winnipeg, Tony Proudfoot moved to Pointe-Claire as a child and graduated from John Rennie High School in 1966. He then played for the Montreal Alouettes and the BC Lions in the Canadian Football League (CFL). He won the Grey Cup with the Alouettes in 1974 and 1977. He was also involved in the community as a journalist, teacher, and coach.

After he was diagnosed with amyotrophic lateral sclerosis (ALS) in 2007, he created the Tony Proudfoot Fund to improve the living conditions of people with the disease and provide support for medical research. He died in 2010 at the age of 61.

Tony-Proudfoot Park is planned at the intersection of Gendron and Des Frênes Avenues and will be developed in 2019. It will include playground equipment, rest areas, a walking path and a natural space.

FIGHTING THE EMERALD ASH BORER

IF YOU HAVE AN ASH TREE
ON YOUR PROPERTY,
YOU HAVE TWO OPTIONS.



1. PREVENTIVE TREATMENT

Preventive treatment with TreeAzin is the only action that offers relatively effective protection against the emerald ash borer. The insecticide, which is injected at the base of the trunk, acts for two years. Treatment must be carried out by professionals. A special rate of \$3.69 per centimetre of diameter will be offered to all homeowners. To take advantage of this rate, contact Public Works **before August 15, 2018**.

Treatment must be administered between mid-June and the end of August.

GRANT OFFERED



Homeowners are eligible for a grant covering 50% of the treatment cost, up to a maximum of \$1,500 over two years for each residential address. The grant applies to ash trees that qualify for preventive treatment. You must first contact Public Works to have your ash trees inspected.

2. FELLING

Any ash tree of which 30% of its branches are dead must be felled. It is important to act quickly, because a dead ash tree is dangerous and more costly to fell. **Before felling the tree, you must apply for a certificate, which will be issued free of charge. The application form is 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.

Felling is permitted between October 1 and March 14.

GRANT OFFERED



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

Public Works:

514-630-1230 | tp@pointe-claire.ca

DID YOU KNOW?

REPLACING FELLED ASH TREES

In 2018, over 800 trees will be planted to replace 325 ash trees felled last year.

...

REPURPOSING ASH WOOD

250 wood planks are produced every year using wood from ash trees felled in the city as part of our fight against this insect pest.

...

NEW FURNITURE

The Central Library has new furniture made from repurposed ash wood.

NEW

INFO LINE: HARMFUL SPECIES

Are you having problems with harmful species? A phone line service is available from June to mid-August to answer your questions about how to solve these issues while respecting the environment, wildlife, and plant life.

Our expert will give you information about the best practices regarding:

- Harmful insects, such as carpenter ants, white grubs, chinch bugs, ticks, sand wasps, and slugs;
- Invasive exotic species, such as Japanese beetles, buckthorn, Japanese knotweed, giant hogweed, and Asian lady beetles;
- Unwanted plant species such as poison ivy and ragweed;
- Small animals, such as skunks and groundhogs.

Contact our expert by calling 514-630-1230 or by writing to tp@pointe-claire.ca. The expert is available Monday to Thursday from 8 a.m. to 4:30 p.m. and Friday from 8 a.m. to noon.

A FEW TOPICS DISCUSSED BY OUR EXPERT:



CARPENTER ANTS

During the summer, carpenter ants venture outside to reproduce and discover new sites. To limit their spread, get rid of any rotten or infested wood near your home.



RAGWEED

This weed is easy to recognize with its fern-like foliage that resembles carrot leaves. Pull out ragweed as soon as it appears by pulling near the base of the plant to uproot it. This will prevent it from flowering and producing pollen, which causes allergies in a large part of the population.

ONE BIRTH, ONE MEMORY, ONE TREE

You can now plant a tree on public land to celebrate a birth or commemorate a death.

Eligibility criteria are below:

- In the event of a birth, the newborn and the person making the request must live in Pointe-Claire.
- To pay tribute to a deceased resident, the request must be made by a family member living in Pointe-Claire.
- The request must be made within twelve months following the birth or death.

Trees planted as part of this program will have a medallion with the loved one's name. The person who made the request will also receive a card with the location of the tree and the species selected by the City.

Planting will take place this fall.

To participate in the program, contact Public Works at 514-630-1230 or tp@pointe-claire.ca.



WASTE MANAGEMENT

THE WASTE MANAGEMENT SQUAD IS BACK

Thanks to the City's proactive policies and shared efforts to promote sustainable development, Pointe-Claire generated 17,059 tonnes of waste in 2016, the majority of which (64%) was reclaimed, recycled, or reused.

To maintain these encouraging results and continue to reduce the amount of collected waste with no added value, the Waste Management Squad is back this summer to meet you and advise you on the best environmental practices.

MAKE AN APPOINTMENT NOW TO LEARN ALL ABOUT:

- which materials are accepted in various collections;
- sorting waste;
- composting at home;
- tips to make it easier to participate in the organic waste collection;
- and much more.

514-630-1230, tp@pointe-claire.ca

EVERYONE WINS WHEN WE SORT WASTE PROPERLY:

- \$715,000 in grants in 2017;
- 27% decrease in household waste sent to landfills over 4 years;
- Government targets of 70% surpassed in 2016:
 - 76% for recyclable materials,
 - 77% for construction and renovation debris and bulky items;
- New household waste analyses: May, July, and September;
- 27 new collections to sort and recover instead of sending to landfills.

The Squad will be out on the streets of Pointe-Claire on bicycles this summer from mid-May to mid-August to promote good environmental practices!

SQUAD SCHEDULE

Tuesday – 9 a.m. to 5 p.m.

Wednesday – 1 to 9 p.m.

Thursday – 1 to 9 p.m.

Friday – 9 a.m. to 5 p.m.

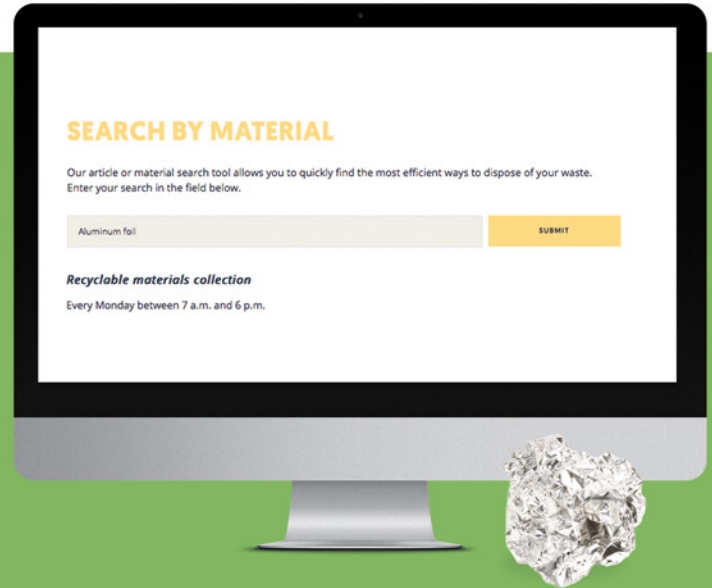
Saturday – 9 a.m. to 5 p.m.



SORT YOUR WASTE

Do you have questions about sorting
your waste?

Visit www.pointe-claire.ca/en/search-by-material and enter your waste material
to find out the best way to dispose of it.



NON-EXPANDED POLYSTYRENE (NUMBER 6 PLASTIC): PILOT PROJECT COMPLETE

Since May 1, non-expanded polystyrene (number 6 plastic) must be placed in the household waste collection again.

Our partner in the project is currently analyzing the procedure, and the City remains open to the possibility of a permanent recovery system. The collection point can still be used for expanded and extruded polystyrene.

Thank you for your cooperation in this sustainable development project.

ERRATUM

In the legend of the 2018-2019 Waste Collection Calendar, which was distributed door-to-door in March, the English version should read "From June 5 to August 29" for the weekly household waste collection. Thank you for your understanding.

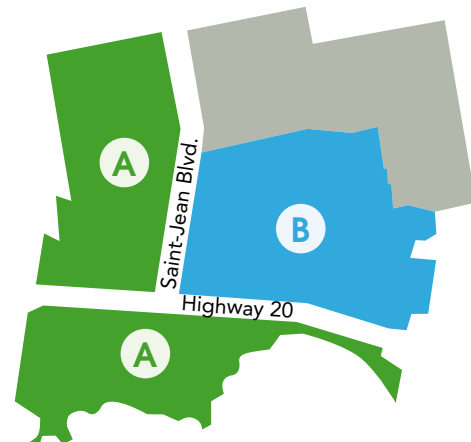
NEW

WEEKLY HOUSEHOLD WASTE COLLECTION FOR THE SUMMER

From June 5 to August 29, this weekly collection will allow us to assess its impact on the environment.

Sector A – Tuesday, between 7 a.m. and 6 p.m.

Sector B – Wednesday, between 7 a.m. and 6 p.m.



TERRA-COTTA NATURAL PARK

PRESERVING THE PARK: IT'S EVERYONE'S RESPONSIBILITY!

Since last November, 11 new interpretive panels have been installed in Terra-Cotta Natural Park along the six different paths.

In addition to the information panels at the park's entrances, the new signs can be found throughout the park and contain useful information about its history and the diversity of its wildlife and plant life. An interactive panel has also been installed to show the differences between the seasons and their impact on the environment.

Terra-Cotta Natural Park is a wooded area of great ecological value. Here are a few safety rules to follow in order to help preserve it:



Respect the environment



Stay on the paths

Maintenance in the park is kept to a minimum to let nature take its course while ensuring everyone's safety and comfort. Some paths are marked and informal paths are closed to increase biodiversity in the park.



**Keep your dog on a leash
and pick up its droppings**


For your pet's safety and for the benefit of the wildlife in the park, dogs must be kept on a leash, in accordance with existing by-laws.



Walk

To ensure the safety of people walking in the park, and given the width of the paths, riding bicycles is forbidden. Moreover, repeated use of bicycles increases soil compaction and creates ruts in the paths, which creates a greater risk of water accumulation and makes walking more difficult.





NEARLY 3,000 NEW TREES
WERE PLANTED IN TERRA-COTTA
NATURAL PARK IN 2017.

INFORMATION MEETING

TERRA-COTTA NATURAL PARK

You will learn more about:

- the agreement to preserve the park,
- clean-up operations,
- planting activities,
- controlling invasive exotic species.

Thursday, May 24, 2 or 7 p.m.

City Hall – 451 Saint-Jean Boulevard

Registration: 514-630-1230, tp@pointe-claire.ca

PUBLIC WORKS DAY



As part of **National Public Works Week**, come discover the machines used to make our streets and public spaces clean and safe.

Saturday, May 26, from 10 a.m. to 2 p.m.

Parking lot at Terra-Cotta Natural Park
100 Terra-Cotta Avenue

ALSO FEATURING:



A craft workshop




Face painting



An inflatable game



A planting workshop



THE WASTE
MANAGEMENT
SQUAD WILL
BE THERE!



BEE EDUCATIONAL GARDEN INAUGURATION

A honey plant garden was developed at the Viburnum entrance to Terra-Cotta Natural Park. This garden, dotted with plants that produce nectar and pollen, plays a vital role for pollinating insects, such as bees and monarchs.

The inauguration of the garden will take place on Saturday, September 15, at 1 p.m.

In case of rain, the event will be postponed to September 16 at the same time.



Projection in 2020

FEATURING:



Tasting of local honey and insects



Prize draws to win insect houses



Activities for the whole family



Since July 2017, beehives have been installed on the roof of the Central Library to promote biodiversity. Located near Terra-Cotta Natural Park, these pollinators take advantage of the summer to find food in the park.

MONARCH CELEBRATION

Join us on Saturday, July 7 at 1 p.m. for the annual opening of the monarch butterfly educational garden on the municipal lot next to Terra-Cotta Natural Park, at the intersection of Belmont and Saddlewood Avenues.

In case of rain, the event will take place in the evening, at 6 p.m.

FEATURED:



200 monarchs will be released into flight at 2 p.m. (one per family).



Children will enjoy artistic and educational activities.



Milkweed seeds will be distributed. (Monarch caterpillars feed on milkweed before they become butterflies.)

THE MONARCH BUTTERFLY IS AN ENDANGERED SPECIES. WHAT CAN YOU DO TO PROTECT IT?

1. Plant milkweed, a native flower that is the only source of food for caterpillars.
2. Include a variety of native and honey plants in your flower beds to offer butterflies a place to lay their eggs and a source of food.
3. Choose to plant in a quiet, sunny place that is sheltered from strong winds.
4. Take care of your garden in an eco-friendly manner by using compost, tolerating insects, and avoiding chemical fertilizers and pesticides.





MY SMOKE-FREE ENVIRONMENT

Provincial legislation has established protective rules for public areas, which are in effect throughout Pointe-Claire.

Since May 2016, smoking and vaping are forbidden:

- in all parks with recreational facilities and in outdoor play areas for children;
- on sports fields and playgrounds.

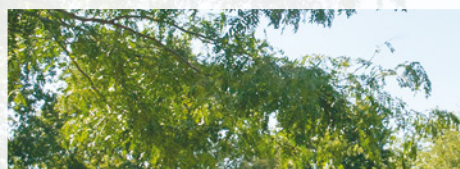
Protected areas include spectator areas, day camp sites, swimming pools, wading pools, outdoor stages, and park chalets. Thank you for your help in creating a smoke-free environment!



VALOIS CHALET MODERNIZED

Work to upgrade the Valois Chalet has been completed to keep it in good condition, improve services, and make it accessible to persons with reduced mobility, for the entire community to enjoy.

New outside doors were installed in the main entrance, and the restrooms have been entirely rebuilt. The exterior siding and roof of the building have also been replaced.



RECONSTRUCTION OF THE KINSMEN CHALET

The Kinsmen Chalet will be open in time for summer!

The chalet will include changing rooms and a multipurpose room to host various activities for young and old, which pool and park users alike can enjoy.

The pool's filtration system will also be replaced, and the adjacent wading pool will be rebuilt. As part of our vision focused on sustainable development, part of the field near the pool will also be developed to include a green space.

The chalet will be open mid-June.



BY-LAWS



CONSTRUCTION OR RENOVATION WORK

Before undertaking your construction or home renovation project, we recommend that you contact the Planning Department to find out if a building permit or a certificate of authorization is required. For information about the criteria and costs related to applications for permits and certificates, visit 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 Immovables (PC-2818). These projects must be examined by the Planning Advisory Committee before being studied by City Council.



GOOD NEIGHBOURS

Noise that is disturbing to others is forbidden between 11 p.m. and 7 a.m. Noise is considered disruptive if its sound level exceeds the ambient noise level by more than 5 decibels.

The noise level of appliances such as air conditioners and mechanical or pump heating equipment must not exceed 60 decibels between 7 a.m. and 9 p.m. and 50 decibels between 9 p.m. and 7 a.m.

The use of electric, pneumatic, mechanical, or other devices outdoors is permitted between 7 a.m. and 9 p.m. during the week, and between 9 a.m. and 5 p.m. on Saturdays, Sundays, and holidays.

Respect: the best way to live in harmony!



TEMPORARY SWIMMING POOLS

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



NEW TYPE OF ACTIVITY AUTHORIZED IN DETACHED SINGLE-FAMILY HOMES

In keeping with changing job market practices, the City may give permission to any owner of a detached single-family dwelling to work at home, as long as certain criteria and conditions are met. Requests must be examined by the Planning Advisory Committee before being studied by City Council. **For more information, call the Planning Department at 514-630-1206.**

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

SHORELINE PROTECTION



GRANT OF UP TO \$90 FOR LOW-FLUSH TOILETS

To save water, the City offers a grant to homeowners to replace a regular toilet with a high-efficiency model using no more than 4.8 litres per flush. A photo of your previous toilet, information on the low-flush model, a purchase invoice, and proof of installation are required. For full details and to fill out the grant form, go to www.pointe-claire.ca, in the Environment section. For more information: **514-630-1206**.



ONLINE APPLICATIONS FOR PERMITS AND CERTIFICATES

Applications for permits and certificates must be sent to the Planning Department by email. To submit an application, download the form available on the City's website. All other required documents, including plans, photographs, and letters of authorization, must be sent with the form.

Last year, the City filed a public shoreline maintenance plan with the **Ministère du Développement durable, de l'Environnement et de la Lutte contre les changements climatiques (MDDELCC)** in order to **preserve and maintain the quality of its shores**.

This plan will allow the City to maintain **64 areas of visibility** and **35 pedestrian access points** every year along the shores of Lake Saint-Louis within the ten-metre protection zone required along all watercourses.

Permitted actions include pruning, as well as replacing diseased, dead, and dangerous trees.

Mowing grass is forbidden at all times within this zone.

As part of our vision focused on sustainable development, the City has also placed large stones along the shorelines over the years to mark off this area and ensure it is respected.

Thank you for
helping to protect
our shorelines!

Homeowners who would like to carry out work within the protection zone must first obtain a certificate of authorization from the Planning Department.

SECURITY

FOURTH SUMMER ROAD SAFETY CAMPAIGN

Our road safety campaign is back this summer for a fourth year in a row. The campaign will raise awareness in the entire community about obeying the speed limits on our roads.

Once again featuring the slogan *Slower is safer*, the 2018 edition will remind everyone of how important it is to obey speed limits to ensure the safety of drivers, cyclists, and pedestrians.

Buddy, the City mascot, stars in the 2018 campaign. Our friendly dog demonstrates good behaviour on signs installed throughout the City and will be present at events during the summer to reinforce safe driving, cycling, and walking behaviour.

Last year's campaign was a huge success, with over 265 new signs set up in front of homes contributing to the awareness movement, in addition to the 460 signs distributed in 2016.

Signs are now available free of charge. They can be displayed in front of your home until mid-October.

To request one, contact the Inspection – Public Security Department at 514-630-1234 or secpub@pointe-claire.ca.



Buddy, the City mascot, stars in the 2018 campaign!



CodeRED

Sign up for the City's automated emergency call service so that we can reach you when broadcasting alerts and general advisories.

The CodeRED database contains all listed landline telephone numbers within the City of Pointe-Claire as of December 2017.

If you have an unlisted number or only a cell phone, here is how to sign up:

- Go to www.pointe-claire.ca
- Choose *Security* in the *For residents* menu
- Click on CodeRED and enter the required information



866-419-5000

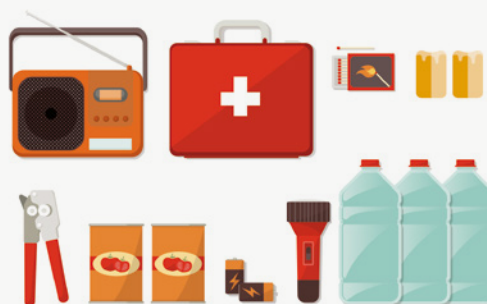


BE PREPARED TO BE SELF-SUFFICIENT FOR 72 HOURS

Seventy-two hours is how long it could take for emergency workers to get to you or for public utilities to be restored.

These items are recommended for your basic emergency kit:

- Drinking water: 2 litres per person per day, for at least three days
- Non-perishable foods: enough to last at least three days
- Manual can opener
- Flashlight with spare batteries
- Battery-operated radio with spare batteries
- First-aid kit and any medications you need
- Candles
- Lighters and matches



Assemble your kit to suit your needs and place items in a bag or container ahead of time.

RESIDENTIAL SERVICES

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

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 \$345.

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

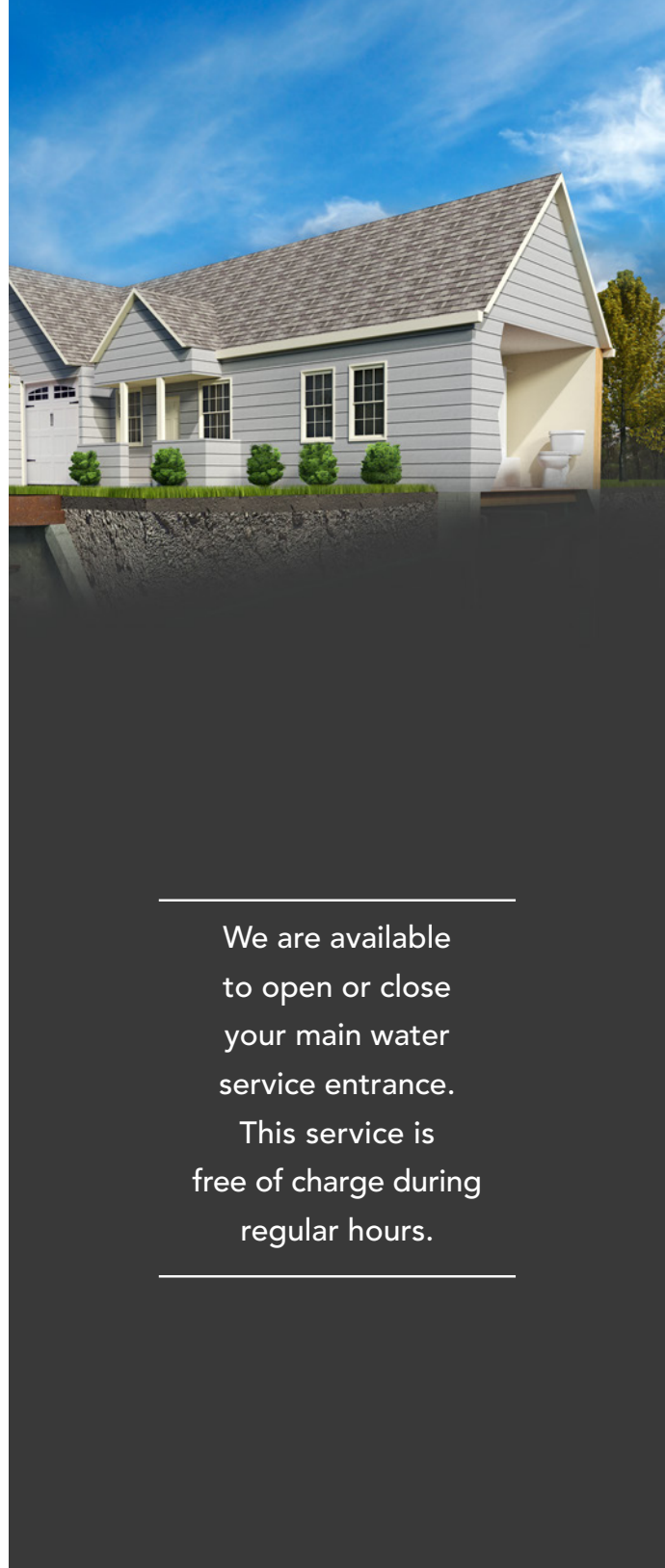
A backflow prevention valve is installed on the private side of the service line leading to the sewer. This device, which is mandatory, is designed to prevent basement flooding in the event of a sewer backup. The property owner is responsible for ensuring it is working properly. Here's how to make sure 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 rate of \$719 will be charged. At any other time, the rate will be \$943.

Rates include administration fees and are subject to change without prior notice.



We are available
to open or close
your main water
service entrance.

This service is
free of charge during
regular hours.

RÉSEAU EXPRESS MÉTROPOLITAIN

RÉSEAU EXPRESS MÉTROPOLITAIN

On April 12, the Caisse de dépôt et placement du Québec (CDPQ) confirmed that construction on the Réseau express métropolitain (REM), a new automated electric light rail system, would begin. There will be a total of 26 stations, including two in Pointe-Claire and three intermodal stations connected to the Montreal metro system, linking downtown Montreal, the South Shore, the West Island, the North Shore, and Pierre-Elliott-Trudeau International Airport.

Construction on the REM will have a major impact on our city. The first station will be located west of Des Sources Boulevard, south of Highway 40; the second station will be west of Fairview Avenue, north of Highway 40.

For more details about the REM and to follow its development, visit rem.info.



DUES TO THE ARTM

All owners of property located within a one-kilometre radius of a station must pay dues to the Autorité régionale de transport métropolitain (ARTM) if they undertake construction or renovation projects valued at over \$756,150 (indexed annually) and 186 square metres or more in area.

Dues are payable in one single payment when the building or renovation permit is issued. The City will collect dues on behalf of the ARTM. The dues will neither affect nor be associated with your municipal tax bill. The City will not receive any money from these dues. They are an amount imposed by the Government of Quebec due to the expected increase in value of the properties located near the future REM stations to finance part of its construction, assessed at \$6.3 billion.

As of May 1, 50% of the dues of \$107.64 per square metre will be applied. The percentage will increase over the next three years (65% in 2019, 80% in 2020, and 100% in 2021).

When applying for a permit, each owner must fill out and send the ARTM's form, as well as the documents required by the City, to calculate their dues.

For more information, visit the ARTM's website at www.artm.quebec.