

City of Port Moody Good Neighbour Guidelines



604.469.4500
portmoody.ca

PORT MOODY
CITY OF THE ARTS

Preface

The City of Port Moody's Good Neighbour Guidelines provide wise, common sense practices and a summary of municipal bylaws governing neighbourhood issues intended to protect and enhance the peaceful enjoyment of our community. These guidelines have been prepared to advise residents, business owners and service providers of their rights and responsibilities as members of the community.

This booklet provides general information about specific City regulations and bylaws that have been created to protect public health and safety, the environment, and public and private properties.

If you have any questions or require more information regarding specific bylaws, visit **portmoody.ca** and search bylaws, or call City Hall at **604.469.4500**.

While informal communication with neighbours is a simple way of addressing many neighbourhood concerns, in situations where this is not a viable option, please contact City Hall to make an inquiry or to file a complaint for investigation.

Contact Us

 **100 Newport Drive, Port Moody, B.C.**

 **info@portmoody.ca**

 **604.469.4500**

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Property Development and Building Permits

The City's Planning and Development Department provides information and approvals for new developments and building permits in the City. Find general information on some common building projects outlined on the next few pages.

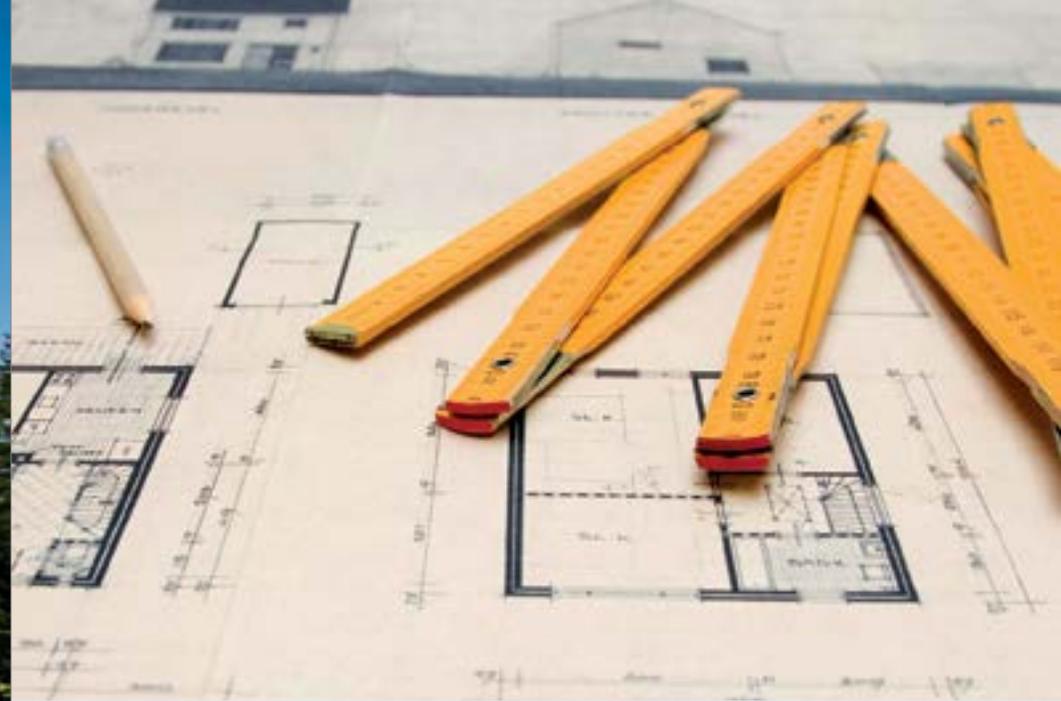
For more information:



portmoody.ca/building



604.469.4534



Designing Your New House or Addition

When designing your new home, or an addition to your existing home, take a close look at your neighbourhood. Being a good neighbour means asking yourself questions in the early stages of the design process such as:

- How will my new house fit with my neighbourhood?
- How will my design affect my neighbours?

There are many design choices that could directly impact your neighbours and neighbourhood, such as parking, view corridors and retaining walls. Consider how your new home design will affect the livability and enjoyment of your neighbour's home and yard.





Designing Your New House or Addition (Cont'd)

Good neighbours are sensitive to their neighbour's livability and ask themselves questions, such as:

- Where are my neighbour's windows and how does my window design affect their privacy?
- How will the shadowing from my new home impact my neighbour's vegetable garden?
- Is my new home going to reduce the livability of my neighbour's home?
- Have I considered my neighbour's view?

The City encourages residents to engage in conversations with their neighbours about any outwardly-visible construction plans before they are finalized. This helps avoid potential conflicts between neighbours, and results in better building designs.

Demolishing Buildings

The demolition of an existing building is usually the first step in the process for constructing a new home. Although this is an exciting time in the development process, it can cause some inconvenience for your neighbours. At this stage, here are things to think about that may significantly impact others:

- ⊕ A Highway Use Permit;
- ⊕ Hours of construction, as outlined in the Sound Level Bylaw;
 - Securing your demolition with perimeter fencing; and
- ⊕ Stack and pile material neatly. Demolition sites are still subject to the Unsightly Premises Bylaw.

For details on the demolition process, see portmoody.ca/building.





Constructing Accessory Buildings

- A building permit is required for most accessory buildings, such as a detached garage.
- Accessory buildings under 10 square metres (108 square feet), like a shed, do not require a building permit.
- Accessory buildings, regardless of size, must be sited in the rear yard (except on Alderside Road).
- ⊕ The maximum size of an accessory building on a property can be found under the property's specific zoning regulations in the Zoning Bylaw.

Constructing a Detached Accessory Dwelling Unit (DADUs)

- ⊕ In Port Moody, a a laneway home falls within the definition of a Detached Accessory Dwelling Unit (DADU) under the Zoning Bylaw.
- A Minor Development Permit is required for DADUs.
- The maximum floor area of a DADU is 90.0 m².
- ⊕ Good neighbours consider the impact to shadowing, privacy, views, and livability when designing a DADU as they would for a new home or addition.
- Development Permit Area 7 design guidelines regulate the form and character for DADUs, and incorporate good neighbor principles.





Decks

- A building permit is required for a deck that is more than 0.6 metres (2 feet) above the ground or if the deck is attached to a building.
- ⊕ A deck requiring a building permit must meet the setbacks for the structure it is attached to, as outlined in the City's Zoning Bylaw.
- Consider your neighbours when designing a new deck. Think about how your deck will impact a neighbour's privacy, or if it will cast a shadow on your neighbour's vegetable garden or flower bed.



Fences

- ⊕ A permit is not required to construct a fence. However, the height of fences is regulated in the City's Zoning Bylaw.
- A swimming pool must be surrounded by a fence a minimum of 1.22 metres (4 feet) in height. Any gate within that fence must be equipped with a self-closing and self-latching device.
- Fences have the potential to significantly impact neighbouring properties with decisions over location, height, material, etc. A good neighbour considers the potential impact and talks to neighbours before constructing a new fence.
- Fences must be located entirely on your property. If you are considering a new fence, you must confirm the location of the property lines first.
- Phone BC 1 CALL at **1.800.474.6806** before digging on your property.





On and Around Your Property

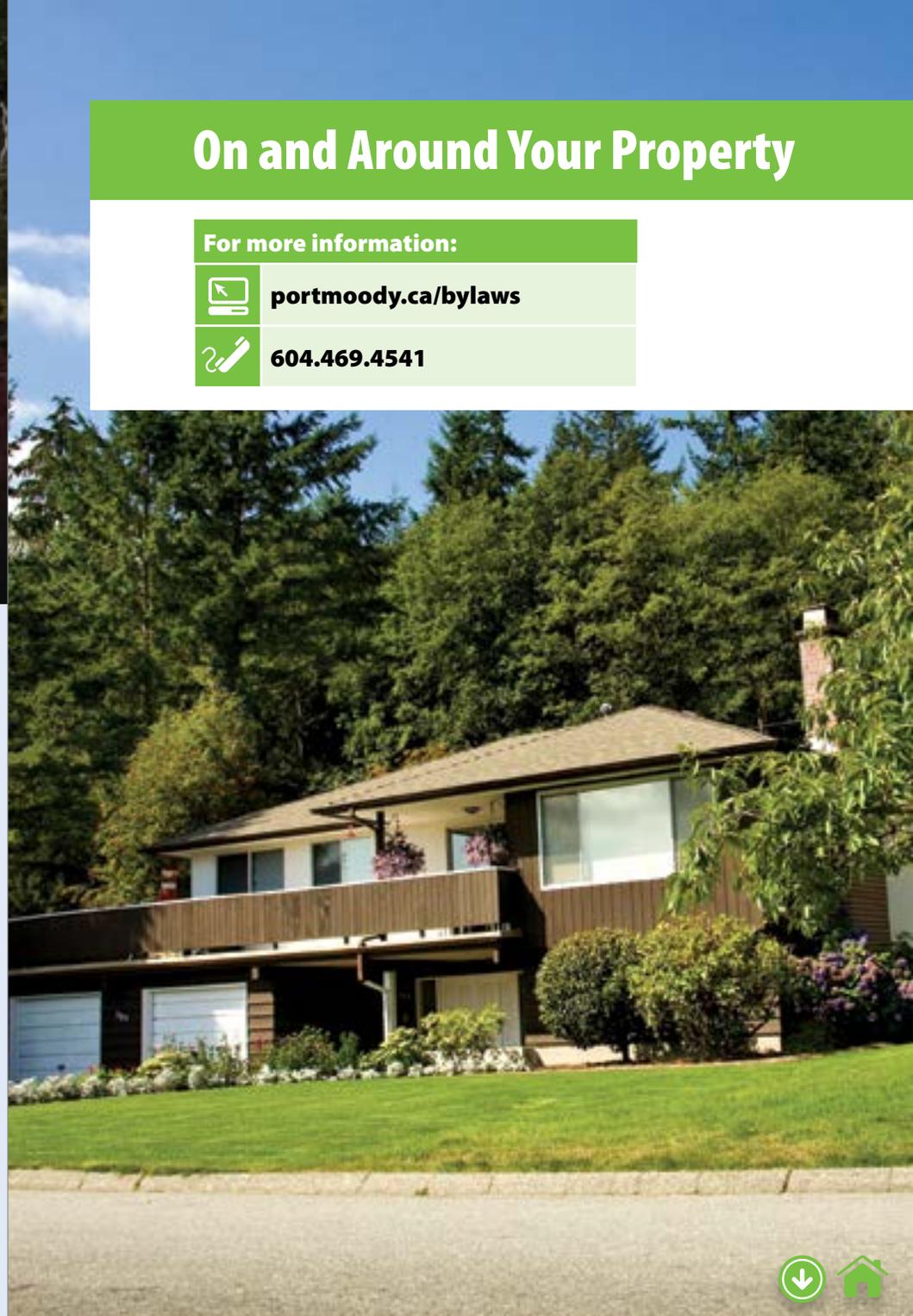
For more information:



portmoody.ca/bylaws



604.469.4541



Retaining Walls

- A Building Permit is required for all retaining walls greater than 1.2 metres (4 feet) in height.
 - Retaining walls cannot encroach onto any right-of-way or easement.
 - If a retaining wall exists on your property, you are responsible for its maintenance and repair.
 - You are not permitted to construct a new retaining wall on rear or interior side property lines. Higher retaining walls must be set further and stepped back from these lot lines.
-  Further regulations for retaining walls can be found in the City's Zoning Bylaw.





Untidy Properties

- ⊕ Untidy properties are regulated under the City's Unsightly Premises Bylaw. Be conscious of the outward appearance of your property and its effect on your neighbourhood.
- Loose garbage, yard waste, bottles, cans, boxes, household furniture, parts of machinery or automobiles, equipment and appliances all must be neatly stored so they are not visible from outside of the property.
- Unlicensed vehicles must be stored inside a garage or carport.
- Building materials are not permitted to accumulate unless an owner can demonstrate that construction or renovation is about to happen. In that case, materials must be kept tidy and stacked in an orderly manner.
- ⊕ Lawns must be maintained and cut regularly in keeping with the standard of the neighbourhood as per the Unsightly Premises Bylaw.



Maintaining Structures

- Property owners are responsible for maintaining buildings and structures on their property.
- ⊕ It is an owner's responsibility to ensure that all construction complies with the BC Building Code, the City's Building Bylaw and all other enactments and regulations respecting safety.
- A Building Permit isn't typically required for the maintenance of structures, however it's always best to check with the City's Building Division before starting any work. Contact them at **604.469.4534**.





Stream and Watershed Protection

- ⊕ The protection of streams in the City is regulated under the Stream and Drainage Protection Bylaw and Zoning Bylaw.
- ⊕ Respect all stream setbacks, and do not encroach or impact setback areas or stream channels. Unauthorized activities in streams and stream setback areas may contravene federal, provincial and municipal legislation. Stream setback distances are identified in the City's Zoning Bylaw.
- Never dispose of any materials, such as paints or cleaning products into household toilets and sinks, or onto outside soil, ditches, storm drains or streams.
- During construction projects, keep wet concrete away from all storm drains and streams on or near the site.
- Keep pets away from streams and stream setbacks.
- Residents looking to environmentally enhance a setback must consult with the City.



Tree Retention

- A Tree Removal Permit may be required for the removal of trees on private property if:
 - the trees and/or vegetation are within the Riparian Management Zone as defined by the City's Zoning Bylaw;
 - the trees and/or vegetation are within an Environmentally Sensitive Area as identified by the City's Official Community Plan;
 - the tree(s) are protected by a covenant (see your title certificate);
 - the tree(s) has been identified by Council as a Significant Tree; or
 - the tree(s) has been identified to be retained as part of a Tree Retention Plan.
- Under permit conditions, owners are required to replant two trees for every tree removed.
- ⊕ See the Tree Protection Bylaw or call **604.469.4540** for more information.





Lawn and Garden Care

- Never dump green waste over your fence or into any natural areas.
- Most garden waste can be put in your green waste cart or your compost bin. Put invasive plants in your green waste cart, so they are taken to commercial composting facilities. Compost bins are available from the City at a reduced cost. Call **604.469.4574** for details.
- ⊕ Except for a few exclusions, the use of pesticides for the maintenance of outdoor trees, shrubs, flowers or ornamental plants or turf is not permitted. See the Pesticide Use Control Bylaw for details.
- Knotweed is an aggressive invasive plant that should be controlled on private property using the services of an experienced and certified pesticide applicator.
- ⊕ Incorporate Naturescape principles into landscaping. Use native plants and lawn alternatives. Find more at **portmoody.ca/environment**.



Snow Removal and Catch Basin Clearing

- ⊕ Property owners are responsible for clearing snow from the sidewalks adjacent to their property within 24 hours of a snowfall.
- Property owners along the designated Priority Pedestrian Routes, which are highly trafficked areas near transit, are required to clear sidewalks by 10am every day. Failure to comply may result in daily fines. See if your property fronts a Priority Pedestrian Route at **portmoody.ca/snowandice**.
- Snow removal can be a tough task. Be a good neighbour and offer assistance to those who need help removing snow.
- Do not shovel snow from your property, driveway or sidewalk onto the roadway.
- Keep catch basins in front of your property clear of leaves and debris. This helps prevent flooding and dangerous road conditions.





Photo by Diego Diaz



Noise Mitigation

- Please be considerate and do not create excessive noise that will disturb your neighbours.
- Excessive noise includes yelling, loud music, barking dogs and vehicle engine revving.
- ⊕ Noise from equipment such as heat pumps and pool equipment can also be very disturbing to your neighbours. The City's Zoning Bylaw requires placement of noise generating equipment in the rear yard.
- You may also want to consider:
 - placing the noise-generating equipment in a small enclosure;
 - installing a sound dampening fence/shroud;
 - surrounding the equipment with dense plants and shrubs.
- ⊕ Noise from equipment must comply with the decibel level limits set out in the City's Sound Level Bylaw.



Smoking, Burning Bans, and Fire Hydrants

- Smoke generated from tobacco or cannabis can be a nuisance to your neighbours. Please consider your neighbours when you are smoking on your own property.
- ⊕ All open fires, including fire pits and campfires, are banned within the municipal boundaries of the City of Port Moody.
- Residents may use CSA- or UL-rated outdoor heating devices and barbecues that use charcoal briquettes, or liquid or gaseous fuels.
- Burning of wood, green waste, garbage, rubber, plastic, and hazardous materials is prohibited.
- Please keep the area around fire hydrants clear of plantings or materials. When it snows, make sure to clear off hydrants, as hidden hydrants can cost first responders valuable time in an emergency.





Vehicle Parking

- When you or your guests park a vehicle on the street, be conscious of your neighbours.
- Vehicles are permitted to park for a maximum of three hours adjacent to a single detached home of another person, unless otherwise signed.
- Vehicles cannot block driveways, fire hydrants or solid waste carts placed out for collection
- Trailers parked on a roadway must be attached to a vehicle.
- Oversized and commercial vehicles are permitted to park on a street for a maximum of 48 hours, within a period of ten consecutive days.
- You must have valid road insurance to park on the street.
- ⊕ View the Street, Traffic and Public Places Bylaw for more information on vehicle parking.



Home-Based Businesses

- A Business Licence from the City is required for all home-based businesses.
- ⊕ Before setting up a home-based business, you must confirm with the City if the Zoning Bylaw permits one in your zone.
- A limit of one home-based business is permitted on each property.
- Consider your neighbours when you have guests or customers attending your home-based business and provide parking for them off the street.
- ⊕ You can attach one 30cm x 30cm (12" x 12") non-illuminated sign to your house advertising your home-based business. A sign permit is required. Portable free-standing signs are not permitted.





Safety and Security

- Good neighbours watch out for each other and provide “eyes on the street” for their neighbourhood.
- Properly maintained landscaping that is trimmed back from the sidewalk provides maximum viewing to and from the house.
- Exterior doorways, sidewalks and all areas of the yard should be well lit.
- Consider installing a single cylinder dead bolt lock on interior doors connected to a garage.
- Sliding patio doors should have a secondary pin type lock or bar.
- In case of emergency, call **9.1.1**. For non-emergency issues, contact Port Moody Police at **604.461.3456** or go online to **portmoodypolice.ca**.



Managing Wildlife

-  The City’s Solid Waste Bylaw prohibits any person from keeping attractants on their premises that are accessible to wildlife.
- Properly manage attractants around your home:
 - Keep waste collection carts locked and stored in your garage, or at the side or rear of your home;
 - Unlock and place your waste collection carts at the curb between 5:30am and 7:30am on collection day;
 - Rinse carts regularly to eliminate odours;
 - Clean barbeques immediately after use;
 - Pick up any fallen fruit from trees;
 - Bring pet dishes and food inside, and clean up any spillage; and
 - Avoid the use of bird feeders from April to October





Household Recycling and Waste

- The City provides residents with carts for green waste, recycling and garbage, plus a bin for non-refundable glass. Green waste is picked up weekly, with alternating garbage and recycling collection. Glass is collected once a month.
- Set out your carts at the curbside between 5:30am and 7:30am on your collection day. The City only collects waste in the carts provided.
- Numbered carts are assigned to the property and belong to the City of Port Moody. If you move, leave your carts behind for the new residents.
- Cart lids should close completely. Do not overfill your cart.
- Place recycling directly into your recycling cart. Use smaller sized garbage bags in your garbage cart and kraft brown paper bags or newspaper in your green waste cart.

- The following materials are banned from all carts:
 - Small appliances
 - Hazardous household waste
 - Paint cans
 - Batteries
 - Fluorescent bulbs
 - Electronics
 - Propane tanks
 - Used oil materials
 - Expired/unused medications
 - Flammable Liquids

See portmoody.ca/recycle for a resource list on what to do with banned items.

- Residents who currently receive waste collection from the City can request pick-up of large items that have reached the end of their useful life. The City has contracted Emterra Environmental to provide this service for a fee. Call **604.635.0997** for details.

- ⊕ As per the Litter and Dumping Prohibition Bylaw, household waste is not permitted in public garbage cans.





Household Waste (Cont'd)

- ➕ Get a text, email, tweet or call the night before your waste collection day with the City's Solid Waste App. We'll remind you what carts to put out, as well as if it's a glass recycling week. Sign up today at portmoody.ca/solidwasteapp or search for it in the App Store.
- ➕ If you're not sure how to dispose of a certain material, use our Waste Wizard App. Search for items, and learn where they should go at portmoody.ca/wastewizard or search for it in the App Store.

Water Runoff

- Water from gutters, downspouts or hoses cannot be directed onto neighbouring properties.
- Hard surfaces such as sidewalks and driveways should be directed away from buildings and into drainage swales, catch basins or drains.
- Do not alter or regrade any established and approved drainage channels on your property without first consulting with the City.
- Consider collecting water in rain barrels. Rain barrels offer an efficient, economic and environmentally friendly way to source chlorine-free water for your garden. Rain barrels are available from the City at a reduced cost. Call **604.469.4574** for details.



Responsible Pet Ownership

For more information:



portmoody.ca/bylaws



604.469.4541



Licensing

- All dogs over the age of four months must be licensed.
- Dogs must wear their licence when off their owner's property.
- The City issues your dog a "permanent tag" - you will not receive a new tag every year.
- Dog licence renewal notices go out in December for the following year. Renew your licence before February 2 to get a discount.
- Contact the City's Bylaw & Licensing Division at **604.469.4541** with any licensing questions.





Nuisances

- When off their property, pet owners must pick up and properly dispose of their animal's waste.
- Owners must ensure that their animals do not disturb neighbours by barking or howling.
- Every owner of a cat must ensure that the cat, if it is not spayed or neutered, is not permitted to run at large within the City.

Lost Pet

- If your pet has gone missing, or you are in the possession of a missing pet, call the City's Bylaw & Licensing Division at **604.469.4541** or **604.469.4697**.
-  Lost pets that cannot be immediately reunited with their owners are taken to the Coquitlam Animal Shelter (**604.933.7387**) located at 500 Mariner Way in Coquitlam.
- A dog's licence is its ticket home. Ensure your contact information is up to date with the City's Licensing Division. We can also attach a photo of your dog to your file at City Hall, in case he or she is lost without a collar. Email a photo to **doglicence@portmoody.ca** and we'll keep it on file.





Pets in Public Places

- ⊕ Animals are regulated under the City's Animal Control Bylaw.
- ⊕ All dogs must be leashed. There are currently three off-leash areas and one dog run area in Port Moody:
 - South end of Hugh Street;
 - Bert Flinn Park - East/West connector right-of-way, which is a wide trail leading west from Heritage Mountain Boulevard and David Avenue;
 - North end of Westhill Park; and
 - Rocky Point Park Dog Run.
- All dogs must be under the control of their handler at all times.

- Keep pets away from streams. Animal waste is polluting and harmful to wildlife and the environment. Pets entering streams can erode stream banks, cause siltation and disturb wildlife.
- Dogs are prohibited on school grounds, playgrounds, sports fields and other areas with posted signs.
- Dogs cannot be left unattended while tethered or tied on public or private property.
- Owners must not leave their pet unattended in a vehicle unless there is suitable ventilation and weather conditions are appropriate. When in a vehicle, a pet's movement must be restricted to prevent access to people outside the vehicle.
- If you or your pet is bitten by a dog, please call the City's Bylaw & Licensing Division at **604.469.4541**. If the incident occurs after regular business hours, contact the Port Moody Police at **604.461.3456**.



Contact Us



100 Newport Drive, Port Moody, B.C., V3H 5C3



info@portmoody.ca



portmoody.ca



City Hall - 604.469.4500



Building Division - 604.469.4534



Bylaws & Licensing - 604.469.4541



Engineering Division - 604.469.4618



Environment and Parks - 604.469.4628



Operations Division - 604.469.4574



Planning and Development - 604.469.4540



Port Moody Fire-Rescue - 604.469.7795



Port Moody Police - 604.461.3456

This booklet is current as of December 2018

