



Edmonton

EVOLVING INFILL

# GOOD NEIGHBOUR GUIDE

WORKING TOGETHER AS GOOD NEIGHBOURS  
DURING YOUR INFILL DEVELOPMENT

# WHY THIS GUIDE

EVOLVING INFILL WAS AN EIGHT MONTH LONG CITY-WIDE CONVERSATION ABOUT RESIDENTIAL INFILL AND NEIGHBOURHOOD CHANGE. THE OUTCOME WAS EDMONTON'S INFILL ROADMAP, WHICH CONTAINS 23 ACTIONS TO SUPPORT MORE AND BETTER INFILL IN OUR CITY. THIS TOOLKIT IS JUST ONE OF THOSE ACTIONS.



## RESIDENTIAL INFILL

### IS ALL ABOUT:

Providing diverse housing options for our residents.

Keeping our city and our established neighbourhoods thriving into the future.

Edmonton and Edmontonians continuing to grow and prosper.



**INFILL IS IMPORTANT TO BUILDING A SUSTAINABLE CITY, AND THE CITY OF EDMONTON RECOGNIZES THE NEED TO SUPPORT MORE AND BETTER RESIDENTIAL INFILL. A BIG PART OF THIS INVOLVES SUPPORTING ONGOING CONVERSATIONS ABOUT INFILL AND NEIGHBOURHOOD CHANGE.**

During the Evolving Infill process participants expressed a need for content that encourages developers, contractors, builders and communities to work together to promote safe, tidy and considerate infill building sites.

This guide will provide contractors, builders and homeowners with information and ideas about what infill builders can do to be “good neighbours” and what local residents may expect from an infill project.



## ABOUT THIS GUIDE

As Edmonton continues to grow and evolve so do the neighbourhoods. An infill project traditionally impacts an established neighbourhood in a variety of ways. Immediate neighbours feel the impact of the new larger building being placed closer to the property lines and the disruption of equipment and workers immediately adjacent to their home. Other neighbours throughout the neighbourhood may be impacted by the changes to the streetscape, the removal of trees and the noise and dirt of construction.

**THE EVOLVING INFILL GOOD NEIGHBOUR GUIDE IS A TOOL TO HELP FOSTER POSITIVE NEIGHBOUR RELATIONS AND IMPROVE UNDERSTANDING OF BYLAWS GOVERNING INFILL ISSUES. IT IS DESIGNED TO PROVIDE A CLEAR UNDERSTANDING OF THE RULES AND GOOD PRACTICES FOR INFILL CONSTRUCTION, HOW TO ESTABLISH AND MAINTAIN GOOD RELATIONSHIPS WITH NEIGHBOURS DURING THIS TIME, CITY BYLAWS PERTAINING TO SPECIFIC INFILL ACTIVITIES, AND WHO TO CONTACT WITH QUESTIONS OR CONCERNS.**



LET'S WORK TOGETHER TO PROMOTE SAFE, TIDY, AND CONSIDERATE INFILL BUILDING SITES.

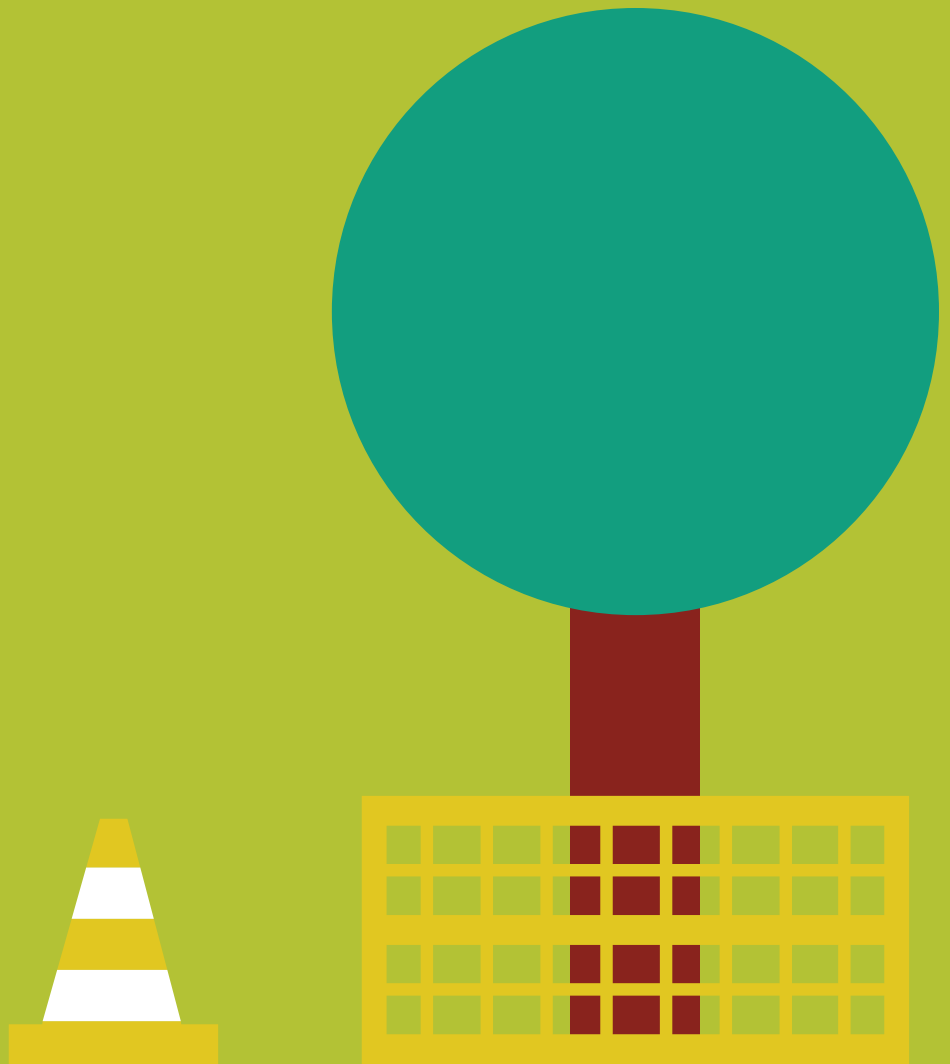


### **GUIDELINES FOR A SUCCESSFUL INFILL PROJECT**

#### **THERE ARE SIX BASIC RECOMMENDED 'GOOD NEIGHBOUR' PRACTICES:**

- Inform all surrounding neighbours about your plans and what you are doing
- Obtain all required permits and approvals
- Protect the immediate neighbourhood, including trees and boulevards
- Keep the site clean
- Respect hours of work and noise regulations
- Do not block driveways, keep street and lanes passable
- Understand there will be noise and disturbances during the project

# PERMITS & APPROVALS





### ARE YOU THINKING OF BUILDING NEW HOUSING IN A MATURE NEIGHBOURHOOD?

If you are planning any changes to your property such as constructing, renovating or changing the use of a building, you will need permits from the City. The City is responsible for reviewing applications for construction or changing how a structure is used to ensure the building meets all the requirements established under the Edmonton Zoning Bylaw, Alberta Building Code and the Mechanical Permits Bylaw.

# RESIDENTIAL INFILL PROCESS FLOWCHART

## DO YOU NEED TO...?

**REZONE (3-18 MONTHS)**

- 1 Submit Application
- 2 City circulates Applications to various departments for comment
- 3 Public meeting may be held
- 4 **PUBLIC HEARING**  
City Council decides whether to allow or deny application

**DID YOU KNOW?**  
Public notice is given for an application through: Letters, City website, Newspaper, Sign may be put on the property

## DO YOU NEED TO...?

**SUBDIVIDE (60 DAYS)**

**REVIEW**  
Subdivision Authority decides whether or not to allow subdivision of property

1 **SUBMIT APPLICATION**

2 **DEVELOPMENT PERMIT (60-90 DAYS)**

Depending on the completeness of the application

Development Officer approves or denies the application

3 **BUILDING PERMIT**

Plans are evaluated against the Alberta Building Code and other regulations under the Safety Codes Act

**DID YOU KNOW?**  
Applications are evaluated against the Zoning Bylaw, the Mature Neighbourhood Overlay, the Residential Infill Guidelines, and Neighbourhood Plans.

4 **CONSTRUCTION**

Builders: be sure to call 311 to schedule required inspections

5 **FINAL INSPECTION**

6 **TIME TO MOVE IN!**





# APPLICATIONS AND APPROVALS

CHECKING A FEW DETAILS BEFORE YOU START THE PERMIT APPLICATION PROCESS CAN HELP AVOID DELAYS FURTHER DOWN THE ROAD.

1. **Review the Residential Infill Guidelines** at [edmonton.ca/residentialinfill](http://edmonton.ca/residentialinfill)
2. **Confirm your development proposal fits specific zoning regulations.** Confirming your property's zoning on the [maps.edmonton.ca](http://maps.edmonton.ca) website will make sure that your project also conforms to the regulations of Edmonton's Zoning Bylaw. A zoning confirmation letter will also give written verification of a property's zoning.
3. **Contact Drainage Services, Water and Sewer Servicing section before design** to determine if infrastructure (water and sewer services) is existing and/or suitable (size, depth, location condition, material, separated) for your proposed development. For further information call 780-496-5444, email [wass.drainage@edmonton.ca](mailto:wass.drainage@edmonton.ca).

**All development permit applications must meet the zoning regulations of the property,** such as land use, lot dimensions, lot area, placement of buildings, and other structures.



4. A lot grading plan is required to be submitted with the Development / Building Permit application prior to the construction of any buildings, additions to buildings, or alterations of surface drainage on the premises (Drainage Bylaw No.16200).

NOTE: After construction of the building, the property must be graded, surveyed for a Lot Grading Certificate and inspected in accordance with an Approved Lot Grading Plan. For further information call 780-496-5576, email [lot.grading@edmonton.ca](mailto:lot.grading@edmonton.ca) or visit [edmonton.ca/lotgrading](http://edmonton.ca/lotgrading) for Lot Grading Guidelines, Infill Housing Requirements, Approvals & Inspections.

**CONTACT AND CONSULT SUSTAINABLE DEVELOPMENT AT 311 FOR MORE INFORMATION.**



### ZONING BYLAW

The Zoning Bylaw contains the rules and regulations for the development of land in Edmonton. For the purpose of land development, the City of Edmonton is divided into zones. There are 15 residential zones and seven commercial zones. Overlays are additional regulations applied to a zone. Most infill is subject to the Mature Neighbourhood Overlay. Find out more about Zoning Bylaw 12800 at [edmonton.ca/zoningbylaw](http://edmonton.ca/zoningbylaw).





## YOUR APPLICATION

It is necessary to include a complete set of drawings as detailed on the application form. Along with your complete set of drawings, a tree protection plan (for any building application within 5 metres of a city tree) may be required by Urban Forestry.

It is highly recommended that landowners submit pictures of their property and adjacent boulevards with your submission package, which will provide Transportation evidence of the state of the boulevard.

The General Contractor should ensure all sub-trades comply with City Bylaws, Code, and the suggestions in this guide.

Contact Sustainable Development at 311 to ensure you are taking the right steps in building a successful infill project.



# TYPES OF PERMITS

WHEN BUILDING A NEW HOUSE, SEVERAL PERMITS MUST BE OBTAINED BEFORE BEGINNING CONSTRUCTION. DO NOT START CONSTRUCTION UNTIL YOU HAVE ALL NECESSARY PERMITS, OTHERWISE YOU MAY BE LIABLE FOR SUBSTANTIAL FINES OR REMOVAL OF THE UNPERMITTED STRUCTURE.

**DEVELOPMENT PERMITS** are required when the construction is for a new building, there will be changes made to the exterior of an existing building, or construction will result in a change of use (i.e. constructing a secondary suite within an existing single family home).

Development permit applications are encouraged to be submitted in person, where staff will assist and advise to ensure that your submission is complete. More details are available at [edmonton.ca/developmentpermits](http://edmonton.ca/developmentpermits).

**COMBINATION PERMITS** are permits that are issued that have both the Development Permit and Building Permit together on the same application.



### A NEW SINGLE FAMILY HOUSE

**COMBINATION PERMIT** combines a number of different types of permits that would be required to construct a new single family house into one application and collects all of the fees on one application.

A **BUILDING PERMIT\*** is issued after the detailed construction drawings are reviewed to ensure they meet standards set in the Alberta Building Code. You can buy a complete copy of the Alberta Building Code from the Province of Alberta's Learning Resources Centre online.

*\*NOTE: You are required to have a valid development permit before you can apply for a building permit. Contacting the City early will help you avoid surprises and will ensure that your project goes smoothly.*



## OTHER IMPORTANT PERMITS

### An **ON STREET CONSTRUCTION AND MAINTENANCE (OSCAM) PERMIT**

is required to block off any part of a street, sidewalk or boulevard during construction.

This permit needs to be obtained for the construction of a residential curb crossing / driveway access, fill-in / removal of a residential curb crossing / driveway access, or locating any structures (ex. garbage bin) on road right-of-way. Contact Transportation Operations for more details. [edmonton.ca/transportation](http://edmonton.ca/transportation).

A **FILL IN PERMIT** is required for the removal and filling in of an existing driveway access to the street that is no longer required. You will be required to restore the curb and gutter, sidewalk and boulevard as a condition of this permit. Please show any existing driveways on your site plan.

### A **RESIDENTIAL CURB CROSSING PERMIT**

is required to authorize a new driveway access from a site to a street.



**MECHANICAL PERMITS** are applied for to cover Heating, Ventilation or Air Conditioning work or Plumbing or Gas work. Mechanical permits are not included in the Building Permit and must be applied for separately.



A **TEMPORARY PARKING PERMIT** is necessary for parking for short term in restricted areas. This permit is free of charge. To obtain a Temporary Residential Parking Permit, contact Transportation Operations. [edmonton.ca/transportation](http://edmonton.ca/transportation).

An **ELECTRICAL PERMIT** is required to install, alter or add to an electrical system under the Alberta Safety Codes Act and Permit Regulations.



# GOOD PRACTICE FOR INFILL CONSTRUCTION



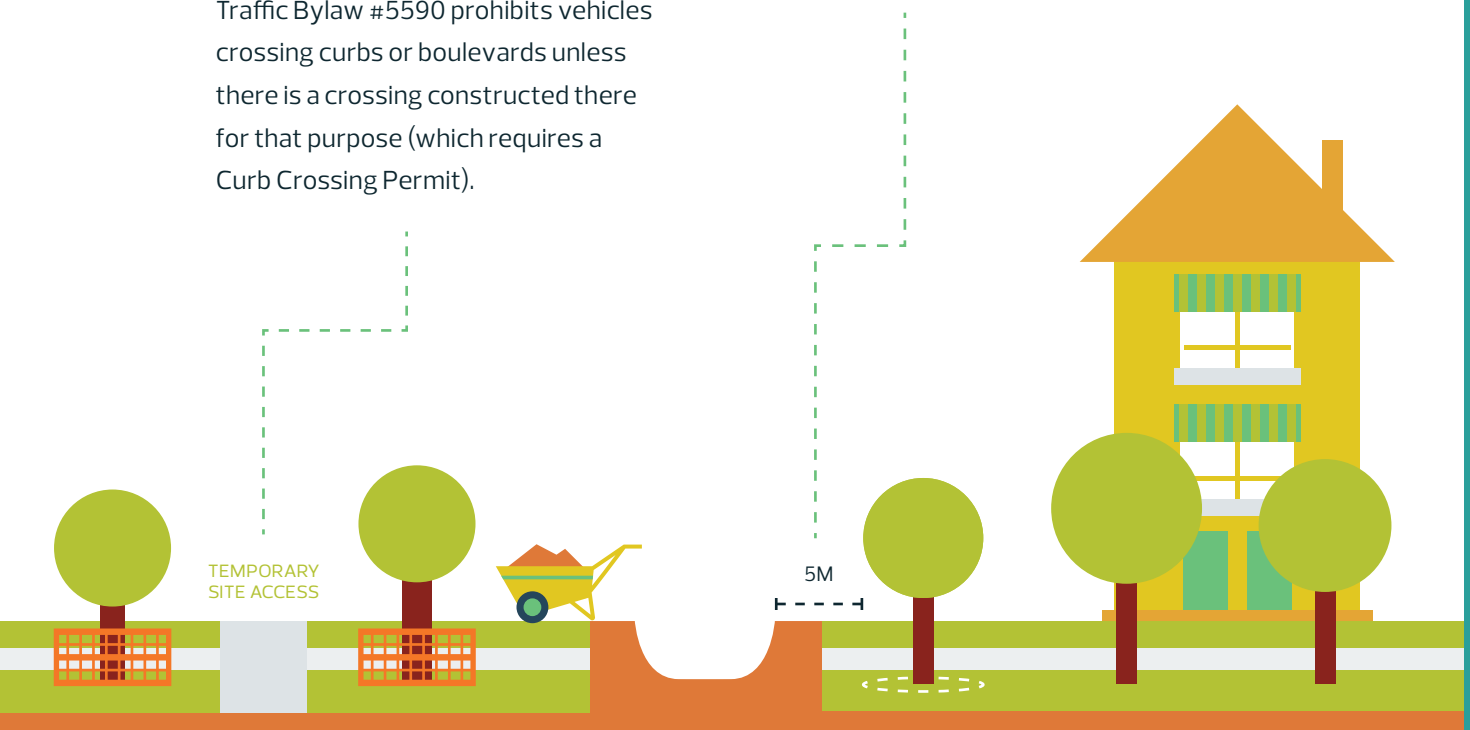


### DO NOT DRIVE ON OR DAMAGE SIDEWALKS, CURB AND GUTTERS OR BOULEVARDS.

Traffic Bylaw #5590 prohibits vehicles crossing curbs or boulevards unless there is a crossing constructed there for that purpose (which requires a Curb Crossing Permit).

### ENSURE PROJECT EQUIPMENT ONLY USES THE APPROVED TEMPORARY ACCESS INTO THE SITE

Special care must be taken to keep construction and vehicles away from neighbours' landscaping.



## KEEP IT CLEAN. KEEP IT SAFE. KEEP IT RESPECTFUL.

### BE AWARE BEFORE YOU DIG!

Prior to any excavation or digging, contact local utilities and telecommunication companies to locate underground services. Excavation on City property requires a City work permit.

**Be aware of all property lines.** Digging too close to the property line may compromise your neighbours' foundation and fencing.

### MIND THE BOULEVARDS AND TREES, PLEASE!

Notify the Forestry, Beautification and Environmental Management team (call 311) of any construction work planned within 5 metres of city-owned trees.

The City will meet with builders to discuss appropriate hoarding and to coordinate any necessary tree work. The hoarding guideline applies to all construction projects, big or small.

### CHAT ABOUT SURFACE DRAINAGE

Prior to developing the Lot Grading Plan, it is encouraged you discuss the management of surface drainage (from the new development) with your neighbours. Collaborate to come up with shared solutions to potential surface drainage issues that may impact neighbouring properties. Find information and examples in the Lot Grading Guidelines and Surface Drainage Problems page on the Lot Grading website: [www.edmonton.ca/lotgrading](http://www.edmonton.ca/lotgrading).

**TREES REQUIRE PROTECTION.**

On many construction projects standard “safety orange” snow fencing is all that may be required by the City. This will serve as a “heads-up” warning to workers or equipment operators that any activity beyond the fence may cause tree damage. For more information visit [edmonton.ca/trees](http://edmonton.ca/trees).

**STORAGE OF MATERIALS MUST NOT OCCUR INSIDE THE TREE DRIP LINE TO ENSURE THEIR SURVIVAL.**

If certain areas are at serious risk, the builder should work out an acceptable agreement with the homeowner before starting work.

**TREES ON THE BOULEVARD CANNOT BE CUT DOWN, REMOVED, OR PRUNED WITHOUT CITY APPROVAL.**

Submit a tree protection plan by a Certified Arborist to Urban Forestry for approval. New trees on site should not compete with the existing city landscape. For more information visit [edmonton.ca/trees](http://edmonton.ca/trees).



### TREES ARE WORTH MONEY.

City trees are registered City assets and have a monetary value. If your project damages a public tree, your project will be charged for the damage. Depending on the damage, the tree may need to be removed. You will be responsible for both the cost of removal and the asset value of the tree. Some large elms are worth more than \$80,000!

### ANY DAMAGE INCURRED AS A RESULT OF THE CONSTRUCTION OF THE PROPERTY WILL BE THE RESPONSIBILITY OF THE LAND OWNER TO REPAIR.

The land owner is responsible for locating all underground and surface utilities and maintaining clearances from these utilities when constructing on the boulevard.





### SAFETY IS PRIORITY!

Your construction site must be kept safe for both neighbours and workers and must also be properly fenced. Failure to provide a protected construction site may cause injury and prove very costly in a number of ways.

Enclose your construction site with protective fencing to restrict access (as per the Community Standards Bylaw). Install temporary fence, cover exposed rebar, etc – make sure the lot is safe for renovations and demolitions.

Do not leave any potentially dangerous building materials, equipment or vehicles on the site unattended.

Insist that your workers wear and use proper safety equipment, such as approved hard hats and protective work boots.

If there is a concern for imminent danger, the City may take whatever means are necessary to alleviate the dangerous condition.

### NOISE IN THE NEIGHBOURHOOD

Section 13 of the Community Standards Bylaw permits operation of construction equipment during the following times:

**Monday through Saturday: 7am – 10pm**

**Sunday and Holidays: 9am – 7pm**

Even during periods when construction is permitted, noise levels should be minimized as much as possible out of consideration for your neighbours.



## RESPECT YOUR NEIGHBOURS

Place portable toilets well away from your neighbours' homes, off public property and out of sight.

Keep sites free of weeds and unkempt grass.

Do not litter your neighbours' or City property with garbage bins and debris. An OSCAM permit is required to place garbage bins on City property. Construction materials and personal garbage must be taken care of and care must be taken to keep debris on the site.

Respect your neighbours' parking needs. Do not park any construction vehicles on your front lawn, block access for emergency vehicles, block access to fire hydrants or block neighbours' driveways. Make sure to chat with your neighbours about your project.

**All construction related vehicles MUST obtain Temporary Parking permits in order to park on the street where a permit is required.**

Do not burn waste. Burning construction debris is not permitted.

Keep sidewalks clean of snow, ice and mud. If mud tracking is a serious problem, trucks should be hosed down before leaving the site. If mud has built up substantially, roads should be immediately flushed or swept down. Failure to comply may result in substantial fines.

**Collect and remove waste on a regular basis. Prompt clean up of construction garbage keeps the site from becoming a safety hazard.**



### KEEPING IT CLEAN

THE COMMUNITY STANDARDS BYLAW REGULATES MANY ASPECTS OF YOUR SITE. NONCOMPLIANCE WITH THESE BYLAWS CAN RESULT IN FINES AND POSSIBLY THE CLOSING DOWN OF YOUR PROJECT. FINES START AT \$250 AND CAN REACH \$10,000.00 ON SUBSEQUENT INFRACTIONS.

# WORKING TOGETHER AS GOOD NEIGHBOURS

RENOVATING AND RENEWING YOUR HOME CAN CONTRIBUTE TO THE HEALTH, VITALITY AND VALUE OF YOUR NEIGHBOURHOOD.

WHETHER YOU ARE A PROPERTY OWNER OR A CONSTRUCTION PROFESSIONAL, YOU CAN ENSURE THAT YOUR INFILL PROJECT HAS A LASTING, POSITIVE EFFECT FOR YOURSELF AND YOUR NEIGHBOURHOOD.

**WORKING TOGETHER AS GOOD NEIGHBOURS,  
YOU CAN RUN A SUCCESSFUL AND SAFE PROJECT.**





### AS A PROPERTY OWNER

you are ultimately responsible for any construction project on your land.

### AS A CONSTRUCTION PROFESSIONAL

you can limit unwanted disturbances and build a positive profile for your business by being considerate to residents of the neighbourhood.

### AS A NEIGHBOR

living next to an infill project, be patient with the process. Understand there will be noise and disturbances during the project.



## COMMUNICATING WITH YOUR NEIGHBOURS

People experience and react to change in different ways. When change happens, everyone needs support to understand it. If people have the information they need, are involved over time, and feel like they can influence or impact some of the change, they are more likely to support what is happening.

It is important for you to keep neighbours informed of your building plans. Before starting work on your building project:

- Inform your neighbours of your plans and estimated duration of construction

- Provide them contact information if they have concerns about the project or if there is an emergency
- Post your building permit in a prominent area on your property
- Prior to the project beginning, a sign should be visible on the site with the builder's contact information

**WHEN NEIGHBOURS ARE FULLY INFORMED, THEY TEND TO BE MORE UNDERSTANDING AND SUPPORTIVE OF YOUR PROJECT.**



TO HELP GET THE CONVERSATION STARTED, THE CITY HAS DESIGNED AN INFILL CONVERSATION TOOLKIT. THIS TOOLKIT IS A FANTASTIC RESOURCE TO TALK AND WORK TOGETHER WITH OTHERS TO HELP IDENTIFY IMPORTANT ISSUES, BUILD STRONGER RELATIONS WITH YOUR NEIGHBOURS AND HELP FIND SOLUTIONS TO CHALLENGES. VIEW AND DOWNLOAD THIS GUIDE ON [edmonton.ca/evolvinginfill](http://edmonton.ca/evolvinginfill)

# CONTACTS & ENQUIRIES

**IF YOU HAVE CONCERNS ABOUT AN INFILL PROJECT IN YOUR NEIGHBOURHOOD, FOLLOW THESE STEPS:**

1. DISCUSS YOUR CONCERN WITH THE PROPERTY OWNER.
2. IF YOU ARE UNABLE TO GET IN TOUCH WITH THE OWNER, CONTACT THE BUILDER; ALL BUILDERS SHOULD HAVE THEIR CONTACT INFORMATION ON SITE.
3. CALL 311.







## FOR MORE INFORMATION ABOUT:

### RESIDENTIAL INFILL, DEVELOPMENT et ZONING, PERMITS AND INSPECTIONS

Current Planning Service Centre  
5th Floor, 10250 – 101 Street  
Edmonton, AB T5J 3P4

Telephone: 311

Hours of Operation: Monday to Friday:  
8:00am – 4:30pm

**[edmonton.ca/currentplanning](http://edmonton.ca/currentplanning)**

### COMMUNITY STANDARDS BYLAW

Community Standards Branch

Telephone: 311

**[edmonton.ca/communitystandards](http://edmonton.ca/communitystandards)**

### DRAINAGE SERVICES, WATER AND SEWER SERVICING

Telephone: 311 or 780-496-5454

Email: [wass.drainage@edmonton.ca](mailto:wass.drainage@edmonton.ca)

**[edmonton.ca/drainage](http://edmonton.ca/drainage)**

### LOT GRADING

Telephone: 311 or 780-496-5576

Email: [lot.grading@edmonton.ca](mailto:lot.grading@edmonton.ca)

**[edmonton.ca/lotgrading](http://edmonton.ca/lotgrading)**

### TREES AND BOULEVARDS

Urban Forestry

Telephone: 311

**[edmonton.ca/trees](http://edmonton.ca/trees)**

### PARKING AND ROADWAY ISSUES

Transportation Operations

Telephone: 311

**[edmonton.ca/transportation.aspx](http://edmonton.ca/transportation.aspx)**

# EDMONTON INFILL GLOSSARY OF TERMS

**ACCESSORY SUITE:** A secondary, smaller, separate dwelling on a site that would normally only accommodate one principal dwelling.

**AFFORDABLE HOUSING:** Housing that requires no ongoing operating subsidies and is targeted at households with lower incomes that do not require support services on the site.

**AGING IN PLACE:** Availability of housing options, services, and facilities that support residents remaining in their own neighbourhood or community as they age and transition through different stages of life.

**APARTMENT HOUSING:** A large building divided into several dwelling units that are arranged in any horizontal or vertical configuration. All dwelling units share a common entrance and hallway, but do not share any living facilities.

**BASEMENT SUITE:** An accessory suite located below the main floor of the principal dwelling. A basement suite has a separate entrance at the side or rear of the dwelling, or through a separate entrance in a common landing.

**BUILDING PERMIT:** A document granted by the City before construction of a new or existing building can legally occur.

**DEVELOPMENT PERMIT:** A development permit is a document that allows a specific use or uses on a parcel of land, and includes development plans for how buildings will be built. A development permit is generally required before receiving a building permit

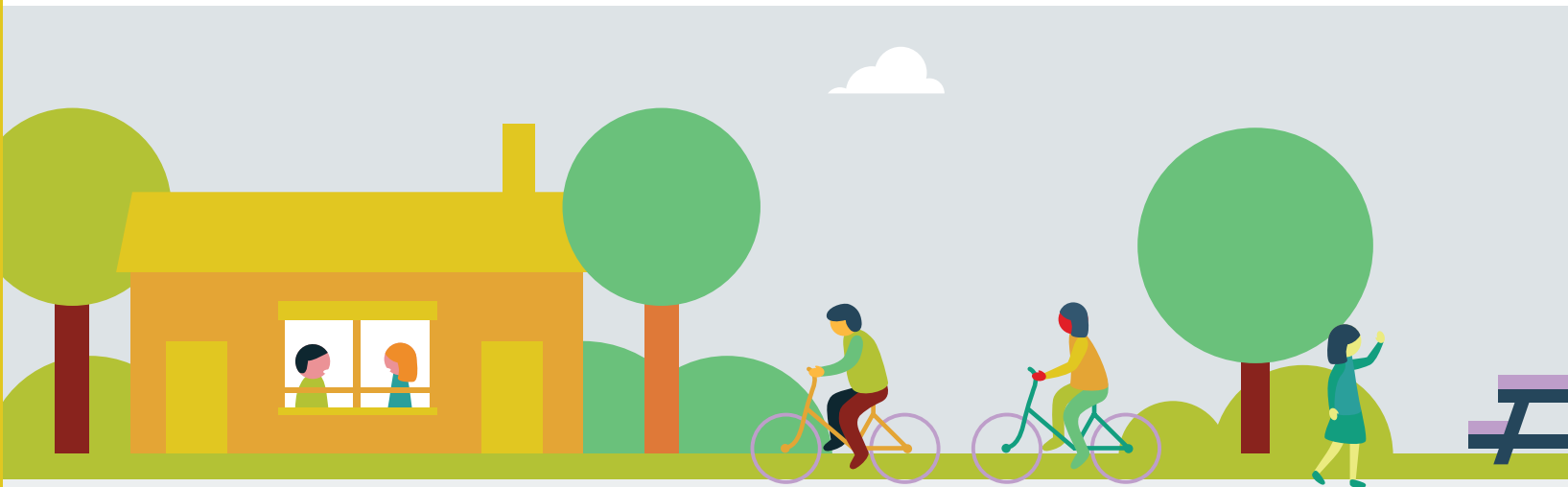
**DUPLEX HOUSING:** A building containing two dwellings with a shared interior wall.

**DWELLING:** A combination of rooms intended to be used as a place of residence exclusively by one household.

**ESTABLISHED NEIGHBOURHOODS:** Neighbourhoods that are primarily residential, mostly planned and developed before 1995, and generally located within the Anthony Henday Ring Road.

**GARAGE SUITE:** An accessory suite located above or attached to a detached garage. A garage suite has an entrance either from a common indoor landing or from the exterior of the garage.

**GARDEN SUITE:** A single-storey dwelling detached from the principal dwelling. A garden suite has its own cooking facilities, food preparation, sleeping and sanitary facilities separate from those of the principal dwelling.



**MATURE NEIGHBOURHOOD:** Mature neighbourhoods in Edmonton are generally those completed before 1970. There are 107 mature neighbourhoods in Edmonton.

**MATURE NEIGHBOURHOOD OVERLAY (MNO):** A section of the Edmonton Zoning Bylaw regulating residential development in Edmonton's mature neighbourhoods.

**PRINCIPAL DWELLING:** The primary residential unit and largest building on a site.

**RESIDENTIAL INFILL:** New housing in established neighbourhoods. This includes secondary suites, garage suites, duplexes, semi-detached and detached houses, row houses, apartments, and other residential and mixed-use buildings.

**REZONING:** A process to reclassify a property from its existing Land Use Zone to a different zone.

**ROW HOUSING:** A building containing a row of three or more dwellings joined at the side, with no dwelling located above another. Each dwelling has separate, individual, and direct access.

**SECONDARY SUITE:** An accessory suite to a principal dwelling that has its own cooking, food preparation, sleeping and sanitary facilities physically separate from those in the principal dwelling. Secondary suites have entrances separate from the entrance to the principal dwelling.

**SEMI-DETACHED HOUSING:** A building divided vertically into two dwellings joined at the side or the rear. Each dwelling has separate access. Semi-detached housing is often referred to as a duplex.

**SINGLE-DETACHED HOUSING:** An individual building containing one principal dwelling, and may contain a secondary suite. This form of housing is often referred to as a house, or a single family house.

**STACKED ROW HOUSING:** A building containing three or more dwellings arranged two deep, either vertically so that dwellings are placed on top of each other, or horizontally so that dwellings are attached at the rear as well as at the side. Each dwelling has a separate entrance.

**SUBDIVISION:** Dividing one site into two or more parcels.

**SUPPORTIVE HOUSING:** Housing combined with services tailored to help the inhabitants to live more stable, productive lives.

**ZONING BYLAW:** A document that contains the rules and regulations for the development of land in Edmonton. The Zoning Bylaw may be amended over time.

