

# Important Contact Information

**For emergencies, dial: 9-1-1**

## Non-emergency

- Durham Regional Police Services (including excessive noise): 905-579-1520
- Fire Department: 905-433-1238
- Ambulance: 1-877-999-4336, 905-430-5542
- Poison Control: 1-800-268-9017
- Telehealth Ontario: 1-866-797-0000

## City of Oshawa

(By-law complaints and other service information)

- [www.oshawa.ca](http://www.oshawa.ca)
- Service Oshawa: 905-436-3311; [service@oshawa.ca](mailto:service@oshawa.ca); [www.oshawa.ca/service](http://www.oshawa.ca/service)

## Regional Municipality of Durham

- [www.durham.ca](http://www.durham.ca)
- General Inquiries: 905-668-7711

## Waste Collection

- Green Bin, Residual Waste Collection (City of Oshawa): 905-436-3311
- Blue Box Collection (Region of Durham): 905-579-5264

## Utilities

- Gas (Enbridge Gas): 1-877-362-7434
- Hydro (Oshawa Public Utilities): 905-723-4623
- Water (Region of Durham): 905-668-7711 or, for after hours: 905-576-9991
- Bell Canada (TV, Home Phone, Internet): 310-BELL
- Rogers (TV, Home Phone, Internet): 1-888-764-3771

## Hospital, Clinics & Urgent Care

- Lakeridge Health Oshawa (hospital): 905-576-8711
- Glazier Medical Centre: 905-579-1212
- North Oshawa Medical Centre: 905-404-0372
- Oshawa Clinic: 905-723-8551
- Oshawa Health Centre: 905-728-7915

## Other Healthcare

- Distress Centre (Durham): 1-800-452-0688
- Durham Health Connection Line: 905-666-6241
- Durham Region Domestic Violence/Sexual Assault Care Centre: 905-576-8711
- Mental Health, Durham Mental Health Services: 1-800-742-1890
- Sexual Health Clinic (Oshawa): 905-433-8901
- The Rape Crisis Centre: 905-668-9200

## Other Community Resources

- Community Legal Services: 1-888-297-2202
- Landlord and Tenant Board: 1-888-332-3234

## Transportation

- Durham Region Transit: 1-866-247-0055
- GO Transit: 1-888-438-6646
- VIA Rail: 1-888-842-7245

## Durham College (Oshawa Campus)

- [www.durhamcollege.ca](http://www.durhamcollege.ca)
- Switchboard: 905-721-2000
- Campus Security / Walk Service: 905-721-2000 x2400
- Campus Health Centre: 905-721-3037
- Student Housing Office: 905-721-2000 x8017
- Durham College/UOIT Student Association: 905-721-0457
- Registrar's Office: 905-721-3000

## Trent University Oshawa

- [www.trentu.ca/oshawa](http://www.trentu.ca/oshawa)
- Switchboard, General Inquiries: 905-435-5100
- Campus Security / Walk Service: 905-435-5111
- Trent Oshawa Student Association: 905-435-5102 x5058
- Registrar's Office: 1-888-739-8885

## University of Ontario Institute of Technology (UOIT)

- [www.uoit.ca](http://www.uoit.ca)
- Switchboard: 905-721-8668
- Campus Security / Walk Service: 905-721-8668 x2400
- Campus Health Centre: 905-721-3037
- Off Campus Living Services: 905-721-8668 x6561
- UOIT/Durham College Student Association: 905-721-0457
- Registrar's Office: 905-721-3190

*This guide has been produced by the City of Oshawa in partnership with: Durham College, Trent University (Oshawa Campus), University of Ontario Institute of Technology, Trent Oshawa Student Association and the Durham College/UOIT Student Association.*

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# Creating *great* neighbourhoods



# Creating great community neighbourhoods in Oshawa

Oshawa is a vibrant city made up of diverse communities of families, working professionals, senior citizens and students.

Whether you just moved in or you have lived in your neighbourhood for many years, this is your home. What really makes a neighbourhood great are the people that live in it and the effort they make to maintain and enhance the community.

Here are some helpful tips on how to be a good neighbour.

## Be friendly

Communication among neighbours is key to a safe, respectful, vibrant, and liveable neighbourhood. Welcome new neighbours into the community and take the opportunity to introduce yourself. Let your neighbours know that you are approachable.

## Be courteous

Be considerate of your neighbours' schedules. If you are planning an event, such as a party or large family get-together that may have an impact on parking or normal noise levels, inform your neighbours. Keep in mind when planning a large get-together or party:

- You are responsible for all of your guests
- Alcohol can only be consumed on your property
- It is illegal to sell alcohol without a licence
- It is also against the law to disguise the sale of alcohol with another cost, for example, selling a cup
- If police or municipal law enforcement are contacted about excessive noise, underage drinking, illegal alcohol distribution etc., you could be fined

## Keep it quiet

Be respectful of those around you and try to keep excessive noise (particularly at night) to a minimum. Keep in mind that Oshawa's noise by-law is in effect 24/7. If the noise from your property can be heard beyond your property, it may be considered a violation of the noise by-law and could result in the issuing of a fine.



## Keep it clean

Your relationship with your neighbour can be affected by how your home looks on the inside and outside. Helpful reminders:

- Remove litter and other debris from your yard
- Become familiar with the waste and recycling collection schedule
- Indoor/upholstered furniture such as couches are not allowed to be used or stored outside
- Grass and weeds need to be cut regularly and can be no longer than 6" (or 20 cm)

## Follow waste collection schedules

Blue Box (recyclable containers, paper fibres) and Green Bin (organic waste, including food waste) collection occurs weekly. Residual waste (garbage) is collected bi-weekly in plastic bags only. There is a four-bag limit of residual waste per household, but bag tags can be purchased for each bag over the four-bag limit.

For more information on your collection day, Green Bin collection or residual waste (garbage), visit [www.oshawa.ca/waste](http://www.oshawa.ca/waste) or contact Service Oshawa at 905-436-3311.

Blue Box collection is managed by the Region of Durham. For more information, call 905-579-5264 or email [waste@durham.ca](mailto:waste@durham.ca).



## Obey traffic and parking regulations

Obey all traffic signs and signals, and pay particular attention to children playing in the area. You can park for a maximum of 3 hours on city streets unless otherwise posted and keeping in mind the restrictions below. Examples that could result in a parking ticket or administrative penalty include:

- Parking wholly or partially on your lawn
- Parking on, or overhanging a sidewalk or curb
- Parking in prohibited or restricted areas
- Parking on any street from 3 am – 6 am between December 1 to April 1
- Parking a vehicle in a manner that presents an obstacle to snow clearing operations

## Clear the way during winter

Help ensure the safety of pedestrians in your neighbourhood by keeping sidewalks adjacent to your property clear of snow and ice. According to the City's by-law, snow and ice must be removed from sidewalks adjacent to your property by midnight of the first day after precipitation has ended. For corner lots, this also includes all sidewalk ramps to the roadway.

And, to assist snow clearing and salting operations, on-street parking is prohibited between the hours of 3 am and 6 am from December 1 to April 1. In addition, vehicles parked in a manner that present an obstacle to snow clearing operations may be tagged and/or towed.

Please remember not to place your residual waste, Green Bins or Blue Boxes on snow banks or icy patches.

## Be a responsible pet owner

If you are a pet owner, please make yourself aware of the City's Responsible Pet Owners' By-law and other related legislation to help ensure the safety of your neighbours and pet(s). If you are a dog or cat owner, your pet must be kept under control and on a leash when not on your property. Dogs and cats must be licensed yearly with the City and their registration tags must be worn at all times.

## Be familiar with relevant by-laws and standards

It is always beneficial to be knowledgeable about the City's by-laws and other relevant standards that regulate neighbourhood concerns such as property maintenance, noise, zoning and parking.

## Residential Rental Housing Licensing (RRHL) By-law

The City has a by-law that affects rental housing in the vicinity of Durham College and University of Ontario Institute of Technology (UOIT) north campus. The Residential Rental Housing Licensing (RRHL) By-law:

- Requires that all rentals in the Residential Rental Licensing Area, must be licensed and comply with city by-laws, safety standards and provincial statutes
- Limits the number of rental bedrooms to four within a rental property

**Students:** If you are looking to rent in this area, it is important to ask any potential landlords for their licence number before you sign a lease. This licence



indicates that the landlord has met all of the necessary standards. For more information, including a list of licensed properties, visit [www.oshawa.ca/rrhl](http://www.oshawa.ca/rrhl).

## If you run into problems

City by-laws and other relevant standards that regulate neighbourhood concerns such as property maintenance, noise, zoning and parking, are often enforced on a complaint basis. Here are three ways that can assist you in resolving a concern about a property or behaviour of a resident(s) in your neighbourhood:

### 1. Handle problems politely with neighbours

If you have made an effort to get to know your neighbours and are comfortable speaking with them, consider approaching them to discuss the problem. Often, your neighbour may not realize their actions are disruptive or offensive to you. You may be surprised by how a conversation can address your concerns.

### 2. Talk to the landlord

While you might own your home, others around you might not. This means that renters may not be responsible for certain aspects of home ownership such as lawn care and winter maintenance.

### 3. Contact Service Oshawa

For information, or to file a complaint regarding City by-laws, contact Service Oshawa at 905-436-3311. For after hour complaints, please leave a detailed voice mail. Or, submit the complaint online by visiting [www.oshawa.ca/service](http://www.oshawa.ca/service) and filling out the appropriate feedback form or enforcement request. For noise infractions occurring in the evening, night and on weekends or statutory holidays contact Durham Regional Police at 905-579-1520. All other noise complaint calls may be directed to Municipal Law Enforcement Services at 905-436-3311. If it is an emergency dial 9-1-1.

## City of Oshawa online information

For more information on the by-laws and property standards outlined in this brochure, visit:

- RRHL By-law, including a list of licensed landlords: [www.oshawa.ca/rrhl](http://www.oshawa.ca/rrhl)
- By-laws: [www.oshawa.ca/bylaws](http://www.oshawa.ca/bylaws)
- Snow removal: [www.oshawa.ca/snow](http://www.oshawa.ca/snow)
- Animals: [www.oshawa.ca/animals](http://www.oshawa.ca/animals)

If you wish to make a by-law complaint, contact Service Oshawa at 905-436-3311 or [service@oshawa.ca](mailto:service@oshawa.ca).