WELCOME TO WEST VANCOUVER

THE RESIDENTS' GUIDE

Promoting community awareness and responsibility in West Vancouver
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THE RESIDENTS’ GUIDE

Community awareness and responsibility in West Vancouver

Whether you are a new resident in West Vancouver, or you have lived here for many years, this guide provides you with good neighbour practices and an overview of common neighbourhood issues intended to enhance residents’ enjoyment of their properties and communities, and to keep residents safe.

The purpose of this guide is to raise awareness of rights and responsibilities of property owners, tenants and users of public spaces such as parks and trails. Understanding the rules and regulations can help prevent problems from the beginning.

Neighbourhood issues do arise, and the District of West Vancouver believes that informal communication with neighbours done in a spirit of cooperation is the best way to address them. When issues persist, residents should contact the appropriate department at the District of West Vancouver to make an enquiry or express a concern.
Sprinkling regulations
From spring to fall, check the sprinkling regulations before watering your lawn. Even-numbered and odd-numbered addresses have designated lawn sprinkling days and hours.

In West Vancouver, water services are fully metered at each property; you pay for what you use.

Go to westvancouver.ca/sprinkling for more information and current restrictions.

Untidy properties
The Good Neighbour Bylaw requires you to be conscious of the outward appearance of your property and its effect on your neighbourhood. You are always responsible for keeping your property maintained, even if you’re planning to be away for any period.

- Debris, yard waste, bottles, cans, boxes, household furniture, parts of machinery or automobiles, equipment and appliances must be kept within a building or structure so they are not visible from another property or public space. All must be stored so they are not visible from outside the property.

- Unlicensed and/or derelict vehicles must be stored inside a garage.
• Building materials are not permitted to accumulate unless an owner can demonstrate that construction or renovation is planned. In that case, materials must be kept in an orderly manner.

• Lawns must be maintained and regularly cut in keeping with the standard of the neighbourhood. Grass, brush and weeds over 30 centimetres must be cut back.

**Bylaw & Licensing Services**  
604-925-7152 | bylawdept@westvancouver.ca

**Maintaining structures**  
• Property owners are responsible for maintaining buildings and structures on their property.

• All construction must comply with the BC Building Code and District bylaws and all other enactments and regulations respecting safety.

• A building permit is normally not required for the maintenance of structures, but check with the Building Department before starting any work.

**Building Department**  
604-925-7040 | permits@westvancouver.ca
**Noise control**

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.

The Noise Control Bylaw regulates various types of noise and restricts the hours during which excessive noise can be made, so that residents can enjoy peace and quiet during the early mornings, evenings, Sundays and holidays.

You can also:

- Place the noise-generating equipment in a small enclosure.
- Install a sound dampening fence/shroud.
- Surround the equipment with dense plants and shrubs.
# Permitted times for specific noises

## Construction:
- Monday to Friday | 7:30 a.m.–5:30 p.m.
  - Saturday | 8 a.m.–5 p.m.
  - Sundays and holidays | at no time

## Power tools and equipment:
- Monday to Saturday | 7 a.m.–6 p.m.
  - Sundays and holidays | at no time

## Lawnmowers:
- Monday to Saturday | 8 a.m.–8 p.m.
  - Sundays and holidays | 11 a.m.–4 p.m.

## Loading/unloading of goods, machines, equipment or waste:
- Monday to Saturday | 7:30 a.m.–6 p.m.
  - Sundays and holidays | at no time

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**Bylaw & Licensing Services**  
604-925-7152 | bylawdept@westvancouver.ca
Household recycling & waste
Our community recycles. Recycling, Green Can and Yard Trimmings are collected every week, while garbage is collected every other week.

Find your collection day by visiting westvancouver.ca/collection. To receive collection day reminders, sign up online or download the WestVanCollect app for iPhone or Android phones.

• Garbage limit is 154 litres per home every other week, which is:
  · two 77 litre cans or bags, OR
  · two 121 litre cans with one 77 litre bag in each, OR
  · one 121 litre can with no more than two 77 litre bags.

Garbage should be bagged and placed in cans with lids.

• Yard Trimmings limit is six cans, bags or bundles, including Green Can(s), per home every week.

• Recycling is collected every week and has no limit. Materials should be sorted properly into Blue Box, Yellow Bag and Grey Box to ensure pick-up, and residents are encouraged to use a designated drop-off depot for large loads.
• Collection begins at 7:30 a.m. To avoid attracting wildlife, set out materials after 5 a.m. the day of collection, not the night before.

• Store garbage and recycling materials in wildlife resistant enclosure.

• Maximum weight for all materials is 20 kilograms per container or bag.

• As per the Solid Waste Bylaw, household waste should not be placed in public garbage cans at parks or bus stops. Please do your part to dispose your waste responsibly through curbside collection or at a licensed disposal facility.

If you need extra home garbage collection, you can purchase garbage tags for $6 each at Municipal Hall, Gleneagles Community Centre and the West Vancouver Community Centre.

Go to westvancouver.ca/collection for more information.

Garbage & Recycling
604-925-7176 | westvancollect@westvancouver.ca
Maintaining your sidewalk and boulevard

- Property owners are responsible for clearing snow from the sidewalks adjacent to their property.
- Property owners are responsible for maintenance of the grass on boulevards adjacent to their property.
- Snow removal can be physically challenging. Be a good neighbour and offer assistance to those who need help removing snow.
- To prevent flooding, avoid cleaning leaves into the street where they may block catch basins. Take advantage of municipal yard trimmings collection instead.
- You are responsible for the trimming of plants and trees on your property that are adjacent to sidewalks and roads. This helps maintain sightlines and pedestrian access.

See the regulations on maintaining sidewalks and boulevards in the Boulevard Bylaw, section 5.3.
Vehicle parking on District streets

When you or your guests park a vehicle on the street, be aware of your neighbours and their ability to access their properties.

- Vehicles are permitted to park for a maximum of six hours adjacent to a property used for residential or commercial purposes unless otherwise signed.
- Vehicles are not permitted to park more than 72 hours on District streets, one at a time.
- Vehicles cannot block driveways, fire hydrants or solid waste carts placed out for collection. You cannot park within three metres of a driveway, within five metres of a stop sign, or within six metres of a crosswalk.
- You must have valid vehicle insurance to park on the street.
- Check the Traffic & Parking Bylaw for more information.
- Recreation vehicles, trailers or boats are not permitted to park overnight or for more than six hours on District streets. Additionally, they are not permitted to be parked on District streets from November 1 to March 31.
- Parking cannot be reserved or signed as belonging to a residence or business.
Stream protection
Many properties in West Vancouver border on streams and watercourses. Healthy streams and watercourses are a critical part of our coastal environment and provide important habitat for fish and other plant and animal species.

- Property owners must get an environmental development permit before doing any work within 15 metres of the top of a stream bank.
- Unauthorized activities in streams and stream setback areas may contravene federal, provincial and municipal legislation. Stream setback distances are identified in the Official Community Plan in the Guidelines section.
- 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. This also applies to yard trimmings.
- 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.

Go to westvancouver.ca/watercourseprotection for more.
Tree permits

Tree removal on private property: Except in specific situations, a tree permit is required for the removal of trees on private property. Some trees in West Vancouver are protected unless you are redeveloping your property, or the tree is deemed hazardous by a professional arborist. Always review the regulations pertaining to trees before removing them from your private property.

Tree removal on public property: A Municipal Boulevard Tree Permit is required before any tree work can be done on public land, boulevards, parks, on private property near streams or in covenanted areas. Before submitting your application for tree work on public land, you need to:

- Find a tree contractor on westvancouver.ca/treecollectors and obtain a quote and scope of work to be included in your application.
- Get neighbourhood approval—contact neighbours within a 30-metre radius for low-impact work or a 50-metre radius for medium or high-impact work, and have them sign the consent form, available online. A minimum of 80 per cent of your neighbours needs to approve the work before you can submit your application.

Go to westvancouver.ca/permits for more on tree cutting permits.
Managing wildlife

The Solid Waste Utility Bylaw prohibits any person from keeping attractants on their premises that are accessible to wildlife. Managing attractants responsibly will help minimize interactions between people and bears.

Properly manage attractants around your home by doing the following:

• Keep waste collection cans locked and stored in your garage, basement or wildlife-secure location during the week.
• Set solid waste materials out after 5 a.m. on collection day, not the night before.
• Bring materials indoors by 9 p.m. and store containers in a wildlife-secure place.
• Rinse cans and bins regularly to eliminate odours.
• Clean barbeques immediately after use.
• Pick up fallen fruit from trees on your property.
• Keep pet dishes and food indoors, and clean up any spillage.

Go to westvancouver.ca/bears to learn more about bear attractants and how to manage them.
Fire pits & other prohibited devices
Fire prevention is a year-round responsibility for all community members. Please take proper safety precautions when barbecuing and be sure to review the list of prohibited devices.

The following are not allowed in West Vancouver due to the risk of a spreading fire:
- beach/park fires
- outdoor pizza ovens
- outdoor fireplaces
- firebowls
- fire pits
- outdoor chimineas

In the case of emergency, call 9-1-1. For non-emergency issues, contact Fire & Rescue Services at 604-925-7370.
Dog licensing

- All dogs over the age of six months must be licensed.
- No more than three dogs are allowed in any home, and no more than six cats.
- Wearing a licence tag helps your lost dog be identified.
- Dogs must wear a licence tag when not on their owner’s property.
- Licences are valid for one calendar year. Licence renewal notices are mailed in December for the following year.

Go to westvancouver.ca/dogs for more details.

Backyard chickens

Backyard chickens are permitted in single family residential zones in West Vancouver.

Go to westvancouver.ca/chickens for more details.
Nuisances
• As good neighbours, pet owners must pick up and properly dispose of their animal’s waste.
• Pet owners must ensure that their animals do not disturb neighbours by barking or howling.

Lost pets
• If your pet has gone missing, or if you are in possession of a missing pet, call Bylaw & Licensing Services.
• Lost pets that cannot be immediately reunited with their owners are taken to the BC SPCA West Vancouver branch located at 1020 Pound Road in Ambleside Park.
• A dog’s licence is its ticket home. Ensure your contact information is up to date with the District.

Pets in public places
• Animals are regulated under the Animal Control & License Bylaw.
• All dogs must be leashed when in public spaces. There are currently 14 off-leash areas in West Vancouver.
• You are responsible for controlling your dog 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, beaches and other areas with posted signs.

• Dogs cannot be left unattended while tethered or tied on public or private property.

• Don’t leave pets unattended in your vehicle unless there is suitable ventilation and water, and weather conditions are appropriate.

Bylaw Services & Licensing
604-925-7152 | bylawdept@westvancouver.ca
Home-based businesses

• A business licence is required for all home-based businesses.
• Some business types are not permitted as a home-based business.
• Before setting up a home-based business, you must confirm with the District if the Zoning Bylaw permits one in your area.
• Your home-based business must comply with regulations outlined in the Zoning Bylaw, section 130.5. This includes having only one client visit the home business at any time.
• Consider your neighbours when you have guests or customers visiting your home-based business. Provide parking for them off the street.

Bylaw Services & Licensing
604-925-7152 | bylawdept@westvancouver.ca
West Vancouver’s Permits & Inspections Department provides information and approvals for new developments and building permits.

**You need a building permit for the following:**
- demolishing a house, garage, carport, accessory building
- renovations
- building a new house, garage, or carport
- adding on to or altering an existing house
- adding a secondary suite
- installing a swimming pool
- building a retaining wall 1.2 metres (4 feet) or higher, or when building a series of retaining walls
- building a shed or accessory building.

Please consult the Permits & Inspections Department if you are unsure.

**Designing your new home or addition to an existing home**

When designing your new home or an addition to your existing home, take a close look at your neighbourhood and street. There are many design choices that directly impact your neighbours,
such as parking, fences, view corridors and retaining walls. Being a good neighbour means considering how your decisions will affect the livability and enjoyment of your neighbour’s property. Ask yourself these questions early in the design process:

- How will my new house fit in with the houses on my street?
- How will my design affect my neighbours?
- Will my home reduce the livability of my neighbour’s home?
- Have I considered my neighbour’s view?
- Where are my neighbour’s windows and how does my window design affect their privacy?
- Will cutting down tree(s) on my property impact my neighbour’s property?
- Are there any restrictions on my title that affect my house and property design plans (e.g. rights of way, easements, covenants)?

The District 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 design.
Demolishing buildings
Demolition of an existing home is usually the first step in building a new one. You can reduce the inconvenience to your neighbours by:

- working within the hours of construction (Monday–Friday, 7:30 a.m.–5:30 p.m. and Saturday, 8 a.m.–5 p.m.) as outlined in the Noise Control Bylaw, section 6.1.2
- securing your demolition with perimeter fencing and ensure dust control measures are in place
- stacking and piling material neatly—demolition and construction sites are subject to the Good Neighbour Bylaw, section 5.1.4
- building material is only allowed to be accumulated on a private property if there is a building permit for that property.

Go to westvancouver.ca/building for details on demolitions.

Constructing accessory buildings
Accessory buildings can affect views and sunlight for your neighbours. Consider the following when constructing an accessory building:

- A building permit is required for most accessory buildings, such as a detached garage, a carport, a tool-shed or pool-house.
- Accessory buildings and structures over 1.2 metres (4 feet) in height are not permitted in the front or side yard setback areas.
• The maximum size of an accessory building on your property can be found under the property’s specific zoning regulations in the Zoning Bylaw, section 130.01 and section 200.

• All accessory buildings, regardless of size, must meet the setback requirements listed in the Zoning Bylaw, section 130.01.

**Decks**
Consider your neighbours’ privacy when designing a new deck:

• 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 to which it is attached, as outlined in the Zoning Bylaw, section 200.

**Suites**
Secondary suites and coach houses are a good rental housing option and are permitted in the District. Both require building permits and must comply with the Zoning Bylaw, section 130, and the BC Building Code, and in order to have one, you need a business licence. A coach house (detached secondary suite) needs to be considered under a development permit before you apply for a building permit. The RS6 zone (Eagle Island) does not permit coach houses or suites.
**Fences**
A fence can significantly impact neighbouring properties depending on its location, height and materials used. A good neighbour considers the potential impact and talks to neighbours before constructing a new fence.

Fences must be located entirely on your property line. Before building, you must confirm the location of the property lines. Contact the Building Department; it has copies of legal surveys for newer homes. Older homes may not be on file, in which case you need to hire a professional surveyor to determine the location of your property lines.

- The maximum height of a fence in most residential zones is 1.8 metres within a front yard and 2.4 metres at all other locations on the site. Exceptions are homes in the Ambleside, Dundarave and Horseshoe Bay areas which have a maximum fence height of 1.2 metres. Refer to the Zoning Bylaw, section 130.16 for details.

- In most cases, a permit is not required for a fence. However, a swimming pool must be surrounded by a fence a minimum of 1.22 metres (4 feet) in height. Refer to the Building Bylaw, Part 18 for details.
• Call 1-800-474-6886 before digging on your property to avoid buried cables, conduits or gas lines.

• Property owners must keep their fences in good condition as per the Good Neighbour Bylaw, section 5.2.2(f).

Retaining walls
• A building permit is required for all retaining walls 1.2 metres (4 feet) or higher, or when building a series of retaining walls. Retaining walls cannot encroach onto any right-of-way or easement. Retaining walls must be constructed entirely within your property line.

• If a retaining wall exists on your property, you are responsible for its maintenance and repair.

• Further regulations for retaining walls can be found in the Zoning Bylaw, section 120.22.

Permits & Inspections Department
604-925-7040 | permits@westvancouver.ca
westvancouver.ca/building
West Vancouver is one of three municipalities that make up the North Shore and is a member municipality of Metro Vancouver, the governing body of the Greater Vancouver Regional District. A mayor and six councillors make up the elected decision-making body for the District.

Council meetings
Everyone is welcome to attend Council meetings which take place roughly every second Monday evening at Municipal Hall. Council meeting schedules, agendas and minutes are posted online on westvancouver.ca/government.

Share your feedback with Mayor & Council
Email us at MayorandCouncil@westvancouver.ca
Visit westvancouver.ca/government for more information.
Municipal Hall
750 17th Street
West Vancouver BC V7V 3T3
604-925-7000
info@westvancouver.ca
westvancouver.ca

Bylaw & Licensing Services
604-925-7152
bylawdept@westvancouver.ca

Permits & Inspections
604-925-7040
permits@westvancouver.ca

Fire & Rescue
non-emergency: 604-925-7370
emergency: 911
firedepartment@westvancouver.ca

Police
non-emergency: 604-925-7300
emergency: 911
info@wvpd.ca

Community Relations
604-925-7008
kmerilees@westvancouver.ca

Report a problem:
public works dispatch
604-925-7100 (24-hour line)
dispatch@westvancouver.ca
westvancouver.ca/request-service
The following resources were saved by printing on 100% post-consumer content recycled paper:

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<th>3,245 kg CO₂ emissions of 1 car per year</th>
<th>19 GJ 89,684 60W light bulbs for one hour</th>
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This is important municipal information. Please have someone translate.
Ceci est un avis important de votre municipalité. Veuillez vous le faire traduire.
這份市政通告很重要，請找人翻譯。
 이것은 시청에서 보내는 중요한 통지입니다. 다른 사람에게 번역을 부탁하여 읽으십시오.
ابن يك اطلاعيه مهم شهرى است. لطفاً أز كسي بخواهيد كه آترا ترجمه كند.