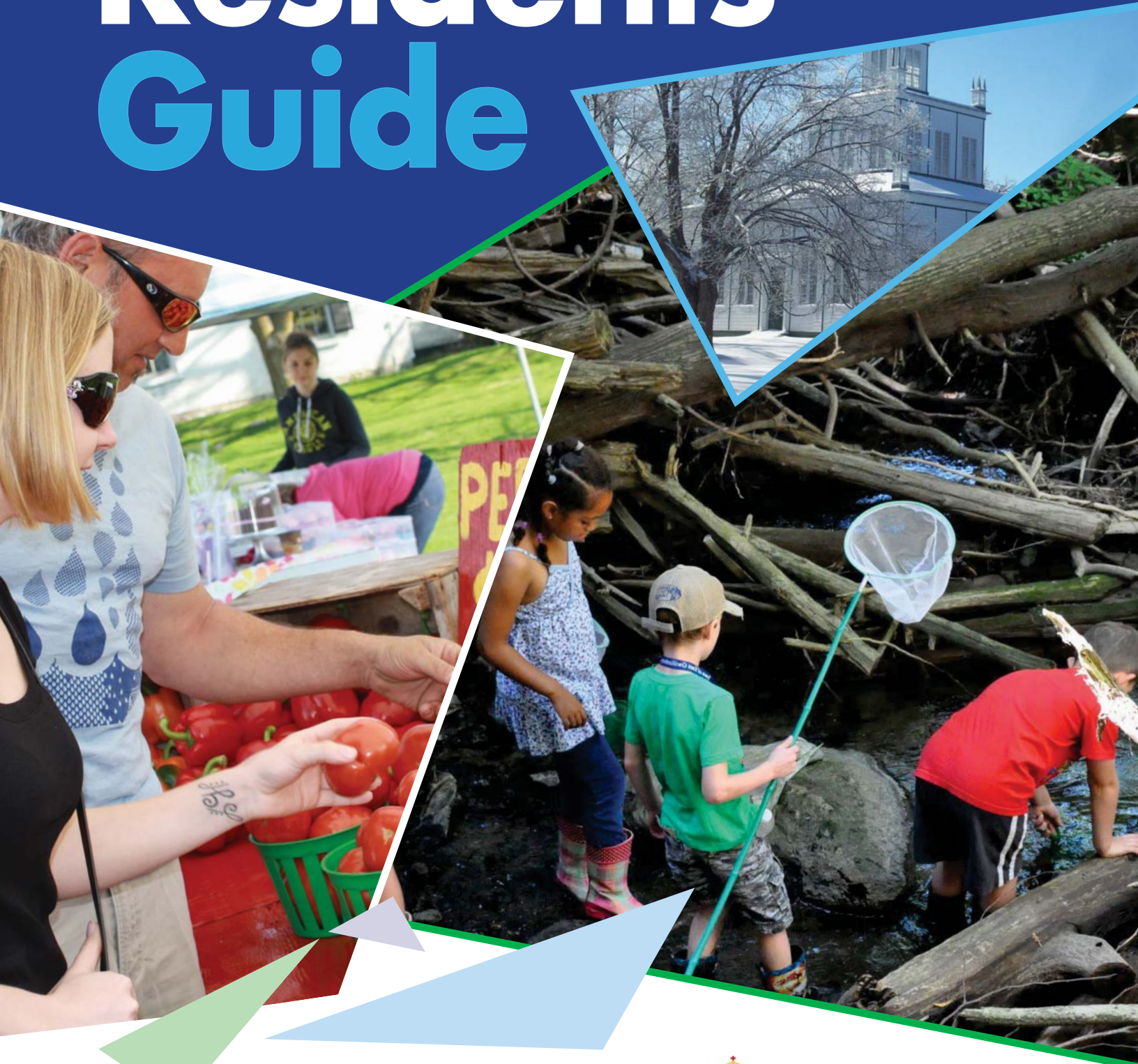


Residents' Guide



Town of
East Gwillimbury

eastgwillimbury.ca

TOWN EVENTS



Mayor & Council New Year's Breakfast



Family Fun Day



Volunteer Appreciation



Easter Bunny Hike



Farmers' Market



Canada Day



Music at Civic Square & Music on the Move



Movies in the Park



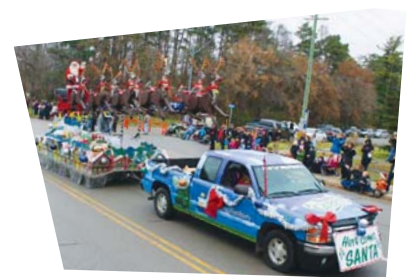
Nature Day



Haunted Halloween Hike



Remembrance Day



Santa Claus Parade



New Year's Eve in EG

For a full listing of dates and times of our events, visit www.eastwillimbury.ca/events



Welcome to East Gwillimbury!

On behalf of Council, thank you for choosing our Town to be your home.

Our Town offers you the opportunity to enjoy a fully balanced lifestyle – a great rural atmosphere, and a thriving business community to meet your shopping needs. It also provides access to quality and affordable programs and services.

This guide has been compiled with you, our resident, in mind and includes information about our programs and services. If you have any questions, please contact our Customer Service team who will gladly help you find the answers you are looking for.

Another way you can stay up to date about programs and information is to follow us on social media, sign up for the Town's weekly eNewsletter at eastgwillimbury.ca/enews or read the Town's weekly Town Page in the East Gwillimbury Express. There is never a shortage of exciting events happening in EG.

Virginia Hackson, Mayor

The Mayor in East Gwillimbury is elected at-large, to serve the Town. Each ward has two Councillors elected in the ward, to serve the Town.

To check which ward you are in, visit page 7.

Council Members

Mayor Virginia Hackson

905-478-4283 ext. 3800
vhackson@eastgwillimbury.ca

Councillor Lorelea Carruthers, Ward 1

905-478-4283 ext. 3808
lcarruthers@eastgwillimbury.ca

Councillor Terry Foster, Ward 1

905-478-4283 ext. 3806
tfoster@eastgwillimbury.ca

Councillor Tara Roy-DiClemente, Ward 2

905-478-4283 ext. 3803
troydiclemente@eastgwillimbury.ca

Councillor Joe Persechini, Ward 2

905-478-4283 ext. 3801
jpersechini@eastgwillimbury.ca

Councillor Scott Crone, Ward 3

905-478-4283 ext. 3802
scrone@eastgwillimbury.ca

Councillor Cathy Morton, Ward 3

905-478-4283 ext. 3804
cmorton@eastgwillimbury.ca

Gina Casey

Executive Assistant to Mayor & Council
905-478-4283 ext. 1276
gcasey@eastgwillimbury.ca



Holland Landing Anchor Park

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East Gwillimbury Civic Centre

Council Meetings

Members of Council meet at regularly scheduled council and committee meetings throughout the year, as well as at special meetings as needed. All meetings of Council are open to the public. Livestreaming is available for all meetings. Agendas for each meeting are set in advance and may be reviewed by the public on the Thursday before the meeting.

📄 eastgwillimbury.ca/agendas

📄 Watch meetings live at <https://eastgwillimbury.civicweb.net/Portal/>

Making a Deputation

A person or organization wishing to appear before Council must complete a Deputation Request Form. Forms must be submitted to the Municipal Clerk no later than 4:30 p.m. on the Monday of the week prior to the meeting.

📄 eastgwillimbury.ca/agendas

Council Appointed Committees & Groups

Do you have experience, knowledge, or skills that could help make East Gwillimbury a great place to live, work, and play? Your expertise can help the Town identify and respond to the needs of our citizens.

The Council Appointed Committees and Groups were created to provide advice and recommendations to Council in order to address specific issues and concerns.

These recommendations and concerns are also taken into consideration when formulating policies, procedures and key directions and decisions that are aimed at improving the quality of life for all residents in our community.

Statutory Committees

- Accessibility Advisory Committee
- Appeals Committee
- Committee of Adjustment

Board

- East Gwillimbury Public Library Board

Appointments

- Livestock valuator
- Pound keeper

Advisory Committees

- Active Transportation & Trails Advisory Committee
- Arts Advisory Committee
- Broadband Advisory Committee
- Economic Development Advisory Committee
- Arts Advisory Committee
- Environmental Advisory Committee
- Heritage Advisory Committee

Working Groups

- Farmers' Market
- Santa Claus Parade
- Road Watch Program
- Seniors

Community Groups

- North Union
- River Drive Park
- Holland Landing
- Queensville-Sharon

📄 eastgwillimbury.ca/appointedcommittees

Who to call



1. Animals

☎ Animal Control 1-888-644-5634

2. Building Permits

📄 eastwillimbury.ca/permitguide
 @ permitcoordinators@eastwillimbury.ca
 ☎ Customer Service 905-478-4282

3. Bus Shelters

📄 yrt.ca
 ☎ YRT 905-762-2100

4. Fire Hydrants

📄 eastwillimbury.ca/customerservice
 ☎ Customer Service 905-478-4282

5. Garbage (overflow)

📄 eastwillimbury.ca
 ☎ Customer Service 905-478-4282

6. Graffiti

📄 eastwillimbury.ca/customerservice
 ☎ Customer Service 905-478-4282

7. Mail box

☎ Canada Post 1-866-607-6301

8. Noise Problems

📄 eastwillimbury.ca/bylaw
 ☎ Customer Service 905-478-4282

9. Outdoor Fires/Burn Permits

📄 eastwillimbury.ca/burnpermit
 ☎ Customer Service 905-478-4282

10. Parking

📄 eastwillimbury.ca/bylawform
 ☎ Customer Service 905-478-4282

11. Parks and Trees

📄 eastwillimbury.ca/customerservice
 ☎ Customer Service 905-478-4282

12. Potholes

📄 eastwillimbury.ca/customerservice
 ☎ Customer Service 905-478-4282

13. Power Outage

📄 hydroone.com/StormCenter3
 ☎ 1-800-434-1235

14. Property Taxes

📄 eastwillimbury.ca/customerservice
 ☎ Customer Service 905-478-4282

15. Recreation Programs

📄 eastwillimbury.ca/guide
 @ leisure1@eastwillimbury.ca
 ☎ Recreation Services 905-478-3826

16. Road Concerns

☎ Town roads – 905-478-4282
 ☎ Regional roads – 1-877-464-9675 ext. 75200

17. Speeding

☎ YRP 905-895-1221

18. Streetlights (outages)

📄 eastwillimbury.ca/streetlights
 ☎ Customer Service 905-478-4282

19. Traffic Signals

☎ York Region 905-895-1200

20. Waste Collection (missed collection)

📄 gflenv.com/municipal-collection
 ☎ GFL 1-866-421-5625

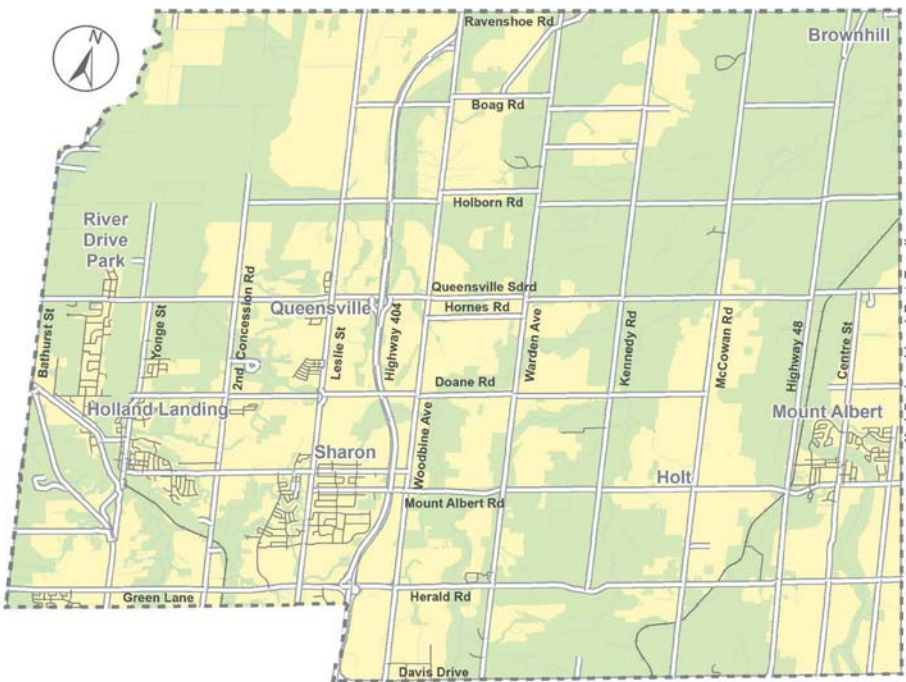
ABOUT THE TOWN

The Town of East Gwillimbury is located just 30 minutes north of Toronto in Northern York Region. The Town consists of a number of growing urban areas and villages including: Holland Landing, Queensville, Mount Albert, and Sharon. These urban areas are separated from each other by farms, forests, countryside residences and recreational areas which all add to the overall character of the Town.


eastgwillimbury.ca/maps




East Gwillimbury Town Map



Contact the Town

 East Gwillimbury Civic Centre
1900 Leslie Street
Sharon, ON L0G 1V0

Hours: Monday to Friday, 8:30 a.m. to 4:30 p.m. (excluding statutory holidays)

 905-478-4282

After hours: If you have an emergency with regards to water, sewers, roads, parks or recreation facilities, please call 905-478-4282.

 905-478-2808

 customerservice@eastgwillimbury.ca

 eastgwillimbury.ca

 Town of East Gwillimbury

 @TownofEG

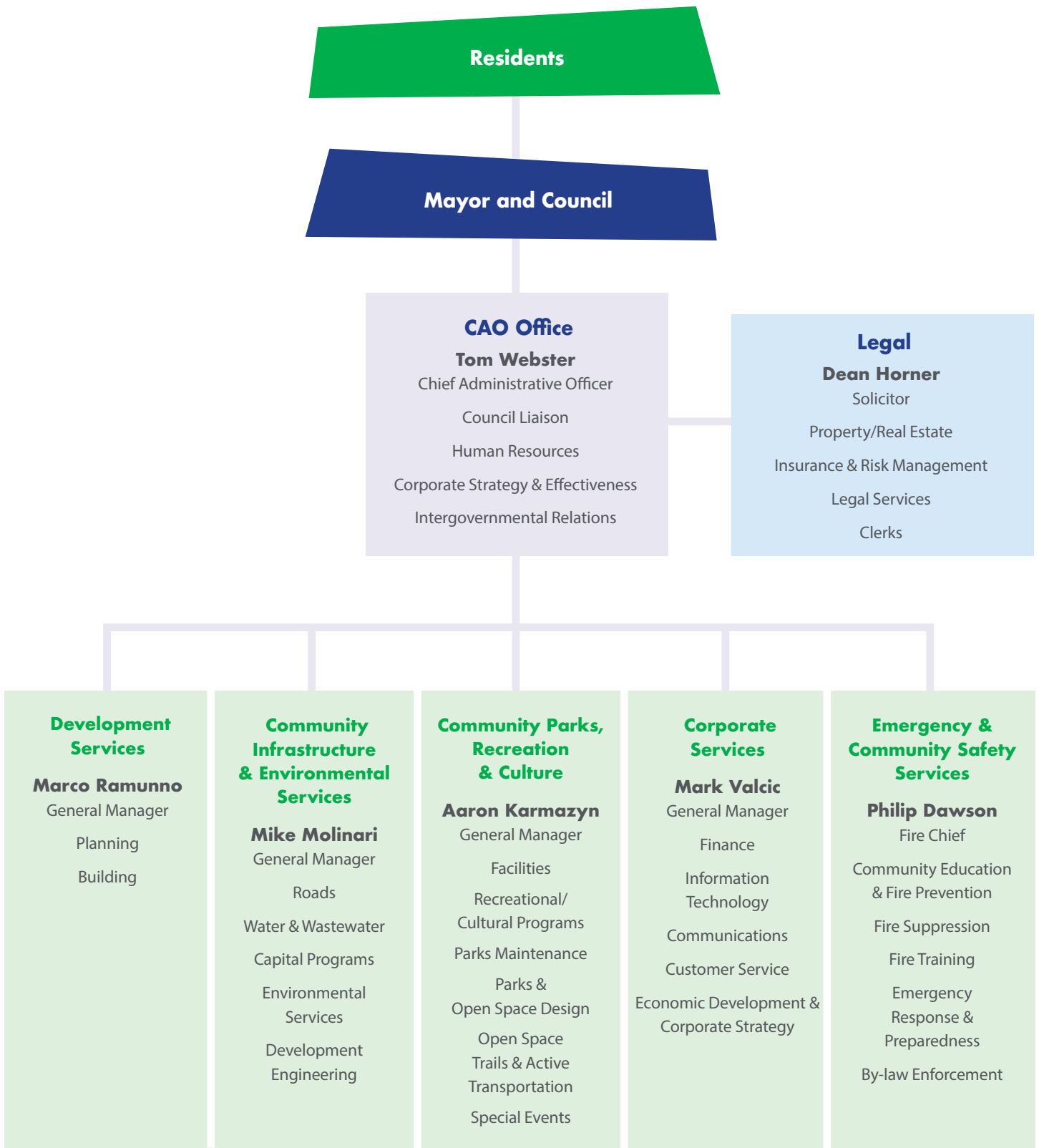
East Gwillimbury Wards

East Gwillimbury Council is made up of one Mayor and six Councillors. The Mayor is elected at-large and six ward Councillors are elected with two Councillors per ward.

For Council contact information see page 3.



TOWN DEPARTMENTS







Nature Summer Camp

A

Accessibility

The Town of East Gwillimbury is committed to providing everyone with the same opportunity to access and benefit from Town goods and services, and ensuring accessible customer service.

Town policy ensures the availability of accessible service, use of assistive devices, accompaniment by service animals and support persons, availability of documents in various formats, and communication in a manner that takes into account the person's disability.

-  eastgwillimbury.ca/accessibility
-  Customer Service 905-478-4282



Accessory Apartments

The Town permits one accessory apartment in single detached and semi-detached residential units, provided certain criteria, such as sufficient parking spaces and municipal servicing, are satisfied. In addition, apartments must be located at least 50% above grade (i.e. basement apartments are prohibited). In order to understand all applicable regulations and policies, you must consult with the Town prior to establishing an accessory apartment.

-  eastgwillimbury.ca/accessoryapts
-  Emergency & Community Safety Services 905-853-8842

Active EG Passes (Drop in programs)



The Town offers Active EG passes for participation in all drop in programs including public skating.

-  eastgwillimbury.ca/activeeg
-  Recreation Services 905-478-3826

Address Numbers

In case of emergencies, it is important that your municipal address is always visible from the street. Emergency responders must be able to identify your home quickly and easily. If you have a rural property you

can order a 9-1-1 municipal address sign from Customer Service at the Civic Centre.

-  eastgwillimbury.ca/911signs
-  Customer Service 905-478-4282




Agendas and Minutes

See Mayor and Council Meetings on page 5.

Animal Control

All problems with pets are handled through our Animal Control contractor. If you have a problem with wildlife, Animal Control will direct you to a private firm that deals specifically with wildlife management. The Town will remove dead wildlife on Town roads only. To report a dead animal please contact Customer Service. If you see dead wildlife on a regional road, please report it to York Region.

Note: The Town does not pick up any animal, alive or dead, on private property. It is the property owner's responsibility to call a local animal control contractor for assistance.

-  Animal Control 1-888-644-5634
-  York Region 905-895-1200 ext. 75200
-  York Region 905-895-4511 (rabid animals)



Arenas

The Town of East Gwillimbury has two ice pads located in the Sports Complex in Sharon. Public skating times and private bookings are available.

-  eastgwillimbury.ca/skate
-  Recreation Services 905-478-3826

Aquatics

The Town offers a variety of swimming lessons each recreation program cycle.

-  eastgwillimbury.ca/guide
-  Recreation Services 905-478-3826

B

Basement Apartments

See Accessory Apartments on page 9.

Birthday Party Packages

The Town offers a number of birthday party packages. You can pick from sports, bouldering, skating or games packages. Parties are geared towards children aged five and up.

eastgwillimbury.ca/birthday

Recreation Services 905-478-3826

Blue Box

See Waste Collection on page 20.

Building Inspections

The Town conducts building inspections, as required by the Ontario Building Code. Building Inspectors conduct inspections at various stages of construction and keep records on file for future reference. Inspections are conducted between 1 and 4:30 p.m., Monday to Friday.

Request an inspection

eastgwillimbury.ca/permitrequest

905-478-4283 ext. 3827

Burn Permits

The Town requires anyone having an open-air fire to obtain a burn permit. In order to be eligible to receive a permit, you must ensure the fire is located more than 10 metres (32.8 feet) from any building, structure, hedge, fence, roadway, overhead wires and lot lines or any obstruction whatsoever. All permits issued are subject to a follow up inspection by the Fire Prevention Officer.

eastgwillimbury.ca/burnpermit

Customer Service 905-478-4282

C

Camps

The Town offers a number of great programs for children when they are on school holidays. Children are supervised by qualified and enthusiastic camp staff who keep children engaged with a selection of fun activities. Extended hours of supervision are also available. You can view a full list of programs or register online.

eastgwillimbury.ca/guide

Recreation Services 905-478-3826



Summer Camp in East Gwillimbury

Civil Marriage Ceremonies

The Town offers civil marriage ceremonies for couples wishing to have a non-religious marriage ceremony. Ceremonies are performed only on Fridays between the hours of 9 a.m. and 4 p.m. in the Council Chambers at the Civic Center.

eastgwillimbury.ca/civilmarriageceremony

905-478-4283 ext. 3855



Civil Marriage Ceremony in Council Chambers

Council and Committees

See a full description of Council and Committees on page 5.

D

Decks

See Permits on page 14.

Dog Tags

All dogs within the Town require a licence.

Licences can be purchased in person at Customer Service in the Civic Center, the Georgina Animal Shelter, or by calling Animal Control.

Animal Control 1-888-644-5634

Customer Service 905-478-4282

E

Education

See Schools on page 17.

Emerald Ash Borer

Emerald ash borer is a destructive wood boring insect that prefers ash tree species as its host. Repeated life cycles of this insect will eventually kill the tree within a few years of initial infestation. The Town is actively monitoring all Town owned ash trees in order to responsibly schedule removals and replacements.

Private land owners should consider treatment and/or removal. Local arborists can assist you in this process along with the organization, LEAF, which assists private landowners in emerald ash borer awareness, treatment strategies and replacement funding. For more information visit their website at yourleaf.org.

eastgwillimbury.ca/EAB

Customer Service 905-478-4282

Emergency Preparedness

Natural disasters may be beyond our control, but there are ways to reduce the risk and the impact of whatever emergency we might face. By taking a few simple steps, you can become better prepared to face a range of emergencies. It is important to:



Know the risks – Although the consequences of disasters can be similar, knowing the risks specific to our community and our region can help you better prepare.



Make a plan – It will help you and your family know what to do.



Get an emergency kit – During an emergency, we will all need some basic supplies. We may need to get by without power or tap water. Be prepared to be self-sufficient for at least 72 hours in an emergency.

eastwillimbury.ca/emergencyservices

getprepared.gc.ca

Emergency Services 905-853-8842



East Gwillimbury Emergency Services Summer Camp

Emergency & Community Safety Services

East Gwillimbury residents, businesses and visitors are provided emergency services through a combination fire department model. A combination fire department uses both volunteer/paid-on-call and full-time firefighters to provide fire and life safety education and prevention services as well as respond to fires, medical emergencies, motor vehicle collisions, and rescue.

Volunteer firefighters respond to calls throughout the community. If you see flashing green lights, please pull over and out of the way of these vehicles. They maybe on the way to your house!

Emergency & Community Safety Services
905-853-8842

eastwillimbury.ca/emergencyservices



ENGAGED EG VOLUNTEER PROGRAM

**Get involved...
Become an ENGAGED EG VOLUNTEER**

The Town of EG has launched a Volunteer Program and we would like you to be part of it!

We welcome anyone, of any age to join – families, high school students, seniors and everyone in between.

Orientation sessions are hosted throughout the year, volunteers will learn about upcoming opportunities with the Town, how to apply, and receive training.

For more information on the Engaged EG Program, please contact Recreation Services at:

eastwillimbury.ca/engagedeg
engagedeg@eastwillimbury.ca
 Recreation Services 905-478-3826



Queensville Park



Facilities

The Town has a variety of facilities available to rent for weddings, family functions, meetings and corporate events.

East Gwillimbury Sports Complex

1914B Mount Albert Road, Sharon

Harvest Hills Activity Centre

145 Harvest Hills Boulevard, East Gwillimbury

Holland Landing Community Centre

19513 Yonge Street, Holland Landing

Mount Albert Community Centre

53 Main Street, Mount Albert

Mount Albert Lions Community Centre

5057 Mount Albert Road, Mount Albert

North Union Community Centre

2624 Boag Road, RR#1, Queensville

River Drive Park Community Centre

20 Oak Avenue, River Drive Park

Ross Family Complex

19300 Centre Street, Mount Albert

eastgwillimbury.ca/facilityrentals

Recreation Services 905-478-3826

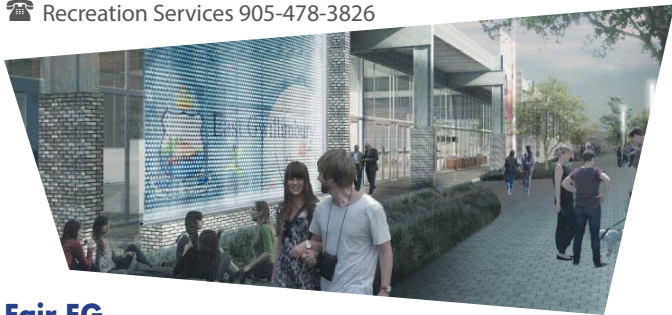
Health & Active Living Plaza

The Town is moving ahead with plans for a Health & Active Living Plaza in Queensville.

This multi-functional municipal plaza, offers a variety of convenient and complementary recreational, health, arts, culture, and community services. The plaza is projected to open once the population of the Town surpasses 40,000 residents.

eastgwillimbury.ca/HALP

Recreation Services 905-478-3826



Fair EG

FAIR (Fair, Accessible, Inclusive, Recreation) EG is a fee assistant program to ensure participants of all ages can participate in recreation opportunities in our community.

eastgwillimbury.ca/faireg

Recreation Services 905-478-3826

Farmers' Market

East Gwillimbury Farmers' Market takes place every Thursday from 2 to 7 p.m. between May and October. The Market is located at Market Square at the intersection of Yonge St. and Green Lane in the Fieldgate Plaza (in front of Lone Star Restaurant).

Enjoy local fruits, vegetables, perennials, eggs, meats, cheeses, baked goods, honey, sauces, preserves, soaps and much more while supporting local businesses.

eastgwillimbury.ca/farmersmarket

Customer Service 905-478-4282



Fences

All fences must follow the guidelines set out in the Town's fence by-law. Rear yard fencing is permitted to be a maximum height of six feet. There is no permit required. Please note, the Town does not get involved in property line disputes or cost sharing and arrangements between property owners.

eastgwillimbury.ca/fences

Customer Service 905-478-4282

Fire Safety

Also see Emergency Preparedness, Emergency Services on page 11.

Smoke Alarms – It's the Law

Every home in Ontario must have a working smoke alarm on every storey and outside all sleeping areas. Smoke alarms should already be in place when you move in to your new home, however, it is your responsibility to maintain them. Replace your smoke alarm within the time frame indicated by the manufacturer (usually 10 years). Failure to comply with the fire code smoke alarm requirements could result in a ticket for \$360 or a fine of up to \$50,000. Remember, when it is time to change your clocks, it is time to change your batteries!

Carbon Monoxide (CO)


Carbon monoxide is an odourless, colourless gas which is extremely toxic. It is produced by the incomplete combustion of fuels such as natural gas, propane, heating oil, kerosene, coal, charcoal, gasoline and wood. For example, furnaces, boilers, room heaters, hot water heaters, stoves, grills and any gasoline engine (i.e. lawn mower).

The Ontario Building Code requires that all homes and residential buildings built after August 2001 have a CO alarm installed. Detectors should be placed in close proximity to bedrooms. They may also be placed in the furnace room, attached garage or other areas of the residence where carbon monoxide might accumulate. For added protection, install a carbon monoxide alarm on every storey of your home.

Plan Your Escape

If a fire occurred in your home, would your family know how to get out? You may only have seconds to safely escape your home. It is important to develop a home fire escape plan with all members of your household. Make sure everyone can unlock all doors and windows quickly, even in the dark and know at least two exits out of every room. Choose a meeting place outside the home and ensure everyone knows to never go back inside.

 eastgwillimbury.ca/emergencyservices

 Emergency & Community Safety Services 905-853-8842



PLAN YOUR ESCAPE!

If a fire occurred in your home tonight, would your family get out safely? You may have only seconds to safely escape your home. Develop a home fire escape plan with everyone in your household. For tips on planning your home fire escape plan visit www.eastgwillimbury.ca/emergencyservices.



Garbage Collection

See Waste Collection on page 19.



Hydro

Electrical power in the Town of East Gwillimbury is provided by Hydro One.

 Power Outage Communication service:
1-800-434-1235


 Billing/Service inquiries:
1-888-664-9376



Ice Rentals

The East Gwillimbury Sports Complex has two ice surfaces available for adult and youth hockey, figure skating, recreational skating, as well as floor time for ball hockey, lacrosse, and a variety of special events through out the year.

 eastgwillimbury.ca/icerentals

 Recreation Services 905-478-3826



Libraries

The East Gwillimbury Public Library has a branch located with the Holland Landing Community Centre and in the Ross Family Complex in Mount Albert. Our services and collection include:

- Free Internet & WiFi
- Books, eBooks & eAudio
- Downloadable music & movie streaming
- Online resources and live chat
- Local history and genealogy
- Homebound delivery service
- Magazines & newspapers
- CDs & DVDs
- Storytimes & STEAM programs
- Technology classes
- Community & employment resources
- Monthly food pantry



For more information and a full list of programs, please visit egpl.ca or contact info@egpl.ca

 EAST GWILLIMBURY
Public Library

Holland Landing: 19513 Yonge Street • 905-836-6492
Mount Albert: 19300 Centre Street • 905-473-2472

Licences

Lottery Licences

The Town may issue a lottery licence for specific charitable gaming, such as raffles, bingos, break-open tickets and bazaars, to eligible organizations.

 eastgwillimbury.ca/lottery

 Customer Service 905-478-4282

Marriage Licences

The Town may issue a Marriage Licence, valid for 90 days from the date of issue, to couples who are getting married in Ontario. Marriage Licence applications and a list of documents required to complete the application process are available on our website and from Customer Service at the Civic Centre. To book an appointment contact Customer Service. Please allow a minimum of 30 minutes for this appointment.

 eastgwillimbury.ca/marriagelicense

 Customer Service 905-478-4282

Pet Licences

See Dog Tags on page 10.



Marriage Licences



See Licences on page 13.

Mayor and Council

See a full description of Mayor and Council on page 3.

Mosquito Control Program

A vast percentage of land in East Gwillimbury is low-lying terrain that creates perfect mosquito breeding sites each spring. In the spring, a non-chemical substance is applied by helicopter to habitats where mosquitoes develop. With the program in place, biting activity is significantly reduced but not entirely eliminated. For more information, please visit the manufacturer's website at valentbiosciences.com.

 eastgwillimbury.ca/mosquito
 Customer Service 905-478-4282



Parking Restrictions

The Town has a three hour parking limit on all Town roads unless otherwise posted. Please be advised that this is enforced year round.

Parking Consideration Form


The Town accepts requests for temporary roadway parking through the use of the Parking Consideration Form. The consideration provides temporary relief from the three-hour maximum for special circumstances such as out-of-town guests, driveway repairs, or special occasions. Considerations are issued for occasional and short-term parking at the discretion of the By-law Branch, but are not valid during a snow event.

Parking Exemption Form

To allow for guest parking, residents may also park on the road between 7 and 11 p.m., in addition to the three-hour parking limit, except during a snow event.

Snow Event

In the event of inclement weather, on-street parking is prohibited on Town roads. No parking considerations will be permitted and vehicles that interfere with snow clearing may be ticketed. Residents are responsible to check online to ensure parking is permitted.

 eastgwillimbury.ca/parking
 Customer Service 905-478-4282

Parks

The Town's Community Parks, Recreation & Culture department currently maintains 38 parks and facilities throughout the Town. The Town's parks boast a number of sports facilities including tennis courts, soccer fields, baseball diamonds, basketball courts and children's playgrounds.

 eastgwillimbury.ca/facilities
 Recreation Services 905-478-3826

Permits

Before you dig, please contact Ontario One Call. All requests for water/wastewater/streetlights/storm sewers locates need to be made through the Ontario One Call system.




 1call.com
 1-800-400-2255



Building Permits



A building permit is a formal approval to construct, repair, alter or renovate a building, plumbing and/or a private sewage disposal system on your property. Building permits allow the Town to protect the interests of owners and the community as a whole. By reviewing plans before any work is done, the Town can ensure that buildings comply with the local zoning by-law and are suitable to the area as well as the Ontario Building Code and other health and safety regulations.

Visit the Town's website to review the Building Permit Guide for Homeowners.

 eastgwillimbury.ca/permitguide
 permitcoordinators@eastgwillimbury.ca
 Customer Service 905-478-4282

Plumbing Permit

To ensure a supply of potable drinking water is maintained throughout the house and waste products are effectively removed from the home, whenever plumbing or drains are installed or altered, a permit is required.

 eastgwillimbury.ca/plumbing
 Customer Service 905-478-4282





Septic Permit

Private sewage disposal system permits ensure proper functioning sewage treatment systems are installed and drinking water sources and the environment are not polluted. If you are building, renovating, planning an addition, installing a lawn irrigation system or installing a swimming pool you will need approval for sewage disposal systems or plumbing.

 eastgwillimbury.ca/septic
 Customer Service 905-478-4282



Well Permit

Well owners are legally responsible for wells on their property. It is recommended that homeowners with private wells have their wells tested for bacteria at least three times a year. Private well water testing bottles are available at Customer Service for pick up. The closest drop off is located at the Tannery Mall in Newmarket.

 ene.gov.on.ca
 Ministry of the Environment 1-800-565-4923
 york.ca
 1-877-464-9675

Property Standards

The Town's Property Standards by-law sets standards for maintenance and occupancy applying to all properties within the Town. For example, all land and yards are to be kept clear of inoperative vehicles and debris etc.

 eastgwillimbury.ca/bylaw
 Customer Service 905-478-4282

Property Taxes

You receive two tax bills annually from the Town:

Interim Tax Bill

Your interim tax bill is 50% of the previous year's annualized levy. You can expect to receive your interim tax bill in late January. This bill is due in two installments: the last business day in February and the last business day in April.

Final Tax Bill

Your final tax billing is calculated based on the current year's assessment for your property multiplied by the current year's tax rates. You can expect to receive your final residential tax bills by late June/early July. This bill is due in two installments: the last business day in August and the last business day in October.

In the event that you do not receive your bill, please contact Customer Service and we will re-issue the bill.

Making a Payment

Payments can be made by telephone/internet banking, at any bank, or in person by cash, cheque or direct debit at the Civic Centre.

Unpaid taxes will be charged interest of 1.25% per month effective the first day of default. Failure to receive a tax bill does not exempt the tax payers from late charges.

Pre-Authorized Payment Plans

The Town encourages the use of pre-authorized payments. Two payment plans are available, however accounts must be current.

Option 1: 10 month installments

February to November payments withdrawn on the 15th of each month.



Option 2: Due date installments

Payments withdrawn on the due dates shown on your tax bill.

A monthly payment plan can be arranged for taxes in arrears.

Deferral Program

The Town of East Gwillimbury offers a seniors, low income seniors, or low income disabled homeowners deferral program. This program allows for qualifying homeowners to defer the increase of their taxes from one year to the next, interest free until the time in which the home is sold. All deferred payments must be paid to the Town when the property is sold or ownership changes. The Town also has a similar deferral option for water/wastewater bills.

 eastgwillimbury.ca/propertytax
 Customer Service 905-478-4282

WHEN WILL I GET A TAX BILL?

You are responsible for taxes on both the land and the building(s) you own from the date you take possession. However, assessment on a newly built home will not happen immediately. Supplementary bills can occur up to two years after the date of purchase. The process looks like this:

1. You (the new home owner) purchase, your new home from a builder. The builder is responsible for all taxes on the assessed land.



2. The builder will pay the necessary tax bills on the assessed land only while the home is under construction. The buildings will not have been assessed yet since they are not complete.



3. Once an occupancy permit has been issued and you take possession, the builder will transfer the land to you. You are now responsible for all tax bills related to this property. At this time bills will remain related to the value of the land as the structure has not



4. MPAC will receive notification that the home is complete and that they need to assess the house. It can then take 12 to 18 months for MPAC to assess the property and provide the information to the Town.



5. Once the Town receives the assessment information from MPAC a supplementary tax bill* will be issued. Supplementary bills may reflect any increase in taxes resulting from additions or improvements to your property such as a pool, deck or finished basement.





** This bill is usually due within 30 to 60 days of the issue date. Depending on the size of your home, the time between when you took possession and when MPAC updates your assessment and when the Town issues your bill this could be thousands of dollars. The Town may be able to help you set up a payment schedule to minimize the impact of this bill. Please call 905-478-4282 to learn more.*

Supplementary tax bills are issued to property owners who have either improved their property by adding to the overall value of the lot/

building (pool/addition/deck etc.) or new construction (new home/building). Once the construction permit is issued, MPAC will increase the assessment on the subject property to reflect what the property would sell for on the open market. This assessment value increase is then multiplied by the applicable tax rate class and a bill is issued. The due date for this bill will be approximately three to four weeks later.

The supplementary assessment bill can be issued within one to three years of the occupancy date. This bill will retro back to the occupancy date. It is possible to receive a supplementary bill for two years of taxes.

 mpac.ca
 MPAC 1-866-296-6722

Public Skating

Bring your family and friends and enjoy year round ice skating at the EG Sports Complex. A full schedule of times and dates are available in the Health & Active Living Guide.

- eastgwillimbury.ca/skate
- Recreation Services 905-478-3826



Recreation Programs

Enjoy a healthy, active lifestyle with the help of our recreation programs and activities! We offer programs for all age groups from toddler to seniors, school break camps, pre-teen dances and more. A full list of programs is published in our Spring and Summer and Fall and Winter Health & Active Living Guides.

- eastgwillimbury.ca/guide
- Recreation Services 905-478-3826



Recycling

See Waste Collection on page 20.

Rental Facilities

See facilities on page 12.

Road Maintenance

The Town maintains all roads under its jurisdiction. To report an issue, please contact Customer Service.

All roads within the Town fall within the Town's jurisdiction with the following exceptions:

Ministry of Transportation (MTO)

- Highway 48
- Highway 404

Region of York

East/West

- Davis Drive
- Green Lane
- Mount Albert Road
- Doane Road – Yonge Street to Woodbine Avenue
- Queensville Sideroad – Bathurst Street to Woodbine Avenue
- Bradford Street
- Ravenshoe Sideroad
- Holland Landing Road

North/South

- Bathurst Street – south of Queensville Sideroad
- Yonge Street (aka Highway 11)
- Yonge Street – through Holland Landing
- Second Concession (Green Lane to Queensville Sideroad)
- Leslie Street
- Woodbine Avenue
- Warden Avenue
- Kennedy Road
- McCowan Road
- Durham Road 30 (Davis Drive to Queensville Sideroad)

- eastgwillimbury.ca/customerservice
- Customer Service 905-478-4282
- York Region 905-895-1200
- Ministry of Transportation 905-640-0189

Red Light Cameras

The Town of East Gwillimbury has red light cameras at the following two intersections:

- Leslie Street and Green Lane East
- Yonge Street and Green Lane East

If drivers are already in an intersection when the signal changes to red (when waiting to turn, for example), you are not considered a red light runner.

The set fine for running a red light detected by a camera system is \$260, plus a \$60 victim surcharge and a \$5 court cost. The total payable is \$325. Demerit points are not issued with violations detected by the red light camera system.

The set fine for running a red light when caught by a police officer is \$325. Failure to stop for a red light where a police officer issues a ticket results in three demerit points.

- eastgwillimbury.ca/redlightcameras
- Customer Service 905-478-4282

Road Safety

Road Watch Program

East Gwillimbury is a participant in York Regional Police's Road Watch Program. Residents can report dangerous or unlawful driving behaviour online.

- www.yrp.ca



Speed Watch Program



The Speed Watch program enables residents to request solar powered, mobile radar signs on regional roads. For more information or to fill out a request form, visit York Region's website.

 york.ca

Schools

Public education in the Town is the responsibility of the school boards. The Town, in accordance with the Municipal Act, is required to collect education taxes on behalf of the school boards. All inquiries (including those pertaining to property taxes allocated for educational purposes) should be directed to the appropriate school board.

York Region District School Board

 yrdsb.edu.on.ca
 905-895-7216

Elementary



Holland Landing Public School	905-836-6614
Mount Albert Public School	905-473-2940
Park Avenue Public School	905-836-5951
Phoebe Gilman Public School	905-235-5136
Queensville Public School	905-478-4191
Robert Munsch Public School	905-473-0110
Sharon Public School	905-478-4952

Secondary

(Please note that there is no high school within the boundaries of East Gwillimbury)

Aurora High School (French immersion) Dr. G. W. Williams	905-727-3107
Secondary School (Aurora) Dr. John M. Denison High School (Newmarket)	905-727-3131
Huron Heights Secondary School (Newmarket) Newmarket High School	905-836-0021
	905-895-2384
	905-895-5159

York Catholic District School Board

 ycdsb.ca
 905-713-2711

Elementary



Good Shepherd Catholic School	905-895-0303
Our Lady of Good Counsel School	905-478-4242

Secondary

(Please note that there is no high school within the boundaries of East Gwillimbury)

Sacred Heart Catholic School (Newmarket)	905-895-3340
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Conseil scolaire de district catholique Centre-Sud

 csdccc.edu.on.ca
 1-800-274-3764

École élémentaire catholique Jean-Béliveau	289-383-6257
--------------------------------------------	--------------

Sharon Temple National Historic Site and Museum

The Temple of the Children of Peace in Sharon is an architectural masterpiece expressing in dramatic form the ideas of David Willson, a charismatic religious leader in early 19th century Upper Canada.

The Temple and site are open from May to October, Thursdays through Sundays from 10 a.m. until 4:30 p.m. Admission is \$5. Children under the age of 16 are free.

 sharontemple.ca

 Sharon Temple 905-478-2389




Splash Pads

Cool off during the summer months at one of our community splash pads. Splash pads are open annually from June 1 to September 30 from 9:30 a.m. to 8 p.m. daily. Our five pads are located at:

- Ross Family Complex
- Holland Landing Community Centre
- Harvest Hills Park
- Parkway Park
- Murrell Park

Pads spray on a four minute cycle. Place your hand on the bollard to activate it. Be sure to follow the "how to" signs at each location.

 eastgwillimbury.ca/parks

 Recreation Services 905-478-3826



Sport Fields

The Town has a variety of outdoor sport fields and surfaces for residents to enjoy. Soccer fields, baseball diamonds, tennis courts and basketball courts can be found at a variety of locations throughout the Town. If there is inclement weather fields may be closed for use. Be sure to check the Town's field closure updates.

- eastgwillimbury.ca/fieldclosures
- Field Status Hotline 905-478-3825

Snow Clearing

The Town is responsible for clearing all sidewalks and Town roads (see page 16 for a list of Regional/Provincial roads in the Town).

Sand/salt trucks are dispatched at the start of a snowfall and at the first sign of roads beginning to ice. When snow accumulation reaches eight centimetres (three inches), primary roads are plowed first to ensure that motorists and emergency service vehicles, such as fire trucks and ambulances, can safely travel to hospitals, schools and work, and get to public transportation.

Residential streets are plowed after snow accumulation reaches 10 centimetres (four inches).

Sidewalks are cleared after snow accumulation reaches 2.5 centimetres (one inch). Sidewalks located on primary and secondary roads with schools are plowed first, followed by residential sidewalks. Sidewalk sanding is done when extremely slippery conditions exist.

- eastgwillimbury.ca/snowclearing
- Customer Service 905-478-4282
- York Region 905-830-4444 ext. 75200



WINTER TIPS

- Remove ice, snow and other obstructions from catchbasins to allow proper drainage of snowmelt and rainwater.
- Make sure you or your snow removal contractor do not push snow or blow snow from your driveway onto the street or across the street onto other properties.
- Do not place snow or ice in a ditch or anywhere it may obstruct a culvert or other drainage outlets.
- Every time the snow plow clears your road, it pushes snow to the curb. It is your responsibility to remove plowed snow at the end of your driveway.
- Pile snow on the right side of your driveway (when facing the road) when shoveling. This helps minimize the ridge of snow created by the snow plow at the end of your driveway.
- Park vehicles off the street. Vehicles left on the street during plowing operations will be ticketed.
- Remove snow from around fire hydrants.

Streetlights

Streetlights are maintained by an external contractor who completes weekly inspections of streetlights.

- eastgwillimbury.ca/customerservice
- Customer Service at 905-478-4282

Summer Camps

See Camps on page 10.

Swimming Pools

Privately owned outdoor swimming pools require a permit. The Town's fence by-law outlines the type of fencing required for a privately owned swimming pool.

An application is available online with a guide to help you complete the application and submit the appropriate approvals along with a site plan.

- eastgwillimbury.ca/swimmingpool
- Customer Service 905-478-4282



Tanker Accreditation

The Town of East Gwillimbury has Superior Tanker Shuttle Accreditation. This recognizes a fire department's ability to shuttle water by way of tanker trucks to fight fires in areas far from municipal hydrants. As a result of this accreditation, residents who own detached dwellings within 8 km (by road) from any of the three fire stations may be eligible to receive a cost reduction in their fire insurance rates.

- eastgwillimbury.ca/emergencyservices
- Customer Service 905-478-4282

Transit

East Gwillimbury is serviced by York Regional Transit. For information about their services including fares, schedules and the Dial-a-Ride program.

- yrt.ca

Temperance Hall

The Temperance Hall is managed and operated by the Sharon Temple Museum Society and is available to rent.

- sharontemple.ca
- Sharon Temple 905-478-2389



Tennis Courts

The Town has four tennis court facilities. Public courts are located in Holland Landing, Queensville, Mount Albert, and Sharon. The Queensville and Holland Landing courts are lit for evening use.

- eastwillimbury.ca/parks
- Recreation Services 905-478-3826

Town Hall

See Contact the Town on page 7.

Town Page

The Town Page is published weekly in the East Gwillimbury Express. The Town Page is designed to inform residents about Town services and programs, news, events and public notices.

You can also sign up to receive notices and the Town Page electronically, delivered directly to your email.

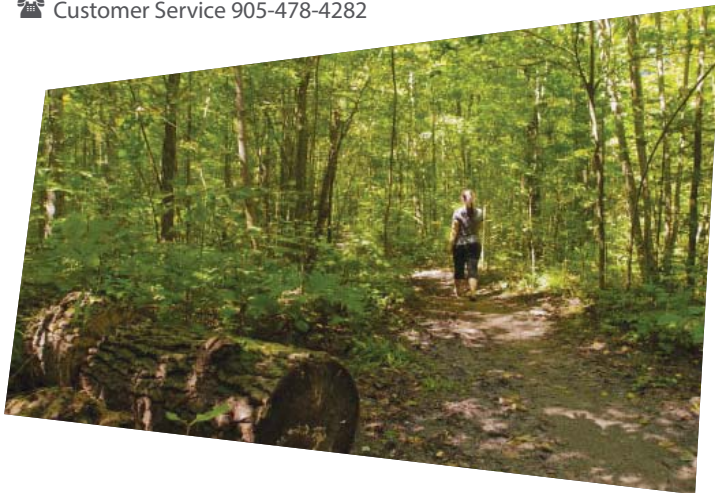
- eastwillimbury.ca/townpage
- Customer Service 905-478-4282

Trails

With vast connections of trails, residents and visitors have the opportunity to experience the Town's natural heritage while walking, hiking, or biking. The trails also provide essential pedestrian links between parks, neighbourhoods, and public spaces while promoting physical well-being through active transportation.

As the Town continues to grow, so does our trails network. East Gwillimbury is committed to making York Region's Lake to Lake trail project a reality.

- eastwillimbury.ca/trails
- Customer Service 905-478-4282



Tree Planting & Bench Dedication Program

You can celebrate life's events, achievements, birthdays or anniversaries by planting a commemorative tree or dedicating a Town bench in a community park or facility.

- eastwillimbury.ca/dedicationprogram
- Customer Service 905-478-4282



Bench Dedication



Waste and Recycling Collection

Garbage, green bins, blue boxes and yard waste are to be placed at the curb by 7 a.m. on your scheduled day, but not earlier than 8 p.m. the night before.



Waste & Recycling Collection Calendars can be found on our website at eastwillimbury.ca/wastecalendar.

Missed collections

- gflenv.com/municipal-collection
- GFL 1-866-421-5625



As part of the Northern Six Waste Collection Contract, the Town of East Gwillimbury has contracted the collection of all garbage, recycling, organics, yard waste and appliances within the Town to a third party, GFL.

You may put out as many green bins and blue boxes as you wish. The Town limits residential properties to two garbage bags each waste collection day.

You can also use one of the various waste depots across York Region to drop off garbage, recycling, household items, yard waste, electronics and other items for disposal. Each depot accepts different items.

- york.ca/wastedepots
- York Region 1-866-665-6752

What goes where?

Visit York Region's Bin-Dicator website to see what items go where york.ca/bindicator.

Blue Boxes

The Town promotes recycling through our Blue box collection program.

Blue boxes will not be emptied if they contain broken glass, plastic bags or any other contaminants. Recycling material will not be collected if set out in cardboard boxes.

Blue boxes may be purchased at Customer Service at the Civic Centre. The Town offers 22 gallon bins.

Damaged bins, with a visible logo, will be replaced at no charge by visiting Civic Centre or by contacting GFL at 1-866-421-5625.



Green Bins

Residents are encouraged to backyard compost, however, green bin collection expands your composting options by including items that can't be placed in your backyard composters such as diapers, meat and pet waste.

Certified compostable bags are mandatory in the green bin.

If your green bin was not emptied, there could be four possible explanations:

1. There was a health and safety concern. Please ensure all green bin materials are securely contained in bags that are tied or closed. Please avoid using twist ties.
2. Your green bin contained materials that are not acceptable in the program (i.e. grass clippings).
3. Your green bin was overflowing – fill the green bin just to the top so the lid securely closes.
4. Your green bin was too heavy. Green bins cannot weigh more than 50 lbs.

Additional green bins may be purchased at Customer Service.

Yard Waste


All yard waste, other than branches, is to be placed in paper bags or rigid, stickered containers. A filled container or bag is not to exceed 50lb. Twigs and branches should be bundled in lengths no longer than four feet.

Yard waste stickers are available free of charge at the Civic Centre or at the Holland Landing and Mount Albert libraries.

Hazardous Waste

Hazardous waste must be taken to a Hazardous Waste Depot and is accepted at no charge. Make sure all materials are in original containers or contents are very well marked on containers. Do not mix different products together. Be sure that all containers are capped. Please remember that your containers must be deposited with waste materials and are not returnable.

Hazardous waste includes items that are poisonous, corrosive, explosive and flammable.

 york.ca

 York Region 1-866-665-6752

Other Waste

- Appliances (“White Goods”)
- Scrap metals (i.e. old lawnmowers)
- BBQs (without propane tank)


Call GFL at 1-866-421-5625 to arrange for a special curbside pick-up. For safety, remove doors from fridges, freezers, and ovens. If a special collection is not booked, metal items will not be collected.


The following items can be collected:

- Mattresses and box springs
- Small couches (with minimal wood) – Place at the curb side on any regular garbage day, however, it may not be picked up at the same time as the rest of the garbage since a different truck is used.
- Toilets – The toilet must be curbside by 7 a.m. and it is requested (if possible) that the tank be removed.

The following items are not collected and can be taken to a York Region Transfer Station:

Building material, wood (including furniture and cabinets), shingles, drywall, sinks, etc.

 York.ca/wastedepots


 1-866-665-6752


Habitat for Humanity ReStore

Re-usable building materials, doors, windows, light fixtures, kitchen and bath cabinets, plumbing fixtures, appliances, miscellaneous hardware, un-upholstered furniture.

776 Davis Drive, Newmarket

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

 eastwillimbury.ca/wastecalendar

 905-868-8723

Water

There are three municipal water distribution systems in East Gwillimbury:

- Holland Landing – Queensville – Sharon
- Mount Albert
- Yonge/Green Lane

The water sources for the distribution system are ground wells which are owned and operated by the Region of York.

Water Bills

The Town operates a water and wastewater system that provides safe, clean drinking water and removes sewage for residents. The charges on your water/wastewater bill pay for the Town service to your property and for the costs the Town pays York Region to bring water to the Town.

The water and wastewater bills for each area are billed every three months as follows:

- Holland Landing: January, April, July & October
- Sharon & Mount Albert: February, May, August & November
- River Drive Park & Queensville: March, June, September & December

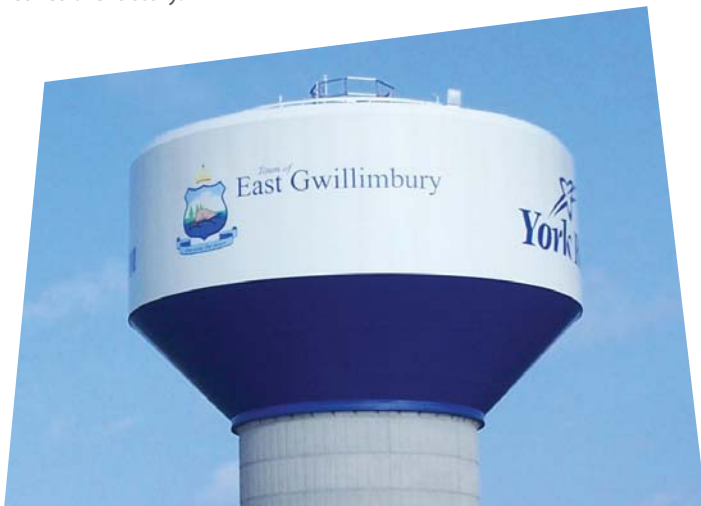
Please note: The Town offers a deferral program for seniors and residents with disabilities. Please call Customer Service for more details. York Region also offers a relief program that can help. For more information, please call 905-895-1231.

Water Emergencies

If you have an afterhours emergency related to water or sewers, please call 905-478-4282.

Water Meters

East Gwillimbury uses positive displacement water meters so customers can be assured that volumes billed accurately represents the water usage in the home. The Town uses two different kinds of water meters; one is read by way of an external wall mounted touch pad and the second uses radio frequency remote reading. Water meters are tested to ensure compliance with the American Water Works Standard for Cold-Water Meters before each meter leaves the factory.



Water Use and Conservation

The Town restricts the use of municipally supplied water for outdoor purposes on specific days and times between May 15 and September 30. Outdoor water use includes watering lawns and gardens, washing vehicles, sidewalks or driveways and filling swimming pools.

1. Outdoor water use is only permitted between the hours of 6 a.m. and 10 a.m. and 6 p.m. and 10 p.m.
2. Even numbered address may use water outdoors only on even numbered days of the month.
3. Odd numbered address may use water outdoors only on odd numbered days of the month.

📍 eastgwillimbury.ca/water

@ taxwater@eastgwillimbury.ca

☎ Customer Service 905-478-4282

☎ Afterhours 905-478-4282

Website

The Town of East Gwillimbury's website is eastgwillimbury.ca



Winter Maintenance

See Snow Removal on page 18.



Yard Waste

See Waste Collection page 19.

Youth and Community Initiatives Fund

The Town established the Youth and Community Initiatives Fund to provide financial assistance for youth (under age 19), elite athletes and community groups within the Town, enabling them to participate in various activities and community programs. The fund is supported by the Mayor & Council Charity Golf Tournament held annually in September.

📍 eastgwillimbury.ca/initiativesfund

☎ 905-478-4283 ext. 1276



Town of East Gwillimbury Customer Service

905-478-4282

Community Centres

Sports Complex
905-478-2241

Holland Landing
Community Centre
905-836-2814

Ross Family Complex
905-473-2653
Rental Inquiries: 905-478-3826

Mount Albert Lions Hall
905-473-5778

Mount Albert
Community Centre
905-473-3134

Libraries

Holland Landing Branch
905-473-2472

Mount Albert Branch
905-836-6492

York Region

1-877-464-9675

TTY: 1-866-512-6228
or 905-895-4293
(for deaf and hard of hearing)

YRT Viva

905-762-2100
1-866-MOVE-YRT (668-3978)

Animal Control

1-888-644-5634

Southlake Regional Health Centre

905-895-4521

GO Transit

1-888-GET-ON-GO
(438-6646)

East Gwillimbury Chamber of Commerce

905-478-8447

Community Directory

Religious Organizations

Bahá'í Faith
905-830-1460

Christ Church Holland Landing
905-853-7623

Holt Free Methodist Church
905-473-3783

Hillside Church Mount Albert
905-473-3227

Mount Albert United Church
905-473-2562

Queensville Holland Landing
United Church
905-478-4781

Sharon-Hope United Church
905-478-2231

St. Elizabeth Seton Parish
905-853-5009

St. James the Apostle
Anglican Church
905-478-1959

Victory Baptist Church
905-853-3418

Community Groups & Service Clubs

Association for Differently
Abled People Together
905-868-9523

Big Brothers and
Big Sisters of York
905-726-2149

Boys and Girls Club
of York Region
905-895-0809

Child Care Support Line
(Kids Line)
1-888-703-KIDS (5437)

Mount Albert Sports Day
and Spring Fair
mountalbertsportsday.com

East Gwillimbury Gardeners
and Horticultural Society
905-478-8450

Eating Disorders
of York Region
905-886-6632

Girls Inc of York Region
905-830-0776

Holland Landing Chapter
I.O.D.E.
iodehollandlanding
@gmail.com

Holland Landing Lions Club
905-853-8769

K.A.M.P. Playgroup for
Preschoolers
905-478-7972

Knights of Columbus
www.kofc10586.com

Lake Simcoe Region
Conservation Authority
905-895-1281

Learning Disabilities
Association of York Region
905-884-7933

Literacy Council
(York/Simcoe)
905-853-6279

Master Gardeners –
Lake Simcoe South
Issmastergardeners
@gmail.com

Mount Albert & District Legion
905-473-2565

Mount Albert District
Lions Club
905-473-3667

Ontario Early Years Center –
York North
905-853-0754

Sharon Lions Club
905-478-2813

Sharon Temple
905-478-2389

Sharon Women's Institute
905-478-3234

Union Street Women's Institute
905-478-4582

United Way of York Region
905-474-9974

Upper Canada
Chordsmen Chorus
289-648-6300

Welcome Wagon
416-497-8685

York Arts Council
905-726-3278

York Harmony Chorus
yhcmembership@gmail.com

York North Family Resource
Program 905-473-5929

York Simcoe Nature Club
yorksimcoenatureclub
@gmail.com

Seniors' Community Groups & Service Clubs

CHATS – Community & Home
Assistance to Seniors
905-713-6596

Golden Anchor Senior's Club
goldenanchorseniorsclub
@yahoo.ca

York Region 55+ Games
905-476-8530

If you would like to include your community groups listing on our website or next Residents' Guide, please contact the Town.

 customerservice@eastgwillimbury.ca



Sports Organizations

East Gwillimbury Ladies Softball League
905-830-9464

East Gwillimbury Amateur Ladies Softball
egals_softball@yahoo.ca

East Gwillimbury Classic Ladies Softball
905-478-2979

East Gwillimbury Men's Ball Hockey League
egmbhl@gmail.com
or 905-252-3369

East Gwillimbury Men's Fastball
mfn1962@hotmail.com

East Gwillimbury Men's Recreational Hockey
905-939-4532

East Gwillimbury Minor Hockey Association
info@egmha.com

East Gwillimbury Minor Softball Association
905-473-6260

East Gwillimbury Mixed Slowpitch Softball
905-473-2925

East Gwillimbury Skating Club
905-478-8655

East Gwillimbury Soccer Club
905-473-7656

East Gwillimbury Tennis Club
egttennisclub@outlook.com

Mentor Flag Football
905-830-7774

Mount Albert Mustangs (Run/Walk Club)
905-557-0067 or
905-473-5586

Queensville Slowpitch
905-715-7347

Redbirds Lacrosse Association
redbirdslacrosse@gmail.com

Youth Organizations

Girl Guides of Canada
905-853-0259

Holland Landing Cubs & Scouts
905-895-3248

Mount Albert Beavers, Cubs and Scouts
info@mountalbert.com


Mount Albert Girl Guides
www.girlguides.ca



This guide is available in alternative format by request.

Provide your feedback:

 19000 Leslie Street
Sharon, ON L0G 1V0

 (905) 478-4282

 customerservice@eastwillimbury.ca

 eastwillimbury.ca

 Town of East Gwillimbury

 @TownofEG



Town of
East Gwillimbury