



Good Neighbour Handbook





City of Markham Land Acknowledgement

We begin today by acknowledging the traditional territories of Indigenous peoples and their commitment to stewardship of the land. We acknowledge the communities in circle. The North, West, South and Eastern directions, and Haudenosaunee, Huron- Wendat, Anishnabeg, Seneca, Chippewa, and the Mississaugas of the Credit peoples. We share the responsibility with the caretakers of this land to ensure the dish is never empty and to restore relationships that are based on peace, friendship, and trust. We are committed to reconciliation, partnership and enhanced understanding.

Our Mission Statement

Working with the community to provide high-quality municipal services that meet, if not exceed, the expectations of residents and businesses.

Our Vision

Markham, the leading Canadian municipality – embracing technological innovation, celebrating diversity, characterized by vibrant and healthy communities – preserving the past and building the future.



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Mayor Frank Scarpitti

Message from the Mayor

Welcome to the City of Markham! Whether you're just moving in, or have been part of our community for years, we're thrilled you chose our city. At the City of Markham, we are committed to providing you with excellent services by excellent people. This is our excellence journey and we want to exceed your expectations.

I'm pleased to present you with the Good Neighbour Handbook. Please use this resource as a guide to familiarize yourself with Markham, find out how to stay connected with us, and find information and tips on how to be a good neighbour.

To ensure you're fully informed and connected with everything our city has to offer, we encourage you to visit our website (markham.ca).

Whether you're curious about upcoming City projects, or simply want to explore what our community has to offer, our website is your one-stop destination for all things related to city living. We're committed to serving you and making your experience in our community a positive one.

Please take the time to review this handbook so you can be a good neighbour to others. As always, we're here to support you every step of the way as you settle into life in our vibrant and diverse community.

Mayor Frank Scarpitti



City of Markham Council (2022-2026)



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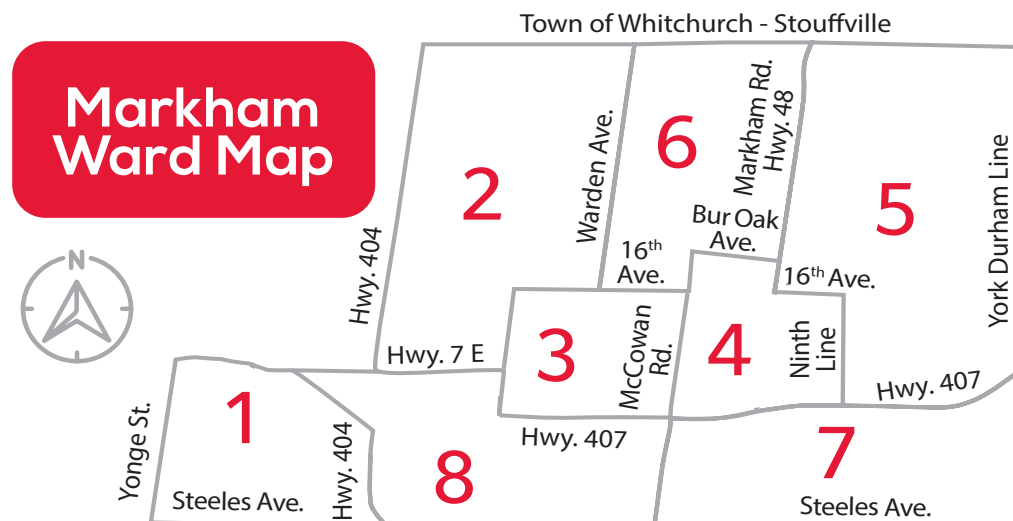
Ward 6 Councillor
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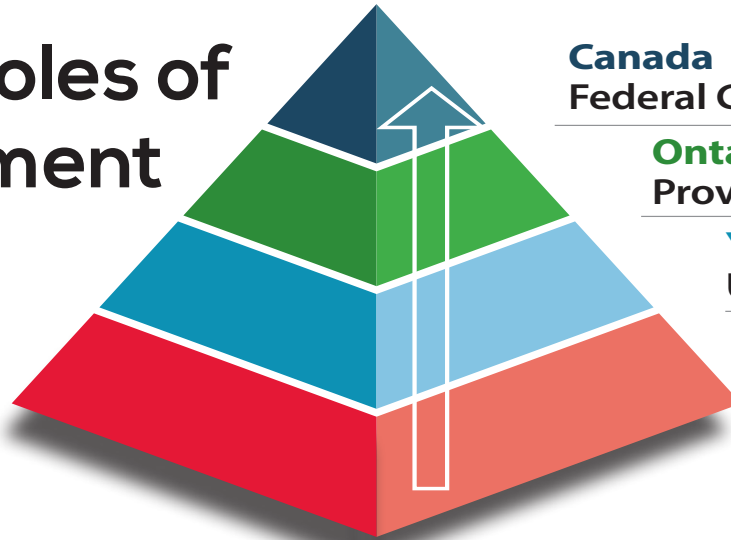


Ward 8 Councillor
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Roles of Government



Canada
Federal Government

Ontario
Provincial Government

York Region
Upper Tier

City of Markham
Lower Tier

City of Markham Lower Tier

- Animal services
- Building permits and inspections
- Business licensing
- Burial permits
- Culture
- Development applications
- Fire services
- Freedom of Information Requests (FOI)
- Local road maintenance
- Markham Public Library
- Marriage licences
- Recycling & Garbage
- Parking enforcement
- Property standards enforcement
- Property tax
- Recreation services
- Water & Sewer

Business Information

markham.ca/Business
edoinfo@markham.ca

Information

markham.ca | 905.477.5530
customerservice@markham.ca

York Region Upper Tier

- Ambulance
- Policing
- Public health
- Public housing
- Regional road maintenance
- Seniors housing
- Shelter support
- Transit (YRT and VIVA)

Business information

york.ca/business

York Regional Police

yrp.ca | 1.866.876.5423
info@yrp.ca

Information

york.ca | 1.877.464.9675
accessyork@york.ca

Ontario Provincial Government

- Business support and closures
- Colleges and universities
- COVID-19 testing
- Health care
- Hospitals
- LCBO
- Schools

Business information

ontario.ca/business
1.888.444.3659

Local representative

ola.org

Canada Federal Government

- Access to credit
- Business support
- Canada Child Benefit
- Canada Emergency Response Benefit
- Canada Student Loans
- Employee support
- Employment Insurance (EI)
- Foreign travel and support for Canadians abroad
- Income tax

Support for individuals

canada.ca/en/services/benefits

Business and

employee support

canada.ca/business

Support for

Canadians abroad

travel.gc.ca | 1.800.387.3124
sos@international.gc.ca

Local representative

parl.gc.ca | canada.ca



Millie

Birthplace: Milliken Mills Park.

Favourite Things: Interacting with residents and smelling flowers in Markham's pollinator gardens.

Known for: Canada's first municipal mascot and champion of City of Markham programs and services.

Mission: Bringing people together and representing the values of hope, inclusivity and acceptance. Much like Millie's hometown of Markham, Ontario, butterflies are known for transformation, creativity and infinite potential. Millie captures the hearts of all with mesmerizing wings adorned in a kaleidoscope of hues.

Markham Millie

There once was a caterpillar called Millie.
They lived in a town that became a city.
In their home of leaves and trees
they chewed as they pleased,
getting ready for their transformation.
Soon it was time to hang upside down,
so they said goodbye to their little town.
When they awoke, they fluttered and flew,
saw the comforting old and exciting new
of their home in the City of Markham.
After their happy life as a caterpillar ended,
a new one began, even more splendid!



Stay Connected with Markham

Access Markham Mobile App

The official City of Markham mobile app, provides access to information about parks and services - anywhere, anytime.

Use it to find information on:

- Recycling and garbage collection schedule with personalized notifications.
- What Goes Where search tool to help you dispose of items correctly.
- Bikeways, parks and paths.
- Report a problem.
- Winter maintenance.

The app is available on:



MappiT

MappiT is the City of Markham's Development Application Viewer. Members of the public can look up various development applications and tree removal permits to check on their status.

Try it out: markham.ca/Maplit



eNews - Markham Now

Stay up-to-date on City news and events with Markham Now, delivered on a bi-weekly basis to your inbox.



Sign up to receive this free eNewsletter at markham.ca/MarkhamNow, and if you know someone in Markham who would also enjoy receiving this news, please encourage them to sign up too.

City of Markham Virtual Assistant

The City of Markham's Artificial Intelligence (AI)-enabled Virtual Assistant provides users with 24/7 access to a wide range of topics, anytime, anywhere and on any device.



Questions you can ask the Assistant include: What events are happening in Markham? How do I register for a program?, as well as more than 100 additional City-related topics. Try it out at markham.ca

Follow us on Social Media:





Good Neighbour Relations

Noise and Public Disturbances

General Noise Guide:

Guns, rifles, and toys that use a combustion engine are not allowed on city streets, and must never be used on your property or in your neighbourhood. These may include model airplanes and cars, track bikes, snowmobiles and other riding toys. Quiet, electric or battery-driven toys are allowed.

Playing amplified or loud music outdoors is permitted from 7 AM to 5 PM Monday to Thursday, and 7 AM to 11 PM Friday to Saturday, and 9 AM to 5 PM on Sunday.

Shouting, whistling and singing is not allowed after 11 PM.

Noise Exemption Permits are required for outdoor functions on private property after 11 PM.

All other noises, such as honking horns and electronic sounds, are not permitted after 7 PM or on Sundays or statutory holidays (federal or province-wide holidays).

Operating construction equipment or noisily moving around containers and materials of any kind (except for moving your household belongings) are not permitted after 7 PM or on Sundays or statutory holidays (federal or province-wide holidays). Saturday-noise construction is allowed from 9 AM to 5 PM. Learn more: [markham.ca/Bylaw](https://www.markham.ca/Bylaw)

Fireworks

Permits are not required the day before Victoria Day and on Victoria Day, and the day before Canada Day and on Canada Day. **You will need a permit to set off fireworks on all other days.**

Family fireworks may only be set off on private property and with the homeowner's consent. Fireworks are not allowed on City property, including parks, fields and roads.

Under the Provincial Offences Act, violators may be fined up to \$5,000.

For more information and to apply for a permit, visit [markham.ca/Fireworks](https://www.markham.ca/Fireworks)



Good Neighbour Relations

Sharing Public Parks and Playgrounds

City of Markham parks, trails and public spaces promote a safe, active and healthy outdoor experience for residents and visitors.

The City of Markham and its residents take pride in Keeping Markham Beautiful and encourage all users of outdoor spaces to do their part.

Learn more:

[markham.ca/KeepMarkhamBeautiful](https://www.markham.ca/KeepMarkhamBeautiful)

Smoking and Vaping Cannabis

Smoking and vaporizing of recreational cannabis is prohibited in all public places in Markham.

Offenders may be subject to fines or penalties of up to \$1,000.

Medical cannabis use is exempt from our Cannabis By-Law and subject to relevant federal and provincial legislation.



Good Neighbour Relations

Short-Term Property Accommodations

A short-term rental accommodation is a dwelling unit that is rented out for less than 30 consecutive days. Short-term rental accommodations are commonly associated with application platforms like AirBnB or VRBO. Short-term rental accommodations are not permitted in the City. Anyone renting a unit for longer than 30 consecutive days would be subject to the Residential Tenancies Act, and would not be considered a short-term rental accommodation.

Neighbourhood Watch

Neighbourhood Watch is supported by York Regional Police. It is important to help to reduce crime through the active participation of citizens in crime prevention. Work with your neighbours to prevent crime before it starts.

Email NeighbourhoodWatch@yrp.ca for more information.



Good Neighbour Relations

Additional Dwelling Units

Additional dwelling units (often called basement apartments, second suites, granny flats, coach houses, or garden homes) are now broadly permitted throughout the City, as long as certain development standards are met, such as required parking, and setbacks to any buildings or stairs. The creation of any new dwelling unit requires a building permit prior to the start of construction.

Information on the building permit process and applicable zoning provisions can be found online at [markham.ca/Building](https://www.markham.ca/Building)

Rooming Houses

Generally speaking, a rooming house is a dwelling unit occupied by multiple individuals under separate tenancies, who do not function as a single housekeeping unit.

Rooming houses are not permitted in the City.

For more information, please contact the Development Services Commission at dsc@markham.ca



Maintaining Your Property

Property Care

Keep your garden beds tidy by installing 2 to 3 inches of wood chip mulch.

Wood chip mulch helps suppress weeds, conserve moisture to help plants grow during the dry and hot Summer months, and provide nutrients as they decompose over time.

Wood chips can also be added around the base of your tree for the same benefits. Make sure the wood chips are at least 5 inches away from the trunk of the tree.

Learn about our Mulch Giveaway at: markham.ca/KeepMarkhamBeautiful

Winter Season

In the Winter, remember to keep your home's hot water and furnace exhaust pipes clear of snow and ice to avoid carbon monoxide build up, which can be deadly.

If there is a snow-covered fire hydrant near your home, keep it clear for easy access and visibility in case of an emergency.

When you're shovelling snow on your driveway or walkway, don't shovel snow back onto the road or sidewalk. If you do, you will be subject to fines by Municipal by-laws and the Ontario Highway Traffic Act.

Learn more: markham.ca/Winter

Thinking of Renovating Your Home?

Make sure you understand zoning requirements and obtain any necessary building permits for work proposed on your property.

All construction must comply with the applicable zoning by-law for your property.

Learn more: markham.ca/Building

For building permit questions, contact buildingstandards@markham.ca or 905.475.4870.

Heritage Conservation Districts

Make sure you obtain a Heritage Permit for any exterior alterations such as painting, and new or changes to pathways and driveways.

For more information, email heritage@markham.ca

Reduce Litter – Let's All Do Our Part

Did you know? Most litter comes from overfilled blue boxes. On windy days put your blue box out in the morning, not the night before. Don't overload your blue box – keep the material below the rim. Don't dump household garbage in parks or on trails.

Learn more: markham.ca/Recycling



Maintaining Your Property

Winter Weather and Frozen Pipes Prevention

Extreme Winter weather can lead to frozen pipes in your home. When water freezes in a pipe, there is no space for the ice to expand, and may cause the pipe to burst with pressure. This can cause damage to your property, costly repairs and unnecessary water waste.

From the property line to your home, you are responsible for plumbing, repairs and replacements. Call a plumber for household plumbing issues.

Learn more: markham.ca/FrozenPipes

Swimming Pool and Hot Tub Draining

Protect the environment and our community! Pools, hot tubs, and spas should always be drained properly.

Do not drain chlorinated water or salt water from your pool directly into a storm drain. This water can hold substances that are harmful to our environment, pets and local wildlife. Instead, de-chlorinate your pool and drain onto a porous area, such as your lawn.

Overgrown Vegetation

The yard around every home must be kept neat and tidy, and free of garbage or anything that might cause a health or safety danger.

The earth must be covered with either grass and plants or a covering that is designed to stop the soil from blowing or draining away.

Grass must be trimmed to grow no higher than 15 centimetres (6 inches).

Trees and bushes must also be kept trimmed and tidy.

Learn more: markham.ca/Bylaws

Downspout Disconnection Program

This program reduces the risk of basement flooding. It also limits environmental concerns caused by directly connecting downspouts to the sanitary sewer system.

These connections increase the flow of rainwater into the sanitary sewer system during heavy or long rain events.

Learn more:

markham.ca/DownspoutProgram



Maintaining Your Property

Rats and Unwanted Critters

Follow these guidelines to keep rats and other unwanted critters away:

- Do not leave food outside, and do not place your garbage out early.
- Put outdoor garbage bags in metal garbage cans with securely fitted lids to stop critters from feeding on contents.
- Clean around the house – less clutter means fewer places to hide. Clean up pet food and bird seed debris.
- Keep gardens free from debris and keep clutter to a minimum.
- If you have a compost heap, don't include organic food waste as that will attract rats and critters.

Learn more: markham.ca/Wildlife





Maintaining Your Property

Caring for Trees and Tree Permits

For trees on private property, property owners must apply for a permit before injuring or destroying any tree in Markham with a trunk diameter of 20 centimetres (about 8 inches) or more, measured at 1.37 metres (about 54 inches) above the ground at the base of the tree.

Learn more: [markham.ca/Trees](https://www.markham.ca/Trees)

Love Your Hydrant

Love Your Hydrant is a public education program that began in 2013 as a joint initiative between the Waterworks and Fire Departments. The goal is to educate and inform residents about proper care of neighbourhood hydrants by keeping them clear of snow, shrubs, and debris.

Please report unauthorized use (water theft), damaged or vandalized hydrants to CustomerService@markham.ca or 905.477.5530.

Graffiti

Please report unauthorized and offensive graffiti to the City for removal by filling out our online form at: [markham.ca/OnlineRequest](https://www.markham.ca/OnlineRequest)





Maintaining Your Property

Caring for Public Street Trees

Did you know? It is illegal to remove public street trees and/or pave over public municipal boulevard spaces.

Your front and side property line is marked on your Plan of Survey – this document is usually filed when you purchase your property.

To avoid potential by-law infraction and penalties, consult with a qualified surveyor to precisely determine your property boundary.

If you are planning to extend your driveway to accommodate additional parking, contact

CustomerService@markham.ca

for more information.

City Boulevards

- There is to be no alteration to City boulevards without a permit.
- As per the Road Occupancy By-law, you can not alter the City boulevard to widen the curb, expand driveway apron, pave around trees, streetlights and utility boxes. Any deviation from the by-law will result in charges to the homeowner and requirement of rectifying the site to the City's standard, which will be made at the homeowner's expense.
- For driveway expansion and allowable driveway width for your property, please refer to the City Zoning By-law for details.
- If you have questions about driveway and curb modification, please email ROW@markham.ca



Maintaining Your Property

For properties with sidewalks

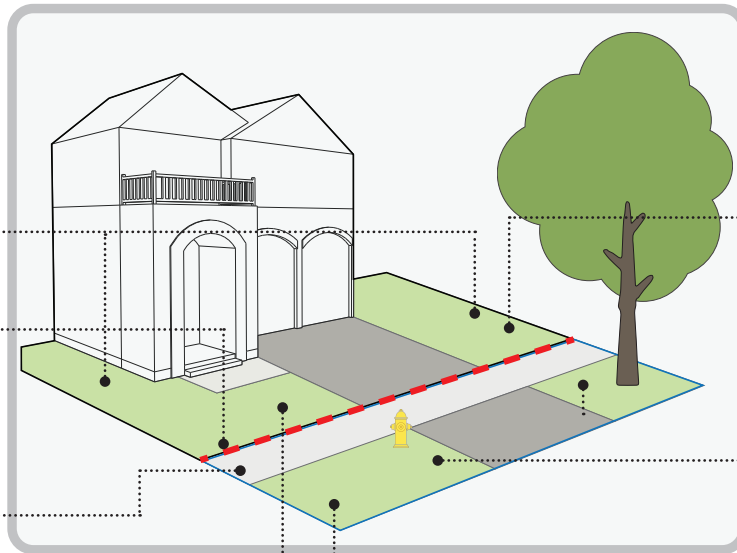
✓ Do's

Minimum landscaping requirement must be achieved as per the City's Applicable Zoning By-Law.

Front property line ends. Beyond the property line is the City Boulevard, which is owned by the City.

Public Sidewalk.

Municipal utilities underground include water valve and fire hydrant.



Any foundations, footings or retaining walls and fences should be constructed entirely within the Privately owned land and should not be located within the Municipal Boulevard.

Protect Municipal Boulevard for street-tree planting.

Adequate space for street-tree planting, snow storage, utility and streetlight infrastructure.

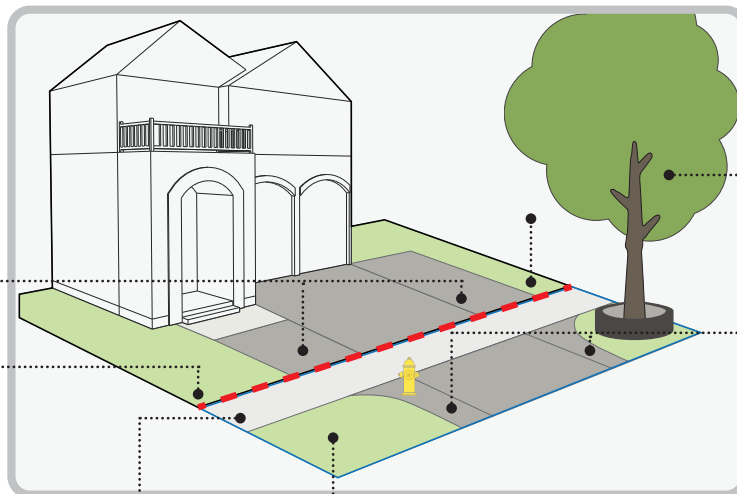
✗ Dont's

Extended Driveway on private properties MUST meet requirements defined by the City's Applicable Zoning By-Law.

Beyond the property line is the City Boulevard, which is owned by the City.

Public Sidewalk.

No space for street-tree planting, snow storage, utility and streetlight infrastructure.



Removal or alteration of street-tree is strictly prohibited.

Privatization and alteration to Municipal Boulevard for driveway extension is strictly prohibited.

□ Privately Owned Property Line

□ Municipal Owned Boulevard



Maintaining Your Property

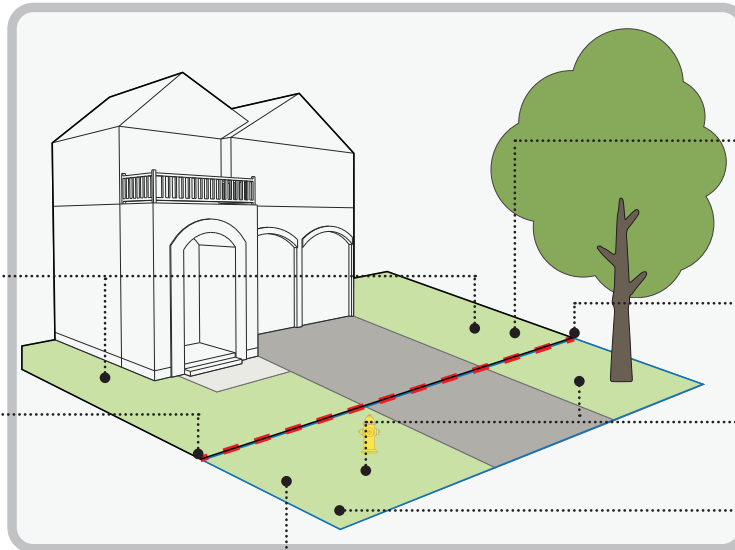
For properties without sidewalks

✓ Do's

Minimum landscaping requirement must be achieved as per the City's Applicable Zoning By-Law.

Beyond the property line is the City Boulevard, which is owned by the City.

Municipal utilities underground include water valve and fire hydrant.



Any foundations, footings or retaining walls and fences should be constructed entirely within the Privately owned land and should not be located within the Municipal Boulevard.

Front property line ends.

Protect Municipal Boulevard for street-tree planting.

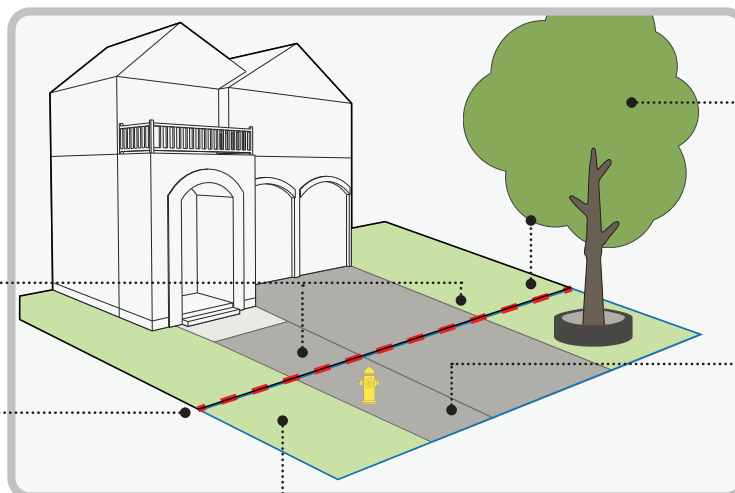
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No space for street-tree planting, snow storage, utility and streetlight infrastructure.



Removal or alteration of street-tree is strictly prohibited.

Privatization and alteration to Municipal Boulevard for driveway extension is strictly prohibited.

□ Privately Owned Property Line

□ Municipal Owned Boulevard



Maintaining Your Property

Catch Basin Clearing

Reduce the risk of flooding on your property:

- Regularly clean out your eavestroughs. Disconnect and redirect your downspouts to an unpaved area at least one metre away from your foundation.
- Keep storm drains clear of leaves and litter.
- Create a rain-friendly landscape by replacing asphalt and other hard surfaces with gardens and plants.
- Maintain your basement windows and foundation and ensure that water drains away from your foundation.
- Limit water use inside your home during rainstorms (for example, delay laundry, taking a shower, using the dishwasher).

- Install a sump pump – if you have a low-lying basement, or high water table. Ensure a storm water sump pump drains at least one metre from your house foundation.

Be Bird-Friendly

Since 2014, the City has helped reduce bird-window collisions through retrofitting existing municipal buildings, incorporating bird-friendly design measures in new municipal buildings, and encouraging best practices in new private developments.

How can you help? As a homeowner or business owner, you can adopt bird-friendly design treatments to your existing home or business, to continue the City's efforts of becoming a more bird-friendly city.

Learn more: [markham.ca/Birds](https://www.markham.ca/Birds)



Home Fire Safety

Home Escape Plan

Did you know that the majority of fires we encounter in Markham occur in the home?

It is important to plan ahead and make a home escape plan so that no time is wasted. Below are seven questions to help plan in advance for your family to escape a fire.

1. Are smoke alarms installed on every floor and tested?
2. Does everyone know at least two ways out?
3. Does anyone need help to escape?
4. Are the pathways clear to the front and rear exits?
5. Have you chosen a meeting place?
6. Do you have a way to call 9-1-1?
7. Have you practiced your escape plan with everyone?

Learn more: [markham.ca/HomeEscapePlan](https://www.markham.ca/HomeEscapePlan)

Common Household Hazards

Make sure you understand these common household fire hazards and how you can mitigate these risks.

1. Cooking Fires

Cooking fires account for 22% of all home fires. Unattended cooking is the cause of 52% of all cooking fires.

2. Heating Equipment

Space Heaters cause 86% of fatal heating equipment fires, improper placement is the most common cause.

3. Electrical Malfunction & Li-Ion batteries

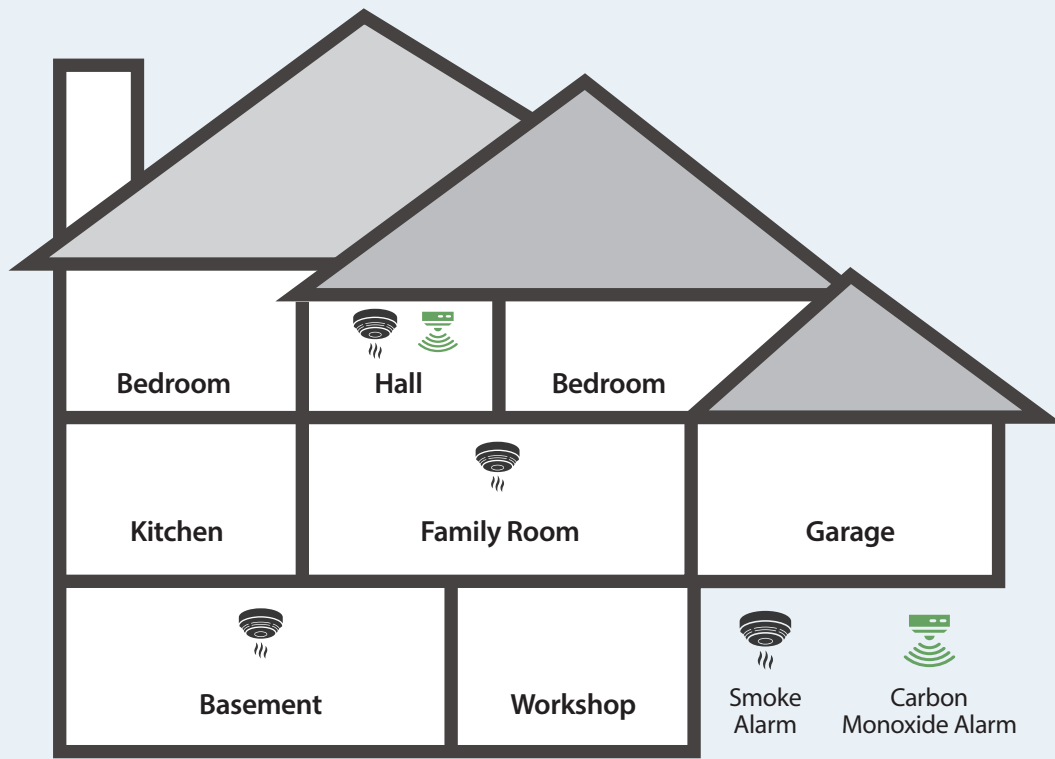
Overloaded circuits, extension cords and damaged overheating batteries are frequent sources of home fires.

4. Smoking

Fires often start when cigarettes are not properly extinguished or butts are discarded improperly.

5. Dryers

Dryer fires accounts for over 90% of laundry related fires, failure to clean the lint filter is the leading cause of dryer fires.



Smoke and Carbon monoxide alarms in the home.

Smoke and CO alarm checklist:

- At least one on each floor of the home.
- Carbon monoxide detector outside each sleeping area.
- Because smoke rises, always install smoke alarms on or near the ceiling.
- Test smoke alarms at least once a month.
- Replace batteries immediately when they start making the low power “chirp” sound.



Home Fire Safety

Smoke Alarms

It is the law in Ontario to have working smoke alarms on every storey and adjacent to each sleeping area. Most fatal fires happen at night when most people are sleeping. A working smoke alarm will alert you.

Learn More: markham.ca/FireSafety

Carbon Monoxide Alarms (CO).

It is the law that carbon monoxide alarms must be installed in all homes adjacent to all sleeping areas in residential homes.

Carbon Monoxide (CO) is a colourless, tasteless, and odorless gas produced that is produced when fuels have insufficient air burn completely.

The most common symptoms of CO poisoning are headache, dizziness, weakness, nausea, vomiting, chest pain, and confusion. High levels of CO inhalation can cause loss of consciousness and death.

Learn More: markham.ca/FireSafety

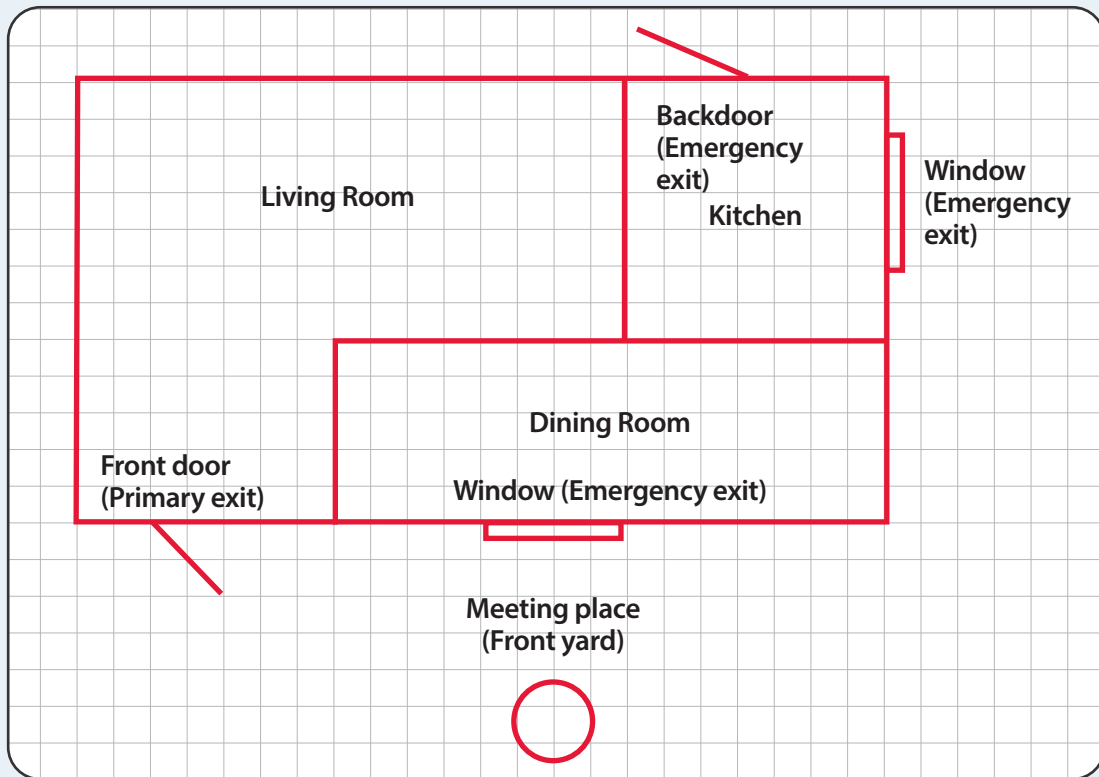
Contact Markham Fire and Emergency Services.

If in an Emergency, call 9-11.

To learn more please contact us at:

905.415.7521 or

customerservice@markham.ca



Making Your Home Escape Plan

Home Escape Plan

Post your plan in a visible and high traffic area of the home so you are reminded to make fire safe decisions around the home. This will help ensure each family member is prepared in case of a fire emergency.

Draw a floor plan of your home.

Use grid paper to draw a floor plan of each level of your home. Include all possible emergency exits. Draw all stairwells, doors and windows that can be easily opened. Be sure to identify your meeting place outside of the building.

Practice

Now that you have created your home escape plan, practice it with your family.

- Alert everyone in the home of the fire!
- Checking doors for fire.
- Do not touch door handles right away; they are typically made of metal and can get hot very quickly. Use the back of your hand, start at the bottom and run your hand upwards. If the door is hot use another exit. If the door is cold open slowly and check for smoke.

Crawl Low in Smoke

If you ever get caught in an area with smoke, drop to your knees right away and crawl to safety. Since smoke rises it is safer to stay near the floor.



Animal Services

Pet Licensing

It's the law to license your pet and renew the licence annually. Licences expire on December 31 every year.

If your pet is lost or stolen, this is the fastest way to reunite them with you!

A pet licence also qualifies your pet for a free ride home if found at large.

Avoid a \$430 fine, and make sure your pet is licensed today!

Apply now: [markham.ca/License](https://www.markham.ca/License)

Livestock

Livestock, such as chickens, ducks, cows, pigs and sheep, can not be kept in residential areas.

This ensures the safety of our residents and the animals.

For questions concerning livestock, contact Animal Services at 905.415.7531.

Dog Leashing and Off-Leash Parks

The City of Markham requires all dogs to be leashed at all times on public property or within City parks, unless in a designated off-leash dog park.

The City currently provides and maintains four permanent off-leash dog park areas, and are in the process of implementing an additional 8 temporary locations.

Every person accessing the off-leash dog park areas with their dog must comply with the Animal Protection and Services By-Law 2018-91, the Parks By-law and the Dog Owners Liability Act.

Dog owners are responsible for cleaning up after their dogs in parks and all public spaces.

Learn more: [markham.ca/DogParks](https://www.markham.ca/DogParks)



Animal Services

Wildlife in the City

Wildlife is an important part of the City's ecosystem. Animal services provides care for sick and injured wildlife.

It's against the law to feed wild animals.
Avoid a \$615 fine.

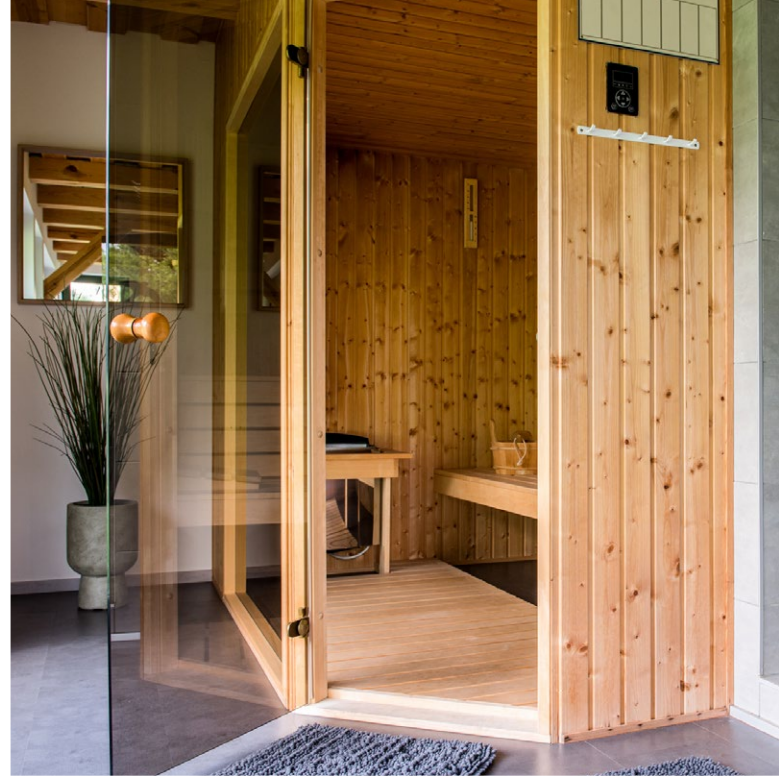
Please report any animal-related concern to the Animal Services Department at 905.415.7531.

The City has a Coyote Response and Coexistence Strategy that assists with mitigating negative coyote encounters.
Learn more: [markham.ca/Wildlife](https://www.markham.ca/Wildlife)

Pet Waste

Pet waste contains bacteria and does not belong in park waste bins or left on the ground. Please pick up after your pet and bring waste home and put it in your green bin.

In Markham, you can use any plastic bag to scoop (e.g. a bread bag, and they do not have to be compostable).



Permits

Building Permits

Building permits are required for new construction, additions, and renovations to an existing building.

A permit may also be required if you are replacing, repairing and/or adding any mechanical or plumbing systems.

All construction must comply with the applicable zoning by-law for your property.

Learn more: [markham.ca/Building](https://www.markham.ca/Building)

For building permit questions, contact buildingstandards@markham.ca or 905.475.4870. For building permit - heritage questions, contact heritage@markham.ca

Accessory Buildings

The City of Markham's building standards ensure a high level of quality in the design and construction of all our buildings and structures.

A new shed, sauna or other accessory building may require a building permit.

Learn more: [markham.ca/Building](https://www.markham.ca/Building)

All construction must comply with the applicable zoning by-law for your property.

Refer to the Property Details Search to confirm the by-law that applies to your property.

Learn more: [markham.ca/PropertyDetailsSearch](https://www.markham.ca/PropertyDetailsSearch)

Copies of the by-laws can be viewed at the Development Services Counter, located inside the Markham Civic Centre, or by submitting a Zoning Search Request online to obtain the zoning information for your property.

An accessory building in a heritage conservation district also requires a Heritage Permit.

Learn more: [markham.ca/Building](https://www.markham.ca/Building)



Permits

Building or Repairing a Deck

All decks must comply with the applicable zoning by-law. General city-wide zoning information related to decks can be found online on the Zoning Information page.

A building permit is required for a deck with a height more than 24 inches (0.6 metres) above grade at any point.

A building permit is required for replacement decks.

If you are repairing your deck or replacing any guard/railing, contact Building Permit Administration at 905.475.4870 or BuildingStandards@markham.ca to confirm if a building permit is required.

Fences

The line along the front, sides and back of your property is marked on your Plan of Survey—this document is usually filed when you purchase your property. You can use this

survey to figure out your fence boundary; if you need to be more accurate, a qualified surveyor can tell you exactly where these boundaries are.

As per Road Occupancy By-law 2018-109, your fence shall not encroach onto City property. Deviation from the by-law and encroachment into the City property, will result in removing the fence at the property owner's expense. Fences in heritage conservation districts require a Heritage Permit.

Road Occupancy Permit

A permit is required for any activity that might block a public road allowance.

As noted in by-law 2018-109, there are certain activities that will require a Road Occupancy Permit.

You are not allowed to lay any landscape material, or bins on City boulevards or on the road without a permit.

Learn more: markham.ca/Permits



Permits

Curb and Culvert Modification Permit

A permit is required prior to making changes to the curb or culvert near your property.

You may not modify a curb or culvert on your own - the City of Markham must be involved.

For more information, contact CustomerService@markham.ca or 905.477.5530.

Excess Load Permit

The City of Markham has rules around the size and weight of commercial vehicles on certain roads.

A permit may be required for over dimension vehicles.

Learn more: markham.ca/Permits

Heritage Permits

Renovations and alterations to existing buildings, or construction of new buildings or additions within a Heritage Conservation District, require either a Minor or Major Heritage Permit, depending on the scope of the project.

For more information, visit: markham.ca/HeritageServices

To find out if your property is designated as "heritage," check the City's online Heritage Register: markham.ca/HeritageServices

Outdoor Sports Fields

The City offers rental of outdoor sports fields. Application permits are required.

Learn more: markham.ca/Rentals



Property Tax

Tax Relief Options for Eligible Seniors

The City of Markham offers property tax relief options for eligible seniors in the community. These include Markham's Low-Income Seniors

Property Tax Assistance Program, Low-Income Seniors and Low-Income Disabled Persons Property Tax Deferral Program.

Learn more: markham.ca/TaxRelief

ePropertyTax is available 24/7
Sign up today at markham.ca/ePropertyTax

VIEW | MANAGE | PAY

A **simple, secure** and **convenient** way to manage your property taxes.

- Email reminder when your tax bill is available.
- Secure self-service access to your tax account.
- View, download and pay your bill at your convenience – 24 hours a day, 7 days a week.





Recycling and Garbage (By-law 32-95)

Separating recycling and waste materials is mandatory for all residential and commercial properties.

Don't Miss the Truck!

Curbside collection times may vary. Make sure your material is at the curb by 7 AM on your collection day, or after 7 PM the night before.

Find your schedule online and sign up for weekly reminders:

[markham.ca/CollectionSchedule](https://www.markham.ca/CollectionSchedule)

Curbside Set Out Guidelines

Green Bin Organics

- Collected every week.
- Use any plastic bag and always tie it before putting in your green bin.
- Excess organic material goes in a clear bag and should be placed beside your green bin.

Blue Box Recycling

- Collected every week.
- Items must be empty and clean, no grease, liquid or food.
- Recyclables must be loose in your blue box (prefer not bagged).

Clear Bag Garbage

- Collected every other week.
- **Clear Bags Only** - No dark/tinted/white bags will be collected; No bag limit.
- Do not put household waste in park or street garbage cans.
- Illegal dumping is against the law.

Blue Box Updates Coming January 2026

Beginning January 1, 2026, the curbside collection and processing of blue box materials will be operated by Circular Materials Ontario.

You can read more about the transition at [markham.ca/BlueBox](https://www.markham.ca/BlueBox)



Recycling and Garbage (By-law 32-95)

Bulky Items – No Appointment Needed

- Set out the same day as clear bag garbage; maximum 3 items.
- Place items neatly at the curb do not stack.
- Do not leave in parks.

Local charities accept donations of new and gently-used home furnishings, appliances and renovation items. Always check with the charity to confirm if your item is acceptable. For drop off instructions or arrange for a home pick-up, contact [ReStore GTA](#).

Appliances and Large Metal Items

- Monthly collection service; fees apply (metal is free) Call 905.477.5530 to book and pay.

Leaf and Yard Material – Collected April to December

- Set out the same day as clear bag garbage.
- Use open containers or paper bags – No plastic bags.
- **No Grass Clippings** – leave it on the lawn.
- Bag fallen leaves and don't blow or rake them onto the road.

Renovation and Building Material Disposal

Renovation material is not collected at the curb.

Drop off garbage at the [Earl Turcott Transfer Station](#). Fees apply.

Learn more: millerwaste.ca/Facilities

Gently-Used Renovation Materials

Items in good condition can be donated to [ReStore GTA](#). Always call ahead to confirm if your item is accepted or arrange for a home pick-up.



Recycling and Garbage (By-law 32-95)

Drop Off Recycling

Markham Recycling Depots

Markham has four drop off locations that are free and easy to use.

Residents can drop off:

- Electronics and Batteries.
- Textiles.
- Styrofoam.
- Large cardboard.

Learn more:

markham.ca/RecyclingDepot

Household Hazardous Waste Depot

Common household hazardous products are not collected at the curb. Drop off at the York Region Household Hazard Waste Depot for recycling.

430 Rodick Rd, South of Miller Ave.

Learn more: York.ca/HHW



Poison



Corrosive



Flammable



Explosive

Wondering What Goes Where?

Use Markham's online search tool to learn how to properly sort and set out all your materials!

Learn more: markham.ca/WhatGoesWhere



Waste Diversion Programs

Textile Recycling

Textiles are not accepted at the curb.

Bag and drop off all your unwanted textiles at any City of Markham Textile Donation Bin.

Learn more: markham.ca/Textiles

Battery Recycling

Not accepted at the curb. Never place in your clear bag garbage, blue box or green bin.

All batteries are hazardous and must be properly recycled.

Store used batteries in a plastic bag and drop off for recycling at any Markham Recycling Depot.

Learn more:

markham.ca/BatteryRecycling

Electronic Recycling

Not accepted at the curb. Never place in your clear bag garbage, blue box or green bin.

Electronics are hazardous and must be properly recycled.

Drop off at any Markham Recycling Depot.

Learn more: markham.ca/eWaste

Styrofoam Recycling

Styrofoam packaging is not collected at the curb. These items must be dropped off at any Markham Recycling Depot. Include all your clean Styrofoam food trays.

Learn more: markham.ca/Recycling



Environmental Programs

Enviro Packs for Kids

Markham Public Library offers a series of environmental learning backpacks filled with information relating to the City's Greenprint - Community Sustainability Plan.

In each pack you will find:

- Books to introduce local environmental issues.
- Activities and tools about wildlife, biodiversity, energy conservation, gardening, and waste management.

Learn more:

markham.ca/EnviroConservation

Community Gardens and Allotments

Community and Allotment Gardens are an essential service in Markham, designed for residents who are in need of more growing space. Gardeners are able to lease garden plots at an allotment garden, or join a community garden to collectively work and share the harvest while giving back to the community. Learn more:

markham.ca/CommunityGardens

Adopt-a-Park

Imagine a park with your group's name on it. It's possible!

The Adopt-a-Park program encourages individual residents, families, businesses, schools and community groups to become actively involved in their local green spaces.

The program promotes community pride through the clean-up of litter, community plantings and additional volunteer work to keep our lands clean and green.

A minimum of two clean-ups a year makes you eligible to Adopt-a-Park.

Learn more:

markham.ca/EnviroConservation

Electric Vehicle Charging Stations

Do you have an electric vehicle?

The City hosts many public, pay-per-use electric vehicle charging stations at community centres and central lots.

Learn more: markham.ca/ElectricVehicles



Traffic and Parking

Traffic and Parking

Parking is prohibited on Markham streets between the hours of 2:30 AM and 6:00 AM except where signs permit.

Monthly Overnight Permits are only issued to residents of Markham in approved zones.

The City of Markham allows residents to submit nightly exemption requests for driveway repairs and out of town overnight guests.

- Park in a way that does not obstruct the sidewalk or street. During the Winter season, it is recommended to not park on both sides of the street to allow winter maintenance vehicles to clear the snow.
- Existing parking permits and overnight exemptions held by residents are not valid during snow clearing operations.
- Vehicles parked on a city street during snow clearing operations will be ticketed and/or towed.

Traffic Management and Safety

Our Traffic Engineering Division is responsible for keeping vehicular and pedestrian traffic moving safely and smoothly on our more than 2,100 lane kilometres of road. This includes conducting traffic investigations and implementing new traffic control devices.

Learn more: markham.ca/Traffic

Vision Zero Road Safety Plan

The City has initiated the development of a comprehensive five-year Road Safety Plan (RSP) to address the persistent issue of collisions, which have resulted in significant injuries and fatalities, especially among vulnerable road users. The RSP aims to eliminate traffic fatalities and serious injuries through a data-driven, evidence-based Safe System approach that emphasizes stakeholder and public engagement, inclusiveness, and political commitment. The RSP is projected to be complete by the end of 2025.

Learn more: markham.ca/VisionZero



Traffic and Parking

School Zone Safety

A school zone is the area adjacent to the school. When entering a school zone, drivers should be aware of children and take additional care when driving.

Parked and stopped vehicles may obstruct traffic, school driveways, fire routes, school buses and can also increase the risk of pedestrian collisions.

To help mitigate traffic congestion in front of schools and to ensure vehicle, pedestrian, and cyclist safety, time-based “No Parking” and “No Stopping” are designated within School Zones.

For more information, contact
CustomerService@markham.ca
or 905.477.5530.



Utilities and Streetlight

Utilities

- No pavement, interlocking and planting around utility equipment, poles, etc. as it blocks the access and safe work area to maintain this equipment.
- Most Utility boxes you see in the boulevard are owned by private utilities, and not the City. These include telecommunication cabinets which may be accidentally left open or broken. The City can only assist with sending the issues to third-party utilities however, the timeline of repair will be scheduled by third-party utilities depending on safety issues. If you are reporting any concerns about utility equipment, please provide photos and address of location which will help to expedite the process and identify the utility company that's in charge.
- Service disruptions and emergencies should be directed to the utility. In the event of a power outage, contact Alectra Utilities. If you suspect a gas leak, contact Enbridge. If you are experiencing Internet service issues or an outage, contact your Internet Service Provider (ISP).
- Restoration of excavations are the responsibility of the contractor undertaking the work and will be completed as soon as the work is completed and/or weather permits. If you see any issue with construction activities, or restoration, please let the City know when the work took place and the name of the contractor doing the work so we can help address concerns quickly.
- Locates, which includes paint or flags are used to mark underground utilities for a variety of work. The locates flags should not be removed until the construction work is completed. The contractors are responsible for removing the locates flag after completion of the work.
- The meters at your house, such as gas or hydro are owned by the utility. Any questions or concerns are best directed to that utility.
- Report any utility-related issues to the City of Markham's Contact Centre at CustomerService@markham.ca or 905.477.5530

Streetlight

- If you are in a laneway with no streetlight poles, you are responsible to keep your garage light operational.
- If you are reporting a light outage, please ensure to provide the red tag number on pole, the address, along with a photo to expedite the repair process.
- The regular response time for streetlight issues are 7 to 14 days, depending on the nature of hazard or road category. Safety issues are always prioritized to non-urgent repairs.
- For reporting streetlight issues contact CustomerService@markham.ca or 905.477.5530



Protect Your Pipes

Fats, oils and grease (F.O.G.)

Never pour fats, oils and grease (such as cooking oil, condiments or salad dressings) down the drain or toilet. F.O.G can clog your pipes and result in expensive sewer backups and flooding in your house or apartment. Dispose of F.O.G in your kitchen catcher or green bin.

Learn more: markham.ca/FogClogs

Don't Flush This Stuff

Never use your toilet as a garbage bin. Flushing items such as baby wipes, kitty litter, floss, hair and female sanitary products can block your home's plumbing system, resulting in expensive repairs.

Learn more: markham.ca/WhatGoesWhere



Drinking Water Quality

Love Your Tap

Markham tap water meets and exceeds all Ontario health standards and is yours to enjoy!

Learn more: [markham.ca/TapWater](https://www.markham.ca/TapWater)

Water Billing & Meters

Markham charges for water and sewer services through the local hydro company. Water and wastewater rates cover the costs of:

- Supplying water.
- Treating wastewater.
- Operating/maintaining the water and sewer systems.

Learn more: [markham.ca/Water](https://www.markham.ca/Water)

Water Meters

Markham's by-laws regulate the installation, maintenance and use of residential and commercial water meters. Your water meter is generally located in the basement. It's important to make sure that your water meter is always accessible in case of emergencies.

Learn more: [markham.ca/WaterFees](https://www.markham.ca/WaterFees)



Prevent Flooding

Love Your Hydrant

Markham has over 8,500 fire hydrants. Help keep them accessible, whether near your home or down the street. In an emergency every second counts.

Keep Your Catch Basins Clear

Catch basins are critical for stormwater drainage. Prevent flooding by keeping catch basins free of twigs, leaves and debris.

Call or Click Before You Dig – Ontario One Call

It's free, it's easy, it's the law!

If you are planting a tree, building a fence or a deck, digging a new garden, or doing any project that requires you to dig, you must contact Ontario One Call at least five business days before to submit a locate request.

Learn more: [OntarioOneCall.ca](https://www.ontarioonecall.ca)

To learn more about flood prevention, visit [markham.ca/FloodPrevention](https://www.markham.ca/FloodPrevention)

Stay Safe Around Stormwater Ponds

Stormwater ponds are pools of water in urban areas that help control water flow, erosion and are designed to prevent flooding.

Markham owns over 120 stormwater ponds that are serviced and maintained year-round.

Stormwater ponds may look calm and inviting, but they are not safe for recreation.

Never swim, fish, or play near these ponds as they hold untreated water and have rapidly changing water levels.

Water Use By-Law

During summer months, Markham's Water By-law limits residential watering of lawns and gardens.

To learn more tips on how to use less water, visit: [markham.ca/UseLessWater](https://www.markham.ca/UseLessWater)



Business in the Neighbourhood

The City of Markham licenses and monitors businesses to ensure they follow local by-laws and operate safely. From restaurants to ride-shares, our goal is to support a well-regulated business environment that protects the community and addresses public concerns effectively.

Stationary Businesses

These are businesses that operate from fixed locations, such as restaurants, hair salons, entertainment venues, and retail stores. All must be licensed, and residents are encouraged to look for a valid business licence when visiting these establishments.

Mobile Businesses

Businesses that operate on the move, including taxis, ride-shares, food trucks, and driving instructors, also require proper licensing. These services are regulated to ensure safety and compliance throughout the city.

For more information on Business Licensing in general, contact

licensingfc@markham.ca or visit markham.ca/BusinessLicensing

Operating Licence	
Corporation of City of Markham Business Licensing & Standards Division 100 Town Centre Blvd., Markham, ON L3R 9V3 licensing@cityofmarkham.ca	
Licence Type:	Eating Establishment (EE)
Licence Subtype:	Full Service Restaurant
Business Name:	Johnny's Diner
Business Location:	123 Main St., Markham, ON L3P 1Z3
Licence:	234989857 Ontario Inc.
File Number:	25 120202
Date of EXPIRY:	Jan 31, 2026
Conditions:	
*This Licence must be posted on the premises in a conspicuous place, clearly visible to the general public.	
Date of issuance:	
Please note: The general information on this form is collected under the authority of the Municipal Act and Business Licensing for Municipal for non-licensing purposes only. Questions about this collection should be directed to the City Clerk, City of Markham at licensing@markham.ca. For more information on this application, please contact: City of Markham, Licensing Services Centre, 100 Town Centre Boulevard, Markham, Ontario L3R 9V3 Email: licensing@markham.ca Website: www.markham.ca/BusinessLicensing	



Business in the Neighbourhood

Home-Based Businesses

Certain types of businesses can operate out of a home, but the City must also consider how such a business will affect neighbours. All businesses must comply with the zoning and licensing property standards by-laws.

All home-based businesses (also known as Home Occupations) must comply with the applicable standards for Home Occupations.

Homeowners can refer to the Property Details Search on markham.ca/Building to confirm the applicable by-law for their property.

Questions can be sent to Building Permit Administration at 905.475.4870 or BuildingStandards@markham.ca

Note: Home Occupations are only permitted within an enclosed building, and are not permitted to occur outside. Rental of a residential pool, skating rink, or sports court is not permitted.

Learn more: markham.ca/Bylaw

Questions about licensing can be sent to the Business Licensing and Standards Department at licensingfc@markham.ca

Garage Sales

Garage sales are a great way to get to know your neighbours and community and prime for recycling, reusing and repurposing previously loved items.



Volunteers and Community

Volunteering

Volunteering is a fun and engaging way to give back to your community. People of all ages and abilities can volunteer for various roles in Markham.

Learn more: markham.ca/Volunteering

Registered Ratepayers and Community Associations

Citizens dedicated to representing the interests of residents in Markham have formed Ratepayers Groups with their neighbours.

Learn more: markham.ca/Ratepayers



Important Contact Numbers

Emergency Contact Information

Immediate police, and ambulance response	9.1.1
Enbridge – Emergency Line	1.866.763.5427
Alectra Utilities	1.833.253.2872

Non-Emergency Numbers

City of Markham Customer Contact Centre	905.477.5530
City of Markham After-Hours Critical Services	905.477.7000
Fire and Emergency Services (General inquiries only).....	905.415.7521
Fire and Emergency Services (Dispatch non-emergency).....	905.477.2011
Community Care Access Centre (C.C.A.C.).....	1.888.470.2222
Community and Home Assistance to Seniors (C.H.A.T.S.).....	1.877.452.4287
Enbridge General Inquiries.....	1.877.362.7434
Mackenzie Hospital (York Central).....	905.883.1212
Markham Stouffville Hospital.....	905.472.7000
Alectra Utilities	1.833.253.2872
Regional Municipality of York	1.877.464.9675
York Regional Police Non-Emergencies (automated options).....	1.866.876.5423
York Regional Police Non-Emergencies (live attendant).	905.881.1221
York Region Public Health Connection.	1.800.361.5653



Thank you for doing your part to be a good neighbour!

Markham Civic Centre
Anthony Roman Centre
101 Town Centre Blvd., Markham, ON, L3R 9W3
905.477.5530 | CustomerService@markham.ca
markham.ca

