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## Item No. 4

Halifax Regional Council  
January 16, 2018

**TO:** Mayor Savage and Members of Halifax Regional Council

**SUBMITTED BY:** Original Signed

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Kelly Denty, Acting Director of Planning & Development

**DATE:** November 16, 2017

**SUBJECT:** Enforcement of By-law C-300 regarding posting of Civic Addresses

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### INFORMATION REPORT

#### ORIGIN

On September 19, 2017 the following motion of Regional Council was put and passed:

*“MOVED by Councillor Mancini that Halifax Regional Council request a staff information report on an education campaign to ensure that civic address numbers are visible at all times.”*

#### LEGISLATIVE AUTHORITY

*Halifax Regional Municipality Charter (HRM Charter), Part XII, Streets and Highways, S.323*

#### BACKGROUND

The responsibility for requiring the posting of civic numbers is governed by Section 323 of the Halifax Regional Municipality Charter. The Charter states that Council may, by by-law, require owner or occupiers of property to post the correct civic number prominently on their properties, with power to prescribe the size, design and location of the civic number that the owner or occupier is so required to post, and the manner in which it is posted.

By-law C-300, Respecting Civic Addressing, was adopted by Regional Council on February 9, 2002. Section 5 of the By-law (Attachment A) specifies the way in which civic numbers shall be posted and Section 11 covers the compliance of civic number postings.

A report to Council of January 2, 2002<sup>1</sup> assured Regional Council that although the by-law will provide staff the ability to prosecute offenders (Attachment B), the preferred approach is that of public education through coordinated efforts with local emergency service providers.

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<sup>1</sup> <http://legacycontent.halifax.ca/council/documents/020115ca1122ii.pdf>

## **DISCUSSION**

There are approximately 140,000 civic numbers in the municipality and the posting of these civic numbers is essential for the efficient delivery of E911 services. Currently staff employ a variety of methods to ensure civic numbers are posted clearly.

### **New Construction**

All new construction projects must have their civic number posted prior to the issuance of an occupancy permit. An average of just over 300 occupancy permits are issued each year. For newly assigned civic numbers, staff send out letters to property owners confirming their civic numbers, the informational rack card (Attachment C) or posting specifications (Attachment A) is included in these letters.

### **Civic Addressing Readdressing Projects**

Each year, civic addressing staff conduct street renaming and renumbering projects to correct public safety issues. Part of the compensation associated with these projects is that each affected property owner receives a complimentary blue and white civic number plate. Once a project is completed, staff conduct checks to ensure that all new civic numbers are posted in accordance with the civic addressing by-law.

### **Customer Service**

Civic Addressing staff investigate all customer service complaints about posting issues and take corrective action when needed.

### **Public Education**

Although there is no formal education plan in place for the posting of civic numbers, civic addressing staff work with other departments to help ensure existing numbers are posted in accordance with the by-law. Staff from fire services, police, by-law enforcement and building officials who are often in the field will notify either the property owner or civic addressing staff of any deficiencies with respect to the posting of civic numbers. Civic Addressing staff provide them, and any other interested stakeholder, with rack cards that they can distribute to property owners.

This past February, 2017, Civic Addressing undertook a public education project coordinated by HRM's corporate communications group. This project involved online postings, print advertising and new rack cards.

Artwork was created and posted on HRM website, twitter account and digital signs (Attachment D). The same artwork was also posted on Facebook as a paid advertisement and in print media (Community Herald, Cole Harbour Merchant, Shop the Shore, Masthead News and The Laker, Attachment E).

### **By-law Enforcement**

Although education is the preferred method to ensure compliance, there are instances when civic numbers remain unposted and remedial action is required. Please refer to Attachment F to see the specifics of the process followed for by-law compliance.

## **FINANCIAL IMPLICATIONS**

There are no costs associated with any of the internal promotion done on HRMs media platforms (digital screens, Twitter, Facebook, website). These posts will be ongoing each year. The total cost of the print advertising and Facebook ad was \$1,986, which was accommodated within the approved 2017/18 operating budget.

**COMMUNITY ENGAGEMENT**

The community engagement process is consistent with the intent of the HRM Community Engagement Strategy. The level of community engagement is ongoing and is achieved through promotion online and the distribution of printed marketing material.

**ATTACHMENTS**

- Attachment A: Civic Number Specifications, HRM Bylaw C-300 Respecting Civic Addressing -Section 5
- Attachment B: Compliance, HRM Bylaw C-300 Respecting Civic Addressing – Section 11
- Attachment C: Civic Addressing Rack Card
- Attachment D: Online artwork
- Attachment E: Newspaper Ad
- Attachment F: By-law compliance process

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A copy of this report can be obtained online at [halifax.ca](http://halifax.ca) or by contacting the Office of the Municipal Clerk at 902.490.4210.

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Report Approved by: Kevin Warner, Program Manager, Land Use & Subdivision 902.490.1210

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**Attachment A**  
**Civic Number Specifications**  
**HRM Bylaw C-300 Respecting Civic Addressing - Section 5**

- (1) The owner of a property shall keep posted on the property the assigned civic number.
- (2) The civic number shall be posted in the following manner:
  - (a) Civic numbers shall be in Arabic numerals only;
  - (b) The minimum height of numerals on residential properties shall not be less than 4 in. (100 mm);
  - (c) The minimum height of numerals on non residential properties shall not be less than 8 in. (200 mm);
  - (d) The colour of the numerals shall clearly contrast with the background upon which the numbers are displayed;
  - (e) The bottom of the numerals shall be a minimum of 48 in. (1.2 m) above grade;
  - (f) Civic numbers shall be displayed on the same side of a public street or private road as the property is located;
  - (g) Civic numbers shall be displayed in a location which is not obstructed from view when viewed from the closest place on the traveled portion of the public street or private road upon which the property is situated or from which it has access;
  - (h) Civic numbers shall only face towards the public street or private road upon which the property is addressed;
  - (i) Civic numbers shall be displayed in a horizontal orientation; and
  - (j) Civic numbers shall either be composed of highly reflective material or be effectively illuminated during the hours of darkness.
- (3) Where the assigned civic number cannot be easily read when viewed from the closest place on the traveled portion of the public street or private road upon which the property is situated or from which it has access, the civic number shall be posted on the structure or facility and shall also be posted at the end of the access driveway.
- (4) Where the number is posted at the end of the access driveway it shall be on a free standing post, excluding utility poles and shall be double-sided, right reading and oriented perpendicular to the traffic flow.
- (5) The Building Inspector shall not issue an occupancy permit for the property before the assigned civic number is posted for the property.
- (6) The owner of a property shall post the assigned civic number prior to the issuance of an occupancy permit.

**Attachment B**  
**Compliance**  
**HRM Bylaw C-300 Respecting Civic Addressing - Section 11**

11. In the event of contravention of this By-Law, in addition to any prosecution or other remedy, the Municipality may:

(1) prepare a notice in writing to the owner deliver by registered mail, to undertake remedial action including, but not limited to, the posting or reposting of a civic number on a property or the installation of a street name sign for a private road.

(2) if the remedial action has not been undertaken or completed within twenty-one (21) days of notification, the Municipality may enter upon the private property of an owner and undertake the remedial work, and charge and collect the costs of the work, with interest from the date of the completion of the work until the date of payment, as a first lien on the property affected.

# 911 SAVES LIVES

## BUT

## WE CAN'T HELP YOU IF WE CAN'T FIND YOU



**For more information:**

[halifax.ca/civicaddress/CivicAddressInfo.php](http://halifax.ca/civicaddress/CivicAddressInfo.php)

E-mail: [civicadd@halifax.ca](mailto:civicadd@halifax.ca)

Call: 902.490.5347

8:30 a.m. - 4:30 p.m. Monday to Friday

# PLEASE POST YOUR CIVIC NUMBER

## Did you know...

The Halifax Regional Municipality By-law C-300, Respecting Civic Addressing, requires property owners to post their property assigned civic number on all structures or facilities.

## Why do I need a visible civic number?

- 911 emergency services
- delivery services
- mail delivery



## How to post your civic number:

- Post your house number so it is highly visible from the street day or night 12 months a year.
- Post at the beginning of your driveway if your house is more than 100 ft. (30 m) from the road or hidden from view. The sign should be at least 48 inches (1.2 m) from the ground to meet regulations.
- The minimum height of numerals on residential properties shall not be less than 4 inches. On non-residential properties, the minimum height of numerals shall not be less than 8 inches.
- The colour of the numerals shall clearly contrast with the background upon which the numbers are displayed.

## How to get a blue & white civic number plate:

Call your local fire department; some stations can make them on-site or call the municipal Civic Addressing Office: 902.490.5347

# Could a 911 responder see your house number from the street?

Your civic address should be highly visible, day and night, 12 months a year.



***HIGHLY VISIBLE***



***NOT VISIBLE***



# Could a 911 responder see your house number from the street?



**HIGHLY VISIBLE**

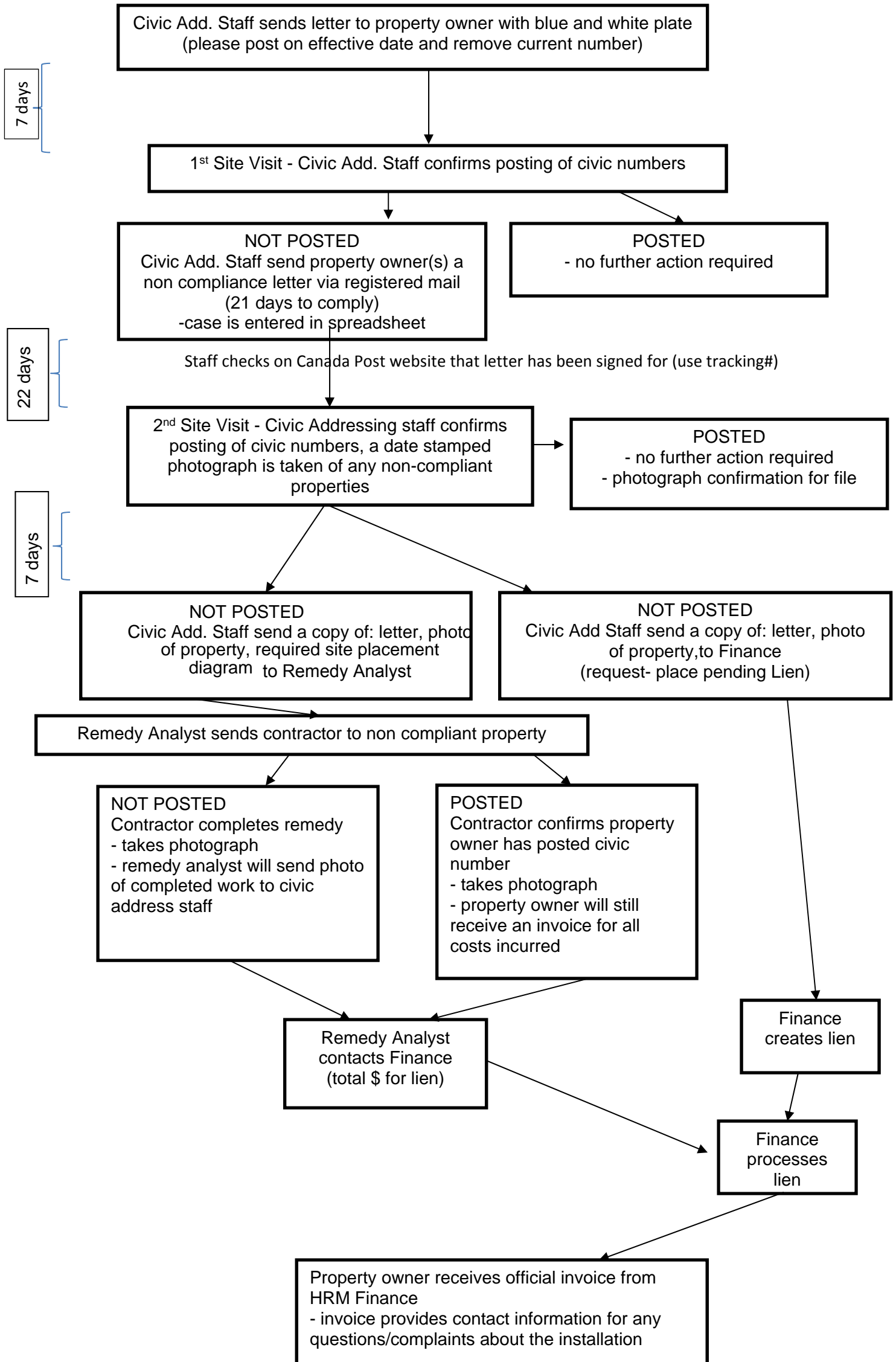


**NOT VISIBLE**

Your civic address should be highly visible, day and night, 12 months a year.

Learn more at: [halifax.ca/civicaddress/CivicAddressInfo.php](http://halifax.ca/civicaddress/CivicAddressInfo.php)

**Civic Number Posting Check (post renumbering project)**



**By-law Infractions via CSR (civic number postings, or private road sign postings)**

