New Westminster

# Good Neighbour Protocol

## INTRODUCTION

As a historic, urban center, New Westminster experiences many redevelopment projects and City-led infrastructure projects that help create a more livable community. By renovating and renewing older neighbourhoods and commercial areas, development contributes to the health, safety, vitality and beauty of New Westminster. The impact of construction on residents, businesses and visitors can, however, be a concern. By using "good neighbour" practices, projects can ensure the most benefits with the least possible disruption.

The Good Neighbour Protocol outlines what projects should do as "good neighbours" to minimize construction impacts. These guidelines are applicable to City-lead projects and works and are to be adhered to be those on the City's behalf (e.g. contractors).

## GENERAL GUIDELINES

There are seven general guidelines that make up the Good Neighbour Protocol:

1. Communicating with affected neighbours:
   - Communicating and informing affected residents and businesses; and
   - Providing updates as needed to the geographic area for consultation, which is dependent on the scale and nature of the project.

2. Obtaining all required permits and approvals prior to starting work.

3. Respecting existing residential, commercial and public-space areas:
   - Cleaning the site, adjacent sidewalks and roadways on a regular basis;
   - Ensuring no encroachment of construction activities onto neighboring sites; and
   - Planning for trades parking that doesn't overwhelm the surrounding area.

4. Respecting construction hours of work, noise, vibration and light intrusion regulations.

5. Respecting the environment:
   - Protecting the immediate area including trees and landscaping on and off site;
   - Protecting storm drains and watercourses from siltation or disposal of harmful substances; and
   - Protecting the air quality in the vicinity.
   - Not blocking driveways to parking and keeping sidewalks, streets and lanes passable except where City-approval has been granted.
   - Keeping the site, roadways and adjacent sidewalks safe for workers and the public at all times.

**By signing here I have read and understand the guidelines of the Good Neighbour Protocol.**

Name: _____

Position: _____

Company: _____

Project Name and Address:

Signature: _____

Date: _____

# GENERAL GUIDELINES

## 1. Communicate with Affected Neighbours

When neighbours have been fully informed, they are generally more tolerant of a project and any inconveniences that may occur as a result of the construction process. Occupants of affected properties, both residential and commercial, should be notified as soon as possible prior to the commencement of the work. Commencement of work includes any site clearing, demolition or construction. The notification should include a description of the work, the anticipated duration, key emergency contact numbers including that of the developer, project manager or general contractor, owner or owner's representative as well as a City contact.

*Project Notifications*
Surrounding residents and businesses should be given written notice of any street or sidewalk closures or parking restrictions that may impact their premises. The guidelines for notification are attached. Alternate arrangements for lost parking or restricted access should be arranged with businesses prior to the construction and with City approval.

*Signage*
A project sign(s) should be erected at the site prior to the start of construction. The sign should provide the name and contact numbers of the developer, project manager or general contractor, owner or owner's representative as well as a City contact.

If regular vehicular, cycle or pedestrian traffic flow will be impacted by construction, a plan must be submitted to the City for approval no less than 3 business days in advance. Signs must be placed at either end of the site indicating the alternate route.

Depending on the length of closure the temporary placement of business signs may also be necessary.

## 2. Obtain all required permits and approvals prior to starting work

All development and construction projects must receive City approval along with all relative permits before construction begins. Smaller projects require, at minimum, building permits. Larger projects may require a development permit, a development variance permit, a rezoning, Official Community Plan amendment or subdivision. These projects typically require public input and Council Approval prior to the issuance of a Development or Building Permit.

Bylaws such as the Construction Noise Bylaw, Light Intrusion Bylaw, Street and Traffic Bylaw, Soil Deposit Regulation Bylaw and the Building Bylaw regulate construction. All projects must conform to these bylaws, unless an exemption has been granted by City Council or the Director of Engineering. Project specific requirements may also be imposed through the development review and approval process. Developers, project managers, contractors and/or owners should ensure compliance with all conditions of development. All contractors and subcontractors require a business license and all subcontractors and sub trades need to be made aware of the City of New Westminster's requirements prior to commencing work.

Starting work prior to having all permits and approvals in place or failure to comply with development conditions or municipal bylaws may result in stoppage of work or other enforcement action. Valid permits must be available on site. All trades require a valid New Westminster business license to work on site.

### Contacts

Planning: 604-527-4532
Development Permit, Development Variance Permit, Rezoning, OCP amendment

Building: 604-527-4580
Building Permit, Demolition Permit, Excavation Permit

Engineering: 604-527-4592
Subdivision, Street Occupancy Permit, Works and Services Agreement

Bylaw: 604-527-4657; Business Licensing: 604-527-4565
Business licenses, construction noise and light intrusion matters

## 3. Respect existing residential, commercial and public-space areas

*Parking*
Develop a plan for parking trade workers' vehicles so they don't restrict traffic flow or obstruct neighbors' property, boulevards or driveways (public or private). Arrangements such as carpooling, shuttling or temporary arrangements with local property owners (churches or commercial centers) are encouraged to ease parking and congestion problems.

The storage of construction vehicles and the delivery and storage of materials should be planned and allocated for on the construction management plan.

*Encroachment*
Protect neighboring properties from construction activities. Special care must be taken to keep construction operations and trucks away from adjacent landscaping. If areas are at risk, an acceptable agreement with the adjacent owner should be made before starting any work. If surveillance cameras are employed for site security purposes, these must be installed in such a way that they do not violate the privacy of surrounding properties in accordance with the Province of British Columbia's Public Sector Surveillance Guidelines.

Waste disposal bins and storage need to be placed to avoid encroaching on to adjacent properties.

*Clean Up*
Collect and remove litter, including coffee cups, food wrappers and cigarette butts, and construction waste on a daily basis to keep the site from becoming a safety hazard and an eyesore, and to avoid it blowing onto neighboring properties or streets.

Ensure any graffiti on fencing or hoarding is cleaned off in a timely manner.

*Common Courtesies*
Care should be taken to direct runoff away from neighboring properties.

Avoid loud music and foul language and ensure any smoking on site complies with the Smoking Control Bylaw and WorkSafe BC, which states that smoking at an outdoor worksite is restricted to a safe outdoor location that is a minimum of 7.5 meters from a doorway, window or air intake of an indoor workplace.

## 4. Respect construction hours of work, noise, vibration and light intrusion regulations

Construction hours of work are regulated by the Construction Noise Regulation Bylaw No. 6063, 1992. The following regulations apply:

- Construction work is permitted between 7 a.m. – 8 p.m. on weekdays and between 9:00 a.m. and 6:00 p.m. on Saturdays;
- Construction work is NOT permitted:
    - Before 7 a.m. or after 8 p.m. on Weekdays and before 9:00 a.m. and after 6 p.m. on Saturdays;
    - On Sundays or Statutory Holidays including New Year's Day, Family Day, Good Friday, Victoria Day, Canada Day, BC Day, Labor Day, Thanksgiving Day, Remembrance Day, and Christmas Day.
- All reasonable steps to minimize noise from construction sites must be implemented (i.e., ensure mufflers are in good repair, the quietest available equipment is used, etc.);
- Residents may do construction work on their own residence on Sundays and Holidays between 9 a.m. - 6 p.m. (this does NOT include professional contractors working for a resident);
- Construction work that has no impact on the neighborhood (i.e. interior work that does not create noise) is permitted at any time;
- Under exceptional circumstances, City Council or the Director of Engineering may grant exemptions to the Bylaw.

Ensure construction activities requiring lighting adhere to the City's Light Intrusion Bylaw No. 7277, 2008. Ensure cranes do not illuminate neighboring residential units over night.

**Contact**
Bylaw Enforcement 604-527-4657
Building 604-527-4580

## 5. Respect the environment

*Sediment and Erosion Control*
Sediment control may be specified as a condition of issuing the Building Permit, or may be requested on site by the Engineering and Public Works Department.

At the subdivision stage, a sediment and erosion control plan will need to be produced. Minimum requirements include location and detail of sedimentation pond, truck wash, runoff controls, contingency for keeping roads adjacent to the building site clean, monitoring and maintenance protocol. Local conditions such as ditches, steep slopes and trees to be retained must be addressed in the plan. Extreme care must be taken to ensure that no substance (including sediments) harmful to aquatic life enters the storm drainage system, ditches or foreshore.

The City does not allow sediment to enter the drainage system. Measures to control sediment and harmful substances from entering into the storm drainage system, creeks, ditches or onto the road must be inspected prior to commencement of the work and maintained in good working condition during construction.

*Protection of Soils, Aquifers and Watercourses*
Machinery may not cross, enter or remove material from a watercourse, wetland or its described buffer zone unless approved by Ministry of Environment, Lands and Parks and/or Fisheries and Oceans.

Construction waste, excavated soil and fill must not be pushed or dumped temporarily or permanently on neighboring sites. On construction sites adjacent to ravines, watercourses or public property, periodic inspections may occur to ensure that the adjacent lands have not been adversely affected by construction activity.

Where work has adversely affected neighboring properties or the environment, a stop work order may be issued, in which case no work will be permitted to proceed until the problem has been resolved.

Excavated soil must only be delivered to permitted sites.

*Tree Protection*
Boulevard trees adjacent to construction sites need to be protected with durable hard fencing, including those of less than 20cm diameter as outlined in the Protection for Boulevard Trees Guidelines. Trees on road allowances or any City property cannot be pruned or cut down without prior consent from the City.

Barrier fencing used for tree protection must:

- Allow for free and clear passage of pedestrians on the sidewalk and adjacent portion of the boulevard;
- Provide clear visibility of fire hydrants, driveway access, crosswalks, etc. ("see-through" fencing such as snow fencing should be used);
- Be 0.6 m or more from the curb to provide for the opening of car doors; and
- Be 0.3 m or more from the edge of any sidewalk located within a grass boulevard.

These setbacks also reduce the possibility of interference with underground utilities when staking fences in place.

*Portable Toilets*
If on-site sanitary facilities are provided they must be accessible at all times that a valid construction permit is in effect. Portable toilets are not permitted on City boulevards without prior City approval and should be situated to cause minimum nuisance to adjacent homes and businesses. Such facilities must be kept in a sanitary condition.

*Burning*
All outdoor burning, including the burning of construction waste, is prohibited, as specified in the Fire Protection Bylaw No. 6940, 2004.

**Contacts**
Engineering 604-527-4592
Building 604-527-4580

## 6. Do not block driveways to parking and keep sidewalks, streets and lanes passable except where City-approval has been granted

To limit the impact on all road users, avoid conflicts with other projects, and inconvenience to neighbours, a Street Occupancy Permit is required for a number of activities, including:

- Any construction work affecting public use of a public place including streets, roads, lanes, sidewalks, bicycle paths or boulevards for temporary or long term use periods;
- Telus, Shaw, Fortis BC, or BC Hydro work;
- Drilling of wells for environmental testing; and
- The placement of waste disposal containers (if not within property).

Although bylaw requirements with respect to street use, safety and noise apply throughout the City of New Westminster, more restrictive measures may be incorporated into individual service agreements on larger projects.

City bylaws require that roadways be kept clear for emergency vehicles and that access to resident and/or business parking is available at all times, unless otherwise approved by the City.

Any construction fencing must not impede the safe passage of pedestrians and cyclists on adjacent sidewalks and bicycle lanes. All hazards must be fully identified (e.g. caution tape/barricades/traffic cones), marked and protected from the general public at all times.

Waste disposal bins and storage must be placed within private property lines in such a manner as not to affect boulevards, tree protection areas and the road network. In situations where a waste disposal bin cannot be accommodated on site, a street occupancy permit must be taken out.

*Accessibility*
With a significant number of seniors and those with mobility challenges living and working within the City, it is important that sidewalks and building entrances remain fully accessible during construction. Although this can be achieved through temporary measures, such as asphalt and wooden ramps, these measures must be consistent with the design requirements outlined in the BC Building Access Handbook (2007), including minimum ramp widths, maximum slopes, provision of necessary handrails and the use of anti-slip surfaces. It is recognized that full closures of sidewalks or building entrances may be required from time to time. In these instances, alternative accessible routes acceptable to the City must be provided that are well-signed and minimize detour distances.

*Transit Stops*
New Westminster is a transit-oriented community and many of our residents and employees are dependent on transit for their mobility needs. As a result, it is important that bus stops remain fully operational during construction. If it is necessary to close or relocate a stop, an alternative location acceptable to the City must be provided that is consistent with TransLink's Passenger Facility Design Guidelines (2011), well-signed, in close proximity to the original stop and accessible wherever possible. In those cases where an alternative location is not possible, the location of the closest stop(s) must be well-signed.

*Mud and Dirt on Streets*
The City does not allow soil on roads or sediment in the drainage system. While it is recognized that the road adjacent to a construction site will at times get dirty, it is the responsibility of the builder to ensure that the mud or soil is removed from the road as soon as possible, and in any

event, on a daily basis. The flushing of sediment or construction material into the City drainage system is not permitted. If a problem persists, the City will arrange to have them cleaned with costs billed to the associated project.

City staff will be inspecting roads, sidewalks and catch basins during construction and at the time of the Final Inspection to ensure they are kept clean.

**Contacts**
Street Occupancy Permits 604-527-4693

## 7. Keep the site, roadways and adjacent sidewalks safe for workers and the public at all times

*Fencing, Hoarding and Covered Ways*
The British Columbia Building Code Part 8 – Safety Measures at Construction and Demolition Sites regulates safety affecting workers, occupants and the public. Key provisions include:

- A covered way if construction will be within 2 meters of a public walkway;
- 1.8 meter high fencing, boarding or barricade where work is 2 or more meters from a public way AND on open sides of a construction site;
- Excavation must be kept reasonably clear of water so as not to endanger the safety of the public or to create conditions hazardous to health;
- Safe passage for pedestrians and vehicular traffic past a construction site.

The City encourages that consideration be given to the design of the hoarding to make it well lit and attractive for the surrounding area. Single family contractors should contact the Building Department to discuss site specific safety requirements.

All hazards must be fully identified (e.g. caution tape/barricades/traffic cones), marked and protected from the general public at all times.

*Demolition*
A building intended for demolition should not be allowed to become an eyesore or a danger to public safety. Broken windows or doors must be boarded up immediately. Obtain a demolition permit. Ensure that City services, including water, sanitary and storm, have been capped prior to demolition. Dust, noise, vibration and debris must be minimized during demolition.

*Call Before You Dig*
Prior to demolishing, excavating or digging, contact Telus, Shaw, Fortis BC, New Westminster Electric Utility and BC Hydro to locate underground cables. Also, review the City's website for water and sewer locations.

### Contacts

New Westminster Engineering Department: 604-527-4592
New Westminster Building and Plumbing (Development Services): 604-527-4580
New Westminster Electrical Department: 604-527-4528
Telus: 604-310-2255
Shaw: 1-888-472-2222
Fortis BC: 1-888-224-2710
BC Hydro: 1-877-520-1355
BC One Call: 604-257-1940

| Measure | Responsibility | Sidewalk blockage | Street closure 1 day or less | Street closure partial week | Street closure 1 week or greater |
|---|---|---|---|---|---|
| Traffic Control signage to be posted around site indicating alternate pedestrian, cycle and vehicular routes. | Proponent | | | | |
| If warranted, Construction Management Signs posted around site 2 weeks prior | Proponent | | | | |
| Written notice provided to affected residents, businesses and related associations 3 business days prior to closure. | Proponent | *if in commercial area | | | |
| Written notice provided to affected residents, businesses and related associations 1 week prior to closure. | Proponent | | | | |
| Written notice provided to affected residents, businesses and related associations 1 month prior to closure. | Proponent | | | | |
| If applicable, temporary business signage to be located at ends of street closure. | City, at cost of project | | | | |
| Notice on City website *Communications Department to review | City, at cost of project | | *if in commercial area | | |
| Major projects require a communications plan. This plan may include a meeting to be held with affected residents and/or businesses, notices posted to the City's website and CityPage and notice given to media outlets. | Proponent | | | | |

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