



## Town of Richmond Hill

P.O. Box 300  
225 East Beaver Creek Road  
Richmond Hill, Ontario  
Canada L4C 4Y5  
(905) 771-8800  
[www.richmondhill.ca](http://www.richmondhill.ca)

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## Welcome New Residents

Welcome to the Town of Richmond Hill! You can contact us by calling the main switchboard at (905) 771-8800 or by visiting 225 East Beaver Creek Road (Highway 7 near Highway 404) from 8:30 a.m. to 4:30 p.m., Monday to Friday. This letter and the accompanying telephone number listings have been compiled to assist you in learning more about the Town and the many services it provides. Don't forget to visit our Website for more information on services, events, the latest Richmond Hill news and more!

### Where you can find information about the Town

Municipal information can be found in the Bulletin Board pages in the Tuesday edition of a local newspaper called *The Liberal*, which is delivered to every household free of charge Tuesdays, Thursdays and Sundays. If you are not receiving your copy, call (905) 881-3373 to arrange for delivery. Throughout the year, the Town produces and distributes a number of useful printed publications. The Parks, Recreation & Culture Leisure Guides are full of programs and activities for people of all ages. Since it also lists community centres and sports, arts and social groups, you may want to keep it on hand. The guide will be delivered to your home four times a year and it's also available for pick up at community centres, the local library and at the Town's Municipal Offices. It can also be viewed on the Town's Website. There is an information rack in the Municipal Office lobby (accessible 24-hours a day) with information about Town services and many of our publications can be picked up at any Richmond Hill community centre or public library.

### Contacting your Councillor

Many Councillors have their own Websites and newsletters that they use to provide information on issues of concern in their wards. The Mayor and all Members of Council can be reached by telephone or via e-mail. If you are unsure of which ward you live in or which Councillor represents you, call the Office of the Clerk at (905) 771-8800 or check the ward maps on the Town's Website. Information regarding Council meeting dates, agendas and minutes are available through the Office of the Clerk, as well as on-line at [www.richmondhill.ca](http://www.richmondhill.ca).

### Waste Management

The Town is proud of the strides it has made in the area of waste management and encourages you to recycle and compost whenever possible. If you are a new resident and in need of a blue box, you may pick one up for \$10 at the Operations Centre, 1200 Elgin Mills Road East, near Leslie Street. Green bins and in-house bins are also available for \$18 and \$4, respectively. You must provide proof of residency. Each winter, the Town produces a schedule for waste (recycling and garbage) collection. You can pick up a schedule at the Town's Municipal Offices or by visiting the Town's Website. If you have any questions, call (905) 884-8013.



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### **Important By-laws**

As a new resident, there are a number of by-laws you need to know about, including ones relating to pet ownership. The Town also has a Water Restriction By-law (No. 181-98) that comes into effect each summer. In addition, the Town's Parking By-law (No. 402-89) states that there is no overnight parking on Richmond Hill streets. Parking on a street between the hours of 3 and 6 a.m. is subject to a fine of \$30 upon conviction. Also, a new by-law has been passed restricting front yard parking to driveways only (No. 84-03), of which shall not exceed the stated dimensions and must be constructed of acceptable materials. Property owners that violate the regulations will be fined and may be required to revert their driveways back to the original configurations. For a full list of parking regulations and by-laws, visit the Town's Website.

### **Tax and Water Bills**

Residential property tax bills are issued twice a year by mail. There are a number of ways to arrange payment of your property taxes. Payments can be made at most financial institutions, through bank machines, by telephone and internet banking or through the Pre-authorized Payment Plan. Call (905) 771-8949 for details. Tax and water bill payments may be made during business hours at the Municipal Offices and may be dropped off 24-hours a day in one of our drop boxes. There is a drop box in the lobby of the Municipal Offices and another at the Operations Centre. Purchasers of newly constructed homes are billed taxes for land only upon closing. Once the building is assessed, a supplementary bill is issued. The supplementary bill for the building portion of the assessment will be from the date of closing, which could be retroactive for up to two years. These taxes will be payable in two installments only, therefore, new owners are advised to plan in advance for the eventual payment of these taxes, as the due dates may overlap with the normal billing cycle.

### **There's lots to do in Richmond Hill**

Richmond Hill has many attractions, too many in fact to list here! Some of the highlights include the Heritage Centre - a fully restored 1840's Regency style cottage where activities such as art gallery talks, craft workshops and educational historical programs are hosted; the Wave Pool features four-foot tall waves and a 160-foot tall twisting water slide; and the McConaghy Seniors' Centre, which offers recreational activities and events for residents who are 60 years of age or older.

### **Other Services**

Responsibility for public transit lies with the Regional Municipality of York. Information regarding transit, bus routes and schedules is available by contacting York Region Transit at (905) 762-2100 or by visiting [www.yorkregiontransit.com](http://www.yorkregiontransit.com). For questions about volunteer opportunities, community services, social services or places of worship, you may wish to contact the Helpmate Community Information & Volunteer Bureau at (905) 884-3000 or via [www.helpmate.volnetmmp.net](http://www.helpmate.volnetmmp.net). Services such as Police, EMS, Public Health, Social Assistance and Housing, as well as some roads and planning services, are provided by the Region of York. Visit [www.york.ca](http://www.york.ca) for more information or call 1 (877) 464-9675.



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### New Residents' Phone List

The following are phone numbers that new residents may find useful (*Please Note:* Some telephone numbers may be long distance).

<u>Organization</u>	<u>Phone</u>	<u>Website Address</u>
<b>Emergency</b>		
Fire, Police, Ambulance	9-1-1	
Kids Help Phone	1 (800) 668-6868	<a href="http://www.kidshelpphone.ca">www.kidshelpphone.ca</a>
Ontario Regional Poison Information Centre	1 (800) 268-9017	<a href="http://www.sickkids.on.ca/poison">www.sickkids.on.ca/poison</a>
Women's Sexual Assault Helpline	1 (800) 263-6734	
Richmond Hill Community Food Bank	(905) 508-4761	
Animal Control:		
Emergency Services	(905) 727-4646	
Kennel Inn	(416) 213-7176	<a href="http://www.kennel-inn.com">www.kennel-inn.com</a>
Veterinary Emergency Clinic of York Region	(905) 713-2323	
<b>Town Services</b>		
Town of Richmond Hill switchboard	(905) 771-8800	<a href="http://www.richmondhill.ca">www.richmondhill.ca</a>
Garbage collection/recycling	(905) 884-8013	same as above
Parks, Recreation & Culture	(905) 771-8870	same as above
Tax inquiries	(905) 771-8949	same as above
Birth registration	(905) 771-8800	same as above
Water bill inquiries	(905) 771-8949	same as above
Watermain breaks ( <i>24-hour Emergency Line</i> )	(905) 884-8013	same as above
<b>Health</b>		
York Region Public Health Services	1 (800) 361-5653	<a href="http://www.york.ca">www.york.ca</a>
York Central Hospital	(905) 883-1212	<a href="http://www.yorkcentral.com">www.yorkcentral.com</a>
<b>Utilities</b>		
Aurora Cable (Oak Ridges)	(905) 727-1981	<a href="http://www.aci.on.ca">www.aci.on.ca</a>
Rogers Cable	1 (888) 764-3771	<a href="http://www.rogers.com">www.rogers.com</a>
Enbridge Gas Distribution	(416) 447-4911	<a href="http://www.cgc.enbridge.com">www.cgc.enbridge.com</a>
PowerStream Richmond Hill	1 (877) 963-6900	<a href="http://www.powerstream.ca">www.powerstream.ca</a>
Power Outage Communication Service	1 (877) 777-3810	
Bell Canada	(905) 310-2355	<a href="http://www.bell.ca">www.bell.ca</a>



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<u>Organization</u>	<u>Phone</u>	<u>Website Address</u>
<b>Legal Services</b>		
York Regional Police	1 (866) 876-5423	<a href="http://www.police.york.on.ca">www.police.york.on.ca</a>
Royal Canadian Mounted Police (RCMP)	(905) 953-7267	<a href="http://www.rcmp-grc.gc.ca">www.rcmp-grc.gc.ca</a>
RCMP 24 HR Communication Center	1 (519) 640-7267	
Superior Court of Justice Small Claims Court:		
Richmond Hill	(905) 737-4416	
Newmarket	(905) 853-4809	
<b>Childrens' Services</b>		
York Region District School Board	(416) 969-8131	<a href="http://www.yrdsb.edu.on.ca">www.yrdsb.edu.on.ca</a>
York Catholic District School Board	(905) 787-1407	<a href="http://www.ycdsb.edu.on.ca">www.ycdsb.edu.on.ca</a>
York Region Community Services & Housing Department KIDS LINE	1 (888) 703-5437	
<b>Transportation</b>		
York Region Transit	(905) 762-2100	<a href="http://www.yorkregiontransit.com">www.yorkregiontransit.com</a>
GO Transit	(416) 869-3200	<a href="http://www.gotransit.com">www.gotransit.com</a>
Viva	(905) 886-6767	<a href="http://www.vivayork.com">www.vivayork.com</a>
Toronto Transit Commission	(416) 393-4636	<a href="http://www.city.toronto.on.ca/ttc">www.city.toronto.on.ca/ttc</a>
<b>Social Services</b>		
Richmond Hill Human Resource Centre Social Services	(905) 886-7662 1 (888) 256-1112	<a href="http://www.hrsdc.gc.ca">www.hrsdc.gc.ca</a> <a href="http://www.york.ca">www.york.ca</a>
Community Care Access Centre of York Region	(905) 763-9928	<a href="http://www.yorkregion.ccac-ont.ca">www.yorkregion.ccac-ont.ca</a>
Newmarket Health Centre (long-term care facilities)	(905) 895-3628	<a href="http://www.york.ca">www.york.ca</a>
<b>Other Contacts</b>		
Member of Provincial Parliament Frank Klees	(905) 707-3160	<a href="http://www.frank-klees.on.ca">www.frank-klees.on.ca</a>
Member of Parliament Bryon Wilfert	(905) 709-5905	<a href="http://www.bryonwilfert.com">www.bryonwilfert.com</a>
Regional Municipality of York	1 (877) 464-9675	<a href="http://www.york.ca">www.york.ca</a>
Richmond Hill Public Libraries	(905) 884-9288	<a href="http://www.rhpl.richmondhill.on.ca">www.rhpl.richmondhill.on.ca</a>
Richmond Hill Arena Association	(905) 884-1368	
Richmond Hill Chamber of Commerce	(905) 884-1961	<a href="http://www.rhcoc.com">www.rhcoc.com</a>
Welcome Wagon	(905) 853-4645	<a href="http://www.welcomewagon.ca">www.welcomewagon.ca</a>
Canada Post Richmond Hill	(905) 773-5880	<a href="http://www.canadapost.ca">www.canadapost.ca</a>