



**CRESTMONT**  
**Homeowners'**  
**Association**

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## FAQs

### **Q How do I report a burned-out streetlight?**

Please start by checking the map on the City of Calgary website to see if the streetlight belongs to the City: <https://www.calgary.ca/transportation/roads/traffic/traffic-signals-and-streetlights/street-lights.html>. *When the light is green*, residents can use this website to report streetlight outages.

*When the light is grey*, that indicates ENMAX has not yet turned the light over to the City, in which case, please contact Qualico Communities Calgary at [customercare@qualicocommunities.com](mailto:customercare@qualicocommunities.com).

### **Q What height and which type of fence am I allowed?**

Fencing height is set out by municipal bylaws. Side yard fences may be a minimum of 1.2 meters (4 feet) in height to a maximum of 1.8 meters (6 feet). If the height of the side yard fence differs from that of the rear fence, a gradually stepped design is required to integrate the two heights.

Your fence should coordinate with other fence designs and colors within the area. Architectural Guidelines should be referenced first. Communication with your builder and your neighbours is recommended.

All fences backing onto open space or roads are constructed within the homeowner's lot. Maintenance of these fences falls to the property owner for both sides of the fence.

Maintenance of all other fences located on the perimeter of a lot is the responsibility of each property owner for their own side of the fence.

### **Q How do I go about getting a tree for my yard?**

Qualico Communities Calgary provides 2 Potted trees in 15-gallon pots to all new purchasers of single-family homes, which allows you flexibility to plant your trees where you desire within your property. Duplex, laned, front garage, semi-estate, estate, and lake front homes are eligible. Simply submit your order at [www.Qualico4Life.com](http://www.Qualico4Life.com).

### **Q What if I don't want a tree in my yard?**

Please visit [www.Qualico4Life.com](http://www.Qualico4Life.com) and select the "No Trees Please" option.

### **Q What about the trees that are not in my yard?**

Qualico Communities also plants a variety of deciduous tree species on the boulevards and medians within the community, in accordance with the Community Planting Plan with the City. All boulevards and medians are City property, as are all trees growing on the boulevard. The following actions are prohibited:

- Pruning, cutting, moving or removing City-owned trees;
- Penetrating the bark or attaching any object or sign to City-owned trees;
- Planting trees on City-owned land; and
- Spraying trees with any substance except water.

**Q Who is responsible for snow removal and when will it be done?**

Depending on the stage of development in your area, either the Developer or the City is responsible for cleaning and maintaining community pathways.

Typically, two years after construction is substantially complete in an area, the City will sign off on the future maintenance of pathways, walkways, parks, and other public spaces that were constructed by the Developer. Up until that time, it is the responsibility of the Developer to clear pathways and to maintain parks and green spaces.

Qualico Communities Calgary commits to clearing the roads in your neighborhood which have not yet been turned over to the City for maintenance. As soon as possible after a heavy snowfall, snow will first be removed from all major routes, and then from all construction sites.

**Q Why is the pavement on my street lower than the gutter?**

The pavement in new subdivisions is intentionally left low to allow for settlement to occur and to make repairs to damaged concrete. Two years after pavement is installed, a second 'lift' of asphalt will be installed over the first to fix any settlement. At this time, your pavement will be flush with the concrete edge of the gutter. This is a construction requirement imposed on the Developer by the City of Calgary.

**Q Why does the water drain so slowly?**

The streets of any new subdivision in Calgary are designed in compliance with an approved storm water management plan. They temporarily hold back runoff so that areas downstream do not receive large quantities of stormwater or snowmelt all at once.

Temporary storm water storage sites called "**Trap Lows**" in the streets, lanes and even parks will assist the underground pipe system to accommodate a high volume of water during a rainstorm. These areas drain down slowly (taking up to 24 hours) and prevent water from entering any buildings.

Pooling water may encroach into the lot or driveway and remain there for a while. Do not panic if you see water rising in your street, or even in your driveway, during a fast rainfall. Predetermined grading plans are followed at the time of construction to ensure the water will flow towards the Trap Low and slowly drain into **catch basins** once the rain subsides. There is an easement registered on any lot that will have temporary ponding on it. This easement is registered in favour of the City/ Town/Municipality and legally permits the ponding to occur on the lot.

Should you have concerns that there may be a blockage preventing the ponding to drain slowly into the catch basins, as stated above, report your concern to the City of Calgary by phoning 3-1-1.

**Q Can we swim or skate on our community's storm pond?**

Please do not swim or skate on ponds in your community. These ponds are for rainwater and snow melt, thus the movement of water through the pond causes ice to remain thin and the water unsafe for swimming.

**Q Why is there a storm pond in my community?**

Storm pond designs are approved by the City of Calgary. Storm ponds collect and hold rainfall and snowmelt before it reaches Calgary's rivers, creeks, and streams.

By capturing and holding stormwater for a time, storm ponds allow sediments to settle, and provide some treatment for pollutants. The water is then slowly released to our rivers, creeks, and streams.

This runoff collects sediment and pollutants (e.g. bacteria, fertilizers, pesticides, vehicle fluids, metals, road salt) as it travels across properties, streets, and roads. Slowing the speed and reducing the sediments and pollutants helps keep our rivers, creeks, and streams healthier.

The Developer is not permitted to spray insecticides on any retention areas; mosquito abatement must be done by the City of Calgary. **If you notice an odour issue, please call 311 to report your concern so crews can respond.**

Further information about storm ponds can be found on the City of Calgary website:

<https://www.calgary.ca/uep/water/water-and-wastewater-systems/storm-drainage-system/storm-ponds.html>

**Development plans are subject to change due to environmental or municipal changes or constraints.**

**For more information, please contact the City of Calgary by phone at 3-1-1.**