

Dear resident:

The staff at the Sylvan Lake Summer Villages Administration Office would like to welcome you to the Summer Village of Norglenwold. We would like to take this opportunity to welcome you to our community and give you pertinent information that you should be aware of as a new resident. At any time, please visit our website for the most current information at <http://www.sylvansummervillages.ca/>.

The Summer Village of Norglenwold, even with growth and expansion, remains a quiet residential community with cost effective services. Working cooperatively with all other communities around Sylvan Lake, it is an effective steward of the environment for the benefit of residents, visitors and future generations.

As you are probably aware, the Summer Village of Norglenwold is a unique municipality. Municipal business is directed by an elected Council of three members and administered by the Administration Office. The Administration Office also administers four other Summer Villages; the Summer Villages of Half Moon Bay, Jarvis Bay, Birchcliff and Sunbreaker Cove.

Throughout the attached pages, you can find the information on the following topics:

- Administrative Contacts
- Elected Officials (Council)
- Protecting the Lake
- Landscaping & Invasive Species
- Bylaws
- Development
- Taxes
- Where to Pick up Your Mail
- Garbage & Recycling
- Snow Plowing
- Additional Information

Thank you for taking the time to read this welcome letter as we hope you find it informative. We want you to enjoy your new community and welcome you to contact our office anytime with questions or concerns.

Sincerely,  
Phyllis Forsyth  
Chief Administrative Officer

## ADMINISTRATIVE CONTACT INFORMATION

---

### Mailing Address:

Summer Villages Administration Office  
Bay 8, 14 Thevenaz Industrial Trail  
Sylvan Lake, AB T4S 2J5

**Phone:** 403-887-2822  
**Fax:** 403-887-2897  
**Email:** info@sylvansummervillages.ca  
development@sylvansummervillages.ca  
finance@sylvansummervillages.ca  
publicworks@sylvansummervillages.ca

### Office Hours:

Monday – Friday (closed on Statutory Holidays)  
8:30am – 4:30pm

### Staff:

Phyllis Forsyth – Chief Administrative Officer  
Teri Musseau – Executive Assistant  
Tina Leer – Accounting Technician  
Trudy Dubeau – Accounting Assistant  
Chris Loov – Public Works Coordinator  
Meghan Heistad – Reception/Public Works Assistant  
Koralyn Lemmon – Development Officer  
Kara Kashuba – Develop. Assistant/Communications

## ELECTED OFFICIALS (COUNCIL)

---

**Mayor:** Jeff Ludwig  
**Deputy Mayor:** Ed Theissen  
**Councillor:** Jim McLeod

Please visit the website for their contact information.

If you wish to sit before Council, our delegation policy/form is located on the webpage.

## PROTECTING OUR LAKE & SHORELINES

---

Chances are you moved to this Summer Village to enjoy the natural scenic beauty and to take part in recreational activities. When we focus on the waterfront, however, our activities can adversely affect water quality and the lives of many species of fish and wildlife. These adverse effects can be minimized when we practice stewardship as we enjoy lakefront property and participate in outdoor activities. Stewardship implies responsibility and obliges us to understand that what we do on the land and in the water affects the lake and our enjoyment of it. Our responsibility extends not just to our human neighbours, but also to all the plants and animals for which the lake is home, and whose presence enhances the quality and enjoyment of our time spend at the lake.

Before you start any work along the shoreline, remember that the shores and beds of the lake are public lands. Make sure you have a permit from Public Lands or Water Management Division. This permit requirement applies to anything you may want to build or alter on the bed or shore, including importing sand and controlling erosion. Unauthorized projects may be investigated, require restoration, and/or result in fines.

Please contact Alberta Environment and Parks (AEP) for more information at <http://aep.alberta.ca/>

Please visit the Caring for Shoreline Properties website to learn more information about the preservation and restoration of the natural state of the lake and the shore lands, while maintaining the value of your property. <http://aep.alberta.ca/lands-forests/shorelands/lakeshores/documents/CaringForShorelineProperties-1999.pdf>

## LANDSCAPING / INVASIVE SPECIES INFORMATION

Invasive alien species or invasive species are non-native species that have been introduced, intentionally or unintentionally, from other countries or ecosystems and threaten Alberta's ecosystems and biodiversity. When landscaping we strongly recommend checking the Alberta Invasive Species Council's Fact Sheets found on their website <https://www.abinvasives.ca/> to ensure you are not planting invasive species.

Aquatic invasive Species currently affecting our lake:

- **Quagga and Zebra Mussels** move from lake to lake by attaching themselves to boats and other recreational equipment.
- **BOATERS! Clean, Drain & Dry your boat!** The Alberta Government has recently enacted changes to legislation that will help to protect our provincial water bodies from of the infestation of aquatic invasive species. Effective immediately, when highway signage indicates that a watercraft inspection station is open, it is mandatory that all carriers of water-based vessels must report to the onsite inspectors to have their boats, trailers and other water-related equipment checked for invasive species such as the zebra and quagga mussels. It's the law.
- The **Prussian Carp** is a species of wild goldfish that has been illegally released into various waterbodies in Alberta. This invasive fish species has established breeding populations across the province, and presents a serious threat to local aquatic ecosystems and native fish habitats.
- More information on the above can be found on the AISC website <https://www.abinvasives.ca/>.

**"Prevention is Key"**

## BYLAW INFORMATION

The following bylaws are in effect in your Summer Village. We strongly recommend visiting the website to find out the full details:

- **Community Standards Bylaw** (To Prohibit certain activities in order to prevent and compel the abatement of noise, nuisance, unsightly premises and public disturbances)
- **Dog Bylaw** (Licensing, regulating and controlling of animals running at large)
- **False Alarm Bylaw** (in order to protect and preserve the safety and welfare of all its citizens that alarm systems be controlled so as to minimize false alarms)
- **Fee Bylaw** (Fees Administration charges to provide information regarding taxes, assessment, development, and general office services)
- **Fire Bylaw** (For the purpose of regulating burning)
- **Land Use Bylaw** (To regulate and control the use and development of land and buildings)
- **Mill Rate Bylaw** (To authorize the rates of taxation for the taxation year)
- **Procedural Bylaw** (To define certain of the duties of Council)
- **Tax Penalty Bylaw** (Penalties with respect to the non-payment of taxes)
- **Traffic/Parking Bylaw** (For the purpose of regulating street, motor vehicle and pedestrian traffic)

## DEVELOPMENT INFORMATION

A Development Permit is required for any developments including dwellings, accessory buildings (sheds, detached garages, etc.), decks, building demolitions, hot tubs, ponds, mechanized excavation, stripping and grading of a parcel, driveways, and home occupations.

There are also height restrictions on fences and maximum parcel coverage. Existing trees and shrubs on private property shall be conserved to the maximum extent possible and escarpments or riparian areas shall be left in their natural state.

Please note, RV's or accessory buildings cannot be placed on vacant lots.

Failing to obtain a Development Permit may result in a Stop Order and/or a penalty of \$1500.00.

Please contact the Development Department for more information.

### **TAX INFORMATION**

---

The tax year is from January 1st to December 31st. Tax notices are mailed out in May and are due on July 31st. A Tax Installment Plan (TIPPS) is available and runs from January to December, with each of the first five monthly payments based on the previous year's tax levy. The remaining monthly payments will be adjusted in June to compensate for changes in taxes resulting from the annual tax levy. The annual tax notice will show the total amount of installments to date.

Please contact Tina Leer the Accounting Technician for more information or check out our webpage for the application form/frequently asked questions.

### **WHERE TO PICK UP YOUR MAIL**

---

Canada Post is in charge of delivering your mail. Please visit the Town of Sylvan Lake postal office located on 5010 50A Avenue or Canada Post's website at:

<https://www.canadapost.ca/web/en/home.page>

### **GARBAGE & RECYCLING**

---

The scheduled pick up dates are attached or can be found on the website.

### **SNOW PLOWING INFORMATION**

---

Our Public Works Department works closely with the snow removal contractor to ensure safe traffic movement and driving surfaces. Below are some items to keep in mind regarding snow removal:

- Snow plowing shall be undertaken after a major snowfall within 12 hours of being contacted by our office or an on-site designate.

- Streets shall be sanded when driving conditions become a hazard to public safety.

### **OTHER INFORMATION THAT CAN BE FOUND ON THE WEBSITE**

---

- Bylaws
- Complaint Form
- Council Meetings & Agendas/Minutes
- Current News
- Development Permits in Appeal Periods
- Facebook page link
- How to Register Ice Fishing Huts
- Newsletters
- On Call information
- Policies
- Summer Village History

### **OTHER HEALTHY WATERSHED INFORMATION**

---

- **Backyard Composting to Reduce Organic Waste**  
Managing waste is everyone's business and the best place to begin is in your own backyard. <http://aep.alberta.ca/waste/reports-data/documents/BackyardCompostingOrganicWaste-Dec2008.pdf>
- **Clean water. Well protected**  
Working well provides resources free of charge to water well owners interested in learning how to protect and maintain water wells. Visit <http://aep.alberta.ca/water/education-guidelines/working-well/default.aspx> for Working Well resources including e-learning modules, fact sheets and a schedule of upcoming workshops
- **Cows and Fish**  
Strives to foster a better understanding of how improvements of riparian areas can enhance landscape health and productivity, for the benefit of landowners. We are available to help landowners to: Understand riparian area functions and values; Examine and monitor the health of their riparian areas; and Evaluate and

suggest management strategies.

<http://cowsandfish.org/>

- **Discover Sylvan Lake**

Find information on campgrounds, golfing, accommodations, recreation, sports, festivals, events, shopping, restaurants, and services.

<https://www.sylvanlake.ca/en/index.aspx#>

- **Give Your Shoreline a Make-Over**

10 Environmental-friendly things to do to improve your shoreline.

<http://www.bcnature.ca/wp-content/uploads/2015/03/Makeover-Fold-out.pdf>

- **Living by Water/Living by Lake**

For more than 15 years, Nature Alberta has delivered the Living by Water (LBW) program, providing information to Alberta lake residents about healthy shoreline living.

<http://naturealberta.ca/programs/living-by-water/>

- **Low Impact Developments**

Designers have long known the toll that compacted turf-and-tree landscapes and hardened surfaces like roofs, roads and parking lots take on our lakes, rivers and streams. However, the tools to address these impacts in this complex system have only begun to be developed in the past decade or two.

<http://www.alidp.org/>

- **Respect Our Lakes**

The Respect Our Lakes (ROL) program was developed within the Government of Alberta and aims to support and engage Albertans in lake stewardship.

<http://aep.alberta.ca/water/programs-and-services/respect-our-lakes/default.aspx>

- **Saving the World Begins at Home**

A personal guide to managing household waste. <http://aep.alberta.ca/waste/reduction-recycling/documents/SavingTheWorldBeginsAtHome-Apr2010.pdf>

- **Septic Sense**

Information, resources and support to help landowners responsibly manage their septic systems.

<http://www.landstewardship.org/septic-sense/>

- **Stepping Back from the Water**

A beneficial management practices guide for new development near water bodies in Alberta's settled region.

<http://aep.alberta.ca/land/programs-and-services/land-and-resource-planning/regional-planning/south-saskatchewan-region/subregional-plans/documents/PMP-SteppingBackWater-May2017.pdf>

- **The Dock Primer**

A cottager's guide to waterfront friendly docks. <http://www.dfo-mpo.gc.ca/Library/337921.pdf>

- **Vermicomposting to Reduce Kitchen Waste**

Vermicomposting or worm composting is using red wiggler worms to decompose organic household wastes into a useful soil conditioner. It's easy! Fill a container with bedding material, worms and food waste. The worms do the rest. <http://aep.alberta.ca/waste/reports-data/documents/VermicompostingReduceKitchenWaste-Dec2008.pdf>

- **Your Emergency Preparedness Guide**

Learn how quick and easy it is to become better prepared to face a range of emergencies – anytime, anywhere.

<https://www.getprepared.gc.ca/cnt/rsrscs/pblctns/yprprdnssgd/yprprdnssgd-eng.pdf>