Subject: Attachments: FW: Application for Land Use amendment, 4320, 19 Ave SW Opposition to R-C1s Development Feb 2017.docx

From: Doug Bond [mailto:dqbond@gmail.com] Sent: Monday, February 27, 2017 11:51 AM To: City Clerk Subject: Application for Land Use amendment, 4320, 19 Ave SW

We are completely opposed to this change in zoning, from R-C1 to r-C1s. We are opposed to changes in land use that will allow suites in Glendale.

Please see the attached letter.

We invested a lot to be in Glendale, where suites are not allowed. There are lots of suites available in areas nearby, and no need to increase the density in this neighborhood.

Please review the attached letter

Doug Bond, P.Eng, PMP (403) 919-2150

THE CITY OF CALGARY CITY CLERK'S 2017 FEB 27 PM 1:01 RECEIVED

Douglas and Linda Bond 1944 Green Ridge Rd. SW. Calgary, Alberta T3E 4B1 RECEIVED 2017 FEB 27 PH 1: 02 THE CITY OF CALGARY CITY CLERK'S

City Clerk Planning & Development PO Box 2100, Station M Calgary T2P 2M5,

February 27, 2017

Re: Land Use Amendment Application, R-C1 to R-C1s, 4320 19 Ave SW

Dear Madam/Sir;

The applicant is seeking approval for a change in bylaw to allow a secondary basement suite. We are writing in objection to this proposal.

We moved to Glendale 20 years ago, as we were attracted to the centrally located single family home zoned area. Residents of Glendale have strongly opposed rezoning, even on the fringes that are adjacent to busy streets. We invested a significant amount into renovations and property upgrades, because we expected Glendale to remain R-C1. We are very concerned that allowing duplexes and basement suites will adversely affect property values, and traffic levels, and erode the value of our community. As you can understand, once the first property is re-designated to R-C1s, many others will do so.

There are many other areas in and around Glendale that have allowed secondary suites, basement suites, duplexes and the like, and they all have higher traffic levels, parking issues and very little in the way of architectural control. As a result, those areas have considerably lower property values than Glendale. A certain amount of "Pride of Ownership" seems to be missing as well.

There are plenty of Rental Suites available right now in Calgary, and specifically in West Calgary. It is not necessary to "open-up" Glendale to R-C1s Zoning. There are plenty of properties available for rent or purchase in surrounding areas. There is no need for this community to provide such options.

Keep in mind that Glendale has narrow 20 foot lanes where parking is not allowed. Already there are times in the alley south of 17 Ave when it is impassable due to cars parked there. Parking controls are rarely enforced. The referenced property is close to one of the busier intersections in Glendale and extra cars and traffic could become a problem and a safety hazard.

Given that Glendale is and always has been an R-C1 area, is one of the few R-C1 areas left in westcentral Calgary, and that there is no pressing need for the city to increase the number of rental suites at this time, **we oppose opening up the area to suites and duplexes**. All the neighbors we have talked with agree.

Sincerely,

Douglas and Linda Bond

From:	Schlodder, Tom
Sent:	Monday, February 27, 2017 9:16 AM
То:	City Clerk
Subject:	FW: Application for Land Use amendment, 4320, 19 Ave SW
Attachments:	Opposition to R-C1s Development (1).docx

Attached are public comments regarding LOC2016-0323 (4320 19 Av SW)

Tom Schlodder T 403.268.5654 | E tom.schlodder@calgary.ca

From: Doug Bond [mailto:dqbond@gmail.com]
Sent: Monday, February 27, 2017 8:52 AM
To: Schlodder, Tom; Madeleine Macdonald
Subject: Application for Land Use amendment, 4320, 19 Ave SW

Tom, I saw this property was posted again. However, there was no application or reference number on the sign on the property. This property was previously posted in late December through early January. They are requesting a land use amendment this time, changing from R-C1 to R-C1s. Sounds like the same request.

Can you please let me know what that means?

As outlined in my letter dated December 20, 2016 (attached), our family is completely opposed to changes in land use that will allow suites in Glendale.

We invested a lot to be in Glendale, where suites are not allowed. There are lots of suites available in areas nearby, and no need to increase the density in this neighborhood.

I'd like to discuss this further with you. Please give me a call at your convenience.

Thank you.

--Doug Bond, P.Eng, PMP (403) 919-2150

RECEIVED

Douglas and Linda Bond 1944 Green Ridge Rd. SW. Calgary, Alberta T3E 4B1

Tom Schlodder, File Manager Planning & Development IMC#8075 PO Box 2100, Station M Calgary T2P 2M5

December 30, 2016

Re: LOC2016-0323, Application for a Land Use Amendment, 4320 19 Ave SW

Dear Sir;

The applicant is seeking approval for a 2 bedroom secondary basement suite. We are writing in objection to this proposal.

We moved to Glendale 20 years ago, as we were attracted to the centrally located single family home zoned area. Residents of Glendale have strongly opposed rezoning, even on the fringes that are adjacent to busy streets. We invested a significant amount into renovations and property upgrades, because we expected Glendale to remain R-C1. We are very concerned that allowing duplexes and basement suites will adversely affect property values, and traffic levels, and erode the value of our community. As you can understand, once the first property is re-designated to R-C1s, many others will do so.

There are many other areas in and around Glendale that have allowed secondary suites, basement suites, duplexes and the like, and they all have higher traffic levels, parking issues and very little in the way of architectural control. As a result, those areas have considerably lower property values than Glendale. A certain amount of "Pride of Ownership" seems to be missing as well.

There are plenty of Rental Suites available right now in Calgary, and specifically in West Calgary. It is not necessary to "open-up" Glendale to R-C1s Zoning. There are plenty of properties available for rent or purchase in surrounding areas. There is no need for this community to provide such options.

Keep in mind that Glendale has narrow 20 foot lanes where parking is not allowed. Already there are times in the alley south of 17 Ave when it is impassable due to cars parked there. Parking controls are rarely enforced. The referenced property is close to one of the busier intersections in Glendale and extra cars and traffic could become a problem and a safety hazard.

Given that Glendale is and always has been an R-C1 area, is one of the few R-C1 areas that is left in westcentral Calgary, and that there is no pressing need for the city to increase the number of rental suites at this time, **we oppose opening up the area to suites and duplexes**. All the neighbors I have talked with agree.

Sincerely,

Douglas and Linda Bond

RECEIVE 2017 FEB 27 AM 9: 45 THE CITY OF CALDARY

From:Madeleine Macdonald [mc.warthe@gmail.com]Sent:Wednesday, March 01, 2017 1:26 PMTo:City ClerkSubject:4320- 19th Ave SW - Application for Land Use Amendment LOC2016-0323Attachments:February 28 secondary suites.pdf

Office of the City Clerk The City of Calgary

Please find attached via pdf my letter which notwithstanding the reference is actually dated today March 1st; and which is to be included in the Agenda of Council for the Public Hearing on Monday March 13th, 2017 at 9:30am. I plan on attending and speaking for 5 minutes at this hearing.

Please confirm receipt of my letter and inclusion into the Agenda via email.

Thank you very much,

Madeleine Macdonald mc.warthe@gmail.com 403-249-2582 (home) 587-435-2582 (cell)

RECEIVED

2017 MAR - 1 PM 1: 30

THE CITY OF CALGARY CITY CLERK'S March 1, 2017

Office of the City Clerk/The City of Calgary

Re: Application Reference: LOC2016-0323

Re-designation of 4320 – 19th Ave SW from R-C1 to R-C1s Public Hearing Monday March 13, 2017 commencing 9:30am



To Whom it May Concern:

My name is Madeleine Macdonald. I am the registered owner and resident of 1940 Glenmount Drive SW, which is the rear adjacent property to the above referenced property, and I have lived at this address for most of my life.

I plan on attending and wish to speak to Council on March 13th regarding this application. I strongly object based upon but NOT limited to the following main concerns:

- PARKING Said property has a small, undersized double garage, and a small gravel area adjacent to the garage; both of which immediately back onto a narrow gravel laneway on the south side of my home. The registered owners do not live or occupy the premises, and it is my understanding that they intend to rent the main floor and the basement suite to two (2) separate families. Therefore this would NOT be sufficient parking for two (2) rental families.
- 2. SAFETY It is important to note that this narrow, south gravel laneway is extremely close to the intersection of a rather blind junction with another

narrow gravel laneway, which runs east of my home. Therefore both alleys surround my property - one on the south side and one on the east.

These narrow, gravel laneways built in the early 50's are becoming roads with higher than normal traffic. Most residents do NOT have front drive garages, own more than 1 vehicle, and park their vehicles in large double garages right on backyard property lines with no setbacks.

In addition to vehicle usage by owners, there are motorists that cut through the south laneway to avoid the nearby 4 way stop, school children that walk to and from school, dog walkers, cyclists and other pedestrians that use these laneways.

The large City Garbage and Recycling trucks have difficulty (particularly at the intersection) and also with overhead power lines. They keep moving both my bins further and further away from my back gate, making it much more difficult for myself.

1

These overtaxed, crowded and very narrow gravel laneways, in combination with very poor visibility (particularly at the blind corner of the T- intersection) poor lighting and very large mature trees, all contribute to serious safety concerns.

Only one standard sized vehicle can go in one direction at one time, and this is even more cumbersome in the winter. I have personally witnessed multiple near misses over the years. Residents continue to go too fast.

3. ACCESS – Accordingly, due to said narrowness of the alleys, multiple large double garages situated right on backyard property lines with no setbacks, poor visibility, garbage/recycling and soon to be compost bins etc., proper access and maneuverability is restricted and at times virtually impossible. In the past this has led to damage of my property as more fully outlined in item #4 below. Please note that if there are two (2) families renting at said property, once the City introduces composting there will ultimately be a total of 6 bins associated with this property; and I have no idea where all those will go, further contributing to congestion and access issues.

 PROPERTY DAMAGE – Over the years the following has occurred. I am very concerned these problems will only escalate with the addition of a secondary suite at said property.

The prior owners of said property hit and damaged my south fence, when parking into or most likely backing out of their small gravel parking area on their property. I did not witness it nor could I prove it, and thus had to incur the cost of repairing/reinforcing the fence.

To this day I often see tire marks on my grass or in the snow on the unfenced portion of my south lawn. This is because in order to swing around and park into said property (particularly with a larger vehicle), they come on to my property. I do not feel that I should have to incur the cost of additional fencing which will only incur future frequent damage requiring repair; nor do I wish to occlude the sunlight into my basement windows.

I had a new compost bin installed immediately next to my east fence near my back gate. I believe the owner of the property behind me and to the east hit and destroyed it when backing out of their double garage, located right on their property line with no setback, and on the east alley. Once again I did not witness it nor could I prove anything, and as no one came forward I had to throw this new, unused item out.

A large rock was thrown from the south alley into my south facing bedroom/den which I was in at the time. I did not see the culprit, was very lucky not to be hurt, had to replace said window, and then a few years later this new window was 'egged' when I was not home. As a result I have turned this room into a storage room as I've been nervous about future incidents.

- 5. TRESPASSING/INVASION OF PRIVACY Recently when the new owners of said property had a "For Rent" sign on their property, many prospective tenants were coming and going with their vehicles in the south alley, as well as looking around and walking in the alleys. Some actually had the audacity to come on to my south lawn and peer into my south facing basement windows while I was home.
- 6. QUALITY OF LIFE/POOR SIGHT LINES ETC. It goes without saying that two (2) families with associated vehicles and pets cramped into a small, dated 1950's bungalow adds to noise and congestion. This backyard property is totally 'on view' with only a partial chain link fence, and has been an eyesore. I have had to put glass blocks in my south facing dining room window, so I did not have to look at the old dog house, garbage bins etc. These problems will only get worse if the zone re-designation is approved.

In past years, neighbors have been courteous and respectful enough to advise and personally discuss with me their renovation plans etc. prior to applying to the City for applicable permits or whatever. As my initial notice from the City was late, had I not noticed the public notice on said property before Christmas, I would not have been aware of the new owners' intentions.

As I have no idea whom the new owners from last summer are, and since I have only experienced very poor behavior associated with this property in the past year (blaring loud music, blocked alleys & the aforementioned peering into my basement windows etc.) I decided to search the new title.

Apparently two (2) gentlemen now own it, and since their mortgage is from a CIBC bank in Vancouver, I suspect both or at least one live in Vancouver. Clearly this is only an investment property for them. They have absolutely no intention or

desire to live here and be part of our wonderful neighborhood, a community that I truly value and grew up in.

Should there be problems, there will be no one to contact other than calling 311 or the police. Any property damage to me will become my burden, as I will not be able to prove it unless I personally witness it.

I am a 63 year old woman in poor health and currently on disability. This home was originally built and purchased by my parents in 1954, and it is my desire to live here until the end. I do not appreciate nor need the stress of this situation along with the cumbersome, onerous process.

In conclusion, I respectfully request that Council deny this application based on the merits of my main concerns as outlined herein.

Thank you.

Sincerely,

Madeleine Macdonald

mc.warthe@gmail.com

403-249-2582 (home)

587-435-2582 (cell)

Smith, Theresa L.	CPC2017-081 Attachment 2 Letter 3	THE	2017 H.	70
From: Sent: To: Cc: Subject:	Courtney Knude [cknude@serecon.ca] Wednesday, March 01, 2017 12:50 PM City Clerk photo@tedknude.com; courtney@tedknude.com Application for rezoning LOC2016-0323 - 4320 19th Avenue SW	TY OF CALGARY	IR -1 PH 1:16	ECEIVED

His Worship and Councillors of the City of Calgary,

We own and reside in the adjacent property directly east of 4320 - 19th Avenue SW which is subject to a rezoning application to amend the zoning from R-C1 to R-C1S (LOC2016-0323; Bylaw #83D2017).

We are opposed to this application for the following reasons.

1. The applicant indicated that the time was right to rezone as the basement was in need of refreshing. We are familiar with this home and feel that far more than a simple refresh will be needed to meet the code requirements for a secondary suite. Given the framing of this application, we are concerned that the intention of the applicant is to produce a low quality suite.

2. More importantly, we are deeply concerned about how this application has proceeded. The owner purchased the property with no intention of ever residing in this community. They then proceed to rezone the property to create a secondary suite in an area where secondary suites have not generally been permitted. The applicant did not consult with the immediate neighbours who will be impacted or with the greater community at large. So a non-resident gets to dictate how the community develops. That does not seem appropriate.

Glendale is a community that will undergo densification. We understand that and are not opposed to the idea. However, we feel that this community DESERVES a redevelopment plan that is created with the input and consultation of the people who actually live here and the community association. What do we, as residents and the community association envision for the future of the community? Do we want to allow low quality basement suites or do we want to allow infilling of lots with additional potential for suites over garages or laneway homes? What does the community envision for itself?

As it stands, if this application is approved, a non-resident gets to set the tone for the future redevelopment of our community. This is presumably being done for their own financial gain and not for the greater good of the community. We believe that the approval of a one off application would open the flood gates and result in potentially massive changes to our community that may interfere with this community reaching its full potential. Before that happens, we would prefer to see a plan developed for this community, involving us, the citizens of the community - the people who actually live here.

We acquired this property knowing full well that densification would come one day. Our personal preference is that lots should be subdivide-able into two lots with the additional potential for laneway or carriage homes off the back. However, we do not feel it would be appropriate for us to impose this vision on the community without proper consultation with the community association and our neighbours.

It is our view that this application is pre-mature and not based on good planning principles. Before we jump into re-designating properties on a one off basis, we respectfully request that the community be given the opportunity to collaborate on a redevelopment plan to shape our future. This application has come forward with out consultation even with the immediately impacted neighbours and by a non-resident who's greatest interest in the property is financial. They don't live here and never have.

We respectfully ask that this application be denied as it is pre-mature and lacks appropriate consideration for the greater community and consultation with the neighbours.

I ask to speak at the public hearing on this matter scheduled for March 13, 2017.

Thank you for your consideration.

Courtney and Ted Knude 4316 -19th Avenue SW Calgary, Alberta

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The contents of this e-mail are private and confidential. If you are not the intended recipient, be advised that any dissemination, distribution, or copying of the content of this e-mail is prohibited. If you have received this e-mail in error, please notify us immediately and destroy any copies you may have. Thank you.

From: Sent: To: Subject: Attachments: Mary Ann Day-Nasr [daynasr@icloud.com] Monday, February 27, 2017 8:55 PM City Clerk GLENDALE BYLAW 83D2017 City of Calgary.docx

Good Evening,

Attached is my letter opposing the convertion of 4320 - 19 Avenue SW from a R-C1 to a R-C1s.

If you have any questions regarding the attached, please contact me at 403-208-4707.

Regards,

Mary Ann

RECEIVED 2017 FEB 28 AM 8: 14 THE CITY OF CALGARY CITY CLERK'S February 27, 2017

The City of Calgary 700 Macleod Trail SE Calgary, Alberta T2P 2M5 RECEIVED

2017 FEB 28 AM 8: 14 THE CITY OF CALGARY CITY CLERK'S

To Whom it May Concern:

RE: Glendale Bylaw 83D2017

Further to my email on December 15, 2016, to Tom Scholdder expressing my objection to converting 4320 – 19 Avenue SW, from a R-C1 to R-C1s. As mentioned in my original email, I bought this house because Glendale was a R-C1 neighbourhood, and a great area to bring up my children.

If 4320 – 19 Avenue SW is converted to a R-C1s this will bring new challenges to this family friendly neighbourhood. I have spoken to many of my other neighbours who are all opposed to this conversation.

If you have any questions regarding the above, please contact me at 403-208-4707.

Sincerely,

Mary Ann Nasr

From: Sent:	Reg [regdonselaar@hotmail.com] Thursday, March 02, 2017 7:18 AM
To:	City Clerk
Subject:	Application for Land Use Amendment LOC2016-0323; 4320 - 19th Avenue S.WRequest To
-	Include On March 13th Council Agenda
Attachments:	Letter Of Objection To Application for Land Use Amendment_City Clerk Letter.pdf

Office of the City Clerk

City Of Calgary

Please find attached my letter of objection, which I would like to have added to the Agenda of Council for the Public Hearing on Monday, March 13th at 09:30. My wife or I plan on attending this hearing and would like the opportunity to speak to our objection.

Please confirm receipt of my letter and inclusion onto the agenda via email.

Thank you,

Reg Donselaar

2017 MAR -2 AM 8: 19 RECEIVED

THE CITY OF CALGARY

RECEIVED

Reg Donselaar 4323 – 19 Avenue S.W. Calgary, AB T3E0G7

2017 MAR -2 AM 8: 19

4.° 4.1

March 1, 2017

THE CITY OF CALGARY CITY CLERK'S

Office of the City Clerk, City of Calgary

Re: Application for Land Use Amendment R-C1 to R-C1S: LOC2016-0323 Location: 4320 – 19 Avenue SW

To Whom It May Concern,

It has come to my attention that a City Council Public hearing regarding this application is scheduled for Monday, March 13, 2017 commencing at 09:30. I would appreciate if my letter of objection is included in the agenda. As well, either my wife or I are planning to attend in person to voice our concern to Council.

As the owner of the home directly across 19th Avenue from the location in question, I have objections to the above noted Land Use Amendment Application.

1. Lack of Consultation: The property in question was purchased in July of 2016 and almost immediately there was a quick but short duration of contractors at the property refreshing the main floor living area. As neighbors living directly across the street we never saw or met the new owners and they never took the time to come by, introduce themselves and provide any information regarding their short/long term plans for the property. We were somewhat surprised when the rental sign went up a short time later. The sense of surprise continued when a few months later an application for land use amendment was posted on the front lawn.

I have owned my home since 1984 (32 years) and have had very good relationships with all of the neighbors in our vicinity. Knowing that we are now an inner city community I am not opposed to change or new homes being built. My property is a corner lot and in the past 18 months an older bungalow has been removed and a new home built directly across Glenmount Drive. The new owners of that property engaged my wife and I prior to commencing their new build, including sharing their design ideas and building plans. We remained connected and in touch during the build with the owners. They ensured builders and contractors were respectful of our proximity and invited us to bring any concerns to their attention. In the end, their process of consultation and collaboration was fabulous and we are very pleased with the result.

My concern is that since the sale in July, every step in the process has been done in isolation with no regard for neighboring residents. My sense is that we have a situation of an absentee landlord. We experienced that for over a decade from the mid 80's through the mid 90's with the property on the corner right beside the applicant's property. The noise from loud parties, uncontained side yard fires and unsightly home and yard maintenance resulted in numerous police, fire and city bylaw visits. Yet nothing changed. I certainly do not want to re-experience that type of situation again.

2. Parking and Traffic Concerns: The garage on the applicant's property is, in my opinion, an oversized single garage. The original owner, who I was very close to, was only able to park one of his vehicles in the garage. The second vehicle was either on the street or on the small graveled area adjacent to his garage. To create more on property parking the removal of fencing and a mature tree will be required.

My primary concern is with street parking on the front of this property. The 4 way stop intersection just west of the property is a non-square, elongated intersection. If you are southbound on Glenmount Drive or westbound on 19th Avenue you cannot fully view the intersection when stopped at the stop signs. You need to pull forward to determine if other vehicles are present. The installation of the 4 way stop signs has reduced but not eliminated the close calls and at time fender benders we have witnessed over the years from our home.

Approximately, 8 years ago I parked my vehicle on the street overnight just west of my front drive garage pad on 19th Avenue. The next morning I awoke to find that my vehicle had been side swiped during the night. Once again, this speaks to layout and configuration of the intersection.

During warmer months, it has become gratifying to watch the volume of singles as well as families cycling on both 19th Avenue and Glenmount Drive as routes to avoid the heavier traffic on 45th Street and 17th Avenue. My fear is that with additional vehicles parking in front of the applicant's property, 19th Avenue will become more constricted and with the poor sight lines inherent with this intersection, there will be an increased risk of vehicle to vehicle, vehicle to pedestrian or vehicle to cyclist incidents. This situation is magnified during winter when snow and ice build-up cause real issues along 19th Avenue.

3. Wording In Applicants Original Submission: After living in Glendale for almost 33 years I've become very familiar with the original bungalows in the community. I have assisted a number of older residents over the years with maintenance issues. In particular I am intimately familiar with the house in question as I became very good friends with the original owner. In the applicants submission they state the basement needs a "refresh". I suppose that refresh can be interpreted differently by different people. However, in my opinion the basement level of the bungalow requires a complete tear out and rebuild. Everything from heating, ventilation, insulation, electrical etc. is necessary. I'm just not certain if refresh is the word I would use to describe the extent of work that should be required by code.

After witnessing the "refresh" of the main floor done last summer, the intent was not to bring the tenant occupied space up to current code, but to do the minimum amount of work required to rent the space as quickly as possible.

In conclusion, I restate that I am not opposed to change. It is inevitable that land use amendments will take place in our inner city neighborhoods. My primary wish would be that the City Planning Commission work with our Community Association to develop density and development plans that satisfy the majority of home owners. This would provide potential new opportunities for existing home owners, new buyers and investors. If proper standards can be applied, the current and future aesthetic value of the properties within the community of Glendale can be easily sustained. I'm just concerned that what we've witnessed over the past seven months is a prelude to a potentially undesirable situation. Until the applicants are willing to meet with the owners of neighboring properties to gain a better understanding of the issues and provide assurances that their concerns will be taken into consideration, I ask that you turn down this particular application at this time.

Thank you,

Reg and Kimberley Donselaar

2017 MAR -2 AM 8: 26

RECEIVE

CITY OF CALGA

Smith, Theresa L.

From:	JennelleInlow@gmail.com
Sent:	Thursday, March 02, 2017 8:13 AM
To:	City Clerk
Subject:	Online Submission on LOC2016-0323

March 2, 2017

Application: LOC2016-0323

Submitted by: Jennelle Inlow

Contact Information

Address: 3923 Glenwood Ave SW

Phone: 4036605366

Email: JennelleInlow@gmail.com

Feedback:

Good morning, As a member of the Glendale Community Association, I am writing in support of the residents' position against this proposal to re-designate this RC1 lot as an RC1s. Having heard from the parcel's immediate neighbours, it is clear that this project would have a negative impact on their families, as well as the community as a whole. Our community association council has raised the question of secondary suite development on many occasions and each time the result is the same - almost unanimous opposition in our R-C1 community. We have had as many as 100 residents attend meetings in person to back their views. Our council is currently involved in the Main Streets programme and is working in conjunction with city planners towards developing a long-term community plan. We are not in favour of piecemeal rezoning that will begin to fragment one of the few R1 communities left in Calgary. My family purchased our home in Glendale in 2014, and at that time, we carefully weighed the options of moving into nearby R-C2 and otherwise zoned neighbourhoods instead. We chose Glendale specifically for its zoning. Glendale is surrounded by communities whose lots are zoned to accommodate suites, infills, row houses, and other multifamily units, many of which remain underdeveloped. At this time, I don't support breaking the zoning convention in our community. Thank you, Jennelle Inlow