

# Good Neighbour Agreement

*BETWEEN: Pacific Investments & Development Inc. AND: Walden  
Community Association & Lake Chaparral Community Association  
FOR: Walden Bottle Depot*

CITY OF CALGARY  
**RECEIVED**  
IN COUNCIL CHAMBER

SEP 08 2014

ITEM: CPC 2014-103

CITY CLERK'S DEPARTMENT

## **A. Who Are We**

- Pacific Investments & Development Ltd. (PACDEV) has over 14 years of land acquisition, planning and approvals, development, ownerships and business management and operations.
- PACDEV currently owns and operates 2 car washes (including Chaparral Truck, Car & Pet Wash Limited), 2 Self Storage Sites (including Sentinel – Chaparral Self Storage) as well as 2 bottle depots: Spy Hill Bottle Depot and Tsuu T’ina Bottle Depot.

### ***A.1. Bottle Depot Operations***

- The Beverage Container Management Board (BCMB) is an arm’s length organization that has delegated government authority under the Ministry of Environment and Sustainable Resource Development to impose requirements on recycling program stakeholders. As with all bottle depots within the Province of Alberta the operations and administration of the Walden Bottle Depot will be regulated by the bylaws set out by the BCMB (attached is a copy of these bylaws).

### ***A.2. Staffing and Parking***

- Sufficient staff parking will be supplied as part of the total parking envelope of the bottle depot building.

### ***A.3. Property Maintenance***

- Walden Bottle Depot maintains that all products received from customers, as well as the carts provided on-site for customers to use for their bottles, will be stored inside the bottle depot structure. This will ensure that the site is clean and have odors contained within the building.
- Property maintenance such as garbage pick-up, grass cutting and snow removal is conducted by bottle depot staff as part of their daily job descriptions.
- Both the inside and the outside of the building will be well maintained to ensure it does not have a rundown appearance and it will be kept clear of graffiti.

### ***A.4. Customer Management***

- Walden Bottle Depot is confident that a suburban community bottle depot like ours, not located in proximity to major transit, will not attract vagrants and homeless “bottle pickers.” If for some reason these unwanted individuals are seen around the bottle depot causing a nuisance, they will be asked to leave the property. The police may assist if necessary.

- Interior and exterior security cameras will be installed at the bottle depot and will be used as a criminal deterrent as well as to provide any evidence of after hours of unwanted activities in the unlikely event this occurs.
- Walden Bottle Depot has already discussed our proposal with Calgary Police Liason Officers Constables LaGrange and Barker, and will continue to do so in order that we both keep on abreast of any criminal or unwanted activities happening within the community.

## **B. Maintaining Neighbourhood Relations**

- Walden Bottle Depot is committed to keeping communication lines with the neighborhood open. Should some significant aspect of Walden Bottle Depot operation change (particularly, the contact names and numbers), the community association will be notified of the changes by letter.
- If you experience any concerns with Walden Bottle Depot, please read the 'Responding to Complaints and Concerns' section below.
- Walden Bottle Depot Owners / Managers will attend Community Association Meetings if required.
- Walden Bottle Depot will promote recycling within the community and not only be a venue for all bottle drives for sports team, scouts, schools, etc. but also a resource on how to be successful at fundraising.

## **C. Responding to Complaints and Concerns**

- The owners and staff of Walden Bottle Depot are committed to maintaining a Good Neighbour Agreement. Therefore, if anyone experiences any problem with us, please call the Walden Bottle Depot or drop by in-person and speak with the On-site Manager.
- All concerns or complaints regarding the operations of the depot will be dealt with within an expedited manner.

### ***C.1. Resolution Process***

- The owners of Walden Bottle Depot will ensure that one or any of the following occur:
  - (a) The complainant may discuss the matter with the owners or manager to arrive at a mutually satisfactory remedy.
  - (b) The owner or manager shall review the complaint and give the complainant a copy of the decision as soon as practicable after the submission of the complaint.

### ***C.2. Record of Complaints and Successes***

- Any complaint or success in terms of community relations will be logged in a 'Community Relations Log Book'.
- The success observed or action taken to resolve a complaint will be recorded in the logbook. All entries will be archived in a designated hard copy file and in a computer database.
- Community associations may create their own logbook at their own discretion.

### **D. Resolving Disputes**

- Please allow Walden Bottle Depot adequate time to respond to and derive a solution to a complaint.
- If the owner or manager and complainant are satisfied with the action to achieve a solution, then no other action will take place. However if still not satisfied, the community member may then approach and discuss the matter with their Community Association. If the Community Association feels the grievance is warranted, they may then approach the owner or manager and restate the grievance and try to arrive at an amicable solution.
- The local Ward 14 Councillor may also become involved if required.

### **E. City of Calgary Regulations**

- The Walden bottle depot is required to be operated in accordance with all City of Calgary Bylaws, including the Land Use Bylaw 1P2007 (Part 4, Division 2, Section 155 defines regulations for a "Beverage Container Drop-Off Depot" (bottle depot)) Community Standards Bylaw 5M2004, and our Direct Control District (Bylaw 94D2014).

### **F. Reviews of Good Neighbour Agreement**

- Reviews of the Good Neighbour Agreement and sharing of any organizational / community reports/concerns may be organized on a quarterly basis during the first year of operation, bi-yearly meetings during the second year and yearly meetings from year three onwards.
- Reviews should remain flexible to the needs of both parties, with meetings being scheduled through formal request.

---

**\* Neither this agreement nor any provision hereof can be temporarily or permanently modified except by mutual agreement in writing. \***

---

Dennis Doherty

---

Kevin Krawchuk

---

Walden Community Representative

---

Chaparral Community Association