

### Customer Impact Table

Topic	Current Experience	Proposed Change	Impact of the Change	Risk Management
<b>Homeowners</b>				
Retaining walls	The Land Use Bylaw requires a development permit for retaining walls over 1.0 metre and the Alberta Building Code reviews them over 1.2 metres. This difference increases the number of permits a homeowner may require, and increases costs as a structural review could be done for the Development Permit, while a Building Permit was not required.	Align the Land Use Bylaw with the Alberta Building Code to review retaining walls through a Development Permit at 1.2 metres tall.	A Development Permit will be require at the same rate as a Building Permit, reducing confusion and saving time and money on less permits.	Other retaining wall rules, such as the separation distance rules for retaining walls, will remain in the Land Use Bylaw, which allow retaining walls to be reviewed for placement as well as height.
	How to measure height is not clear in the Land Use Bylaw, resulting in inconsistencies between groups such as bylaw enforcement and the Subdivision and Development Appeal Board.	Amend the Land Use Bylaw to clarify how height is measured to align with the current business practice that is used across departments. This business practice aligns with the Alberta Building Code.	The rule will be clear to customers and city departments, allowing for consistency when reviewing applications and complaints. When making an application it will be clear if they are following the rules or asking for a relaxation.	City departments and appeal boards will be consistent in their application of the height rules.
Side setback area	For single detached, semi-detached, and duplex homes, one side setback area must be free and clear of all air conditioning	Allow window wells and air conditioning units to be on both sides of the house.	Homeowners have more opportunities to develop safe basement bedrooms that meet safety standards without	Rules regarding maximum projection distance will still apply to air conditioning units and window wells, limiting the

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	<p>equipment, window wells and portions of a building below 2.4m in height, except in certain circumstances on corner parcels, or unless a development permit is obtained.</p> <p>This limits homeowners' options to place a bedroom in the basement due to the restrictions on window well placement and the requirements for egress under the Alberta Building Code.</p> <p>Additionally, the ideal placement of an air conditioner is based on where the other mechanical features of the house are. It can be cost prohibitive to place it in the 'correct' side yard.</p>		<p>obtaining a development permit.</p> <p>Homeowners are also able to place their air conditioning unit in the sideyard that will be most efficient, without requiring a development permit.</p> <p>Being able to complete their project without a development permit saves homeowners time and fees.</p>	<p>impact on neighboring properties. Other projections that add massing and impact the streetscape, such as fire place cantilevers, will still only be allowed on one side as per the current rules.</p>
Separation distance for Accessory Residential Buildings	<p>All Accessory Residential Buildings must be a minimum 1.0 metres from the house, limiting where small sheds may be placed in the yard, often forcing homeowners to place the shed</p>	<p>Amend the Land Use Bylaw to allow Accessory Residential Buildings less than 10.0 square metres to be able to be less than 1.0 metre from the house.</p>	<p>More choices for homeowners in the placement of their sheds, and reduces impacts on neighbours by allowing sheds closer to the house instead of forcing them closer to the</p>	<p>Larger accessory buildings would still require the separation, helping with massing and maintenance concerns. Additionally, other locational rules, and rules regarding height</p>

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	next to the property line to meet the rules, impacting the neighbours.		shared property line.	and parcel coverage would remain to limit impacts of Accessory Residential Buildings on neighbouring parcels.
Accessory Residential Buildings on non-subdivided lots containing a semi-detached or duplex home	Semi-detached and Duplex housing forms are allowed to have up to 150.0 square metres of Accessory Residential Buildings to allow each unit to have the 75.0 square metres allowed to subdivided parcels and single detached styles. However, homeowners require a development permit when building a garage that meets the 150.0 square metre building coverage rule, where homes meeting the 75.0 square metre rule do not. This takes additional time and money, and the development permit cannot be refused if the rules are met.	Allow semi-detached and duplex homes that are on non-subdivided lots to build permitted use Accessory Residential Buildings up to 150.0 square metres without a development permit when all the rules are met.	Homeowners are able to build a garage or accessory building that is following the rules without getting a development permit. They will be saving time and money on an application we must approve.	All rules must still be met, and are confirmed on a bylaw check when the applicant applies for a building permit.
<b>Business</b>				

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Home based businesses	Homeowners are not able to use their garage for any part of a home based business, including storage, unless they apply for a Home Occupation - Class 2, which is approved for a limited term and must be renewed, resulting in increased costs and time for small businesses.	Allow home based businesses to use their garage or accessory building for storage related to the business. This must be within a fully enclosed garage or Accessory Residential Building, and must not impact the required parking for the parcel, ie the required parking stalls in the garage cannot be used for storage for the business.	Home Occupation – Class 1 businesses would be able to have indoor storage in a garage or accessory building, without reducing the required parking and having to apply for a Home Occupation – Class 2, saving time, money, and reapplication requirements.	Outdoor storage, or storage in unenclosed buildings would still be prohibited, eliminating impacts to neighbours. Required parking is maintained on site, further reducing impacts on neighbours.
Child Care Service use definition	This definition includes business that provide educational development of children and specifically includes pre-schools, but doesn't specifically mention kindergarten. Kindergarten, which is not included in the Alberta curriculum, as a business practice has been interpreted to be included within the general term 'educational development of children', but it is	Amend the use Child Care Service to include kindergarten within the examples of 'educational development of children'.	It will be clear for all staff and for applicants, allowing understanding and consistency.	Removes uncertainty and potential inconsistency.

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	not clear for applicants, and may not be clear to all staff.			
Home Based Child Care	Home Based Child Care - Class 2 specifically only mention single family housing forms while provincial licensing is supportive of allowing these forms of child care in semi-detached homes.	Amend the Land Use Bylaw to open Home Based Childcare to more housing forms.	Better alignment with provincial licensing will allow more opportunities for home based child care which increases opportunities for those wishing to run these businesses or utilize these businesses.	A Development Permit review is required for these types of businesses, as well as provincial licensing, so each business will be reviewed for site specific appropriateness.
Stand-alone recycling businesses	The Land Use Bylaw has a use for bottle depots and for construction material recycling facilities, but does not allow for other types of recycling, such as electronic recycling, which is becoming more popular as a stand-alone activity. This makes it difficult for recycling companies to operate without a direct control, or as a stand-alone business.	Modify the name and ability of the use Beverage Container Drop-off Depot to be inclusive of other types of recycling beyond bottle depots.	Other types of recycling depots can apply for their business within the City of Calgary without having to apply for a Direct Control, saving time and money, and providing more options.	The current use has rules regarding screening, operating hours, and site conditions, which will also be applied to other types of recycling depots.
Application requirements	Application requirements are typically at the discretion of the Development Authority and the file managers.	Amend the Land Use Bylaw to remove rules that refer to application requirements, aligning better	Applications requirements are able to be adjusted as required without changes to the Land Use Bylaw.	The vast majority of application requirements are maintained and managed through business practices. When

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	Complete Application Requirement Lists (CARLs) have been created to guide applicants on typical requirements, with the understanding that the file manager may require more information after an initial review. However, some uses and sections of the bylaw note certain application requirements, which may not align with current processes. Customers may spend time and money fulfilling these portions of the bylaw, which are not applicable in the review.	with the current review processes and requirements.	This allows for streamlined applications, and alignment with current business practices, which are removing the need for some drawings, depending on the application type.	a common requirement the information will be included on the Complete Application Requirement List (CARL) and when less common, the development authority and file managers would still have the opportunity to request them.
<b>Housekeeping</b>				
General	Errors in numbering, grammar, and spelling can cause uncertainty, confusion, or inconsistent application.	Corrections these errors.	The text will be readable, and able to be consistently applied by staff and customers.	No risks identified. The risk would be in not correcting these errors.
Outdoor Café in Multi-residential Districts	Multi residential districts list Outdoor Café as a use, but also state that all commercial multi-residential uses must be indoors. These conflict.	Clarify that all uses except outdoor café must be indoors.	Outdoor café can operate as intended in these areas.	No risks identified.

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Structured parking for the Public Transit System use	The definition for a Public Transit System only accommodates surface parking. Structured Parking is a separate use in the Land Use Bylaw, but is not listed in all districts. As it is not always a listed use, if structured parking is desired for public transit stations, a direct control district may be required, which can be time consuming and cumbersome.	Allow the use Parking Lot – Structure to be listed as a discretionary use in all districts when used for a Public Transit System.	More design options for future public transit stations will be available without the need for a direct control. This will save staff time and project time.	Structured parking will continue to require a review, but will now be an option even where structured parking is typically not present in the district.
Privacy walls on balconies	Contextual Dwellings require balconies to have a privacy wall between 2-3m tall, but Single Detached Dwellings are only allowed a maximum of 2m tall.	Allow Single Detached Dwellings to have a privacy wall up to 3m tall.	This allows Single Detached Dwellings to have the same opportunities for privacy and screening for overlooking as is required for Contextual Single Detached Dwellings.	No risks identified; consistency will be help applicants and staff.
Combined private maintenance easement of 1.5 metres in the R-G (R-Gm) district	Currently the R-G(R-Gm) district allows the side yard depth to be reduced to 0 metres when a private maintenance easement is registered on both titles. This requires that a building code variance be approved by the	Allow a second option to reduce side yard depth in the R-G(R-Gm) district by allowing the private maintenance easement to be split between two properties, with a minimum combined width of 1.5 metres.	On most lots this actually allows for buildings to be designed with a building separation of 1.8 metres, which is 0.3 metres wider than the typical 1.5 metre building separation in the R-1N, R-C1N, and current R-G(R-Gm) districts. Unlike	Private maintenance easements will still be required to allow for access for maintenance and to ensure appropriate separation between homes.

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	province to allow the home to be built with the 1.5m separation distance imposed by the easement. Also, this separation distance can limit future alterations done by homeowners.		existing provisions to reduce side yard depth, this setback does not require a building code variance.	
Requirement to have the development completion permit on site	After the development completion permit is issued a hard copy must be retained on the premises for one year. Customers may forget to do this or may not keep a copy elsewhere for their records.	Remove this requirement entirely.	Customers are able to decide where they will keep the development completion permit.	No risk identified as the development completion permit is available for City staff, such as compliance officers, electronically.