



City of Steinbach

INFORMATION
for new residents

Dear Steinbach Resident,

Now that the city's boundary changes are official, on behalf of the City of Steinbach Council and residents, I would like to welcome you to Steinbach.

As the newest residents, you can expect to receive quality municipal services and enjoy some citizen benefits including free membership at the Steinbach Library and resident rates for swimming lessons at the Steinbach Aquatic Centre.



It's important you have the information you need to become familiar with Steinbach so we are providing a welcome package for you. We have included information on city services, where to learn more, and who to call with your questions. We hope you find it useful.

Once again, welcome to Steinbach!

Sincerely,

A handwritten signature in black ink that reads "Chris Goertzen". The signature is written in a cursive, flowing style.

Mayor Chris Goertzen
City of Steinbach



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ADDRESSING

What's my City address? What's my mailing address?

For now, both your street address and mailing address will stay the same. The City may consider assigning new street names and civic addresses for properties within the annexed area in future. Affected residents will be notified at that time.

WASTE COLLECTION AND RECYCLING SERVICES

How does garbage collection work?

The City's Solid Waste Department provides regular residential garbage collection services to all City residents and operates on a five day cycle.

Your property will be designated to one of the five pick up days in the cycle based on your location on the collection map. Once you have established your collection day, you can place your garbage on the curb or at the end of your driveway for pick up on your designated day. The residential garbage collection schedule can also be found on the city website at www.steinbach.ca.

Some items to note:

- We ask that you use garbage bags or garbage containers with handles – no barrels.
- Maximum weight per garbage container is 50 lbs
- Items must measure less than 3' in dimension in any one way.
- Branches, twigs and other garden refuse must be tied in bundles or placed in boxes, not to exceed 3' in length.

- Unacceptable items include building material, sod and earth, concrete, shingles, paint, furniture, appliances, fluorescent lights and mattresses.
- Electronic waste, such as computers, printers, keyboards, tv's, and microwaves, should be brought to Eastman Recycling at 60 Industrial Road, Steinbach.

What if I don't require curbside garbage collection?

Please contact the Steinbach Landfill at 204-346-6532 if you do not require garbage collection.

What do I do with my recycling?

The City has a contract with Eastman Recycling Services to collect recyclable materials at the curb or at the end of your driveway, using the same schedule as garbage collection.

Blue boxes are provided by the City and can be delivered to your door or picked up at the Steinbach Landfill at 104 Hanover Road East. Large curbside blue boxes are free for the first one and \$12 for every additional bin. Jumbo blue bins (on wheels) cost \$100. Blue bins can be placed on the curb for pick up alongside garbage on your designated collection day.

What can I recycle?

Materials acceptable for recycling include:

- newspaper/flyers
- magazines
- telephone directories

- boxboard (i.e. cereal boxes)
- pizza boxes (without food or excessive grease inside)
- gable top cartons (i.e. milk cartons)
- aseptic containers (i.e. juice boxes)
- steel cans (i.e. soup cans)
- aluminum cans
- plastic (# 1-7)
- glass containers/jars
- cardboard

Materials that cannot be recycled include:

- styrofoam
- aluminum foil
- plastic bags
- gift wrap

I don't have a Blue Box Container for Recycling – where do I get one?

You can contact the Steinbach Landfill at 204-346-6532 to arrange to receive your blue bin or pick one up at the Steinbach Landfill at 104 Hanover Road East. If you do not have a blue box, clear or blue bags are acceptable.

How do I dispose of my hazardous waste?

The City has a Hazardous Waste Depot open year-round at the Steinbach Landfill at 104 Hanover Road East. The depot's hours of operation are Tuesday – Saturday from 9am – 4pm. Residential quantities of hazardous materials can be dropped off at this facility including:

- Disinfectants, bleach, ammonia, abrasive powders, mildew & rust removers

- Kerosene, lighter fluid
- Paint, spray paint, lacquers, solvents, turpentine, epoxies, acrylics, wood preservatives, furniture polish/wax
- Hair dyes, hair sprays, medicine, polish remover
- All batteries
- Fluorescent and CFL bulbs
- Household cleaners: window, toilet, oven, drain, all-purpose, rug, upholstery, septic tank
- Mothballs, rodent poison, ant & wasp spray, insecticides, fertilizers, fungicides, herbicides
- Automotive: car batteries, waxes, polishes, antifreeze, gasoline, brake & transmission fluids

Does the city offer composting?

The Steinbach Landfill accepts compost material year-round and from May – October each year Community Compost Depots are held every Saturday where compost material can be dropped off. The City composts the material collected and uses the rich compost in the city's parks and gardens. When ready, compost is also available for the public to pick-up for their garden projects at no charge. For more information on the City's composting program visit www.steinbach.ca.

What to compost:

- Vegetables & fruit (fresh, cooked, canned)
- Coffee grounds / Filters
- Tea leaves / bags
- Egg shells
- Bread
- Plain rice / Plain pasta
- Garden waste
- Weeds without seeds
- Grass clippings
- Leaves

Do not compost:

- Meat / Fish / Bones
- Eggs / Dairy Products
- Oily foods / Sauces
- Pet waste
- Diseased plants
- Metals
- Synthetic materials
- Plastic / Petroleum products

Where is the City Landfill? When is it Open?

The City of Steinbach operates a Class 1 Landfill Facility, located south of Steinbach at 104 Hanover Road E.

Summer Hours

May to October

Monday to Friday, 8 am to 8 pm

Saturday, 8 am to 6 pm

Winter Hours

October to April

Monday to Friday, 8 am to 5 pm

Saturday, 9 am to 4 pm

Please Note: The Landfill is closed on Sundays and all holidays.

PROPERTY TAXES

How do I find out my property taxes?

The City's budget is adopted by Council every February. At the same time, mill rates for the year are approved.

The mill rate is then used to calculate taxes for individual properties based on the assessment by the Provincial Assessment Services office. Property tax statements are mailed to residents in June.

When are property taxes due?

Property tax statements are mailed to residents in June and are due **the last business day in September**. City of Steinbach tax bills cover the calendar year (January 1 - December 31). Supplemental property tax statements are mailed at the beginning of October and are due the last business day of December. Unpaid taxes are subject to a penalty of 1% per month added the first business day of every month. Properties in arrears for more than one year may be sold by public auction. Tax statements are mailed according to the latest available owner(s) on record.

How do I find out my new tax roll information?

The Provincial Assessment Service Office is responsible for re-assigning and creating roll numbers for properties within the annexed area. Your tax roll number will be included on the Assessment notice that is mailed out to all landowners each year in May as well as the property tax statement mailed to residents by the city in June.

How do I pay my property taxes?

Property taxes can be paid in-person at City Hall at 225 Reimer Avenue (there is also a 24 hour drop box), by mail, and online. Payment methods include cash (in-person) and one-time payment and post-dated cheques. The City does NOT accept payment by Credit Card.

I currently pay my taxes through my bank, can I continue?

Yes, your bank can continue to pay your taxes on your behalf however you will need to provide them with your updated tax roll information. Your tax roll is a number unique to your property and its tax assessment. Your tax roll information for the City of Steinbach can be found on the property tax statement you receive by mail in June. Please contact your bank as soon as possible and provide them with this information.

I pay my taxes online, can I continue?

Yes, you can. You will need to add City of Steinbach as a payee. You can do this by searching "Steinbach" and selecting the "Taxes" option. Vendors are normally listed as 'Steinbach, City Business/Realty Taxes' or 'Steinbach (City of) Taxes.' Your account number is your roll number. Enter all digits of the roll number (including zeros), except for the 451. Do not enter the decimal (i.e. enter 0001234000 for roll no. 451 0001234.000).

To ensure your payment is received in time, and to avoid penalty, please be aware of the processing times required by your financial institution.

Does the City offer a monthly payment plan for taxes?

The City of Steinbach does offer a Tax Installment Payment Plan (TIPP) Program, however it will take one full tax year to accurately administer the TIPP program for properties within the annexed area. For the 2019 tax year, you will be able to join the TIPP program. The deadline for signing up is December 14, 2018. Information about the TIPP program and the application form are available on the city's website at www.steinbach.ca or by calling 204-346-6531.

PLANNING AND ZONING

How do I apply for a building permit?

Now that the annexation is complete, the city will be reviewing its Official Community Plan (OCP) and Zoning By-Law to incorporate the new land. These documents outline the plan for Steinbach's growth and focus on the importance of planning for parks and green space, efficient land use, cost effective infrastructure and sustainable population growth.

Any development building requests will need to comply with the updated Official Community Plan and Zoning By-Laws, which are expected in 2018.

Building permits can be obtained by contacting the Planning and Zoning Department at 204-346-6515.

What zoning designation is my property?

At first, all properties in the annexed area will retain their existing zoning designation. As part of the annexation process the City will be re-zoning all affected properties, to reflect the updated land use policies. This is expected to take at least 12 months. Notices will be sent to residents when the zoning change process occurs for their property.

LAND USE AND DEVELOPMENT

Will I have restriction on the use of my property? What kind of land uses will be permitted?

The existing rural area land uses of properties that will be included within city limits are permitted to continue. If you decide to develop your property, such as creating a new residential neighborhood, commercial area, or

industrial park, a redesignation process would be required, which would be subject to the City's land use plans and policies.

What are the farm land use implications? Can I still farm?

There are agricultural areas within current City boundaries that continue to operate in a traditional capacity. The agricultural uses in the areas that are now part of the City would be permitted to continue. Over time, these agricultural lands will eventually be developed for appropriate commercial, industrial, residential or other uses. The City's Official Community Plan ensures that these agricultural lands will remain viable and in large holdings until such time as they are required for development.

The City's objectives:

1. Provide for an orderly, staged and economic conversion of agricultural land to urban land uses.
2. Encourage the growth of the City in an economic manner that has a minimum adverse impact on remaining agriculture operations.
3. Minimize the potential impacts of livestock operations on the quality of life of residents while allowing existing livestock operations to continue until such time as they are no longer viable, or the land is required for urban expansion.

Agricultural, urban holdings, or a similar land use category would be intended to provide for an orderly transition from farm or rural land to other uses in areas planned for eventual urban development. This would also ensure that future development is compatible with the City's land use plans and policies.

SEWER & WATER

Will I have to pay for sewer/water infrastructure and hook up? When?

It is not always feasible for rural municipalities to provide a full range of City services to areas surrounding an urban center. Lands within the annexation area will be eligible to receive sewer and water as these services are extended and as urban development occurs. Fees for these services will be determined at the time of connection, and depend on a number of variables.

For questions regarding specific properties, please contact the City Engineering Department at 204-346-6233.

I have a septic field/sewage ejector system. Can I continue to use and maintain it?

The City's policies on sewage systems support Manitoba's legislation regarding the phasing out of septic fields and ejector systems.

Existing septic fields that are properly functioning will be grandfathered as part of the annexation. Under Steinbach's current land use policies, if an existing septic field fails, it must be abandoned. At that time, property owners can either connect to the City's sewage collection system, if available, or install a sewage holding tank.

Sewage ejector systems do not comply with City land use policies and are prohibited within the City of Steinbach. Properties that have an ejector systems will need to connect to the City's sewage collection system, if available, or install a sewage holding tank.

For questions regarding specific properties, please contact the City's Waterworks Department at 204-346-6214.

What is the City's Sewage Disposal Program?

The City of Steinbach provides a sewage disposal site through its Waste Transfer Station. The station allows septic haulers that are licensed with Manitoba Conservation and that have a valid City of Steinbach Business License to use this facility. When hiring a company to clean and service your tank, you can confirm if they are an authorized hauler.

RECREATION SERVICES

What rate do I pay for swimming lessons at the Steinbach Aquatic Centre?

As a resident of Steinbach, you will be charged the resident rate for swimming lessons. The registration process is the same; however at this time the resident rate is \$35 less per participant than the non-resident rate.

For more information on the Steinbach Aquatic Centre and lesson rates, please visit the city website at www.steinbach.ca or call 204-346-6207.

Do I have to pay for a membership at the library?

No, Steinbach residents receive free membership at the Jake Epp Library. The Jake Epp Library is located at 244 Elmdale Street. It is open Monday to Friday from 10am – 9pm and Saturday from 10am – 5pm. It is closed Sundays and Holidays.

To learn more about the library and find out how to register for a membership visit the Jake Epp Library website at www.jakeepplibrary.com or call 204-326-6841.

PUBLIC WORKS

What can I expect for road maintenance?

You can expect a similar level of service to what you currently receive in terms of quality and frequency of road blading, dust control, snow removal and grass cutting.

BY-LAWS AND GENERAL INFORMATION

City by-laws are enforced by the Community Services Officer. If you have questions or would like to report an issue, call 204-346-6561 or email tschellenberg@steinbach.ca.

BUSINESS LICENCES

Business licences are required for any business or occupation conducted out of your home (day care, financial services, hair styling, landscaping, painting, home repair/renovation, music instruction, photography, consulting, etc.).

Business licences are valid from January - December and need to be renewed annually.

Home Based Business Licence - \$100/year

OPEN BURNING

The City's open burning policy is as follows:

The burning of household and commercial waste and rubbish is not permitted within the City of Steinbach limits. Open outdoor burning of natural land clearance materials only (i.e. grass, leaves, twigs) is permitted during the months of May and October on Monday through Saturday from 12:00 p.m. to 9:00 p.m.

Recreational burning (i.e. campfires) is permitted if in a suitable fire pit. Outdoor burning is not recommended if wind and dry conditions pose unreasonable risks or hazards.

FIREARMS

The discharging of any firearm, pellet gun or other device designed to propel projectiles by compressed air or gas, bows and arrows or dangerous weapons are prohibited within the City limits.

SNOWMOBILES

- Snowmobiles are not permitted to trespass across private property (including the golf course), and are not permitted in City parks, cemeteries, on sidewalks, or boulevards.
- Snowmobiles may be operated within the city on any street for the purpose of taking the most direct route in and out of the city to and from the rider's place of residence.
- Snowmobiles must be driven as close to the right hand edge of the street as possible and in a single line with other snowmobiles.
- Maximum speed within city limits is 20 km/hr.

- Permitted hours of operation are 7:00 a.m. to 11:00 p.m.
- Please respect all signs placed by SnoMan along the designated trails.
- Snowmobile operators are not permitted to cross Provincial Trunk Highways within the urban area of the city, as follows:
 - PTH 12 between Penfeld Drive (north) and Madison Drive (south)
 - Main Street
 - PTH 52 between Hespeler Street (east) and Industrial Road (west)

OFF-ROAD VEHICLES

Off-road vehicles are prohibited within city limits.

SWIMMING POOLS

All pools capable of holding 24 inches of water require a city permit and must be enclosed by a fence.

Pool enclosures must be:

- Sufficient to make such a body of water not readily accessible to small children;
- Minimum vertical height of five feet and a maximum vertical height of six feet, six inches
- Vertically boarded wood or chain link construction;
- Built in such a way as to not facilitate climbing;
- Located no less than four feet from the pool;
- Located not less than four feet from any condition that would facilitate climbing; and
- Constructed with a self-closing, lockable gate no shorter than the enclosure wall.

All new pool construction requires a building permit issued by a City Building Inspector. Please refer to the

“Planning & Zoning” section of this document regarding the issuing of building permits.

A permit is not required in the City of Steinbach for the construction of a fence, however, all fence regulations and setbacks must be observed.

WEED CONTROL AND UNSIGHTLY YARDS

It is the responsibility of property owners to take care of weeds early to prevent growth, scattering and ripening of weeds and weed seeds.

The City of Steinbach makes inspections and follows up on complaints where weeds are reported as flourishing. If necessary, the weeds will be destroyed with the cost of the weed control charged to the property owner.

It is the responsibility of property owners to ensure all junk and rubbish items are removed and disposed of in a timely manner.

The City of Steinbach follows up on complaints regarding junk and rubbish. If necessary, the items will be removed with disposal costs charged back to the property owner.

SUMP PUMPS

It is the responsibility of property owners to ensure the discharge from a sump pump is not a nuisance to neighboring properties. Sump pumps must disperse onto the property that they belong to. Discharging onto neighboring properties, city streets or sewers is prohibited.

Discharging onto a splash pad (e.g. concrete slab) is recommended to assist with disbursement without causing ground erosion.

The City of Steinbach follows up on complaints regarding sump pump discharge. Property owners found disobeying discharge rules may be subject to a fine.

GARAGE SALES AND PARKING

Permits are not required for garage and craft sales in residential areas as long as the following requirements are met:

- The duration of a sales event must not exceed four (4) consecutive days.
- Sales must only occur during daylight hours.
- Signs advertising the sale must be placed no sooner than one day before the sale and must be removed by the end of the sale.
- Signs may be placed on private property only with permission of the property owner.
- Signs are not allowed on any public street median, right-of-way, public utility pole, or traffic control device pole for reasons of public and traffic safety.

When attending a garage sale, drivers must park on the correct side of the street, and in the same direction as traffic. Illegal and inappropriate parking can result in dangerous conditions for emergency vehicles, pedestrians, and through-traffic. Illegally parked vehicles will be ticketed by the City of Steinbach.

ANIMAL CONTROL

Steinbach's Animal Control By-Law allows up to three dogs or three cats, up to a combined maximum of four household pets, in a one- or two-family dwelling. In a multi-family dwelling, two dogs or two cats are allowed, up to a combined maximum of three household pets

at any time. The above limits do not apply to litters of puppies or kittens. Please note: Restrictions imposed by a landlord supersede this by-law.

Pets are not allowed to run at large within city limits. When on a street or other public place, a pet must be kept on a leash not more than 2.5 metres in length. Pet owners are responsible for cleaning up after their pets, and must do so immediately if their pet defecates on property other than the pet owner's. Dog feces on the owner's property must be removed daily.

Pet owners who fail to leash or clean-up after their pets may be fined no less than \$100.00 per offense.

Dog owners must not allow their dog to bark or howl in such a way that disturbs other people who are not on the same premises, or that unreasonably disturbs the quiet, peace, rest, enjoyment, or comfort of others.

PET INFORMATION

If you have a dog over the age of six (6) months, you need to obtain a dog license for your pet. Owners can apply for a dog license at City Hall. The City requires information about the owner and about the pet you are licensing. Dog licenses are issued for the lifetime of your pet.

License fees are as follows:

- Neutered dog: \$10.00
- Un-neutered dog: \$25.00
- Replacement tag: \$5.00
- Transfer fee: \$10.00

EMERGENCY NOTIFICATIONS

The City of Steinbach has an emergency mass notification service that alerts residents about life threatening emergency situations. Residents can sign up online, for free, to receive notifications by text, phone call, and email. To register go to www.steinbachalertnow.ca.

MAYOR AND COUNCIL

City council is made up of six councillors and the mayor. They are an elected legislative body with the authority to pass municipal by-laws and budgets, make appropriations, and set local tax rates. They are also responsible for setting the vision and strategic priorities for the City. City Council is elected for a four year term. The next municipal election is October 2018.

Council meetings take place on the first and third Tuesday of each month. They are held at City Hall in the Council Chambers at 7:30 pm, unless otherwise stated. Meeting agendas are posted on the City's website at www.steinbach.ca. Residents are welcome to attend.

Mayor Chris Goertzen

204-346-6234 (Office)
mayor@steinbach.ca

Councillor John Fehr

204-326-3322
jfehr@steinbach.ca

Councillor Earl Funk

204-392-4240
efunk@steinbach.ca

Councillor Cari Penner

204-326-1521

cpenner@steinbach.ca

Councillor Susan Penner

204-346-1896

spenner@steinbach.ca

Councillor Jac Siemens

204-326-2697

jsiemens@steinbach.ca

Councillor Michael Zwaagstra

204-320-9502

mzwaagstra@steinbach.ca

CONTACT THE CITY

City Hall is located at 225 Reimer Avenue.

You can reach City Hall, 8-4pm Monday to Friday, by calling 204-326-9877. Our receptionist will be happy to answer your questions or direct your call to the appropriate department.

The City's website is www.steinbach.ca

ADMINISTRATION

City Administration manages the delivery of municipal services and communicates and carries out activities in support of City Council's vision.

Animal Control

204-223-5521

City Clerk
204-346-6228
drempel@steinbach.ca

Handi-Transit Service
204-326-4055

Tax Inquiries
204-346-6531
taxes@steinbach.ca

PARKS & RECREATION DEPARTMENT

The City prides itself on maintaining beautiful green spaces and offering top quality recreation facilities for Steinbach residents and visitors to enjoy.

Parks & Recreation Department Head
204-346-6216
rdyck@steinbach.ca

Recreation Programmer, Ice Rentals, and Park Rentals
204-346-6217
jpeters@steinbach.ca

Weed Inspection
204-346-6561
tschellenberg@steinbach.ca

Beautification/Trees
204-346-6216
rdyck@steinbach.ca

Cemeteries
204-346-6216
rdyck@steinbach.ca

STEINBACH AQUATIC CENTRE

General Information

204-346-6207

aquaticcentre@steinbach.ca

Aquatic Centre Manager

204-346-6520

jhansen@steinbach.ca

WASTE COLLECTION & RECYCLING DEPARTMENT

The Solid Waste Department strives to offer efficient waste removal to all residents of Steinbach.

Solid Waste Department Head

204-346-6532

ewallman@steinbach.ca

Garbage Pick Up Schedule

204-346-6532

ewallman@steinbach.ca

Landfill

204-346-6500

ewallman@steinbach.ca

Hazardous Waste Depot

204-346-6500

ewallman@steinbach.ca

Commercial Dispatch

204-346-6507

sbell@steinbach.ca

ENGINEERING DEPARTMENT

The Engineering Department is responsible for ensuring the adequacy and continuity of City infrastructure.

City Engineer
204-346-6233
engineering@steinbach.ca

PLANNING & ZONING DEPARTMENT

The Planning and Zoning Department is responsible for City planning and zoning, property and building related bylaws, administration and enforcement of the Manitoba Building Code, Fire Code, and Plumbing Code, as well as the maintenance of all City-owned buildings.

Inspections & Permits
204-346-6515
jdoerksen@steinbach.ca

City Planner
204-346-6566
lgaudet@steinbach.ca

Community Services Officer/By-Law Enforcement
204-346-6561
tschellenberg@steinbach.ca

WATERWORKS DEPARTMENT

The Waterworks Department is responsible for the treatment and distribution of potable water, as well as the collection and treatment of wastewater for the residents of Steinbach.

Waterworks Department Head
204-346-6214
mheppner@steinbach.ca

Watermain Breaks - Emergency
204-346-6232

Water Billing Inquiries
204-346-6224
utilities@steinbach.ca

Water Meter Readings
204-346-6224
utilities@steinbach.ca

PUBLIC WORKS DEPARTMENT

The Public Works Department keeps Steinbach's streets and sidewalks safe and pleasant for residents.

Public Works Department Head
204-346-6215
rreimer@steinbach.ca

Streets and Roads
204-346-6211
rreimer@steinbach.ca

Snow Clearing
204-346-6211

