



## Welcome New Residents!

Welcome to the Town of Richmond Hill! Our offices are located at 225 East Beaver Creek Road (Highway 7 near Highway 404). You can contact us by telephone at 905-771-8800, and a representative from Access Richmond Hill will be happy to answer your call or forward you to someone who can help you. Our offices are open 8:30 a.m. to 4:30 p.m., Monday to Friday. This letter and the accompanying telephone number listings have been compiled to assist you in learning more about Richmond Hill and the many services provided to residents. Don't forget to visit our website ([RichmondHill.ca](http://RichmondHill.ca)) for more information about services, events, the latest Richmond Hill news and more!

### Where you can find Information about the Town

Municipal information can be found in the Bulletin Board pages in the Thursday edition of a local newspaper (*The Libera*), which is delivered to every household free of charge Thursdays and Sundays. If you are not receiving your copy, call 905-881-3373 to arrange for delivery. Throughout the year, Richmond Hill produces and distributes a number of useful printed publications. For example, the Community Recreation Guides are full of programs and activities for people of all ages. Since the Guides also list community centres and sports, arts and social groups, you may want to keep a copy on hand. Guides are delivered to your home three times a year, and are also available for pick up at community centres, libraries and at the Town's Municipal Offices. The current issue can be viewed online at [RichmondHill.ca/LeisureGuide](http://RichmondHill.ca/LeisureGuide). There is also an information rack in the main Municipal Offices' Lobby (accessible 24-7 at 225 East Beaver Creek Road) with information about Town services. Much of this information can found online and can also be picked up at any Richmond Hill community centre or library.

### Contacting your Councillor

Many Councillors have their own websites and newsletters that they use to provide information about issues of concern in their wards. The Mayor and all Members of Council can be reached by telephone or via email. If you are unsure of which ward you live in or which Councillor represents you, call the Office of the Clerk at 905-771-8800 or check the ward maps on the Town's website, [RichmondHill.ca/WardProfiles](http://RichmondHill.ca/WardProfiles). Information regarding Council meeting dates, agendas and minutes are available through the Office of the Clerk, as well as online under the **Meetings** tab on [RichmondHill.ca](http://RichmondHill.ca).

### Waste Management

Richmond Hill is proud of the strides it has made in the area of waste management and encourages you to recycle and compost whenever possible. If you are a new resident and need a Blue Box, you can pick one up for \$10 from Access Richmond Hill at the main Municipal Offices (located at 225 East Beaver Creek Road) and from the Operations Centre at 1200 Elgin Mills Road East (near Leslie Street). Green Bins bins are also available for \$18. You must provide proof of residency. Each winter, the Town produces a calendar for waste (recycling and garbage) collection. You can pick one up at the Town's main Municipal Offices or view it online at [RichmondHill.ca/WasteManagement](http://RichmondHill.ca/WasteManagement). If you have any questions, call 905-771-8800.

### Important By-laws

As a new resident, there are a number of by-laws you need to know about, including ones relating to pet ownership and Richmond Hill's Water Restriction By-law (No. 181-98), which comes into effect each summer. There is also the Town's Parking By-law (No. 402-89) that states there is no overnight parking on Richmond Hill streets. Parking on a street between the hours of 3 and 6 a.m. is subject to a fine of \$30 upon conviction. Also, there is a by-law that restricts front yard parking to driveways only (No. 84-03), of which shall not exceed the stated dimensions and must be constructed of acceptable materials. Property owners that violate the regulations will be fined and may be required to revert their driveways back to the original configurations. For a full list of parking regulations and by-laws, visit our [RichmondHill.ca/Bylaws](http://RichmondHill.ca/Bylaws).

## Tax and Water Bills

Residential property tax bills are issued twice a year by mail. There are a number of ways to arrange payment of your property taxes. Payments can be made at most financial institutions, through bank machines, by telephone and Internet banking or through the Preauthorized Payment Plan. Call 905-771-8949 for details. Tax and water bill payments may be made during business hours at the main Municipal Offices and can be dropped off 24 hours a day in one of our drop boxes. There is a drop box in the Lobby of the main Municipal Offices and another at the Operations Centre. Purchasers of newly constructed homes are billed taxes for land only upon closing. Once the building is assessed, a supplementary bill is issued. The supplementary bill for the building portion of the assessment will be from the date of closing, which could be retroactive for up to two years. These taxes will be payable in two installments only; therefore, new owners are advised to plan in advance for the eventual payment of these taxes, as the due dates may overlap with the normal billing cycle.

## There's Lots to do in Richmond Hill

Richmond Hill has many attractions, too many, in fact, to list here! However, some of the highlights include the Heritage Centre - a fully restored 1840s Regency-style cottage - where activities like art gallery talks, craft workshops and educational historical programs are hosted; the Wave Pool, which features four-foot tall waves and a 160-foot long twisting water slide; the McConaghy Seniors' Centre, which offers recreational activities and events for residents who are 55+; the Richmond Hill Centre for the Performing Arts, the largest theatre in York Region with 631 seats, 4,000 square meters and state-of-the-art acoustics, offering a full season of professional entertainment celebrating the many cultures of the Region; and the newly restored Eyer Wideman Homestead Park, featuring an outdoor high and low ropes challenge course and climbing wall!

## Other Services

Responsibility for public transit lies with the Regional Municipality of York. Information regarding transit, bus routes and schedules is available by contacting York Region Transit at 905-762-2100 or by visiting [yorkregiontransit.com](http://yorkregiontransit.com). Services such as Police, EMS, Public Health, social assistance and housing, as well as some roads and planning services, are provided by the Region of York. Visit [york.ca](http://york.ca) for more information or call 1-877-464-9675. For more information about Birth Registration, visit Service Ontario at [serviceontario.ca](http://serviceontario.ca) and select **Services for Residents**.

## New Residents' Phone List

The following are phone numbers that you may find useful as a new resident (some telephone numbers may be long distance).

Organization	Telephone Number	Website Address
<b>Emergency</b>	9-1-1	
Fire/Police/Ambulance (non-emergency)	905-883-5450, ext. 0	RichmondHill.ca/Fire
-Hearing Impaired	905-883-3664	
Kids Help Phone (24 hrs)	1-800-668-6868	Kidshelpphone.ca
Ontario Poison Control	416-813-5900	Ontariopoison.ca
-Hearing Impaired	416-597-0215	
Women's Sexual Assault Help Line York Region	905-895-7313	
Richmond Hill Community Food Bank	905-508-4761	Richmondhillfoodbank.ca
Animal Control: (OSPCA) York Region	1-888-668-7722	peac.ontariospca.ca
Veterinary Emergency Clinic of York Region	905-953-5351	veter.ca
PowerStream Power Outage (24-7)	1-877-777-3810	powerstream.ca
Enbridge Gas Emergency (24-7)	1-866-763-5427	enbridgegas.com
<b>Town Services</b>		
Access Richmond Hill	905-771-8800	RichmondHill.ca/Access
<ul style="list-style-type: none"><li>• Tax Inquiries</li><li>• Water Bill Inquiries</li><li>• Waste Management</li><li>• Marriage Licences</li><li>• Forestry/Tree Maintenance</li><li>• Parks, Parks Management and Parks Services</li><li>• Planning &amp; Building-related Inquiries</li><li>• Freedom of Information Requests</li><li>• Roads – Snow-related Inquiries</li><li>• Program Registration</li><li>• Environmental &amp; Infrastructure-related Inquiries</li></ul>		
Watermain Breaks (24-7)	905-884-8013	RichmondHill.ca/Roads
<b>Health</b>		
York Region Public Health Services	1-800-361-5653	york.ca
York Central Hospital	905-883-1212	yorkcentral.com
<b>Utilities</b>		
Rogers Cable	1-888-764-3771	rogers.com
Enbridge Gas Distribution	1-877-ENBRIDGE	enbridgegas.com
PowerStream Richmond Hill	1-877-963-6900	powerstream.ca
Bell Canada	310-BELL	bell.ca

## Legal Services

York Regional Police	1-866-8POLICE	yrrp.ca
-Hearing Impaired	1-800-668-0398	
Royal Canadian Mounted Police (RCMP) GTA District	905-953-7267	rcmp-grc.gc.ca
Superior Court of Justice Small Claims Court: Richmond Hill	905-737-4416	ontariocourts.on.ca

## Children's Services

York Region District School Board	416-969-8131	ydrsb.edu.on.ca
York Catholic District School Board	416-221-5051	ycdsb.edu.on.ca
York Region Community Services & Housing Department -Hearing Impaired	1-888-256-1112 905-762-0401	york.ca

## Transportation

York Region Transit	905-762-2100	yorkregiontransit.com
-Hearing Impaired	905-881-5167	
GO Transit	416-869-3200	gotransit.com
-Hearing Impaired	1-800-387-3652	
Viva	905-886-6767	vivanext.com
Toronto Transit Commission	416-393-4636	ttc.ca

## Social Services

Richmond Hill Human Resource Centre Social Services	905-886-7662 1-888-256-1112	hrsdcc.gc.ca york.ca
Community Care Access Centre of York Region	905-763-9928	ccat-ont.ca
Newmarket Health Centre and Maple Health Centre (long-term care facilities)	905-895-3628	york.ca
Canadian Mental Health Association- York Region Branch	1-866-208-5509	cmha-yr.on.ca

## Other Contacts

Member of Provincial Parliament Reza Moridi (Richmond Hill)	905-884-8080	rezamoridi.onmpp.ca
Member of Provincial Parliament Helena Jaczek (Oak Ridges-Markham)	905-294-4931	helenajaczek.ca
Member of Parliament Costas Menegakis (Richmond Hill)	905-770-4440	Costas.Menegakis@parl.gc.ca
Member of Parliament Paul Calandra (Oak Ridges-Markham)	905-294-0004	paulcalandra.com
Regional Municipality of York	1-877-464-9675	york.ca
Richmond Hill Public Libraries	905-884-9288	rhpl.richmondhill.on.ca
Richmond Hill Arena Association	905-884-1368	RichmondHill.ca/Arenas
Richmond Hill Chamber of Commerce	905-884-1961	rhcoc.com
Welcome Wagon	1-866-873-9913	welcomewagon.ca
Canada Post Richmond Hill	905-884-3297	canadapost.ca