



Town of Milton
150 Mary Street
Milton, Ontario
L9T 6Z5

Welcome New Residents

Welcome to the Town of Milton! As you settle into your new home, you'll probably have lots of questions. The following information has been prepared to help you become better acquainted with the Town of Milton, including important phone numbers. For your convenience, in-depth information on all Town services, programs, departments and Town Council business is available on the Town of Milton website at www.milton.ca. In addition, information and announcements on municipal affairs appear regularly in Milton's two local newspapers, The Canadian Champion and the Halton Compass.

Municipal services are housed at 150 Mary Street in the historic section of downtown Milton. Maps of the building, drop-boxes and parking are available at www.milton.ca. Departments are located in one of two connected buildings:

Town Hall East (new expansion building):

- Community Services (including recreation, leisure and transit)
- Corporate Services (including cashier, tax office, Human Resources and IT)
- Planning & Development (including building, zoning and planning)
- Engineering Services (including parking, snow control and development engineering)

Town Hall West (historic building):

- Executive Services (including Clerk's Office, Office of the CAO and Council Chambers)

Hours of business are Monday to Friday, 8:30 a.m. to 4:30 p.m. You can visit in person or call the main switchboard number at 905-878-7252. A hearing impaired TTY is available by calling 905-878-1657. The **Town of Milton** is responsible for services such as fire services, recreation programs and facilities, library services, transit services, local land use planning, winter maintenance, construction and maintenance of local streets and sidewalks, parks maintenance, issuance of building permits and licences, by-law enforcement, animal control and tax collection.

Halton Region is responsible for services such as supply, purification and distribution of water, wastewater collection and treatment, waste management including collection, disposal and recycling programs, regional roads and associated storm sewers, administration of child care services and public health services. For more information on these services, call Halton Region at 905-825-6000 or visit the Regional headquarters located at 1151 Bronte Road in Oakville.

Information Milton maintains a database of government, non-profit, community and volunteer organizations whose services are available to the residents of Milton. Call 905-875-INFO (4636) to find out about community events and activities, volunteer opportunities, local churches, social services, etc.

For information on happenings and attractions around town, call or drop by our **Visitor & Community Information Services** located in the heritage train station at Chris Hadfield Park 905-875-INFO (4636).

Milton offers a wide range of activities to satisfy any age or interest. The Milton Leisure Centre (1100 Main St. East) has a leisure pool, water slide, competition pool, gymnasium, fitness studio and cardio/weight room. The Milton Seniors' Activity Centre (500 Childs Dr.), features a variety of programs and activities for adults and seniors. The Milton Sports Centre (605 Santa Maria Blvd.) features two ice rinks, meeting rooms, a banquet room and food concessions.

Information on community programs can be found in the Town of Milton Community Services Guide. The Guide offers a complete listing of information on day camps, recreation, leisure, sports and community programs and is produced twice a year and distributed to all residents. Guide copies and registration forms are available at Town Hall, Milton Leisure Centre, Milton Sports Centre and can also be downloaded from the Town website at www.milton.ca.

Interested in online registration for recreation programs? To get started, visit the Milton Leisure Centre, Milton Sports Centre or Town Hall to obtain your PIN number as well as barcodes for family members. Then, register online for recreation program courses on our website by choosing "Milton Online Registrations" from the home page and then selecting "Registrations." Automated touch-tone telephone registration is also available by calling 905-875-5400, ext. 2430.

If you have additional questions, please call 905-878-7252 or visit www.milton.ca.

We wish you a warm welcome to Milton!



Frequently Asked Questions

BUILDING

Who do I contact if I need a building permit for a shed/pool/deck?

Here's information you might find helpful as you settle into your new home in Milton:

Call the Town's Building Department at 905-878-7252 ext. 2397 to find out what you need to obtain building permits for. The Town offers an Accelerated Service and Permits (ASAP) program for a variety of small residential projects.

COMMUNITY CONTACTS

Who do I contact for gas hook-up?

Union Gas services the Milton area for On/Off service. Call 1-888-774-3111.

Who do I contact for hydro?

Call Milton Hydro Distribution Inc. at 905-876-4611.

Who do I contact for new phone service?

For service with Bell Canada call 905-878-1113. For service with Futureway call 905-326-2232.

What school will my child be attending?

For information on public schools, contact Halton District School Board at 905-335-3663; for Catholic schools, contact Halton District Roman Catholic School Board at 905-632-6300.

Settlement workers are also available to help register new immigrant children in Halton public schools. Call the Halton Multicultural Council office at 905-864-6565 if you need help registering your children. Interpreters are available at the request of schools.

I'm moving into a new housing development and there are no mailboxes yet. How will I get my mail?

Call Canada Post at 905-878-3439 to arrange for mail pick up at the main post office. You can expect mailbox units to be placed in your neighbourhood once major construction is finished.

Is there a Welcome Wagon in Milton?

Yes, Welcome Wagon has a Milton representative. Call Doris Ayiotis at 905-332-4799 to arrange a visit.

GARBAGE & RECYCLING

I am in a new subdivision and not yet receiving regular garbage & recycling services. When will it start?

If you are moving into a new subdivision, Halton Region will provide you with two Blue Boxes and one GreenCart once the homes on the street or subdivision are substantially completed. Contact your builder to confirm they provide garbage collection until the Region can safely access your subdivision. **Please do not pick-up a Blue Box, as the Region will be delivering two to you.**

Each year, new residents and new homeowners may pick-up two **Additional and Replacement Blue Boxes** free of charge, current residents may pick-up one free of charge. For more information, call Halton Region at 311.

MUNICIPAL GOVERNMENT

How do I contact my local Council representative?

The Town's elected officials make every effort to be accessible to residents. Mayor Gordon Krantz and Town Council can be reached by calling the Office of the C.A.O. & Mayor at 905-878-7252 ext. 2104. To find out what ward you are in and which Councillors represent you, call the Clerk's Office at 905-878-7252 ext. 2130 or visit our website at www.milton.ca.

PARKING

What by-laws are in effect for parking on the street?

3-Hour Parking Limit: Like many nearby municipalities, the Town of Milton provides maximum three-hour parking on all roads unless otherwise posted. Town by-laws regulate street parking for the safety and convenience of residents and are enforced year-round. Residents are asked to "Allow the Plow" during snow-clearing operations by removing vehicles from the street. If you need to park on the street in excess of three hours, you may request a parking consideration (limited to 18 considerations per plate/per year, weather-permitting). For more information, please visit www.milton.ca. To request enforcement, please call 905-878-7252 ext. 2530.

Please turn over

PETS

We have pets. Are licenses required?

Milton's Animal Control By-law requires that all dogs must be registered and licensed with the municipality. Registering your dog(s) not only demonstrates responsible pet ownership but also helps with identification and the safe return of your pet if found running at large. Dog licenses/tags are obtained at the Clerk's Office at Town Hall.

Animal Control (Clerk's Division): 905-878-7252 ext. 2130.

Note: Under the current by-law provisions, cats are not required to be licensed, however, owners of cats must ensure that their pets do not run at large and are subject to all other provisions of the Animal Control By-law.

ROAD & CONSTRUCTION DEBRIS

I'm in a new area still under construction. Who takes care of the build-up of mud on the roads and construction debris?

Your builder is responsible for clearing up debris and street cleaning while a site is still under construction. Street cleaning usually happens at the end of the week.

SIDEWALKS

Can sidewalks be removed or relocated?

The location of sidewalks is set by the Developer's Transportation Engineer and approved by Town of Milton staff under the direction of Town Council's policies and standards. As such, these sidewalks are in a set location and will not be removed or relocated.

TAXES

My home is newly constructed. When can I expect a tax bill representing both the land and the house?

The full tax levy has not yet been established. Although land taxes may be available, the taxes levied against the house itself may not be available for a period of 6 months up to 3 years. This "supplementary" billing for the house portion will be retroactive to your occupancy date, and will be payable in "one" instalment. You might want to start putting funds aside in anticipation of the supplementary billing(s). Eventually, the land and the house billings will be combined into one total, to be billed over four regular instalments per year.

Can the Town provide an "estimate" of what the house taxes will be?

The basic formula of calculating property taxes is "**assessment value X tax rate**". An estimated assessment value can be established by contacting the Ontario Property Assessment Corporation at 905-813-9930 or 1-800-387-5909. The assessment agent will work with you to determine the estimated assessment value. The tax rate(s) can be obtained from the tax department (905-878-7252 ext. 2193) or for estimating purposes only, using the year 2000 actual residential rate of 1.241505% **e.g. \$225,000 (estimated assessment value) X 1.241505% = \$2,793.39.**

Does the Town offer an automatic withdrawal program for taxes?

Yes, the Town offers a "Pre-Authorized Tax Payment Program". However, enrolment can only occur **after** the land billings and supplementary house billings are combined into one total assessment. Call the Town Tax Line at 905-878-7252 ext. 2193 after you have received your supplementary billing for the house, and staff can provide details regarding enrolment.

TRANSIT

What transit services are available?

Milton Transit includes five fixed routes and works in partnership with the Town of Oakville to offer this service. **Milton Transit:** 905-815-2020
Accessible Transit: 905-878-7252 ext. 2182
GO TRANSIT: 416-869-3200 (TTY 1-800-387-3652).

WINTER SNOW CONTROL

Who takes care of snow removal in the winter months?

The Town is responsible for all road-clearing operations, i.e. snowplowing, sanding, salting and snow removal. If major construction is still going on in your area and a snowplow is not able to access your street, then your builder is responsible for snow removal. **Snow control:** 905-878-7252 ext. 2500



Important Phone Numbers...

Organization	Web Site	Phone Number
Emergencies	Fire, Police, Ambulance	911
Non-emergency Halton government services		311
Non-emergency community, health and social services		211
Non-emergency for Police	Halton Regional Police Service	905-878-5511
After Hours for Roads & Storm Sewers		905-878-7141
After Hours for Sanitary Sewers & Watermains		905-878-8113
Animal Control	Oakville Humane Society	905-845-1551
Municipal Office & Services	Town of Milton	www.milton.ca
	CAO's Office and Mayor's Office	ext. 2104
	Clerks Office and By-Law Enforcement	ext. 2130
	Community Services	ext. 2211
	Corporate Services (Tax Line)	ext. 2193
	Building Division (Planning & Development)	ext. 2397
	Engineering Services	ext. 2500
	Planning Division (Planning & Development)	ext. 2398
Fire Safety & Prevention	Fire Department	905-878-9251
Recreation Centres	Milton Leisure Centre	905-878-7946
	Milton Seniors' Activity Centre	905-875-1681
	Milton Sports Centre	905-875-5393
	Milton Memorial Arena	905-878-4163
	John Tonelli Sports Arena	905-878-2671
Garbage/Recycling Collection	Halton Region	www.halton.ca
Water	Halton Region	www.halton.ca
Hospital	Milton District Hospital	www.haltonhealthcare.com
Schools	Halton District School Board	www.haltondsb.on.ca
	Halton Catholic District School Board	www.haltonrc.edu.on.ca
Library	Milton Library	www.mpl.on.ca
Chamber of Commerce	Milton Chamber of Commerce	www.chamber.milton.on.ca
Community Info	Information Milton/ Visitor & Community Information Services	www.milton.ca/visitors/infomilton.htm
	Welcome Wagon	905-332-4799
	Milton Employment Assessment Centre	www.vpihalton.com
	Halton Multicultural Council	905-864-6565
Phone - Bell Canada	Residential (Local Retail Location)	www.bell.ca
	Residential & Business	www.bell.ca
Cable	Cogeco Cable	www.cogeco.com
Mail	Canada Post	www.canadapost.ca
Driver & Vehicle Licensing	Ministry of Transportation	www.mto.gov.on.ca
Employment Office	Government of Canada	905-878-8418
Gas	Union Gas Emergencies - 24 hours	1-877-969-0999
	Union Gas - Other Services	1-888-774-3111
Hydro	Milton Hydro Distribution	www.miltonhydro.com
Tax Assessments	Municipal Property Assessment Corporation (MPAC)	www.mpac.ca
Government Representatives	Town of Milton Council	905-878-7252, ext. 2130
	Ted Chudleigh, MPP (Milton's Member of Provincial Parliament)	905-878-1729
	Lisa Raitt, MP (Milton's Member of Federal Parliament)	905-693-0166