

# Municipal Services Resident Guide

---

**Municipality of Southwest Middlesex**  
153 McKellar Street, Glencoe, ON N0L 1M0  
[www.southwestmiddlesex.ca](http://www.southwestmiddlesex.ca)



# Contents

<b>01</b>	About Us	<b>12</b>	Frequently Requested Numbers
<b>02</b>	Budget	<b>13</b>	Municipal Office
<b>03</b>	Building	<b>14</b>	Parks and Sports Fields
<b>04</b>	By-law	<b>15</b>	Property Taxes
<b>05</b>	Clerk's Office	<b>16</b>	Recreation
<b>06</b>	Council	<b>17</b>	Roads
<b>07</b>	Garbage and Recycling	<b>18</b>	Staff Directory
<b>08</b>	Dog Park	<b>19</b>	Transfer Station (Landfill)
<b>09</b>	Drainage	<b>20</b>	Utilities (Water and Sewer)
<b>10</b>	Facilities	<b>21</b>	Volunteer Opportunities
<b>11</b>	Fire	<b>22</b>	Zoning & Planning

# About Us

The Municipality of Southwest Middlesex was incorporated on January 1, 2001. This amalgamation joined the Village of Glencoe, the Village of Wardsville, the Township of Ekfrid and the Township of Mosa.

Southwest Middlesex is located in the southwest corner of Middlesex County and sits halfway between the cities of London and Chatham in Ontario, Canada. We are a small urban and rural area. We have a large agricultural base along with manufacturing, institutional and retail business activity.

Our population is approximately 5,700 with roughly 2,400 households (Stats Canada, 2021). The area of land found within our boundaries is 42,960 hectares.





# Budget

The budget estimates the amount of money that will be raised through taxation and user fees to be spent on public initiatives. The operating budget is an important tool for planning the day-to-day expenses of the municipality, while the capital budget allocates funds toward the construction and maintenance of capital assets such as roads and bridges.

*The Municipal Act (s.290)* states that: For each year, a local municipality shall, in the current year or in the immediately preceding year, prepare and adopt a budget including estimates of all sums required during the year for the purposes of the municipality.

Senior staff use a combination of council directives, historical information, departmental business plans, and the asset management plan to determine what their financial needs are for the upcoming year. The Treasurer combines these requests with any reserves that could be utilized and funds/grants that are anticipated to arrive at an overall budget request amount. The prior year's cost-of-living increase is a base guide to anticipate how much routine costs will increase in the following year.

We strive to pass the budget as early as possible in the year to allow maximum time to implement the budget. This will also help guard against expenses not approved by council. Once the budget is set, staff focus on implementing approved projects and programs.

Once a municipality has determined its requirements by adopting a capital and operating budget, the total is divided by the total of the weighted assessments (provided by MPAC), and then multiplied by the tax ratio of each of the classes. The tax ratios are determined by the upper tier (County of Middlesex).

The municipality is responsible for collecting taxes on behalf of the County and School Boards and then turning the funds over to them. These rates make up the total rate charged to each ratepayer.

## **Total Tax Rate =**

Municipal Rate + County Rate + School Board Rate

## **Total Taxes Owed =**

Total Tax Rate x MPAC Property Assessment





# Building

The Municipality of Middlesex Centre acts on behalf of the Municipality of Southwest Middlesex to conduct inspections and issue building permits. Together we ensure public health and safety through the enforcement of provisions under the *Building Code Act* and *Ontario Building Code*.

## When do I need a building permit?

All property owners should check with the Municipal Building Department prior to starting any building project. The *Ontario Building Code Act* requires a building permit for the following:

- Any structure occupying an area greater than 160 sq. ft. that consists of a wall, roof or floor
- All plumbing within or not within a structure, as well as any designated structure
- Any alteration to existing structures that affects the structural integrity, insulation, heating, mechanical or plumbing systems
- Any alteration or erection of farm buildings and accessory buildings
- Any change of use to a structure must be evaluated by the Building Department to determine if a building permit is required
- Demolition of all buildings and structures greater than 160 sq. ft - farm buildings located on a farm are exempt
- Swimming pool, pool fence and residential decks exceeding 160 sq. ft. or higher than 23.75 inches above grade or to a main entrance
- Temporary event tents

## How do I apply for a building permit?

Building permit applications are done through Cloudpermit. This building permit system allows you to apply for a permit, check the status of your application and request inspections.

To get started, please visit

<https://ca.cloudpermit.com/login> or our website for more details.

## How long will it take to obtain a permit?

Applications are processed as quickly as possible. The complexity of the application, the completeness of the information submitted, including drawings, and referrals to other departments, if required, will affect the time it takes to review the application. Do not start construction until you have a permit. If you start work without a permit it can lead to delays, increased permit fees or legal action.

## Inspections

Inspection information is provided with all permits. Please ensure that inspection requests are made at least 48 hrs in advance. To book your inspection, use the inspection options in the online Cloudpermit system or contact the Building Department by email ([building@middlesexcentre.ca](mailto:building@middlesexcentre.ca)) or phone (519-666-0271). Inspections are conducted in the afternoon.

Cloudpermit 

# By-Law

Our by-laws are designed to keep our community safe and enjoyable for everyone. By-laws are created as a way to address issues and concerns of our community and help to promote a safe, quiet and pleasant environment for our residents.

Strathroy Caradoc acts on behalf of the Municipality of Southwest Middlesex to investigate complaints and enforce by-laws.

## Reporting a Concern or Complaint

If you believe someone has violated a by-law please report it to the municipal office (in person, or online at <https://www.southwestmiddlesex.ca/webforms/law-enforcement-complaint>). Once received, by-law enforcement will investigate the alleged violation. We require the following information in order to properly investigate your concerns/ complaints:

- your first name and last name
- your address
- your phone number
- the address where the violation is taking place along with all the details of that particular violation

Anonymous calls or complaints with only partial information will not be investigated. Your information will be kept confidential unless court proceedings occur.

## Frequently Requested By-laws

To view any of our by-laws please visit our website or request a copy at the municipal office.

### Dog Licensing - By-law 2023/064

- all dogs within the municipality must be licensed
- there is no cost to license your dog
- each tag is valid for the lifetime of the dog and replacement tags are available for a fee
- urban areas are permitted up to two dogs
- rural areas are permitted up to three dogs

### Parking - By-law 2004/006 and 2024/028

- no overnight parking on streets or highways between the hours of 3 a.m. and 6 a.m.
- parking permits are available for overnight parking - please contact the municipal office
- no parking in municipal lots in excess of seven days



# Clerk's Office

The Clerk's Department has many statutory duties. It is responsible for all records of the municipality and deals with requests for information under the *Municipal Freedom of Information and Privacy Act*.

The clerk's duties include attending meetings of council and various committees. The clerk prepares the agenda for all council meetings, officially records the minutes of the meetings, processes resolutions and business from the meetings as well as being responsible for issuing various licenses and permits.



## Services and Functions of the Department:

- accessibility
- death registrations
- commissioner of oaths
- council and committee business such as:  
agendas, minutes, deputation requests  
& by-laws
- health and safety
- licensing - dog, lottery, food trucks and marriage
- livestock claims/ wildlife damage
- parking permits
- planning applications - processing of applications and decisions, zoning requests & development coordination
- policy development and implementation of council approved policy
- records management
- general business of the municipality
- by-law enforcement





# Council

## Municipal Council

The Municipality of Southwest Middlesex municipal council is composed of the mayor, deputy mayor and six councillors:

- **Mayor Allan Mayhew**  
519-872-2730  
amayhew@southwestmiddlesex.ca
- **Deputy Mayor Mike Sholdice**  
519-872-4357  
msholdice@southwestmiddlesex.ca
- **Ward 1 Councillor Don McCallum**  
519-289-2053  
dmccallum@southwestmiddlesex.ca
- **Ward 1 Councillor Mark McGill**  
519-476-9791  
mmcgill@southwestmiddlesex.ca
- **Ward 2 Councillor Joel Haggith**  
519-317-4244  
jhaggith@southwestmiddlesex.ca
- **Ward 2 Councillor Ed Myers**  
519-373-2497  
emyers@southwestmiddlesex.ca
- **Ward 3 Councillor Marjorie Emery**  
519-319-6184  
memery@southwestmiddlesex.ca
- **Ward 3 Councillor Martin Vink**  
519-287-5456  
mvink@southwestmiddlesex.ca

The Mayor and Council are dedicated to serving the residents and businesses of Southwest Middlesex.

## Council Meetings

Council meetings are held twice a month alternating between a start time of 1:30 pm and 6:00 pm. Please check the Agenda & Minutes page of our website for verification of meetings, times and location. All meetings of Council and Committees of Council are open to the public (with minor exceptions). Council agendas are set in advance and may be reviewed at the Southwest Middlesex municipal office or on our website.

## Deputation Requests

To speak at a meeting of Council or Committee, deputation requests must be made to the clerk at least a week prior to the meeting. The request form can be found on the municipal website and returned to the clerk. The clerk reserves the right to designate the request to the appropriate meeting upon review of the completed form.

## Meet with the Mayor

Mayor Mayhew is pleased to take requests for meetings or to attend ceremonial events with interested individuals and groups. If you would like to schedule a meeting with the Mayor, please contact the municipal office or the Mayor directly.



# Garbage and Recycling

The weekly curbside garbage and recycling collection is administered by Waste Management on behalf of the Municipality. Please see the Collection Schedule for your pickup day.

## Important Information



Green cart, green lid -- Garbage  
Green cart, yellow lid -- Recycle



Place carts at the curb by 7 am on your collection day. Carts must be removed by noon the day after collection.



Place the carts so the handle is facing away from the road. Space regular waste and recycling cart 2 - 3 feet apart.



Do not overfill the carts. The lid must be securely closed. Trucks will not service additional items outside the cart.



Place cart 5 feet from obstructions (mailboxes or trees) within 1 inch of curb. Avoid incline or slanted areas.



Recyclables should be rinsed and placed loose in the cart and not bagged. Cardboard boxes MUST be broken down and placed in the recycle cart to be recovered.



Do not obstruct the collection of the cart by parking vehicles in the vicinity. Keep the area clear for the collection trucks.



**Have a Missed Collection?**  
Report it to Waste Management at  
1-800-665-1898 and follow the  
prompts 1-1-2-1.

# SOUTHWEST MIDDLESEX WASTE & RECYCLING COLLECTION SCHEDULE

Monday		Tuesday		Wednesday		Thursday		Friday	
Monday	Side	Tuesday	Side	Wednesday	Side	Thursday	Side	Friday	Side
Century Dr	S	Glencoe (N. Side)		Centreville Dr	S	Argyll Dr	N	Dobie Dr	S
Falconbridge Dr	N	Appin Rd	Both	Clachan Rd	E	Big Bend Rd	W	Dundonald Rd	E
Glendon Dr	Both	Coad St	W	(Longwoods Rd to Limerick Rd)		Buttonwood Dr	S	(S. of Longwoods)	
(Tait's Rd to Melbourne Rd)		Currie St	W			Carolinian Dr	N	Gates Dr	S
Inadale Dr	S	Elizabeth St	E	Dogwood Rd	S	Coltsfoot Dr	N	Gentleman Dr	N
Krista Lane	S	(N. of tracks)		Dundonald Rd	Both	Concession Dr	Both	Hyndman Dr	N
Mayfair Rd.	E	Hamilton Ave	E	(S. of Glencoe to Longwoods Rd)		(W. of Old Airport Rd)		Irish Dr	N
(N. of Irish)		John St	N			Conservation Rd	W	Longwoods Rd	Both
McArthur Rd	W	King St	W	Trillium Dr	N	CPR Dr	S	(Dundonald Rd to Melbourne Rd)	
(N. of Newbiggen)		(N. of tracks)		(W. of Dundonald Rd)		Dundonald Rd	Both	Mayfair Rd	E
Melbourne Rd	W	Lovell St	W			(N. of Glencoe)		(S. of Irish Dr)	
(N. of Irish)		Main St	Both			Hagerty Rd	Both	McArthur Rd	W
Olde Dr	N	(N. of tracks)				Knapdale Dr	N	(S. of Irish Dr)	
Parkhouse Dr	S	Mckellar St	N	Glencoe (S. Side)		Limerick Rd	E	Melbourne Rd	Both
(Tait's Rd to Melbourne Rd)		McRae St	N	Anderson Ave	N	Lobelia Dr	S	(S. of Irish Dr)	
Springfield Rd	W	(W. of Main St)		Anne Cres	W	Maple Dr	S	Newbiggen Dr	N
(N. of Irish)		McRae St	S	Ann St	S	Oil Field Dr	S	Point Rd	E
Tait's Rd	E	(E. of Main St)		Bute St	S	Old Airport Rd	E	Riverside Dr	N
(N. of Newbiggen)		Mill Street	S	Concession Dr	Both	Peak of Mosa Rd	W	Springfield Rd	W
Thames Rd	Both	North St	N	(Main St to Old Airport Rd)		Pratt Siding Rd	W	(S. of Irish Dr)	
(N. of Irish)		Ramsey Ave	E			Shields Siding Dr	S	Switzer Dr	S
Thompson Dr	S	Randolph St	E	Deane St	S	Shiloh Line	S	Tait's Rd	E
		Stella Ave	W	Elgin Ave	S			(S. of Irish Dr)	
		Symes St	N	Elizabeth St	W	Wardsville		Thames Rd	Both
		Victoria St	E	(S. of tracks)		Amy St	N	(S. of Irish Dr)	
Appin		(N. of tracks)		Ewen Ave	W	Archer St	W	Trillium Dr	S
Argyle St	N	Volanski Pl	N	Graham St	N	Church St	N		
Dugald St	W	Walker St	E	Main St	Both	Davis St	E		
Elgin St	S	Wright Ave	W	(S. of tracks)		Dornoch St	S	Melbourne	
Front Ave	N			Montrose St	N	Elizabeth St	S	Charles St	W
McMaster Pl	E			O'Mara St	W	Frederick St	S	Clark St	E
Wellington Ave	W	Rural		Orange St	S	George St	S	Lenard St	W
		Cashmere Rd	E	Parkhouse Dr	S	Grant St	S	Victoria Dr	N
		Longwoods Rd	Both	(Main St to Tait's Rd)		Hannah St	S		
		(Dundonald Rd to Mill Pond Rd & Davis St Clachan Rd)		Reycraft Ave	W	Kennedy St	W	Middlemiss	
				Roe St	S	Ontario St	W	Carroll Dr	S
				Simpson St	E	Queen St	E	Catherine St	E
		River Dr	S	South St	S	Talbot St	S	Jubilee Dr	S
		Simpson Rd	E	Tanya Dr	W	Ward St	S	Middlemiss Ave	N
		Walnut Dr	S	Victoria St	W	Wellington St	W		
				(S. of tracks)		William St	N		
				Wall St	S				
				Water St	S				



# Garbage and Recycling

Don't turn recycling into trash! Contamination happens when trash gets into your recycling bin, food or liquids contaminate your recyclable materials, or when you put your recyclables in plastic bags. For recyclable materials to have a second life and create new products, they must be clean and free from contaminants.



**RECYCLE OFTEN.  
RECYCLE RIGHT.**

## Recycling FAQs.

Are these items recyclable in my commercial recycling cart/bin?



### Plastic Bottles & Containers

Plastic bottles, jars, jugs and tubs. Make sure containers are rinsed, dry and empty.



### Paper

Cardboard, paper, newspaper, paperboard, magazines



### Glass

Make sure glass bottles and containers are rinsed, dry and empty.



### Flattened Cardboard, Paperboard & Pizza Boxes

Flatten all boxes (do not bundle/tie up) clean pizza boxes without leftovers, grease or liners. Tear off the soiled parts, place in trash, and recycle the rest.



### Food & Beverage Cans

Tin, aluminum, steel food and beverage cans. Make sure containers are rinsed free of food and liquid.



### Shredded Paper

**ONLY** If it is contained in a closed paper grocery bag. Shredded paper in plastic bags is NOT acceptable.



### Food Waste

**NO** Compost if available.



### Plastic Bags

**NO** Return loose plastic bags to local grocery stores. Loose plastic bags are damaging to the processing of our recycling facilities as they shut down the equipment.



### Recyclables in Plastic Bags

**NO** Leave empty, loose recyclables in cart/bin but leave the plastic bags out.



### Hoses

**NO** They wrap around equipment and can shut down an entire facility!



### Polystyrene Foam

**NO** Foam and plastic to-go containers are not acceptable in the commercial recycling program.



### Electronics & Small Appliances

**NO** Donate if in good condition. Contact local E-waste recycling services.



### Lawn & Patio Furniture

**NO** Donate if in good condition.



### Concrete, Wood & Construction Debris

**NO** Can damage equipment & are safety hazards. You may order a roll off bin by contacting Waste Management Customer Service at (800) 665-1898



### Scrap Metal, Auto Parts & Tires

**NO (Not in recycling or waste)** Can damage equipment & are safety hazards. Contact local scrap recyclers or retail tire stores for recycling options.



### Hot Beverage Cups

**NO** A plastic or waxed coating makes paper cups unrecyclable. Same thing with plastic lids. Compost if possible.



### Paper Towels & Napkins

**NO** Compost if possible, and remember to recycle the cardboard tube.



### Flexible Packaging

**NO** This type of packaging is made from multiple materials preventing it from being recycled in commercial programs.



### Green Waste (Grass, branches & leaves)

**NO** Compost or place in brown kraft bag or designated container for yard waste collection, if available.



### Needles

**NO** Keep medical waste out of recycling. Place in safe disposal containers and contact local medical waste services.



### Textiles, Bedding & Rugs

**NO** Donate these items if they are in good condition.

©2017 WM Intellectual Property Holdings, L.L.C. The Recycle Often, Recycle Right.™ recycling education program was developed based upon national best practices.

# Dog Park

Looking to give your dog some socialization and room to run off-leash?

The CommonWealth Dog Park is just the place and is open to dogs of all sizes. This park is intended for leash free dog exercise, with one side for small dogs and the other side for larger dogs.

## Rules of the Dog Park

- Please clean up after your dog!
- Dog owners/walkers are legally responsible for their own dog(s) and any injuries or damage caused by their dog(s) as per the Ontario Dog Owner's Liability Act.
- Up-to-date vaccinations and dog tags must be on your dog's collar at all times
- Keep your dog within sight and under verbal control
- No glass containers
- No unsupervised children under the age of 14
- Federal and Provincial regulations and Municipal bylaws supersede rules posted at the dog park.

## Location

100 Industrial Road (corner of Industrial Road & Tower Avenue) in Glencoe

## Hours of Operation

Open 7 days a week from dawn until dusk

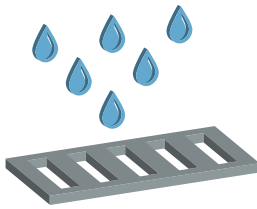
## Notice

- Use at your own risk
- Leash your dog when entering and exiting
- No puppies under the age of 4 months, female dogs in heat, sick dogs, or aggressive dogs allowed
- No dogs/persons allowed while grass cutting is occurring or at other times as directed by municipal staff
- No smoking within 20 metres of the park as per the *Smoke-Free Ontario Act*



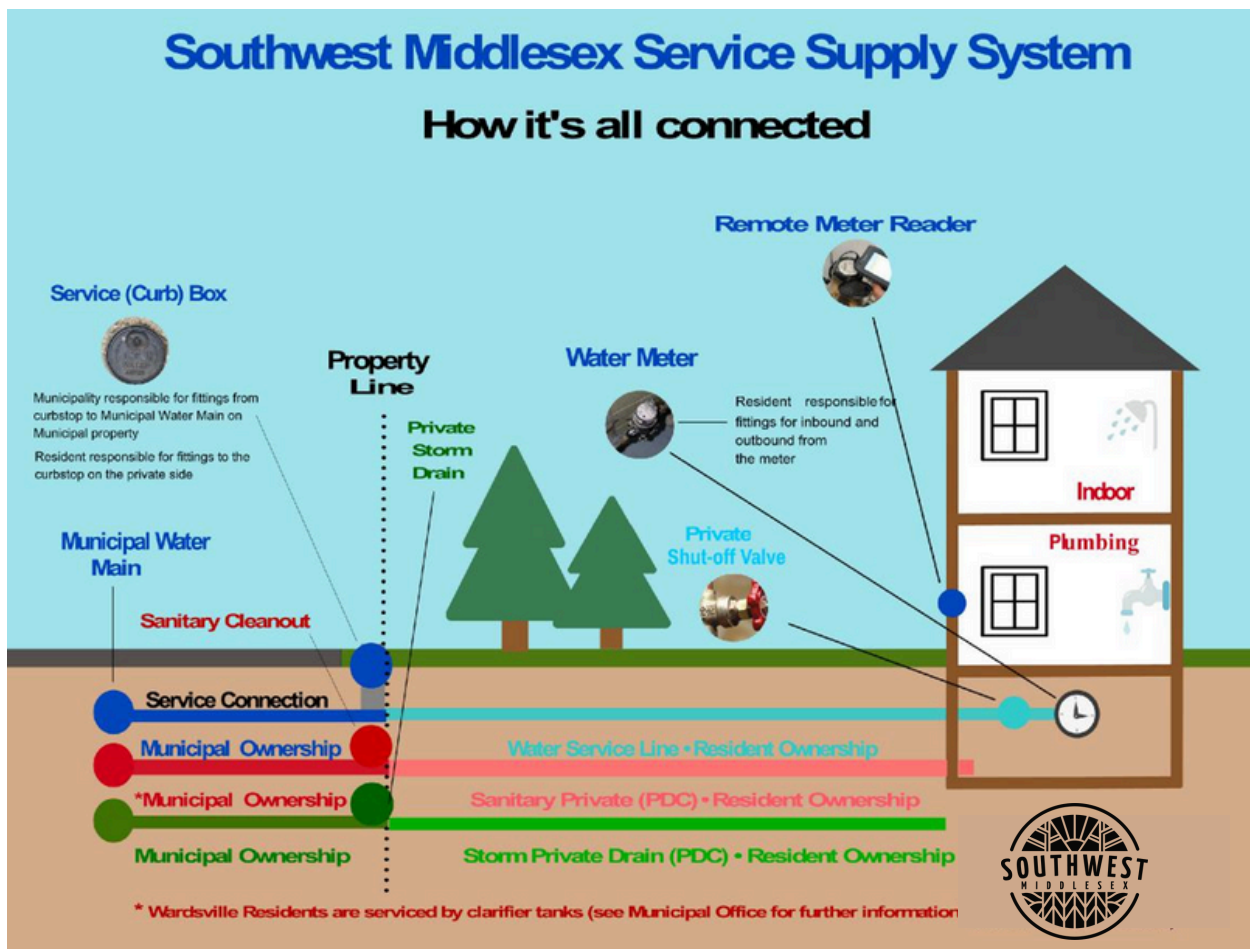
# Drainage

The Drainage Department's function is to oversee the maintenance and construction of all municipal drains throughout the municipality. Southwest Middlesex currently has over 750 municipal drains within its jurisdiction. Drains are created and must be maintained under the authority of the *Drainage Act*.



## Important Do's and Don'ts

- Do call your Drainage Superintendent to report any obstructions or problems with a drain
- Do keep the catch basin lids and sides clear of debris if you have a catch basin on or near your property
- Do notify the municipality when connecting to a municipal drain
- Don't make repairs or alterations to a drain on your own
- Don't block or plug up a drain in any way
- Don't outlet any polluted water into drains





# Facilities

The Community Services and Facilities Department keeps our facilities running and our community beautiful. They oversee the maintenance of our municipal buildings, parklands - including ball diamonds, soccer fields, playgrounds and a seasonal swimming pool. They also care for the garden and flower baskets within the community.

There are a variety of venues throughout the municipality that are available for rent whether it is a meeting room, sports field or arena. For information on rentals please contact the Recreation Coordinator at 519-287-2015 Ext. 8121 or refer to the Find a Facility page on the website.



## Our Facilities

- Ekfrid Community Centre - 48 Wellington Avenue, Appin
- Glencoe Historical Train Station - 157 McRae St., Glencoe
- Southwest Middlesex Recreation Centre - 138 Mill Street, Glencoe
- Swimming Pool & Splash Pad - 138 North Street, Glencoe
- Wardsville Community Centre - 21996 Hagerty Road, Wardsville



## Smoke & Vapour-Free Facilities

A reminder from the Middlesex Health Unit that the recreation centre, pool and community centre grounds, including 20m from the edge of these properties, are smoke and "vape"-free. For more information please visit the Health Unit website or [youneedtoknow.ca](http://youneedtoknow.ca)

## Libraries in Southwest Middlesex

Our libraries offer more than just borrowing books. Residents may also use the on-site computers, participate in special events like Children's story time, and borrow audiobooks and DVDs. Get your library card and visit one of the branches below:

- Middlesex County Library, 123 McKellar Street, Glencoe
- Middlesex County Library, 6570 Longwoods Road, Melbourne
- Middlesex County Library, 21935 Hagerty Road, Wardsville



# Fire

The Southwest Middlesex Fire Department is a dedicated volunteer department of trained, certified firefighters providing fire and rescue services, promoting fire safety, and protecting lives and property in our community. Our volunteers quickly respond to 9-1-1 emergencies including fires, vehicle accidents, medical calls, electrical hazards, gas leaks, and smoke or carbon monoxide alarms.

## Sirens & Green Lights

In Wardsville, a loud siren will sound when a call comes in for that department, signalling that an emergency is taking place and to clear the path for firefighters and rescue vehicles.

When you see a vehicle with flashing green lights, please pull over or yield. This light, permitted under the Highway Traffic Act, indicates a volunteer firefighter is on route to an emergency. While not legally required in Ontario, yielding can save lives by helping them reach the scene faster.

Note: The green light does not give right-of-way or allow breaking traffic laws. It's a courtesy - please allow safe passage when possible.

## Control Burn & Open Air Burning

(Reference By-law 2001/075)

Controlled Burn Permits: Residents in rural areas must get authorization from the Fire Chief (apply online or call 519-521-7850). Allow 24 hours for a response.

Notify Fire Dispatch at 519-245-1300 before burning.

Rules:

- Allowed from ½ hour after sunrise to ½ hour before sunset
- Must be attended at all time with extinguishing equipment ready
- Must be 45m (150 ft) from building, roads, wooded areas, and property lines.
- Prohibited during high winds (over 25 km/h), rain, fog, or air quality alerts
- Smoke must not affect nearby roads or properties

## Open Air Burning

No permit required for recreational fires in non-combustible containers or pits.

Rules:

- Burning hours: 10:00 am to midnight.
- Only burn clean, dry wood or charcoal briquettes.
- No garbage, plastics, or treated wood
- Fire pit must be max 2ft x 2 ft and covered with 1" metal mesh
- Must be 3m away from structures or property lines
- Always attended with extinguishing method ready
- Not allowed during rain, fog, smog alerts, or high winds (>25 km/h)
- Smoke must not disturb neighbours - put it out if it does.

## Smoke and Carbon Monoxide Alarm Safety

In Ontario, homes must have smoke alarms on each storey and outside sleeping areas; homes built after 2014 also require strobe smoke alarms in bedrooms and a smoke/CO/strobe unit outside sleeping areas. Carbon monoxide (CO) alarms are mandatory near sleeping areas if the home has a fuel-burning appliance or attached garage.

Test alarms monthly, replace batteries yearly, and replace all alarms every ten years. Clean your alarms regularly. Learn the alarm sounds and create and practice a home fire escape plan!



There are two stations in the municipality:

- Glencoe Station - 71 Main Street
- Wardsville Station - 1784 Longwoods Rd

# Frequently Requested Numbers

## Emergency Services

Ambulance .....	911
Fire .....	911
Police .....	911
Ontario 211.....	211

## Health Services

Four Counties Family Health Team .....	519-287-2616
Four Counties Hospital .....	519-693-4441
Middlesex-London Health Unit .....	519-663-5317
Strathroy Middlesex General Hospital	519-245-1550

## Libraries

Glencoe Library .....	519-287-2735
Melbourne Library .....	519-289-2405
Wardsville Library .....	519-693-4208

## Local Services

Elm Children's Centre .....	519-287-2835
Southwest Middlesex Animal Shelter	519-902-4947
Quest Centre .....	519-287-2726
St. Vincent de Paul .....	519-287-3500

## Post Office

Canada Post - Glencoe .....	519-287-2332
Canada Post - Wardsville .....	519-693-4651

## Property

Land Registry Office - London .....	519-675-7600
MPAC Assessments .....	1-866-296-6722





# Frequently Requested Numbers Continued

## Schools

Ekcoe Central Public School.....	519-287-3330
Glencoe District High School.....	519-287-3310
Mosa Central Public School.....	519-693-4691
London District Catholic School Board..	519-663-2088
Thames Valley District School Board .....	519-452-2000
St. Charles Catholic School.....	519-660-2778
Student Transportation Services .....	1-866-210-6001

## Utilities

Bell Internet.....	1-866-716-8383
Eastlink Internet.....	1-888-345-1111
NFTC (North Frontenac) Internet.....	1-888-638-3575
Rogers Internet.....	1-866-764-3771
Xplornet Internet.....	1-866-934-4293
Hydro One - power outages .....	1-888-664-9376
Ontario One Call - Utility Locates .....	1-800-400-2255
Reliance .....	1-888-735-4262
Union Gas .....	1-877-362-7434



# Municipal Office

## How to Reach us

### Location:

153 McKellar Street,  
Glencoe, Ontario, N0L 1M0

### Hours of operation:

Monday to Friday -- 8:30 am to 4:30 pm

**Phone:** 519-287-2015

**Fax:** 519-287-2359

**Email:** [info@southwestmiddlesex.ca](mailto:info@southwestmiddlesex.ca)

## Find us Online

**Website:** [www.southwestmiddlesex.ca](http://www.southwestmiddlesex.ca)

**Facebook:** Municipality of Southwest  
Middlesex

**Instagram:** @southwestmiddlesex

**LinkedIn:** Southwest Middlesex Municipality

**YouTube:**

<https://www.youtube.com/channel/UC6oo98BZcAvuVMKLDx88l4A>

Please be advised that the municipal office will be closed on the following holidays. Other buildings and/or departments may be closed during that time. Be sure to check the municipal website and social media for more information.

- New Year's Day
- Family Day
- Good Friday
- Easter Monday
- Victoria Day
- Canada Day
- Civic Holiday
- Labour Day
- National Day of Truth & Reconciliation
- Thanksgiving Day
- Remembrance Day
- Christmas Eve (noon)
- Christmas Day
- Boxing Day
- New Year's Eve (noon)



# Parks and Sports Fields

One of the Municipality of Southwest Middlesex core services is community recreation. We offer a variety of facilities and outdoor spaces for residents to enjoy. These areas include parks, trails, playgrounds, conservation areas, an outdoor swimming pool and splash pad, basketball courts, arena and community centres.

## Parks and Pavilions

- Appin Community Park (accessible playground) - 48 Wellington Avenue, Appin
- Bob Martin Playground - Currie Street & Mill Street, Glencoe
- Clark Street Playground/Park - 29 Victoria Drive, Melbourne
- Commonwealth Dog Park - 100 Industrial Road, Glencoe
- Main Street Parkette - 241A Main Street, Glencoe
- McArthur Park (arboretum) - 4423 Longwoods Road, Glencoe
- Middlemiss Playground - 4 Middlemiss Avenue, Middlemiss
- Simpson Street Playground/Park - corner of Anderson Avenue & Simpson Street, Glencoe
- Strathburn Park (arboretum) - 3607 Longwoods Road, Glencoe
- Wardsville Little Kin Park - 216 Church Street, Wardsville

## Recreation Areas & Sports Fields

- Appin Ball Diamond - 48 Wellington Avenue, Appin
- Project 2000 Sports Fields (2 ball diamonds, 6 soccer fields, skate park) - Glencoe Fairgrounds behind 138 Mill Street, Glencoe
- Simpson Street Basketball and Pickleball Courts - corner of Anderson Avenue & Simpson Street, Glencoe
- Tennis Court - 3581 Concession Street, Glencoe (Glencoe District High School property)
- Swimming Pool & Splash Pad - 138 North Street, Glencoe

Our ball diamonds, tennis courts and swimming pool are all available to rent throughout the summer months. To rent one of these spaces, please visit [www.southwestmiddlesex.ca](http://www.southwestmiddlesex.ca) or call the Southwest Middlesex Office at 519-287-2015.



# Property Taxes

Under the *Municipal Act*, municipalities are responsible for collecting taxes for municipal, county, and education purposes. Property taxes are levied based on the value of the property as determined by the Municipal Property Assessment Corporation (MPAC). Property taxes are not a fee-for-service, but a way of distributing the cost for local government services and programs fairly throughout a municipality.

The Municipality of Southwest Middlesex Finance Department is responsible for the billing and collection of all interim, final and supplementary property tax billings from residential and nonresidential properties. Interim property tax is based on half of the previous year's taxes. Final property tax is calculated after the budget is approved. Supplementary bills reflect any additions or improvements you have made to your property.

## How Property Taxes are Calculated

Your property tax bill is made up of three main components:

- **Municipal Taxes** - The tax rate to cover the costs of supplying municipal services, based on the annual budget. Revenues from Provincial grants, user fees, and other sources of revenue are deducted from the total expenditures resulting in a final amount that needs to be raised through taxation.
- **County Taxes** - Taxes collected on behalf of the County of Middlesex are to support services such as housing, emergency services, etc. Questions or concerns regarding the County tax rates should be directed to the County of Middlesex.
- **Education Taxes** - This tax is set by the Province of Ontario and collected on behalf of the four school boards - Thames Valley District School Board, London District Catholic School Board, Conseil Scolaire Catholique Providence

(French Language Separate School Board), and Conseil Scolaire Viamonde (French Language Public School Board). Questions or concerns regarding this tax should be directed to the Board of Education.

## What your taxes are spent on

Your taxes provide the following services:

- **General Government Services** - includes council and administrative staff costs
- **Protection Services** - includes police, fire, building permits and inspection, conservation authorities, animal control, emergency measures and by-law enforcement
- **Transportation Services** - includes road maintenance (gravel, brine, etc), winter control on paved and unpaved roads, bridge and culvert maintenance
- **Environmental Services** - includes solid waste and recyclable collection, and waste transfer station
- **Recreation and Cultural Services** - includes parks, arena, community centers, pool, libraries, museums and historical buildings
- **Planning and Development** - includes planning, zoning, municipal drainage

The municipal expenditures do not include the cost of providing water or sewer services - these costs are recovered by residents who benefit from the service.





# Property Taxes

## Billings & Due Dates

Property tax bills are mailed twice a year - February and August. At the bottom of each bill there are two sections that can be removed and sent in with your payment. Taxes are due February 28, May 28, August 28 and November 28 of each year. If the due date falls on a weekend the deadline is extended until the next business day.

Tax billings can be emailed to you - it is as easy as sending a request to [info@southwestmiddlesex.ca](mailto:info@southwestmiddlesex.ca)

## Payment Options

If you do not pay your taxes through your mortgage company, there are several payment options available to you.

- In Person - Payment can be made in person during regular office hours at the municipal office between the hours of 8:30 a.m. and 4:30 p.m. Cash, cheque, and interact payments are accepted. Credit card payments are accepted but are subject to a 2.5% surcharge.
- Drop Box - Payment can be dropped in the mail slot at the municipal office. This drop box is accessible at all times. Please do not pay by cash through this mail slot. Make cheques payable to the Municipality of Southwest Middlesex, print your roll number on the front of your cheque, and include your stub with your payment. Payment must be received in our office by the due date to avoid interest charges.
- By Mail - Payments should be addressed to: Municipality of Southwest Middlesex, 153 McKellar Street, Glencoe, ON N0L 1M0.
- Make cheques payable to the Municipality of Southwest Middlesex, print your roll number on the front of your cheque, and include your stub with your payment.

- Pre-Authorization - The Municipality offers two pre-authorized payment plans (monthly or quarterly) for your convenience. Under the plan, funds are withdrawn automatically from your bank account. Forms can be obtained from the municipal office or on our website. We will require a signed application form and a void cheque from participants.
- Financial Institution - Payment can be made at a branch or through online or telephone banking. The payee is "Municipality of Southwest Middlesex or Southwest Middlesex Municipality of". The roll number shown on your tax bill is the account number that you will need to use. Do not use spaces, dashes or decimals. If you are paying using this option, your payment should be made at least 5 days prior to the due date to avoid interest charges. Payments must be received in our office by the due date to avoid interest charges.

## Penalties & Interest

- Penalties and interest will be incurred on the first day of default and the first day of each calendar month thereafter at a rate of 1.25% per month (15% per year) in accordance with the Municipal Act.
- Failure to receive a tax bill does not excuse a taxpayer from the responsibility of the payment of taxes; nor relieve the taxpayer from the liability of interest
- Payments are first applied to interest and penalties, and then to the oldest outstanding principal amount
- The Treasurer and/or other staff cannot waive the interest/penalties

# Recreation

Southwest Middlesex offers a variety of services for residents of all ages and abilities (infant to senior). The Municipality, along with external groups and organizations, provides a number of recreational programming including sports, arts and culture, aquatics, workshops and fitness programs. In addition, we help facilitate community events across the Municipality.

Please visit the Recreation section on our website for further information and to view our recreation guide and schedules. The recreation programs that we offer are found on our Univerus calendar, on the Programs page under the Recreation tab on our website.

We are always interested in adding new recreational programs. Please contact the Recreation Coordinator at 519-287-2015 x.8121 to provide your input and ideas. Follow us on Facebook, Instagram and Twitter to stay up-to-date on all things recreation!



## Book Online

Recreational programming can be booked online by scanning the QR code or by visiting: <https://app.booking.ca/southwestmiddlesexpub/>

## Aquatics

During the summer months, enjoy our outdoor community pool which offers many aquatics programs from June until September such as Aquafit, Lane Swim, Public Swims, Lifesaving Society Swim Lessons, Bronze Cross Programs and the Glencoe Gators Swim Team. There are also free swims offered throughout the summer. Our pool is a 6 lane, 25 meter competition pool with a shaded spectator area. We also have a splash pad and playground located directly beside the pool to enjoy!

## Skating and Ice Programs

At the Southwest Middlesex Recreation Centre, we offer a wide variety of skating and ice programs. These include: Public Skates, Adult Pick Up Hockey, Stick and Puck and Learn to Skate Programs. We have many sponsored skates throughout the season. Follow our social media pages and website calendar for updates on Free Sponsored Skates.

## Subsidy Programs

Financial assistance is available in an effort to ensure that everyone in our community gets a chance to be active. Financial assistance is available through the *Can I Play Too* subsidy program. More information and application forms are available at the municipal office or on our website. Please return the completed form to the municipal office to the attention of the Manager of Community Services and Facilities.

# Roads

The Roads Department oversees the maintenance of hard surface roads and gravel roads that we travel often. The department is also responsible for the care of sidewalks, bridges and road culverts.

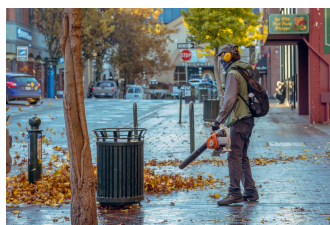
Priorities are placed on highest needs (based on maintenance standards) and in conjunction with the municipality's annual budget and capital plan. The capital plan helps Southwest Middlesex to determine where large projects such as waterline or sewer replacement can be coordinated with paving projects. We also try to coordinate with County contracts for better pricing opportunities.

## Contact

- For after-hours issues regarding LOCAL roads please contact the Roads Department at 519-494-0901
- For issues during regular business hours regarding LOCAL roads please contact the municipal office
- For issues regarding COUNTY roads please contact the County of Middlesex at 519-471-2020

## Street Sweeping

Local street sweeping in the urban areas takes place from April to October with a minimum of two cleanings per year. We also have the annual spring street sweeping program to clear out the winter salt and sand residue for all streets in the urban area; this is completed by an outside contractor in late March or early April.



## Leaf Collection

Leaf Collection in urban areas takes place each November, weather permitting. Please place your leaves in a pile at the curb - there is no need to bag them, as the municipality uses a leaf truck to vacuum them up. Residents also have the option to take their leaves to the Trillium Transfer Station at no cost, if they are loose and placed on the compost pile.

## Streetlights

Streetlight outages/repairs should be reported directly to the municipal office.

## Snow Removal

- When clearing private driveways, please do not deposit snow or ice on the roadway
- Homeowners are responsible for clearing the snow left at the end of their driveway by the snowplow plowing the roadway
- Municipal bylaw prohibits the parking of any motor vehicle on all municipal streets/roads between the hours of 3:00 am and 6:00 am to enable snow removal equipment to clear the road area as completely as possible
- Landowners are responsible to ensure mailboxes are securely attached and that mailbox posts are physically sound. The Municipality will replace broken mailboxes and posts only if snow removal equipment makes physical contact with the mailbox or post.

# Staff Directory

## ADMINISTRATION

**Amanda Gubbels - CAO**

519-287-2015 ext. 8109

agubbels@southwestmiddlesex.ca

**Kendra Kettler - Manager of Legislative Services/ Clerk**

519-287-2015 ext. 8120

kkettler@southwestmiddlesex.ca

**Colleen Kelly - Deputy Clerk**

519-287-2015 ext. 8118

ckelly@southwestmiddlesex.ca

**Barbara Pinnell - Admin, Public Works, Drainage  
& Fire Coordinator**

519-287-2015 ext. 8104

bpinnell@southwestmiddlesex.ca

**Danielle Majewski - Administrative Assistant**

519-287-2015 ext. 8101

dmajewski@southwestmiddlesex.ca

## FINANCE

**Denice Williamson - Manager of Finance/ Treasurer**

519-287-2015 ext. 8108

dwilliamson@southwestmiddlesex.ca

**Sara Donais - Deputy Treasurer**

519-287-2015 ext. 8106

sdonais@southwestmiddlesex.ca

**Lynda Refoir - Accounts Receivable/Tax Clerk**

519-287-2015 ext. 8117

lrefoir@southwestmiddlesex.ca

**Janet Van Erp - Accounts Receivable/Utilities Clerk**

519-287-2015 ext. 8105

jvanerp@southwestmiddlesex.ca

## FIRE

**Gary Johnston - Fire Chief**

519-521-7850

gjohnston@southwestmiddlesex.ca

## PUBLIC WORKS

**Mauro Castrilli - Manager of Public Works**

519-287-2015 ext. 8119

mcastrilli@southwestmiddlesex.ca

**Andrew Neely - Drainage Superintendent**

519-287-2015 ext. 8114

aneely@southwestmiddlesex.ca

**Rob Cole - Public Works Supervisor**

519-287-2015 ext. 8115

rcole@southwestmiddlesex.ca

## COMMUNITY SERVICES & FACILITIES

**Kevin Miller - Manager of Community Services  
& Facilities**

Kevin Miller

519-287-2015 ext. 8112

kmiller@southwestmiddlesex.ca

**Rebecca Burlock - Recreation Coordinator**

519-287-2015 ext. 8121

rburlock@southwestmiddlesex.ca

## PLANNING & BUILDING SERVICES

**Wayne Ysebaert - Deputy Chief Building Official,  
Middlesex Centre**

519-666-0190 ext. 5240

ysebaert@middlesexcentre.ca

**Alana Kertesz - Planner I, County of Middlesex**

519-930-1011

akertesz@middlesex.ca

**Erin Besch - Planner, County of Middlesex**

519-930-1010

ebesch@middlesex.ca

153 McKellar Street, Glencoe, ON N0L 1M0



# Transfer Station

The Trillium Transfer Station is operated by Waste Management on behalf of the municipality. It is open to all Southwest Middlesex residents.

**Valid identification is required.**

**Location** - 3945 Trillium Drive, Glencoe

**Hours of Operation** - Saturday 9 am to 4 pm

**Payment Method** - Cash only - upon arrival

## Alternate Location

Residents of Southwest Middlesex may use the Twin Creeks Landfill for a fee.

**Location** - 8039 Zion Line, Watford

**Hours of Operation** - Monday to Friday 7 am to 4 pm & Saturday 7 am to 11 am

**Phone Number:** 519-849-5810

ITEMS	RATES
Minimum Charge	\$10.00
Pick-up Truck (Full)	\$30.00
Single Axle Trailer	\$35.00-\$50.00
Oversize Trailer or Larger Trucks	\$55.00 - \$150.00
Clean Wood and Brush	FREE
Scrap Metal	FREE
E-Waste	FREE
Compostable Materials (Yard Waste)	FREE
Tires (Without Rims)	FREE

## Accepted Materials

- All large house household waste (furniture, appliances, small amounts of minor construction debris, treated or painted wood) – charges apply
- Whitegoods (stoves, freezers, refrigerators, etc. and must be certified freon-free to be accepted) – **FREE**
- Bulk recyclables other than household curbside pick-up – **charges apply**
- Clean wood and brush, scrap metal, e-waste, compostable yard waste, tires without rims - **FREE**

## Materials NOT Accepted

- Bagged household waste
- Household blue box recyclable items
- Household hazardous waste
- Asphalt roof shingles
- Construction debris over one (1) pick-up load per day
- Biomedical, radioactive or explosive waste
- Concrete

## Hazardous Waste

Household hazardous waste such as paint, oil, pesticides, fluorescent bulbs, etc. are not accepted at the transfer station and can be disposed of at the City of London Special Waste Site. Open to all Middlesex County residents Tuesday to Saturday 8 am to 3 pm

**Location:** 3502 Manning Drive, London (Wellington Road South of Highway 401) | Phone: 519-661-2489

# Utilities (Water/ Sewer)

The Ontario Clean Water Agency operates the municipal water system on behalf of Southwest Middlesex which includes water services to Glencoe, Appin, Melbourne, Wardsville and all rural watermains within the municipality. They also operate the Glencoe and Wardsville sanitary sewer systems on our behalf.

## Reporting an Issue

If your water/sewer system is not operating properly, please contact the Ontario Clean Water Agency (OWCA). The 24-hour number is 519-435-6539.

## Call Before You Dig

Planting a tree, building a deck or a fence? Contact Ontario's One Call first to get a free locate of underground pipes and lines so you can dig safely. Remember, you are liable for any damage or injury caused by interfering with any buried infrastructure. Request your locate by calling 1-800-400-2255.

## Billings & Due Dates

All water and sanitary sewer customers are billed bi-monthly. Southwest Middlesex water meters are read on approximately the 15th of every other month. Bills are due on the 30th of the next month. Water billings can be emailed to you - it is as easy as sending a request to [info@southwestmiddlesex](mailto:info@southwestmiddlesex).

## Payment Options

- **In Person** - Payment can be made in person during regular office hours at the municipal office between the hours of 8:30 a.m. and 4:30 p.m. Cash, cheque, and interact payments are accepted. Credit card payments are accepted but are subject to a 2.5% surcharge.
- **Drop Box** - Payment can be dropped in the mail slot at the municipal office. This drop box is accessible at all times. Please do not pay by cash through this mail slot. Make cheques payable to the Municipality of Southwest Middlesex and include your stub with your payment.

Payment must be received in our office by the due date to avoid interest charges.

- **By Mail** - Payments should be addressed to: Municipality of Southwest Middlesex, 153 McKellar Street, Glencoe, ON N0L 1M0. Make cheques payable to the Municipality of Southwest Middlesex and include your stub with your payment.
- **Pre-Authorization** - The Municipality offers a pre-authorized payment plan for your convenience (monthly or bi-monthly). Under the plan funds, are withdrawn automatically from your bank account. Forms can be obtained from the municipal office or on our website. We will require a signed application form and a void cheque from participants.
- **Financial Institution** - Payment can be made at a branch or through online or telephone banking. The payee is "Municipality of Southwest Middlesex or Southwest Middlesex Municipality of". Your account number will be required to set this up as a payment option at your bank. If you are paying using this option, your payment should be made at least 5 days prior to the due date to avoid interest charges. Payments must be received in our office by the due date to avoid interest charges.

## Interest & Penalties

If payment is not made by the due date a 1.25% penalty will be applied to the account on the 4th day of default.

- An arrears statement will be mailed for all invoices that are 10 days in arrears
- A final statement will be mailed for all accounts over \$50.00 that are 17 days in arrears with notification that the water supply may be shut off if the account is still in arrears 7 days from the date of mailing of the final statement
- If payment is not received the water service may be disconnected until the account is paid in full or a satisfactory repayment plan is in place.

# Volunteer Opportunities

Volunteers are the backbone of every community. Volunteering is a great way to learn more about your community and to meet the people in your community. Locally, there are several opportunities to get involved plus there are many outside organizations that help our community and its members that also need your help. The following are few organizations to consider if you would like to volunteer your time or services.

## Southwest Middlesex Committees

- Canada Day Committee
- Economic Development Committee
- Recreation Committee

Please send any questions to  
[clerk@southwestmiddlesex.ca](mailto:clerk@southwestmiddlesex.ca)

## Service Clubs & Local Groups

- **1st Appin Girl Guides**  
[firststappingg@gmail.com](mailto:firststappingg@gmail.com)
- **Glencoe Agricultural Society**  
[www.glencoefair.ca](http://www.glencoefair.ca)
- **Glencoe District Lions Club**  
[www.glencoedistrictlions.org](http://www.glencoedistrictlions.org)
- **Glencoe and District Historical Society**  
[www.glencoehistoricalsociety.ca](http://www.glencoehistoricalsociety.ca)
- **Glencoe Horticultural Society**  
[glencoehorticulturalsociety@hotmail.ca](mailto:glencoehorticulturalsociety@hotmail.ca)
- **New Horizons Seniors Club**  
519-289-5335
- **Your Wardsville**  
[www.yourwardsville.ca](http://www.yourwardsville.ca)

## Minor Sports

- **Glencoe Gators Swim Team**  
[rburlock@southwestmiddlesex.ca](mailto:rburlock@southwestmiddlesex.ca)
- **Glencoe Minor Baseball Association**  
[glencoeminorball@gmail.com](mailto:glencoeminorball@gmail.com)
- **Glencoe Minor Soccer Association**  
[glencoeminorsoccer@gmail.com](mailto:glencoeminorsoccer@gmail.com)
- **Glencoe Skating Club**  
[www.glencoeskatingclub.uplifterinc.com](http://www.glencoeskatingclub.uplifterinc.com)
- **Southwest Minor Hockey Association**  
[www.southwestbullets.com](http://www.southwestbullets.com)

## External Organizations

- **Canadian Mental Health Association (CMHA) and Thames Valley Addictions**  
[www.cmhatv.ca](http://www.cmhatv.ca)
- **VON Middlesex-Elgin**  
[www.von.ca/en/middlesex](http://www.von.ca/en/middlesex)
- **Middlesex Hospital Alliance** (Four Counties Health Services in Newbury & Strathroy-Middlesex General Hospital in Strathroy-Caradoc)  
[www.mhalliance.on.ca/careers-volunteering](http://www.mhalliance.on.ca/careers-volunteering)

# Zoning and Planning

## What is a zoning by-law?

A zoning by-law is a legal document that is passed under Section 34 of the *Planning Act*. It is considered “applicable law” under the *Ontario Building Code Act* and is intended to reduce conflict between incompatible land uses, as well as to be an implementation tool that gives effect to the Municipality's Official Plan. This allows municipalities to control:

- How land or buildings are used
- Type of building that can be constructed
- Where buildings can be located
- How tall a building can be
- How many residential units may be constructed
- How small or large a property may be
- Number of off-street parking, accessible parking and bicycle parking spaces
- Other features related to the use of land

## Planning

Land-use planning means managing our lands and resources. It helps each community to set goals about how it will grow and develop and to work out ways of reaching those goals while keeping important social, economic and environmental concerns in mind. It balances the interests of individual property owners with the wider interests and objectives of the whole community.

Southwest Middlesex, our planner and the County of Middlesex work together to process planning applications and to manage new developments within the municipality.

Land-use planning affects almost every aspect of life in Ontario. It helps decide where our community's homes and factories should be built, where parks and schools should be located and where roads, sewers and other essential services should be provided.

## How are Zoning and Planning Connected?

Planning services are responsible for preparing and maintaining municipal planning documents including the Official Plan and the Zoning By-law. These documents are used to implement legislation and perform a variety of services for ratepayers, developers, internal departments and upper tier governments. Our Municipal Planner processes all applications legislated under the *Planning Act*. This entails; official plan amendments, zoning bylaw amendments, minor variance and consent applications, part lot control exemptions, site plan control approvals, plans of subdivision and condominiums, second dwelling agreements, removal of holding zones and interim control by-laws.





Please let us know if there is anything that we can add to this document to help you navigate your new location.



**Municipality of Southwest Middlesex**

519-287-2015

[www.southwestmiddlesex.ca](http://www.southwestmiddlesex.ca)

[info@southwestmiddlesex.ca](mailto:info@southwestmiddlesex.ca)

153 McKellar Street, Glencoe, ON N0L 1M0