



Crystal Springs 2013 Fall/Winter Newsletter From Administration



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NEW: WINTER OFFICE HOURS: 9:00-12:00 Monday - Friday (September 9th, 2013 - May 16th, 2014)

SUMMER VILLAGES NEWSLETTER

Electronic versions of our newsletters are currently available by subscription on our web site. This process improves efficiencies and at the same time reduces mailing and labor costs.

The Summer Village Office has received feedback that residents are not receiving any communication from the Summer Villages Office. All communication is posted on the web site and/or communicated through our Newsletters or Special Mail Outs. For those without computer access, the Newsletter is available for pick-up at the Summer Villages Office or by mail upon request. It is advised that subscribers choose to receive notifications on all items posted or check the web site for other News & Information.

Staff Changes at the Summer Villages Office

Administration continues to make ongoing improvements, therefore providing a higher level of service to our residents and 7 Summer Village Councils. The following list of staff includes any changes/additions that have been made as part of our continuous improvement initiative:

Effective immediately Gail Coleman will be assuming the responsibilities of Assistant CAO, Finance, and Development Officer for the Summer Village of Crystal Springs. Gail will continue with her role on the Joint Services Committee.

Sylvia Roy	Chief Administrative Officer (CAO) for all Summer Villages and Development Officer for Argentia Beach
Terri Wiebe	Assistant CAO and Finance for Argentia Beach, Assistant CAO, Finance and Development Officer for, Golden Days, Grandview, Norris Beach and Poplar Bay
Gail Coleman	Assistant CAO, Finance and Development Officer for Crystal Springs, and Ma-Me-O Beach
Carol Banks	Part - time Administrative Assistant
Carolyn Huddleston	Part - time Administrative Assistant
Paula Lamoureux	Part - time Special Projects
Rosemary Peel	Full - time Accounting Clerk
Tammy Riviere	Part - time Administrative Assistant
Sharon James-Lock	Part - time FCSS Coordinator

Council Meetings

Council Meetings are held on a regular basis, generally every six weeks. Council meetings are posted in the window of the Summer Villages Office and on the website. However, it is sometimes necessary to change these dates due to other obligations of our Council. Please call the office or check the web site to verify dates. Members of the general public wishing to make a presentation (limited to 10 minutes), shall advise the CAO in writing or electronically not less than 7 business days before the scheduled meeting. The Administrative Staff in our office, which administers seven Villages in a cost effective fashion, are eager to serve you promptly and properly.

Tax Installment Payment Plan

The Tax Installment Payment Plan is available to all property owners as per S.V. Bylaw. Funds are electronically transferred monthly from your bank account to the S.V. bank account and the amount is based on 1/12th of the 2013 year's tax levy. Following the 2014 tax levy, the monthly amount is adjusted to ensure your tax account balance will be \$0.00 on December 31st, of each year. To participate in the Tax Installment Payment Plan, please complete an Authorization Form, attach a void cheque and forward to the S.V.'s Office before **December 15, 2013**. The form is available on the S.V.'s website for your convenience, or call the S.V. Office and a form will be mailed to you. The first payment will be automatically debited from your account on January 2nd, 2014

Outstanding Taxes

Just a reminder, if you have an outstanding balance in your Property Tax account, please ensure payment is **received** by the Administration Office prior to December 31st, 2013. An 18% penalty as per S.V. Bylaw will be applied January 1, 2014 on any outstanding balance.

Development Permits

If you are building, renovating, demolishing, or moving buildings, a development permit is required. Development Permits are approving the development only, ensuring that the development complies with the Land Use Bylaws. You may apply for a development permit at the Summer Villages Office or on our web site. Please ensure that all owners that are on title have signed the Development Permit Application. If all signatures are not on the application it will delay the processing of the permit. When submitting your application for a development permit for new construction, allow a minimum of 1 month prior to the anticipated starting date for approval. These development applications require a substantial amount of time reviewing the plans and ensuring compliance to the Land Use Bylaw. For other development applications, allow a minimum of 2 weeks for approval. Additionally, permits are required for building, demolition, electrical, plumbing and gas. These permits must be obtained from Superior Safety Codes Inc. @ 1-888-358-5545 or @ 403-358-5545 once your Development Permit has been approved. For inquiries information please contact the Summer Villages Office. "Please ensure all your development including fencing and landscaping is within your lot boundary". For further information and to view the Land Use Bylaw please go to our web site at www.svofficepl.com.

Please Note: Placards are issued with the development Permit and must be in full view at the work site at all times while the work is in progress. Failure to follow the process of having the required Permits could result in a Stop Order being issued by the Development Officer. Fines may also be levied.

Development Safety Codes Please be aware that a property owner/developer is responsible for ensuring all aspects of the *Safety Codes Act* are followed during construction. It is important that qualified designers/architects/contractors are hired to design and construct your project. If you use a contractor, please make sure they have gotten ALL the appropriate permits, as fines are only levied against the property owner(s).

Snow Removal

After reviewing quotations received, Best Bet Contracting (Brian Resta) was selected to provide the snow clearing services for the village during the coming winter season. Additionally, residents may contact Brian Resta at 780-586-0747 or on his Cell Phone at 403-704-3778 to arrange for their private driveways to be cleared at their own cost. Administration is requesting that residents do not contact the Summer Villages Office to arrange for this service but to call Brian directly. Residents may also call Brian if they have any concerns regarding the snow clearing of roads in the Summer Village.

The Summer Village will also be using a product called Eco-Traction for the icy intersections in our villages. This product is a road salt alternative and is environmentally friendly and will be used only as required. It does not melt the ice but provides traction only. We will not be using a sand and salt mix. If residents wish, they can contact the Summer Village Office at 780-586-2494 and let us know when the intersections require this to be put down. If you would like to know more about this product please click on this link: <http://www.ecotraction.com/>

Pigeon Lake Protective Service (PLPS)

Officers of the PLPS are actively enforcing our bylaws and the Traffic Safety Act so please ensure that your ATV's and off highway vehicles and operators are properly registered and insured. Also remember that ATVs are not permitted on municipal reserves and trails throughout the villages except for lake access for maintenance of piers, etc. and ice fishing.

Did you know that if you are a full-time resident of any of our 7 Summer Villages and you **leave the country** on vacation, the PLPS provides a service where they will patrol your residence while you are away. You must fill out a form at the PLPS office in Ma-Me-O Beach. The Village Office does not handle these forms. For more information, please contact the PLPS at 780-586-3882.

Pigeon Lake Regional Library

The Lakedell Library, located in Ma-Me-O Beach next door to the Summer Village Office, continues to improve their new site. Do stop by and see the wonderful work that has been accomplished by the hard work of so many volunteers in our community.

The library collects bottles & cans as part of their fundraising. Please drop bottles and cans in the barrel at the Adair cabin at A417 – 2nd Avenue Ma-Me-O Beach (in the back alley) next to the Catholic Church. The total amount collected for 2012 was \$2,500.00

Family and Community Support Services “NEW PHONE NUMBER”

The Summer Villages of Crystal Springs, Grandview, Ma-Me-O Beach, Norris Beach, Poplar Bay and Golden Days offer subsidized services to senior village residents living permanently in the summer villages. Sharon Lock, the FCSS Program Coordinator is available each Thursday from 8:00 am to 4:00 pm. Sharon’s office is located at the Community Hall for the privacy and convenience of our seniors. The contact phone number for Sharon is **780-335-3444**.

The homemaker services include:

- help with housework (light housekeeping duties).
- seasonal cleaning (windows, walls, moving furniture...) grass cutting
- meal preparation – for those recovering from a hospital visit

House Numbers

With the use of the 911 Emergency call program, it is more important than ever that you display your municipal address in a prominent place. Please ensure that you have your municipal address posted in a place visible from the road. If you are unsure of your municipal number, please feel free to call the Summer Village Office at 780-586-2494 for confirmation.

Moving??...Change of Address

Please notify the office if you are changing your address. Keeping us up-to-date with your address, phone numbers and e-mail addresses is very important. Phone numbers are required. If your cabin is broken into, and police have to notify you. You can notify us by e-mail at Information@svoofficepl.com with any changes.

Fire Fighting/Flood Control

CHECK YOUR INSURANCE POLICY! We remind new residents that the annual fee the Village pays for fire protection only supports the maintenance of the fire department. If the volunteer fire department is called out to fight your fire, you will be billed for their services. Check that you have fire department response insurance. Also check your insurance for **flood control** because the Summer Village cannot accept any responsibility for storm damage.

Programmable Thermostats

Most programmable thermostats are operated on batteries installed in the thermostat which should be replaced annually. If the batteries die, there will be NO HEAT and your home could freeze up.

Garbage Removal

BI-WEEKLY pick-up occurs on **MONDAYS** during winter months. Please phone MCL Waste Systems @780-352-2625 for concerns regarding garbage pickup, Cart numbers issued to residents, broken wheels or replacement carts.

The 12 month Collection Schedule for 2014 is available on our web site and will be mailed to those residents who have the Newsletter mailed out. **The last collection day for 2013 is December 30th. The first pick-up in 2014 will be on Monday, January 6th.**

Please ensure your containers are adjacent to the side of the road so when the roads are ploughed in the winter months the containers won’t get damaged. Please do not overfill your tote. Lids must be closed tightly as an automated system is used to pick up the totes. Residents may take large items or excess garbage to the Leduc Landfill. The City of Wetaskiwin will also accept solid waste, compost, burnable waste and concrete or asphalt for a minimum charge of \$20.00.

Administration and staff wish everyone a safe and Happy Holiday Season and extend to you best wishes for the New Year!