




GOOD NEIGHBOUR POLICY

Council Policy: POL-0186-ADMIN Amendment # N/A	Original Policy: NEW Amended: N/A
Presiding Council Member, Scott Goodmanson	
Date: May 19, 2026	Signature: 

1) BACKGROUND

Construction inevitably brings some level of disruption, but developers, contractors, and business owners can take measures to act as good neighbours and minimize disruptions for residents. The goal is to support growth and development while ensuring that residents and businesses can continue to enjoy a livable environment. Many sections of this policy are also relevant to industrial business operations.

To help manage the effects of increasing medium and high-density development Council’s 2023-2027 Strategic Plan identifies the creation of a Construction Impact Management Strategy and a Good Neighbour Policy as key priorities.

2) PURPOSE

The purpose of this policy is to:

- a) Inform developers, contractors, and business owners and the public about City bylaws that support good-neighbour practices and quality of life in existing residential neighbourhoods.
- b) Clarify commonly misunderstood or overlooked construction-related requirements.
- c) Provide guidelines for best practices and common courtesies that developers, contractors, and business operators must follow at minimum to reduce impacts on neighbouring residents.

3) GENERAL

- a) As required by the City’s *Community Standards Bylaw*, every developer who undertakes or supervises construction in the City must complete the declaration in Appendix “A”, acknowledging that they have read and understood this policy at the earliest stage of development, and committing to following this policy.
- b) Many of the provisions in this policy apply to commercial and industrial businesses as well as those undertaking construction. Operators of commercial and industrial businesses are encouraged to read and follow this policy as it applies to them.
- c) Nothing in this policy negates or takes precedence over any enacted legislation or bylaws. In the case of any discrepancy between this policy and a bylaw, the bylaw takes precedence.
- d) The City will not intervene in private property disputes between developers, contractors, and property owners, such as civil actions for trespassing, breach of contract, or damage to private property.

4) SITE MANAGEMENT AND COMMUNITY CONSIDERATIONS

(1) Fully contain the development within the property limits, including above and below ground, and airspace, unless otherwise agreed upon

If your work takes place on a City street, sidewalk, boulevard, or any other City right-of-way, you will likely require a permit or licence before undertaking that work.

The City may issue the following permits:

- Street Use Permit – Required for activities less than seven days in duration which occur on streets, provided there is no excavation or construction involved. Examples include window washing or loading and unloading of materials and equipment at a site.
- Street Construction Permit – Required for any construction or excavation activities within the street.
- Restricted Route Permit – Required for heavy trucks or vehicles carrying dangerous goods and operating outside of designated routes. Not all truck routes are dangerous goods routes.
- Oversized Vehicle Permit – Required for vehicles exceeding standard size or weight limits travelling on City streets.
- There are separate permits for hosting a special event or using a portion of the sidewalk for a patio expansion of an existing business.

The City may issue the following licences, under a licence agreement with the City:

- Crane Swing Licence – Required when a crane is erected and its swing radius extends over a street. This applies even where the crane is located on private property but swings over any City street.
- Shoring Works Licence – Required when shoring is necessary for construction activities occurring beneath streets.
- Street Occupancy Licence – Required for occupying streets for construction activities that exceed seven days. Fees depend on what type of City infrastructure is being taken up, and the area covered.

*Streets and
Traffic Bylaw No.
2233, 2025*

In addition:

- Any excavation must be barricaded and marked in a manner which prevents injury to persons and wildlife.
- A valid permit or licence for the use or occupation of a City street does not release the holder from the responsibility to observe the noise regulation requirements. See section 4 (5) of this policy for additional information regarding Noise Permits.
- See section 4 (12) of this policy for information about encroachments onto City parks and the required Park Use Permit, which is generally issued only in cases where access to a property is extremely impractical or impossible except through City parkland.



(2) Do not block property accesses/ driveways, fire hydrants, mailboxes, intersections, signage, crosswalks, sidewalks, trails, multi-use paths, etc.

- Do not utilize without permission any existing parking stalls, vehicular or bike lanes, sidewalks, boulevards, multi-use pathways, or bus stops, lane pickup, or drop-off zones.
- Follow all posted signs with respect to parking. If you have an approved construction parking plan, ensure your team knows to follow it.

Stopping or standing a vehicle is prohibited:

- On a sidewalk, walkway, bicycle lane, or multi-use pathway
- On a boulevard, except a gravel shoulder.
- On a crosswalk, or within six (6) metres of the approach or the departure side of a crosswalk.
- In a manner which obstructs the visibility of a traffic control device, or within six (6) metres of the approach side of a flashing beacon or stop sign.
- Within an intersection.
- Within any length of curb that is painted red or yellow.
- From 32 metres of the approach of, and eight (8) metres beyond, any bus stop sign, except in a marked parking stall.
- Within five (5) metres of a fire hydrant.

Streets and Traffic Bylaw No. 2233, 2025

In addition to the above, parking is prohibited:

- In an Accessible Parking Zone without displaying a valid Accessible Parking Permit.
- In a manner which interferes with the normal flow of traffic on a street, or with the wheels on the side with the curb or boulevard more than 30 centimetres way from the curb or boulevard.
- In front of a driveway.
- In a fire lane.

(3) Keep sidewalks, bike lanes, roads and surrounding area free of debris daily (such as garbage, gravel, mud, etc.) and ensure that all construction materials are securely contained within the site

- Depositing soil, rocks, garden waste, refuse or any other item onto a street is prohibited.
- Discharging fluids which may be hazardous or cause contamination (including but not limited to fuels, engine fluids, oils, paints, solvents, or grey water) onto a street is also prohibited.
- Property owners are required to keep property and driveway in a condition that prevents materials from moving or washing onto a street.

Streets and Traffic Bylaw No. 2233, 2025

A person responsible for a construction site must:

- Ensure that any City property such as streets, sidewalks, pathways, and bicycle lanes are free of debris and materials related to the site.
- Secure all materials within the site and in a manner to prevent them from blowing away.

Community Standards Bylaw No. 2255, 2026

(4) Be considerate of light intrusions (e.g. flood lighting and security lighting orientation) and surrounding air quality and intakes (portable washroom placement and maintenance, second hand smoke, welding fumes, idling trucks and generator exhaust)

- Lights located on property must not unreasonably disturb people on other properties, and must not unreasonably interfere with the safe use of a street by pedestrians, bicycles, or vehicles. This applies even when the lighting system is used to secure an unoccupied premise.
- Noxious odours which reach the level of becoming a nuisance to the community may result in bylaw enforcement action.
- Idling is prohibited on City streets, with limited exceptions.

Community Standards Bylaw No. 2255, 2026

Streets and Traffic Bylaw No. 2233, 2025

(5) Keep noise to a minimum and within the allowable hours, mobilization and demobilization included, no loud music or profanity, shield loud pumps or generators, etc.

- Operating a radio, television, or other device that amplifies sound on a construction site is prohibited where the noise is clearly audible on another property.
- Exterior construction or interior construction where windows and doors are not fully installed, as well as site preparation, grading or servicing work is permitted:
 - Monday to Friday between 7 a.m. and 7 p.m.
 - Saturdays between 9 a.m. and 5 p.m.
- Rock breaking, rock drilling, rock crushing, or blasting is permitted:
 - Monday to Friday between 8 a.m. and 5 p.m.
- Construction work inside a building with doors and windows installed and closed is permitted on any day and at any time, provided such work does not unreasonably disturb neighbours.
- Loading, unloading, delivering, collecting, packing, unpacking, or otherwise handling any containers, equipment, products, materials, or refuse, as well as the on-site maintenance of equipment must not be carried out in a manner that unreasonably disturbs people in the vicinity.

Community Standards Bylaw No. 2255, 2026

Enforcement is typically complaint driven, and whether the noise reaches the level of unreasonably disturbing people in the vicinity will depend on factors including the type, volume, and duration of the sound, the time of day and day of week, and the nature and use of the surrounding area.

A Noise Permit allows noise which may otherwise contravene the noise regulations but will only be issued in circumstances where it is otherwise impractical or impossible to comply with the noise regulations, such as where there are life or safety concerns or extended concrete pours. Further:

- Noise Permits will not be issued for blasting activities.
- Applications must be made at least five days prior to the activity taking place.
 - The application fee is \$500.00.



- An additional late fee of \$250.00 is required if the application is received between two and four business days prior to the activity.

The Noise Permit application form contains additional details and requirements that must be followed.

(6) No more rock crushing or aggregate processing onsite, in existing neighbourhoods, near occupied residences

- Rock crushing and aggregate processing is prohibited within 100 metres of an occupied residence, unless you have the written permission of every owner and occupier within 100 metres.

*Community
Standards Bylaw
No. 2255, 2026*

(7) Prior to construction, maintain the property and any existing homes to a livable standard (e.g. continuous landscape and building maintenance, snow removal, invasive species control, rodent control, graffiti removal, no boarded-up windows, no tarped roofs, demolish buildings that are uninhabitable as permitted, etc.)

The *Community Standards Bylaw* property maintenance regulations apply to all properties in the City, including unoccupied premises:

- Owners and occupiers are required to maintain buildings, structures, and land such that they do not become unsightly, a fire hazard, create a danger to the public, or become a nuisance. This includes keeping grass trimmed to no more than 30 centimetres and ensuring fences and retaining walls adjacent to public places are in good repair.
- Properties must be drained of surface water through approved drainage systems.
- Discarded materials, vehicle parts, derelict vehicles, and other unsightly objects must not be stored on property outside of a closed structure.
- Graffiti must be removed or hidden from public view within 14 days of it being placed.
- Noxious weeds should be eradicated, in accordance with provincial and federal guidelines for pest management and control.
- Property owners and occupiers must maintain the boulevard abutting their property, which includes, among other duties, removing noxious weeds, keeping grass to no more than 30 centimetres, and removing hazards to users.

*Community
Standards Bylaw
No. 2255, 2026*

(8) Secure the site to prevent unauthorised entry (to protect the public and wildlife)

Persons responsible for construction sites must:

- Secure all materials within the site, and in a manner to prevent them from blowing away.
- Secure the site against unauthorized entry, and in a manner which prevents injury to persons and wildlife.

Owners of unoccupied premises must:

- Utilize or install measures to secure the property at all times against unauthorized entry or occupation, vandalism, intentional damage, injury to wildlife, and fire hazards.

*Community
Standards Bylaw
No. 2255, 2026*

- Remedy any damage caused by unauthorized entry, occupation, vandalism, intentional damage or fire within 48 hours of receiving notification of the damage and make repairs necessary to prevent further damage.
- Engage rodent control on unoccupied premises prior to the demolition of a building or structure.
- Demolish unoccupied premises which have been re-zoned, within 120 days of the property becoming unoccupied, unless that property is subject to an active and ongoing building permit (for repair, rehabilitation, or demolition), or is actively being offered for sale, lease, or rent.

(9) Clearly post project signage containing 24/7 emergency contact information (ensure the signage is kept in good legible condition with the information updated as needed)

- Developers and others responsible for construction sites must post up to date 24/7 emergency contact information at the site. Signage must be legible and visible to the public.

*Community
Standards Bylaw
No. 2255, 2026*

(10) When installing construction fencing or hoarding, ensure adequate sightlines and setbacks are maintained, and that it is aesthetically pleasing for the neighbourhood (essential project signage only, no private advertising)

Signs made of semi-transparent materials attached to temporary construction fencing or hoarding for the purpose of marketing the development under construction do not require a Sign Permit. However, most other permanent and many temporary signs required a Sign Permit before installation.

- Signs must not interfere with the visibility of traffic control devices and must not be affixed to utility poles or trees.
- A *Streets and Traffic Bylaw* Street Construction Permit, in addition to a Sign Permit, will be required for any sign placed on a City street.
- The Sign Permit application form is available on the City’s website and is issued by the Planning Department.

*City of Langford
Sign Bylaw No.
1250, 2009*

(11) Ensure appropriate soil permits are obtained and apply water or another dust suppressant when conditions may result in the emission of dust that could disturb others.

- A Soil Permit is required for any soil movement, subject to certain exemptions, such as where the deposit or removal is less than 100 cubic metres of soil on or from a single parcel of land in one calendar year.
- A Soil Permit is separate from any other permit obtained. It is not automatically included as part of a Development Permit or Construction Permit.
- Any person who carries out an activity that involves moving soil must apply water or another dust suppressant to mitigate the emission of dust which could be a nuisance to others.
- Failure to mitigate dust may result in the City issuing a Notice to Mitigate, which may proceed to fines if adequate mitigation is not undertaken.

*City of Langford
Soil Removal and
Deposit Bylaw
No. 1800, 2017*

*Community
Standards Bylaw
No. 2255, 2026*



(12) If your work or construction takes place adjacent to a City park, ensure you do not encroach onto the park, and maintain your work site in a manner which prevents materials and dust from blowing into parks

- The City will generally not permit construction related encroachments onto City parks.
- Where access to a property is extremely impractical or impossible except through City parkland, the City may, at its sole discretion, issue a Park Use Permit for access purposes.
- Any temporary shelters, pavilions or structures in City parks require the approval of the Director of Parks, Recreation, and Facilities. Any permanent shelter, pavilion, or structure require the permission of City Council.

*Langford
Municipal Park
Regulation Bylaw
No. 177, 1996*

(13) Abide by the City's fire and burning regulations

- Burning for commercial and industrial purposes, or of garbage or noxious materials is prohibited anywhere in the City.
- Placing or maintaining any object on a sidewalk, street, or boulevard which interferes with access to any fire hydrant is prohibited.
- Any materials that could spontaneously ignite, such as oil rags, must be disposed of in a waste receptacle that meets the requirements of the *BC Fire Code*.

*Burning and Fire
Regulation Bylaw
No. 1532, 2014*

5) CLARIFYING COMMON REQUIREMENTS

(1) Extended street occupancy is discouraged and is currently not permitted without a Street Occupancy Licence and agreement

- Approval is not guaranteed and a professional traffic management plan and/or traffic impact assessment will be required.
- The current fees for a Street Occupancy Licence are:
 - Application and administration fee of \$1,000.00; plus
 - \$0.85 per square metre per day to occupy existing sidewalks or marked parking stalls; and
 - \$1.15 per square metre per day to occupy existing bicycle lanes, multi-use pathways, or vehicular lanes.
- Where pedestrian detours onto the road are necessary, adequate protection is required and accessibility needs must be accommodated (e.g. portable concrete curbs/barriers, wheelchair/bike ramps, temporary crosswalks or crossing guards, etc.).

*Streets and
Traffic Bylaw No.
2233, 2025*

(2) Construction Parking and Delivery Management Plan approval is required prior to any land alteration

- Provide sufficient space for trades parking, laydown areas, and deliveries onsite.
- Take into consideration all construction phasing and transitions.
- Make best efforts to ensure anyone who attends to the site is aware of the approved plan.

(3) Mitigation Plan approval is required prior to any land alteration

- Ensure erosion and sediment control, dust control, and storm water management measures are effective and suitably maintained at all times. *Subdivision and Development Servicing Bylaw No. 1000, 2009*
- Identify any natural and hazardous or toxic materials onsite, and ensure proper handling, storage, and disposition of materials.

(4) A comprehensive Geotechnical Plan showing the intent and scope of all geotechnical work on and off site is required and must be certified by a professional engineer and submitted with the construction drawings for approval

- This includes, but is not limited to, all landscape or engineered cut/fill slopes, retaining walls, shoring and stabilization (both onsite and offsite, temporary or permanent) require approval prior to land alteration. *Subdivision and Development Servicing Bylaw No. 1000, 2009*

(5) Existing public or private trees identified to be retained must be protected throughout the entirety of the project in accordance with bylaw requirements.

The City's *Tree Protection Bylaw* applies to all "protected trees", which includes trees:

- With a diameter at breast height of 20 centimetres or more.
 - Planted as a requirement of a Development Permit.
 - Located on City-owned or occupied land.
 - Protected by a restrictive covenant in favour of the City.
 - That contain some evidence of nesting or use by raptors, osprey, or a heron colony.
- City of Langford Tree Protection Bylaw No. 2206, 2024*

A person may apply to the Director of Parks, Recreation and Facilities for a Tree Permit, to permit the cutting or removal of a protected tree.

(6) Safeguard streamside protection and enhancement areas (SPEAs)

- Comply with regional habitat protection timing windows for birds, fish, and other wildlife.
 - These habitat protection timing windows should be identified by the qualified environmental professional and approved or permitted by the respective Provincial or Federal agencies.
- Langford Zoning Bylaw No. 300, 1999*

(7) Inform the City in accordance with bylaw requirements for posting traffic and blasting advisories on our website

Traffic Advisories:

- Permits and licences that allow roadway closures require 24 hours notice to the City's Engineering Department and the Fire Department prior to the actual closure. It is encouraged that you notify the City of any traffic disruptions, and not just road closures. *Streets and Traffic Bylaw No. 2233, 2025*

- After notification is provided, the City will post traffic advisories on its website.

Noise Permit Advisories:

- Noise Permit application forms should be reviewed as they may contain conditions related to notifying neighbours of activities allowed pursuant to a Noise Permit.
- Noise Permits will be posted on the City’s website.

*Community
Standards Bylaw
No. 2255, 2026*

Blasting Advisories:

- Blasting within 300 metres of schools or hospitals requires notice to the senior administrator of the School or Hospital, as well as the City’s Engineering Department.
- Owners and occupiers of property within 300 metres of the blasting area must receive written notice at least 48-hours before blasting starts.
- If blasting will continue for more than a week, owners and occupiers within 300 metres must get at least seven days’ written notice.
- Where blasting is required for site development and servicing, the blasting contractor must indicate the estimated location and approximate quantity of the proposed blasting program and include a blasting schedule.
- The blasting notice mentioned above must describe the work to be done, and:
 - include the expected date of commencement and duration of the project;
 - address methods to be used to safeguard life and property;
 - identify warning methods used to signal an impending blast; and
 - provide the name and phone number of the representative of the blaster or owner who will provide additional information.

*Subdivision and
Development
Servicing Bylaw
No. 1000, 2009*

6) BEST PRACTICES AND COMMON COURTESIES

(1) Obtain all required permits and approvals well in advance of commencing each phase of work

- Do not proceed without authorization.
- Several bylaws impose double application fees for permits where the work is started without first obtaining the required approvals.
- Proceeding without permits or approvals could also result in fines or the rejection of a permit or licence application.

(2) Ensure bylaw and legislation compliance at every stage and by every person employed on the site

- Display or have readily available all approved plans and permits onsite, include them in the site orientation, and review them regularly together.
- Many bylaws require that permits and licences issued be readily available for inspection.



(3) Respect City staff time and inspection hold points

- Give adequate notice for scheduling inspections.
- Do not bury or cover uninspected works.
- Address any deficiencies expediently.

(4) Develop a respectful relationship with the surrounding community ahead of construction, and keep open lines of communication with neighbours throughout construction

- Be proactive in notifying neighbours of the anticipated work phases and timelines, and any upcoming changes, especially disruptive but unavoidable activities including but not limited to:
 - approved road closures,
 - blasting,
 - drilling,
 - pile driving,
 - crane setup and take down, or
 - large deliveries.
- Attached as Appendix “B” to this policy is a *Sample Notification Letter to Neighbours* that Developers and others can use to notify neighbours of development activities.

(5) When permitted frontage or utility works are required within the public road right-of-way, coordinate construction works to minimize the overall impact

- Ensure that you are receiving all required approvals from third party utilities and the city, and coordinate all construction works to proceed in an order that does not impact newly installed infrastructure.

(6) Manage and maintain a safe, clean, and organized job site every day

- This includes onsite, but also the surrounding area.
- City bylaws require that properties be kept tidy, construction materials contained to sites, and City streets are clear of construction related debris, dirt, mud, and effluent.

(7) Do not enter onto other private property, nor utilize water or power outlets from others’ properties without permission

- Such activities, in addition to being unneighbourly, can expose developers and contractors to private legal action for damages in trespass, nuisance, breach of contract, or other.

(8) Make up for legitimate impacts

- For example:
 - Offer to wash the dust off the neighbour’s house, fix the damage to their lawn, fence, or other private property.



- Respond to resident concerns in a timely manner and inform residents about construction impacts prior to work commencing.
- Ensure traffic control is available for all disruptions to vehicle, pedestrians or bicycle traffic.

<p>Adopted by Council</p> <p>Meeting Date: May 19, 2026</p>	<p>CERTIFIED CORRECT</p> <p><i>[Signature]</i> May 20, 2026</p> <hr/> <p>ADMINISTRATOR DATE:</p>
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Good Neighbour Policy
Appendix A: Acknowledgement Declaration

I have read and understand the City of Langford “Good Neighbour Policy”, commit to following the policy to the best of my abilities, and acknowledge that a signed declaration must be on file with the City and that the City has the right to withhold processing of permit or licence applications in the absence of this signed declaration. Once signed, the declaration does not expire.

I further acknowledge that this declaration, when signed:

- (1) serves as a first warning with respect to potential future bylaw or policy infractions relating to the construction, and
- (2) the first on-site infraction may immediately proceed to a fine, hold, or stop work order being issued without a verbal or written warning.

Authorized Signatory for: _____
(Legal Name of Developer/Builder/Contractor/Operator)

Name: _____

Phone: _____

Date: _____

Signature: _____

Disclaimer: The personal information required in this form is collected under section 26 (b), (c), and (d) of the *Freedom of Information and Protection of Privacy Act* and may be used for the purposes of bylaw enforcement related to construction bylaw and policy infractions. All information shall be used and maintained in accordance with the *Act*.

Please contact the Freedom of Information and Privacy Coordinator, 250-478-7882, FOI@langford.ca if you have any questions about the collection, use, or disclosure of this information.

Good Neighbour Policy

Appendix B: Sample Notification Letter to Neighbours

[Company Letterhead]

Dear Neighbour,

This notice provides information regarding the development at *[insert civic address of development]*.

[Developer name] is building *[development description, including number of units and type of development]* at the above noted address.

The current anticipated schedule is as follows: *[Include any relevant timelines, such as for those activities listed below]*

<i>Activity</i>	<i>Anticipated Start Date</i>	<i>Anticipated Completion Date</i>
<i>Site Preparation and Fencing</i>		
<i>Demolition</i>		
<i>Excavation</i>		
<i>Construction</i>		

Permitted Hours for Construction Noise

Per the City of Langford's *Community Standards Bylaw*, the following noise is permitted during the times set out below:

Exterior construction or interior construction where windows and doors are not fully installed, and any site preparation, grading or servicing work

- ✓ Monday to Friday between 7 a.m. and 7 p.m.
- ✓ Saturdays between 9 a.m. and 5 p.m.
- ✗ Sundays and Statutory Holidays prohibited unless authorized by a Noise Permit

Rock breaking, rock drilling, rock crushing, or blasting

- ✓ Monday to Fridays between 8 a.m. and 5 p.m.
- ✗ Saturdays, Sundays, and Statutory Holidays prohibited unless authorized by a Noise Permit

Loading, unloading, or handling containers, equipment, products, materials, and refuse, on-site maintenance of equipment, and construction work inside a building with doors and windows installed and closed

- ✗ Must not be carried out in a manner that unreasonably disturbs the peace, quiet, rest, enjoyment, comfort, or convenience of people in the vicinity at any time

The following plans and information relate to the development:

- *[Include any relevant site plans and details that are available such as site plans showing excavations with marked distances from neighbouring property lines, and any retained or protected fences, walls or trees]*
- *[Include details if any fences or retaining walls shared by the two properties are to be removed, and how they will be replaced]*
- *[Details regarding any trees that share a root zone or drip line between the properties and how they will be protected, removed, and or replaced]*
- *[Image of designed building, if available]*

Project Contact Information

Property Owner	Name _____
	Phone _____
Developer	Name _____
	Phone _____
Lead Contractor or Builder	Name _____
	Phone _____

City of Langford Contact Information

General Inquiries	250-478-7882	Visit langford.ca/contact/
Engineering Department	Phone 250-474-0068 After hours public works emergencies phone: 250-391-3400	Email engineering@langford.ca
Bylaw Enforcement	250-474-0604	Email enforcement@langford.ca
Building Department	250-474-5592	Email building@langford.ca
Planning Department	250-478-7882	Email planning@langford.ca
Parks Department	250-478-7882	Email parks@langford.ca