



Mississauga Good Neighbours Guide for university students

This *Mississauga Good Neighbours Guide* is designed for university students who live off-campus and require easy-to-find information about community relations and resources in the City of Mississauga.

This publication is one of many partnerships between the City of Mississauga and our local post-secondary institutions, building a community that supports our students and strengthens our civic environment and pride.



Students

When you sign a lease, you're not only gaining privileges that come with living on your own, but you're also accepting responsibilities of being part of a new community. We encourage you to be a good neighbour in whatever area of Mississauga you call home. Being a good neighbour will help ensure that you, your fellow students and your university maintain good reputations in the broader community.

At the same time, it's important for you to be aware of your rights and responsibilities as a tenant, which can vary depending on the type of rental agreement you have. Therefore, we advise you to consult the Ontario Landlord and Tenant Board (www.ltb.gov.on.ca), where you can find a wide range of online resources to help you understand the legislation pertaining to your specific rental situation.

Tips on Being a Good Neighbour

Be friendly

Make a point of meeting your neighbours when you first move in. Remember you're likely to see them on a regular basis. Give your closest neighbours your contact information, and your landlord's information, and invite them to contact you if they have concerns.

Ask questions

Most people genuinely like helping others, so if you aren't sure about something in your neighbourhood, try asking a neighbour. This could include seeking recommendations for a good auto mechanic or how yard waste should be put out for collection, or something as simple as asking what time mail is usually delivered or the location of the nearest post office.

Make a good impression

Be aware of the appearance of your home – how it's maintained will have a huge impact on how your neighbours relate to you. While you are renting your house or apartment, your neighbours have likely invested a lot in their own home – your efforts to maintain a clean and tidy appearance of your home will help protect the investments of your neighbours.

Consider the following:

- Keep the exterior of your home clean and tidy – this includes storing waste and recycling appropriately, following garbage collection schedules, not leaving furniture or debris on your lawn, and avoiding hanging signs, banners or flags in windows.
- Tell your closest neighbours who is responsible (you or your landlord) for lawn care, snow removal and external maintenance of your home, so that concerns can be directed appropriately.

Follow parking and traffic rules

- Drive safely and slow down in residential areas since children may live and play nearby.
- Have only as many vehicles as parking spaces. Check your rental/lease agreement for specific information about parking privileges.
- Don't park or allow your visitors to park on your neighbours' property without their permission – this includes parking on lawns and driveways blocking walkways.
- Be aware of municipal bylaws that regulate parking in the city – for example, they prohibit parking on both sides of the same street, parking on a street overnight, parking on sidewalks and blocking bus stops or fire hydrants.

For specific information, visit www.mississauga.ca/parkingbylaws

Contribute to safety

- Watch for possible safety and security concerns and report suspicious activity to Peel Region Police and/or Crime Stoppers.
- Drive safely and slow down in residential areas since children may live and play nearby.



Photo: Michelle Gibson

Be considerate and respectful

Almost every culture has an equivalent to the 'Golden Rule,' which suggests that you "do unto others as you would have them do unto you."

It's a basic concept that's so important when considering how to be a good neighbour.

For example:

- Develop house rules with others living with you. Assigning responsibilities for tasks like taking out the garbage will reduce concerns and conflicts within your space and with your neighbours.
- Avoid exposing your neighbours to activities they may find disruptive or offensive such as swearing, drinking, excessive partying or rowdy behaviour.
- If you think your neighbours have a concern with your behaviour or that of your guests, make sure it doesn't become a problem. Move the behaviour inside your home or somewhere else that might be more appropriate.
- If you receive an unfriendly reaction from a neighbour, listen to his or her concerns – try to see the issue from his or her perspective, and make whatever reasonable adjustments you can.

Keep it quiet

Excessive noise at any time of the day is illegal and could carry a fine, but your neighbours are likely to be even more sensitive to loud noise at

night. While your student schedule may include late night hours, most people in the community follow a more regular 9–5 schedule. Avoid excessive noise to help them sleep peacefully.

A noise bylaw can be enforced for noises likely to annoy or disturb the peace of fellow residents including sound from overly loud stereos or televisions, car engines and exhaust systems, and shouting.

Enforcement

Municipal law enforcement officers and Peel Regional Police take neighbourhood concerns seriously and will issue tickets and lay charges. Serious offences can lead to a criminal record, time in jail and can have a significant impact on your future career options.

Follow garbage schedules and rules

Some of the general guidelines include:

- Recycle and compost whatever you can. Ensure that waste is properly sorted and stored among your garbage container, blue box, green bin and yard waste.
- You or your landlord should invest in garbage cans with lids – they discourage raccoons and skunks from getting into your garbage.
- Put out your waste only on collection days. All materials, including garbage, recycling

and organics, must be at the curb no later than 7 a.m. on the day of collection, and not before 7 p.m. the previous evening. At all other times, your bins and containers must be neatly stored elsewhere inside or outside of your home.

If you don't obtain one when moving in, contact the Region of Peel for a *Waste Management Guide* by calling 905-791-9499 or visit www.peelregion.ca/pw/waste/garb-recy

- You are allowed to put out two containers of garbage without a surcharge – if you have more garbage, secure those bags with garbage tags purchased at locations across the city, noted in the *Waste Management Guide*.
- If you're discarding furniture or other large household items, consider whether they may be reused by community agencies such as the Salvation Army or Goodwill – some of these groups will pick up larger items with advance notice. Otherwise, place items such as these at the curb before 7 a.m. on your regularly scheduled collection day.
- Toward the end of the school year, as you and your housemates prepare to move out or return home for the summer break, plan your move so you don't pile up a lot of refuse on the last possible garbage day. Planning ahead can make moving out more manageable for you and for the City when collecting waste and recycling.



Photo: Michelle Gibson

Plan parties responsibly

If you plan a party at your home, consider the safety of your guests and the comfort of your neighbours.

- Limit the number of guests you invite to one that's reasonable for your home.
- Let your neighbours know when you are planning a party. Give them plenty of notice and ask them if they have any concerns up front.
- Control the noise level and keep the party inside.
- If you are providing alcohol or your guests are bringing their own, you share responsibility, including legal liability, for their actions during and after the party. Information on party planning is available online, including at www.lcbo.ca/learn/planningtips.html. (Note that it is illegal to sell alcohol without a license, including selling cups for 'free' alcohol.)

- Monitor your guests and ensure that they are drinking responsibly and get home safely. Having bus routes and the telephone numbers of taxi companies handy will help.
- Ensure that there is a sober host, preferably the person responsible for the home, so that the host is fully capable of handling any problems that arise, including calling police if the event gets out of hand. Being intoxicated does not excuse a host from legal responsibilities – the "but I was drunk" defence doesn't work.
- If a neighbour or police official comes to your door, deal with the issue in a co-operative manner and do what you can to remedy the situation.
- Clean up the exterior of your place afterward – discarded/broken bottles and scattered garbage are unattractive and dangerous.

Safety checklist

Once you are a tenant living in a home or property, you share responsibility with the landlord for your safety and well being.

Here's a safety checklist that can help ensure you don't miss any important steps:

- Make sure working smoke detectors and carbon monoxide detectors are on each floor of the property.
- Make sure there is a working fire extinguisher on the premises.
- Be ready for an emergency; arrange a disaster preparedness kit that includes flashlights, batteries, bottles of water, some canned food, matches, candles, a battery powered radio, a couple of blankets and a first-aid kit.

For fire prevention information, please visit www.mississauga.ca/portal/residents/firesafety

Helpful Contacts

Health and Safety

Emergencies
(police/fire/ambulance) 911

Peel Regional Police
(non-emergency) 905-453-3311

Crime Stoppers 1-800-222-8477
www.peelcrimestoppers.ca

Distress Centre of Peel 905-278-7208
www.distresscentrepeel.com

TeleHealth Ontario 1-866-797-0000

TDD for the Deaf 1-866-797-0007

Rental Resources

Student Off Campus Accommodation
places4students.com

Ontario Landlord and Tenant Board
www.ltb.gov.on.ca

Property Standards

www.mississauga.ca/portal/residents/propertystandards

Mississauga Fire Safety Resources

(including student accommodation
safety checklist)
www.mississauga.ca/portal/residents/firesafety

Enforcement

Noise Compliance 905-896-5655
www.mississauga.ca/portal/residents/noisecomplaints

Parking Regulations

M-F, 7 a.m. to 7 p.m. 311

Outside city limits 905-615-4311

Evenings & weekends 905-615-3000

www.mississauga.ca/parkingbylaws

www.mississauga.ca/parkingregulations

Transportation

Mississauga Transit 905-615-INFO (4636)
www.mississaugatransit.com

Peel TransHelp 905-791-1015

Hospitals

Trillium Health Centre 905-848-7100
www.trilliumhealthcentre.org

Credit Valley Hospital 905-813-2200
www.cvh.on.ca

City of Mississauga

General information 311

Outside city limits 905-615-4311
www.mississauga.ca

Peel Region

General information 905-271-7800

Emergency Preparedness
www.peelregion.ca/rep

Garbage and Recycling 905-791-9499
www.peelregion.ca/pw/waste/garb-recy

Change of Mail Address

www.canadapost.ca