



45 View Royal Avenue | Victoria, BC V9B 1A6
p: 250-479-6800 | f: 250-727-9551 | www.viewroyal.ca



Sewer Utility Invoice Notice

The 2019 sewer utility invoices have been mailed to property owners in mid-October. Sewer utility invoices are due Friday, November 29, 2019. Any balances outstanding will be transferred to arrears property taxes, effective January 1, 2020.

Reminder: Strata Developments with only one water meter receive one sewer utility invoice for the entire Strata complex. Strata Developments that have a water meter for each strata unit will have the sewer utility invoices go to each individual unit owner.

Please be advised that the consumption portion of your sewer utility invoice is based on the previous November to April water consumption. If you experienced a water leak, your utility invoice will be affected and you may qualify for a leak adjustment. Please visit www.viewroyal.ca to review the leak adjustment policy for eligibility requirements, and keep all records pertaining to the leak. This will help us in assisting you through the adjustment process.

Access your sewer utility account information online and sign up for electronic billing! Log in securely to your account to find out if we've processed your payment, check your balance, access historical transactions, view or print your invoice and manage invoice delivery preferences. Access Online Services through the link at www.viewroyal.ca and use your unique access PIN and account number shown on your invoice.



A friendly reminder that the homeowner or occupant of the home is responsible for the proper use of the sewer system. Please help keep the municipal sewer system working as designed and maintenance costs to a minimum by NOT flushing these items. They have been causing our sewer main pumps to be jammed repeatedly, resulting in increased maintenance costs to YOU the user:



- Grease and oil
- Cooking fat
- Cat litter
- Paint
- Wipes (all kinds)
- Chemicals
- Glass
- Human or pet hair
- Underwear
- Mop heads
- Feminine hygiene products
- Construction material (drywall dust, grout, etc.)
- Dental floss
- Cotton swabs
- Condoms
- Diapers
- Cleaning cloths (Swiffer, J-Cloths)
- Abrasives (sand, steel wool, etc.)
- Paper towel
- Hand or beach towels
- Plastic bags
- Flammable substances
- Elastic bands

If you have not received your invoice by October 31, 2019, please contact the Finance Department at 250-708-2270 or finance@viewroyal.ca.

Lawn & Garden Waste Curbside Collection in November

The Town will be collecting lawn and garden waste (grass, leaves, flowers, shrub clippings, weeds and small branches) from the curbside of View Royal residential homes this fall on the following dates:

- For residents who get their weekly garbage picked up on **TUESDAYS**, your lawn and garden waste pick-up day will be **SATURDAY, NOV. 2**
- For residents who get their weekly garbage picked up on **WEDNESDAYS**, your lawn and garden waste pick-up day will be **SATURDAY, NOV. 9**
- For residents who get their weekly garbage picked up on **THURSDAYS**, your lawn and garden waste pick-up day will be **SATURDAY, NOV. 16**
- For residents who get their weekly garbage picked up on **FRIDAYS**, your lawn and garden waste pick-up day will be **SATURDAY, NOV. 23**

Residents can put out grass, leaves, flowers, shrub clippings, weeds, and branches for pick up. All items (excluding branches) must be put into recyclable brown paper yard waste bags and must weigh no more than 35 pounds each.

Branches are to be no longer than 3 feet in length, no more than 3 inches in diameter, and are to be bundled and then tied with string in bundles that weigh no more than 35 pounds each.



Bags and branches must be placed at the curbside by 7:00am on the day of collection. Each residence is allowed up to five bags/bundles. Extra decals can be purchased for \$3.00 per bag or bundle at Town Hall.

For more information about this service, or to report a missed pickup, please contact Town Hall at 250-708-2258 or visit <https://www.viewroyal.ca/EN/main/municipal/lawn-garden-waste.html>.

Upcoming Meetings



December 3, 2019	Council Meeting 7:00pm, View Royal Town Hall
December 10, 2019	Committee of the Whole Meeting 3:30pm, View Royal Town Hall

The meeting duration will vary according to the agenda. Council agendas are normally posted on the Friday prior to the meeting on the [Agendas & Minutes](#) page of the website. [Click here for more information about Council Meetings.](#)



Fall & Winter Weather Reminders

As the season changes, the Town of View Royal's Engineering Department would like to remind residents to be prepared for the rain, snow and inclement weather.






Property Maintenance

-  Clean your roof gutters and dispose of yard waste (branches and leaves).
-  Keep on-street drains and culverts near your home clear of leaves and debris to avoid flooding issues. If standing water is still an issue after removing debris, contact 250-708-2258.

Garbage & Recycling

-  Be sure to secure all garbage and recycling bins to prevent debris from blowing around the neighbourhood on windy days. In the case debris does get loose, it is the responsibility of the property owner to clean it up.
-  In the event of a heavy snowstorm or icy road conditions, the garbage collection contractor may not be able to service certain customers due to safety or access reasons. All missed garbage will be collected as soon as it is safe to do so.

Snow Clearing

-  Roads are cleared in the following order:
 - 1st Priority = Major Roads
 - 2nd Priority = Steep Hills
 - 3rd Priority = Collectors, School and Playground Zones
 - Lowest Priority = Local Roads
-  During prolonged snowfall, crews may need to continue maintaining higher priority roads before attempting lower priority ones.
-  In the event of snowfall, please do not park on the roadway in order to ensure snow-clearing equipment can navigate the streets safely. Owners of vehicles parked on the roadway can be subject to fines and/or towed away at the owner's expense.
-  When clearing snow in your driveway or private road, be sure to pile the snow to the left hand side (facing your home) so the snow plow does not plow excess snow across your driveway or private road access.
-  Property owners must clear snow and ice from sidewalks adjacent to their property. Be sure to arrange for help in advance if you plan to be away from your home or if you require assistance with snow and ice removal.

For more information:

- **Engineering Department**
250-708-2258
engineering@viewroyal.ca

Upcoming Invasive Species Removal Work Parties

We're looking for volunteers to help remove invasive plants from our parks! No experience necessary. We'll provide the training, tools, gloves and refreshments. Please wear work clothes and sturdy footwear. Children are welcome but must be closely supervised by an adult caregiver. No pets please.



Date:	Time:	Park/Area:	Meeting Place:
Sat. Nov. 23	1:00pm-4:00pm	Limekiln Shoreline Access	Intersection of Helmcken Rd. and View Royal Ave.
Sun. Dec 1	10:00am-1:00pm	Aldersmith Park	Meadow Park Ln. entrance off Burnside Rd. W.; north of Eagle View Elementary School.
Sat. Dec 7	1:00pm-4:00pm	Burnside/Watkiss	Intersection of Burnside Rd. W. and Watkiss Way (meet at NW entrance).

For more information:

- **Chris Junck**
[Habitat Restoration Project](#)
restorevr@gmail.com



Looking for more highlights of significant activities of the Town?

Check out the monthly CAO Update!

[Nov 12, 2019 - CAO Update](#)