Regina’s Good Neighbour Guide
Regina is a great city filled with close-knit communities and thriving neighbourhoods. These neighbourhoods are great places to live because of the people who live there. So, what makes a good neighbour? A good neighbour builds friendly, trusting and respectful relationships with those around them. What’s more, they do their part to help keep our neighbourhoods and city safe, clean and beautiful.
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The Good Neighbour Guide offers an overview of Regina municipal bylaws that govern city neighbourhoods. Should you require additional information not covered in this guide, visit [Regina.ca](http://Regina.ca) or call Service Regina at 306-777-7000.
Around Your Property

A homeowner’s general responsibility is the property in and around their lot. This includes boulevards, sidewalks, and alleys connected to their property. As a homeowner, it is important to keep in mind that property maintenance plays an important part in being a good neighbour.

Untidy Properties

Maintaining your home’s exterior and lawn to the same level as the rest of the neighbourhood is part of your responsibility as a good neighbour. Your relationship with your neighbours can be affected by how your home looks outside. Additionally, by keeping your home tidy, it will enhance the value of your property.

Landscaping

Lawn Care

Regular mowing, watering and fertilizing helps keep your lawn green and healthy. When you maintain a yard care routine, your neighbours will likely notice and be encouraged to do the same.

Overgrown Grass & Weeds

Property owners, including those with vacant lots, are responsible for keeping grass and weeds in check, ensuring they do not grow higher than 15 cm tall (6 inches). Overgrown grass can eventually dry out and become a fire hazard. Tall grass and weeds can also attract insects like mosquitos.

Have a concern? Before filing a complaint, look to see if the vegetation is over 15 cm (6 inches) high. Also be sure that your neighbour has not intentionally planted tall vegetation - it could be a vegetable or perennial garden.

If you believe there is a problem with overgrown grass or vegetation in your neighbourhood, call Service Regina at 306-777-7000 or submit a service request online at Regina.ca/servicerequest
Landscaping the Boulevard Outside your Home

As part of your regular yard maintenance, it’s appreciated if you maintain the boulevards adjacent to your house.

Not a fan of mowing grass? Intentionally planted vegetation such as shrubs, perennials or vegetable gardens are acceptable alternatives to grass. Good options for perennials include, day lilies, haskap, iris and peony. Native plants, decorative boulders and mulch can create an attractive, low maintenance xeriscape.

Avoid significant damage to your property by calling Sask 1st Call at 1-866-828-4888 or email beforeyoudig@sask1stcall.com 48 hours before you dig to locate all utility lines. To make changes to your boulevard, submit the Maintenance Agreement form at Regina.ca/yardcare

What is a Boulevard?

A boulevard is the strip of land between the curb and the property line.

Did you know?

As of January 2019, owners of new one and two unit homes are required to landscape their front and side yards within the first two years of possession. Landscaping can include a variety of options such as plants, trees, grass or rocks. Your chosen landscape material must allow water to easily flow through into the ground.
Tree Maintenance

Banding

Tree banding stops nasty bugs from crawling up your trees and laying eggs. Do your part to protect Regina’s urban forest from bugs that destroy trees. Band your elms, Manitoba maples and fruit trees each spring and fall to reduce the number of cankerworms in your community.

Visit Regina.ca/trees for steps on how to band trees around your home.

Did you know?

You should never transport firewood into the city as pests could be catching a ride.

Pruning

Mature trees should have a strong, straight trunk and a full crown of leaves with well-spaced branches. Pruning helps achieve this growth pattern.

Elm trees should only be pruned in the fall to prevent beetles like emerald ash borer and elm bark beetles from spreading. To learn more about tree pruning and banding, visit Regina.ca/trees
Drainage

Lot Grading

Proper lot drainage directs stormwater runoff from snow, rain or hail away from homes and garages to public roadways, landscaped areas, or drainage swales where runoff can flow into storm drains.

As a homeowner, be sure downspouts and sump pump flows are properly directed, eavestroughs are regularly cleaned of leaves, swales are kept clear of obstructions, and shallow depressions or settlements have been filled.

Did you know?

There are guiding principles and rules that should be followed during the installation of any new landscape or hardscape projects (decks, patios and sidewalks) to maintain the integrity of the drainage system. Property owners should seek advice and services from skilled professionals for lot grading activities outside of their knowledge and skill ability.
Flood Prevention

Downspouts

Downspouts, also known as a waterspout or drain spout, are an essential tool in your home’s fight against water damage prevention. They carry rainwater and melting snow from rain gutters on your roof to the street and into storm drains. Protect your home by fixing leaking or cracked downspouts. In some cases, you may need to replace damaged downspouts to prevent water from pooling on your rooftop or flooding your basement.

Flood Protection Tips for your Property:

1. Ensure gutters and downspouts are cleared of leaves and debris
2. Extend downspouts and sump pump hoses at least six feet away from the foundation
3. Point downspouts toward lawns and gardens

For more information on downspouts and tips on how to protect your home, visit Regina.ca/water
Use these additional flood prevention tips to protect your home.

**Outside the Home:**

1. Clear snow at least six feet away from the foundation.
2. Remove any debris or snow from any window wells.

**Inside the Home:**

1. Test sump pumps and backflow prevention valves to ensure they are working properly. If you do not have either of these, consider installing them.
2. Remove items that are blocking the water drainage pathway to the floor drain.
3. Store valuables in watertight containers or raise them off the basement floor.
4. Store hazardous materials in watertight containers or remove them from the basement.
5. Raise electronics off the basement floor.
Storm Drains  Wastewater and Storm Water Bylaw

The City of Regina uses above and below ground storm sewer pipes to collect rain and melting snow for proper drainage to protect against flooding.

Every spring and summer, thousands of storm drains help keep Regina roads clear and properties dry. Keeping 22,000 storm drains clean and flowing freely takes a lot of teamwork. When storm drains are frozen or covered with debris, storm water and melting snow cannot drain away from alleys, streets or greenspaces next to your property.

You can help by giving your neighbourhood storm drains a little tender loving care by adopting them! Adopting a storm drain is easy and a great opportunity to give back to your community. To adopt a storm drain, visit Regina.ca/stormdrain

Report a Blocked Storm Drain

To report a blocked storm drain or an area with poor drainage to be inspected, provide the location by street address or nearest intersection through an online service request at Regina.ca/servicerequest or call 306-777-7000 on weekdays between 8 a.m. and 4:45 p.m.

Did you know?

Household products, like paint, oil, and fertilizers that enter storm drains can affect the health of our creeks, rivers and the land surrounding them, as well as the health of wildlife and fish that rely on them. Drop off your hazardous items for free to be recycled or disposed of in an environmentally-friendly manner at one our Household Hazardous Waste Days in the spring and fall.
Waste Management Services

Waste Plan Regina was developed to address the growing demands of waste management in our city and provide direction on solid waste programs and services like garbage and recycling.

Did you know?

The City provides curbside waste collection services to approximately 67,000 single-family households.

Curbside Garbage and Recycling Collection

On collection day, place your carts on even ground on the street or in the back alley before 7:30 a.m.

Leave at least one metre (three feet) of space between other objects such as parked cars, power poles, utility boxes, fences, downspouts and garages. Roll your empty cart back to a secure location on your property or against your fence after it has been collected. Make sure your carts do not block traffic.

Remember:

• Keep cart lids closed and don’t let them overflow
• Don’t place additional waste beside carts
• Make sure not to pack material too tightly

If your cart was not collected on your scheduled day, contact Service Regina at 306-777-7000 or **submit a service request online** within two business days to report a missed collection.
Garbage
Garbage is collected weekly from April to October and biweekly from November to March.

*When disposing your garbage, make sure to:*

- Bag or bundle all waste items
- Double bag animal waste, dust particles and powdered materials

If you require an additional garbage cart, you may request one by calling Service Regina at 306-777-7000 and pay a fee on your utility (water) bill.

Recycling
Recycling helps increase the life of the Landfill and protects our environment for future generations. Recycling is collected biweekly (every two weeks) throughout the year. Please put only acceptable recyclable items inside your Blue Cart, a Big Blue Bin or your Multi-Family Condo and Apartment recycling program container.

*Remember:*

- Do not bag or stack items
- Keep recyclables loose in the cart
- Put shredded paper in a clear plastic bag that is tied closed

*Not sure how to dispose of an item?*

Use the Waste Wizard tool on Regina.ca/waste
Simply type in the name of the item and it will tell you how to recycle or dispose of the item.
Drop-Off Depots

Yard Waste Depot
Drop off your leaves, grass clippings, garden waste, pumpkins, branches and more at the Yard Waste Depot to be composted. This convenient and free service helps keep this valuable material out of our Landfill. The depot is open spring through to fall, seven days a week from 7 a.m. to 7 p.m.

Treecycle Depot
If you put up a real Christmas tree, take advantage of the free Treecycle program. Drop your trees off at the Yard Waste Depot, open at the end of December until the end of January. Please remove all lights, decorations and tinsel. Treecycling helps to reduce your environmental impact over the holiday season.

Household Hazardous Waste Days
Keep hazardous materials out of your garbage, recycling and drains. Drop off your hazardous items for free to be recycled or disposed of in an environmentally-friendly manner at one our Household Hazardous Waste Days in the spring and fall.

Big Blue Bins
If your recyclable material is too big for your blue bin at home, it’s time to go big! Big Blue Bins are located all around the city, making it easy to drop off your large recyclables. Be sure to keep our community clean, and don’t leave recyclables outside the bins. Big Blue Bins are emptied regularly, but if it’s full when you arrive, please try another bin, or try again a few days later.
Wastewater System

Residential Sewer

Every time you flush the toilet, take a shower or wash the dishes, you send wastewater down the drain to the sewer system. This network of underground pipes, through gravity and a series of pumping stations, carries the wastewater to the Wastewater Treatment Plant.

Only flush the 3Ps – pee, poo, paper (toilet paper). Flushing anything other than the 3P’s can damage your home’s sewer system, increase utility costs and impact the environment. Wipes, and paper towels should be bagged and disposed of in your garbage cart.

Fats, Oils & Grease (FOG)

Pouring fats, oils and grease down your sink, toilet or shower can cause blockages in your home’s sewer system resulting in sewer backups and costly repairs.

What are fats, oils and grease?

- Butter or margarine
- Lard
- Salad dressings
- Cooking oils
- Sauces and gravies
- Meat fats
- Milk and cream

Before washing pots, pans or dirty dishes, wait for the FOG to harden, then wipe with a paper towel and place in the garbage.
Water Meters

The City installs water meters in every house to track water use for billing purposes. When below-freezing temperatures continue over a few days, water pipes and meters close to cold air may freeze. Frozen water meters and water pipes can stop water service and can be expensive to repair or replace.

Prevent frozen water meter pipes:

- Allow warm air to flow around your meter. If your meter is in a separate room, leave the door open.

- If the meter is outdoors, check to see the cover fits properly and that it has no cracks for cold wind to blow into. Pipes, valves and the meter itself should not touch concrete walls.

If your water meter malfunctions or you need to install a new meter, call Service Regina at 306-777-7000 or email utilitybilling@regina.ca

For all other issues, including concerns with the shutoff valve, call a certified plumber for assistance.

Did you know?

From 2022 to 2025, the city will be upgrading its water meter technology to provide enhanced water consumption information to both the City and to utility customers. The new technology will collect faster and almost real-time information for waste consumption and leak detection.
Firepits  Fire Bylaw

A warm evening fire in the yard is a great way to spend time outdoors. When used safely, firepits can provide hours of enjoyment. Outdoor firepits are permitted in enclosed burners, providing they meet all regulations. Bonfires and other open-air fires are not allowed without a City permit.

When lighting a firepit, consider what you would expect as appropriate behaviour from your neighbours and act accordingly.

Here are some safety and community ground rules to keep in mind:

1. Do not light firepits between the hours of 1 a.m. and noon.
2. Firepits must be located a minimum of three metres (10 feet) from any combustible material, buildings, porches, sheds and decks.
3. The only permitted fuels are charcoal, seasoned wood or manufactured fire logs.
4. Firepits must be supervised by an adult at all times.
5. In the event the Fire Chief issues a Fire Ban, the use of firepits is prohibited.

A Fire Inspector or operational fire crew is on call 24 hours a day to respond to public complaints made to Service Regina at 306-777-7000.

Did you know?

Upon inspection, if the Fire Inspector determines your firepit is not being used properly, they can order that the firepit immediately be made to conform to regulations or be extinguished. The Fire Inspector may also issue a $300 fine for failing to comply with the City Bylaw.
Back Alleys

In Regina, alleys are shared neighbourhood spaces. That means property owners maintain the alley right-of-way behind their house. Maintenance includes keeping weeds mowed, trees, bushes, vegetation and shrubs trimmed, and litter picked up.

Alley enforcement is both complaint-based and proactive by officers in the field. When complaints are received about garbage in the alley, an officer will inspect whether the debris is private or public.

To file a complaint, contact Service Regina at 306-777-7000.

Fences

Before putting up a fence, there are a few things to keep in mind. First, if your fence is shared, talk to your neighbours and give them a heads-up that you are considering building a fence. In some cases, you might be able to share the cost. In Regina, fences can be up to 1.83 metres (6 feet) high in backyards and 1.22 metres (4 feet) in front yards.

Second, contact the City or visit Regina.ca/build before construction. A building permit is not required to build a fence. However, your fence must comply with all City regulations and Bylaws. The City does not locate property lines, but you can refer to a surveyor’s certificate or a real property report to locate your property lines.

Third, avoid significant damage to your property by contacting Sask 1st Call at 1-866-828-4888 or email beforeyoudig@sask1stcall.com 48 hours before you dig to locate all utility lines.
Decks

When it comes to outdoor living, nothing beats a barbeque on a beautiful deck. Besides the comfort a deck provides, it is also a great way to add usable space to your property without breaking the bank.

Both a building permit and development permit are required for an uncovered deck more than 30 cm (1 ft) high and for all covered decks. Regardless of size or height, ensure your proposed deck does not encroach upon any easements on your property.

Apply for a Deck Permit by filling out the online application and emailing it to permits@regina.ca. You can also sign up for eBuild, which allows you to apply for residential building permits online and track your progress. The City will review your application to ensure it meets all building, zoning and heritage regulations and Bylaws.

Visit Regina.ca/build to learn more and get your project started.
Home Development

Building Permits

Most renovation or building projects require permits, an important first step towards a successful plan.

What Requires a Permit?

- Garage or accessory building
- Decks/sunrooms/porch
- Basement development, secondary suite or foundation repair
- Inground pools
- Demolition, repair, alteration or addition to an existing building or structure

Visit Regina.ca/build to find information on applications, fees and conditions before you build. Permit applications can be submitted by email to permits@regina.ca.
Bike Lanes

Regina has several bike lanes, pathways and new sidewalks to promote active transportation and healthier communities. Bike lanes help make cycling more safe, accessible and attractive for all users to get around the neighbourhood. When cycling, it’s recommended to wear a CSA-approved helmet and share the road with other cyclists and motorists.

For more cycling and safety tips, check out SGI’s website.

Did you know?

Shared-Use Lanes are wider to allow room between parked vehicles and cyclists. Bicycle Only Lanes are narrower and are dedicated for cyclists only.
Parking

Parking on Private Property

From November 1 to April 1, homeowners must store all recreational vehicles, including boats, motor homes, travel trailers and fifth wheels for the season. Keeping recreational vehicles stored away from front yards and front driveways makes it safer for pedestrians and drivers to access the road and walkway.

Recreational vehicles are allowed to be parked in your side and back yards all year long, provided you have no more than two on your property.

Did you know?

Seasonal RV parking restrictions do not apply to tent trailers, truck campers, canoes, kayaks, snowmobiles, all-terrain vehicles, jet skis, or trailers designed to carry one of these items.

Residential Parking

Residents who live within the boundaries of a time-limited parking zone can apply for a Residential Parking Permit. The permit allows the option to park vehicles longer than the posted time limits.

Residents may also purchase up to two visitor parking permits to allow guests to park for up to 24 hours within the block of the address indicated on the permit.

To apply for a Residential and/or Visitor Parking Permit, fill out the Parking Permit Request Form and email it to parking@regina.ca
Transit

Regina Transit and Paratransit services provide safe, reliable, affordable and accessible transportation for residents.

[Regina.ca/transit](Regina.ca/transit) provides transit route maps and fixed-route schedules. Text your bus stop number to 306-596-6136 to find out when the next bus will arrive.

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**Noise**

*The Noise Abatement Bylaw*

Neighbours can be easily annoyed by loud noises, especially when it’s constant. Regina’s Noise Abatement Bylaw provides sound regulations to address appropriate noise levels during the daytime and at night. All homeowners and residents are responsible for ensuring that activities on their properties fall within the appropriate sound restrictions and do not disturb neighbours in the adjacent properties.

If you plan to host a party, talk to your neighbour about your plans beforehand. They might be more understanding and tolerate the noise if they know the reason for it. Better still, why not invite them?

To report a noise complaint, contact Service Regina by calling 306-777-7000 or using the online service request form at [Regina.ca/servicerequest](Regina.ca/servicerequest)
Home-based Businesses

_Licensing Bylaw_

Regina is a growing city filled with entrepreneurs operating home-based businesses. Anyone operating a business from a residence must have a residential business licence, including online businesses. Before the City can issue a licence under a business name, you must have the business name registered in the Province of Saskatchewan.

Complete and submit the Residential Business Licence application form to register your business. Payments can be made in person or by phone to 306-777-7717.

Business licences are valid for one calendar year (January 1 to December 31) and must be renewed annually.

Did you know?

Businesses considered a non-profit corporation under provincial jurisdiction or businesses that operate from a premises that pays commercial or industrial property taxes are exempt from obtaining a residential business licence, except for second-hand dealers, pawn brokers and coin dealers.
Community Gardens

Regina’s Development Plan provides Green Space in each neighbourhood for residents to plant flowers, fruits, and vegetables. Gardens contribute to the community’s health and well-being while providing social interaction and community building.

Regina’s community gardens operate either through an assigned plot system or as a communal system, where plots are not assigned and the produce is shared among all the gardeners.

Zone Boards and Community Associations operate Community Gardens in Regina. Visit Regina.ca to find a community garden near you and for information on how to apply.

Did you know?

There are five community gardens in Regina. Three are in the city’s central zone, with one each in the south and west zone.
Responsible Pet Ownership

*Animal Bylaw*

Dogs and cats are valued family members. As a responsible pet owner, it is important to ensure all pets wear their licenced tags at all times.

If your pet is lost, call Regina Animal Protection at 306-777-7700. Stray animals are rescued by Animal Protection Officers and taken to the Regina Humane Society. The Humane Society will contact you within 24 hours if your pet is licenced and can be identified. If your pet is unlicenced, you can call the Humane Society and provide them with a description of your pet in case it is picked up.

*Pet Licensing*

Pet owners are required to renew their pet licence annually. Licensing your pet helps to identify and protect your pet in case it becomes lost. Pet licences may be purchased in person at City Hall, by phone or by using the overnight deposit slot for payment by cheque or money order.

**Did you know?**

Owners must update their pet licence when their pet moves or is given away.
Pets in Public Spaces

Off-leash dog areas provide an opportunity for dog owners and their dogs to exercise, play and socialize. Dogs may only be off-leash in designated areas and must wear a current City of Regina dog licence. When you take your pet off your property, you are entering a public shared space. Remember to keep your dog on a leash and clean up after your dog. To locate the nearest off-leash dog park in your neighbourhood, visit Regina.ca/parks

Pet Waste

Picking up after your dog is part of responsible pet ownership. Whether it’s on your private property or in public, immediately dispose of your pet’s waste. When left exposed, pet waste can transmit disease, attract rodents and invite swarms of undesirable pests such as flies.

Livestock

Your backyard is not a barnyard. Chickens and livestock will need to stay on the farm. Consult the Bylaw for all relevant requirements.

To report a Bylaw violation, contact Service Regina by calling 306-777-7000 or using the online service request form. If an incident involves an immediate threat to a person or property, call 911.
Sidewalk Snow & Ice Removal  
*Winter Maintenance Policy*

Snow and ice removal on residential sidewalks are the responsibility of the property owner/resident. It’s important to keep your sidewalks shovelled and sanded to help pedestrians walk safely and efficiently. Snow from residents’ driveways and walkways should be stored on private property, not on streets, sidewalks or boulevards.

The City provides a free sand/salt mix at various locations throughout Regina for residents to help make icy sidewalks safer. Visit [Regina.ca/winter](http://Regina.ca/winter) for a list of sandbox locations.

Residential Snowplow

Residential streets are only plowed after substantial snowfall (25 cm of snow from a single event) and when weather and time permits. If the City intends to plow residential streets, public announcements will made on Regina.ca and in local media. A schedule of plow dates in your neighbourhood will be provided.

On your plow day, do not park on the street between 7 a.m. and 5 p.m. As a homeowner, you can help crews by parking in your driveway or garage after a snowfall. Avoid parking along the curb as it can hinder the efforts of equipment trying to plow the streets. When possible, be neighbourly and offer to share your driveway.
Did you know?
Graders use a flipper or snow-gate blade to minimize snow ridges across alley entrances, intersections and driveways to reduce the height to approximately 30 cm. Snow ridges will be left along the curb and around vehicles left parked on the road.

Street Sweeping
When spring comes around, City crews freshen up Regina neighbourhoods by clearing away leaves, sand and debris from roads and sidewalks through the annual street sweeping program.

On your scheduled sweep day, park off-street to help crews sweep the entire roadway. By moving your vehicle, you are helping sweepers get as close to the sidewalk as possible to make it smoother and cleaner for everyone to enjoy.

Know when your street will be swept with Sweep Alerts. Sign up to be notified by text, email, phone or e-calendar at Regina.ca/sweep or call 306-777-7000.

Did you know?
Street sweeping not only preserves roads, sidewalks, and boulevards, it also reduces water pollution by preventing these materials from entering our stormwater system.
Making a Bylaw Complaint

Bylaw Enforcement’s role is to promote, facilitate and enforce general compliance with the provisions of City Bylaws that pertain to the safety and security of the community.

Suspected Bylaw violations can be submitted to Service Regina by calling 306-777-7000 or using the online service request form. Please refer to the specific Bylaw for more information.
The information contained in this guide was accurate at the time of printing.

July 2021
This guide is intended to provide an overview of the most common concerns within the City of Regina. To read the full description of each Bylaw, please visit Regina.ca/bylaws