

## 2024 AOA Survey Common Questions

January 2025

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### AOA Maintenance Responsibilities:

At the time of the survey, we shared that the AOA was responsible for the entry feature and the pergolas at the Phase 2 park and Phase 2 storm pond.

Since then, areas within the community have been turned over to the AOA. In addition to the above items, the AOA will be taking on pathway snow removal of certain areas. Please visit our website to view the maintenance map: <https://ambletonoa.com/important-documents-for-residents/>

As the community grows, the AOA will take on additional responsibilities. For more information about how and when areas are turned over, please review the Q&A from the most recent AGM here:

### AOA Communication

The AOA sends communications for AOA related items such as events, fee notices and payment reminders, and notices.

The AOA also sends communication on behalf of the developer or the City for items such as development updates, concrete and asphalt maintenance, road closers, etc.

Our main form of communication is via email and our website. All notices, important documents, financials, AGM materials can be found on the AOA Website. Some items are public facing documents, while others require a member login. If you do not have a member login for the AOA website, please reach out to us at [admin@ambletonoa.com](mailto:admin@ambletonoa.com).

Please see the below list of pages under the members portal, and what can be found on them.

Community News & Notices	Development Updates, Tree Planting Notices, Survey or Q&A Results, Concrete or Asphalt Maintenance Notices
Fee Notices	Fee Notices, Payment Options
Governance & Reports	Financials, AGM Notices, AGM Materials
Important Documents for Residents	Bylaws, Rules & Regulations, Important Contacts, Community Maintenance Maps, PerfectMind Payment Portal Instructions

### Road and Concrete Maintenance

If you have questions or concerns regarding road and concrete maintenance, please contact the developer at [customercare@qualicocommunities.com](mailto:customercare@qualicocommunities.com).

We also share upcoming notices on behalf of the developer on our website here: <https://ambletonoa.com/community-news/>



### **Road-way Snow Removal**

All roads within the community are either under the responsibility of the **Developer** (until turned over to the City) or the **City of Calgary**. In Ambleton, the City of Calgary is only responsible for the roads located within Phase 1 at this time. This includes snow and ice control. All other roads are under Developer responsibility. You can find this information on our Maintenance Map here: <https://ambletonoa.com/important-documents-for-residents/>

### **Construction**

For construction or development related concerns, please contact [customercare@qualicocommunities.com](mailto:customercare@qualicocommunities.com).

When emailing customer care, please ensure to share locations and as much detail as possible. If possible, please include photos.

We understand that there are some nuisances with living in a new community such as construction traffic, noise, and dust, but we ask for your patience during this time.

### **Construction Noise**

Construction noise is allowed between 7 am and 10 pm on weekdays and Saturdays, and between 9 am and 9 pm on Sundays and holidays. If you have a complaint about construction noise outside of these hours, please contact 3-1-1.

### **Bus Service/School Bus Stops**

City Transit and School Buses are governed from the City of Calgary and Calgary Board of Education. We recommend contacting 3-1-1 on a regular basis to request bus stops within the community. There is strength in numbers, and with enough requests, we hope the City will recognize the growing need and consider adding the requested stops.

### **Weeds/Foxtail**

Things like foxtail and dandelions are not weeds. Noxious weeds, such as thistles, are things that can be looked after with spraying. For more information about foxtail, please check out the **Foxtail Grass** blog on the Qualico Communities website here: <https://qualicocommunitiescalgary.com/blog/foxtail-grass/>

### **Unresponsible pet ownership**

Dogs in public spaces must always be on a leash and under the control of the owner. All pets must be licensed in accordance with the City of Calgary Bylaws. Dogs are only permitted to be without a leash in designated off-leash areas. All pet owners are responsible for picking up pet waste of their pets. For more information, please visit <https://www.calgary.ca/bylaws/responsible-pet-ownership-updates.html>



### **Unkept Yards & Messy Properties**

The AOA and the developer cannot enforce yard maintenance. We recommend chatting with your neighbours where possible, but if that is not possible, concerns relating to unkept yards can be directed to 3-1-1. Please see the City of Calgary bylaw here: <https://www.calgary.ca/bylaws/untidy-properties.html>

### **Garbage Pickup in Parks**

The City of Calgary empties garbage cans in turned over park spaces once every 2 weeks. They have shared with us that they will assess the usage and increase service if required. If you notice that the garbage cans in the park spaces are full, please contact 3-1-1.

For park spaces within areas still under the developer, please contact [customercare@qualicocommunities.com](mailto:customercare@qualicocommunities.com).

### **Parking Issues**

The AOA and the developer cannot govern parking complaints. For all parking complaints, please contact 3-1-1.

### **Speeding & Crime**

For all speeding and crime related concerns and questions, please contact the Calgary Police Service. For emergencies, please call 9-1-1. For any non-emergent matters, please call the non-emergency at 403-266-1234.

### **Pond Maintenance**

The area around the storm pond is meant to be a naturalized area. The maintenance levels on the grasses are dependent on the type of grass they are. These grasses are all planned and approved by the City during the planning stages of a community.

There will be a 1 meter "Shoulder Cut" on either side of the pathway around the storm pond. Anything between the pathway and pond will be left as a naturalized area. The area on the outskirts on the pathway is a turf which is meant to be mowed 0-3 times per season as per City of Calgary maintenance guidelines.

### **Events**

Feedback from this survey shows that this community wants events centered around bringing the community and neighbours together, for a chance to get to know each other. We want to share we have heard you and your event suggestions, and we are taking this into consideration as we begin planning for future events.

### **Traffic Lights at Ambleton Street & 144<sup>th</sup> Street**

Lights and roadway signage are a City of Calgary Responsibility. Please contact the City of Calgary by calling 3-1-1.

