

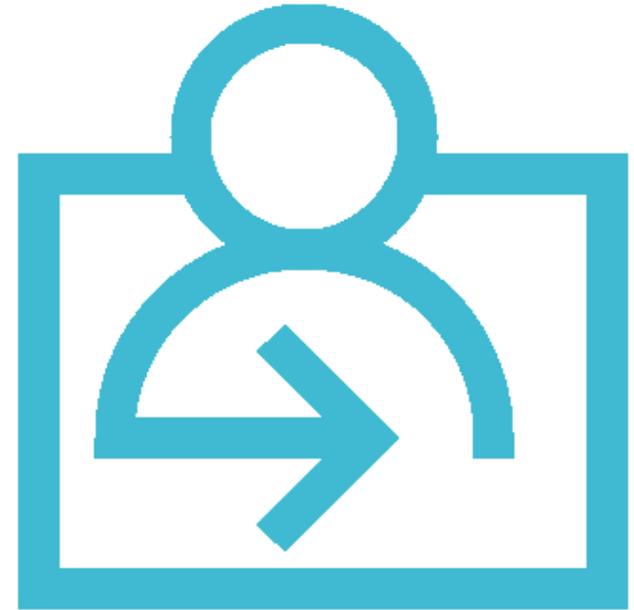
AN OVERVIEW OF FIRST POINT OF CONTACT TRAINING

2020



OBJECTIVE OF THIS TRAINING

- To provide the information and tools required for being the first point of contact and working at the front counter
- As the main point of contact for the public, it is important to answer inquiries as efficiently as possible while providing correct information



General / Common Questions & Answers

Fees

Tax Certificate: \$50

Compliance Letter: \$100

Dog Tags: \$20 per dog per year

Burn Permit: \$0 (no cost)

Others: Refer to Fees & Charges By-Law

Waste

refer to
"Southgate's
Diversion
Information"
sheet

-Days and Times Transfer Stations are open

-Orange Drop locations and materials

-Sorting questions – try to get them to use www.sortsouthgate.ca or you can refer to back of sheet for general guideline. If unsure, can transfer to x252

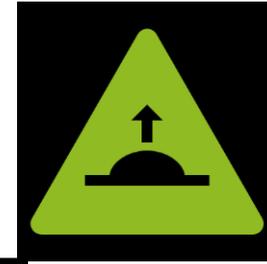
General / Common Questions & Answers



Roads

If someone has a question/complaint about a road, confirm it is a Southgate Road and not a county road. If county, then tell them they will need to contact Grey County and provide their number – 519-376-7337

If it is for a Southgate Road, it can be transferred to 252 or if Public Works is not available then you can take a message or forward to their voicemail



Fences

If someone asks if a permit is required for a fence the answer is NO as long as it is a residential property (not commercial). Commercial refer to site plan (Planning Dept)

There are no guidelines other than it has to be on own property and cannot block any visibility from the road (this mainly applies to corner lots)

If someone asks about fences around pools; they should read through our zoning by-law section 5.18

A deck or fence is required.

General / Common Questions & Answers

- Contact Information
 - Refer to Township of Southgate Employee/Council Contact List
***NOTE* ONLY GIVE PHONE NUMBERS THAT ARE BOLDED**
- Property Standards / By-Law Complaint
 - These need to be submitted in writing, so if possible encourage the caller to email Bev directly or go on our website to download our complaint form
 - If the caller is wanting to discuss in detail, transfer to Cathy or Bev
- Tax Billing
 - Timing: Bills go out in March and August and taxes are due March 25, June 24, August 26, October 28
 - Refer to website under General Tax Information

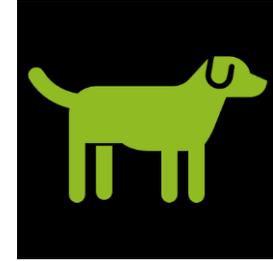
General / Common Questions & Answers



Notary & Commissioning

We do not provide Notary services;
this can only be done by a lawyer

We do provide Commissioning and
questions can be forwarded to
Lindsey. If Lindsey is unavailable to
commission, Dave, Liam and John are
also commissioners.



Dog Tags

Required for each dog and auto-
renewed each year (we send an invoice
and new tags with the first tax bill of
the year)

Must notify us if no longer have the dog
For new dogs, need to fill out form and
pay \$20, then receive tag



General / Common Questions & Answers

Property Owner Information

We can NOT provide personal information over the phone about a property owner to anyone other than the person listed on the property. If someone would like to know the information, they must come into the office and look it up in the Roll Book



Who Takes What Calls

- Zoning of a property, land uses, zoning variances: Clint
- Building Permits/Property Standards: Cathy (status, inspections, general questions) or Bev/Phil (technical questions)
- Tax Questions: John
- Water Billing, Dog Tags, Facility Rentals: Nicole
- Accounts Payable: Jenna
- Waste, Water, Roads, Drainage: Lisa and/or Phil (Roads) or Jim
- Council, Marriage Licences, Wildlife Claims, Commissioning: Clerk's Dept (Elisha/Lindsey)
- Dog complaints: Karyn Foster (give phone number to call)

Resources to Have Readily Available

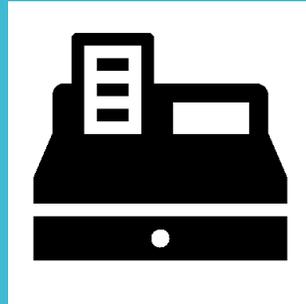
Papers at your desk:

- Fees & Charges By-Law
- Southgate's Diversion Information Sheet (includes Sorting Guide on back)
- Collection Cart Schedule
- Southgate Contact List
- Building Location List (Lisa to provide)

On your screen:

- Keystone
- GIS Mapping site
- Southgate website

Front Counter

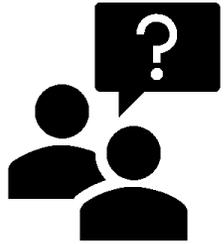


What the Front Counter Entails

- Opening and Closing the Front Counter
- Mail
- Water testing bottles available at counter – we do not accept the water bottles back once full, they can drop off at area hospitals or public health facilities; list of places that accept are included with bottles
- Grey County maps at counter
- Burn Permit Applications
- Building Permits
- Dog Tags
- Waste Collection Schedules and Sorting Guide
- Take payments
- Pre-Authorized Payment (PAP) forms (in drawer)

What to know about Burn Permits

- Burn permits are for non-settlement areas (not in towns). The Fire Chief must approve a burn permit in a settled area including Dundalk, Hopeville, Dromore, Cedarville, etc.
- In town you are only allowed campfires of up to a max of 1 meter in diameter and can only burn wood
- Burn permits are required for each calendar year (expire December 31st of each year)
- There is no fee
- Written permission must be given by the owner if it is someone else applying for the permit
- Application forms are available at the front counter or online (can also email)



QUESTIONS?