



## Benefits of Your Membership

Being a member of the Terwillegar Gardens Homeowners Association (TGHA) means we can wake up or come home each day and just enjoy the beauty, comfort and safety of our shared neighbourhood without doing any work. Membership dues work for us while we sleep, take care of our daily lives and even go on vacation.

How? TGHA maintains and improves our common properties around the pond, entrances and pathways. While we are taking care of our private property – doing things like mowing and fertilizing the grass, picking up garbage, planting trees or shrubs or flowers, maintaining features, or repairing and repainting fences – TGHA is doing the same thing for the shared property within our neighbourhood. Plus TGHA maintains all the great features that make our neighbourhood unique like the gazebo, fountains, stream, obelisk, gardens and apple orchard.

TGHA also acts as an advocate for more than 517 homeowners within Terwillegar Greens and Terwillegar Gardens by addressing concerns related to City services or programs, neighbours, traffic, crime, wildlife, development projects, architectural standards, bylaws and much more that may detract from our safety, comfort or even the value of our investment in our homes.

As members we help keep our neighbourhood a great place to live, work and play!

## New to the Neighbourhood?

Welcome! We hope you will really enjoy living here and find this guide a great starting point for accessing all of the fantastic services, programs and features that are now available to you – most are within walking distance or just a phone call or click away!

If you are new to the City, start by visiting the website [Edmonton.ca](http://Edmonton.ca) which offers programs and services for new residents including a Newcomers Guide or check out the Citizen and New Arrival Information Centre at City Hall!

### TGHA Guide

|                              |    |
|------------------------------|----|
| Benefits of Membership       | 1  |
| New to the Neighbourhood     | 1  |
| Annual General Meeting       | 2  |
| Homeowner Assoc. Dues        | 2  |
| 911 Emergency Assistance     | 3  |
| City & TGHA Services         | 4  |
| Terwillegar Rec. Centre      | 5  |
| Schools, Libraries & Transit | 6  |
| Terwillegar Community        | 7  |
| TGHA Terwillegar Map         | 8  |
| Property, Roads, Sidewalks   | 9  |
| Maintain Your Sump Pump!     | 10 |
| Recycling & Wildlife         | 10 |
| Architectural Guidelines     | 11 |
| Renovating & Landscaping     | 11 |
| Terwillegar Park & Pets      | 12 |
| Contact TGHA                 | 12 |



## Annual General Meeting

Do you have ideas for improving our neighbourhood? Want to play a bigger role or have a say in where dues are going? If so, join us for the Annual General Meeting (AGM).

During the AGM, homeowners review results over the past year as well as discuss projects and concerns, vote on

a budget and 3-year plan, elect new Board members, and meet other neighbours.

If you can't join us or missed the meeting, the presentations and minutes are available at [TGHA.ca](http://TGHA.ca).

Please join us next October!

*The AGM is a great time to offer ideas, find out what's happening in the neighbourhood and meet new neighbours!*



### Dues Highlights

TGHA members are awesome about paying dues! Here are a few things to keep in mind:

- Dues must be paid by March 31 to avoid interest charges
- Payment is mandatory
- Payment can be made by cheque or through PayPal
- An annual, compounding interest rate of 16% is applied to unpaid accounts
- All of the money collected from dues is invested in our neighbourhood.

### Homeowner Association Dues

TGHA collects annual dues from more than 517 registered homeowners who have property within Terwillegar Greens and Terwillegar Gardens. On the day you bought your property, you became a member of the TGHA.

Your Land Title Certificate reflects this fact and lists the TGHA as having a "restrictive covenant" or interest in your property.

Around March 1, a dues notice letter is sent to all homeowners identifying the amount owed for the calendar year.

Payment of dues is mandatory.

Payment can be made online through PayPal (by starting at the website [TGHA.ca](http://TGHA.ca)) or by sending a cheque or money order to TGHA at Box 336, 14032-23 Avenue, Edmonton, Alberta T6R 3L6.

Our mailbox is located at the UPS store in the Tim Hortons parking lot.

If dues are not paid by March 31, an annual compounding interest rate of 16% will be applied to your account until full payment is made. Legal action has been successfully taken when homeowners have not paid their dues for several years.

TGHA is a non-profit society. It operates under existing legislation, regulations, bylaws, agreements and standards available at [TGHA.ca](http://TGHA.ca). Setting dues and interest rates is done according to bylaws by the Board and discussed at the AGM.

All of the dues collected are invested back into our neighbourhood so we are all helping to maintain and improve the investment made in our homes!





## 811 Health Link

Call 811 for free, 24-hour health advice and information from a registered nurse in order to avoid unnecessary trips to the emergency department, doctor or medical clinics.

They will ask questions, assess symptoms, provide advice, and determine the best care for you.

## Police

Call (780) 423-4567 to reach the police when it's not an emergency. Call to report non-violent crimes committed already, nuisance crimes, vehicle collisions, stolen property, suspicious persons and more.

Southwest Division Station on 1351 Windermere Way is the closest station. Check [Edmontonpolice.ca](http://Edmontonpolice.ca) for prevention tips and crime reports.

## 911 Emergency

Call 911 for emergency assistance, fire, ambulance, police, all life-threatening situations and crimes in progress.



The fire station is on Riverbend Road and Terwillegar Drive.

## 311 City Services

Call 311 or go to [Edmonton.ca](http://Edmonton.ca) for information about City departments, programs and services.

They will help you register for a City program, purchase a licence, find a transit or garbage pick-up schedule, pay taxes or tickets, request a service or submit a complaint.

Ask for a reference number to help track your complaint or request!

## Gas Leak/Heat Gone?

Call (780) 420-5585 to reach ATCO Gas if you smell natural gas, hit a gas line or don't have any heat in your home.

If you suspect carbon monoxide poisoning leave the premises immediately and call 911.

Before it becomes an emergency, check out [ATCOgas.com](http://ATCOgas.com) > Safety > In an Emergency to find out how to stay safe indoors, outdoors and when doing home improvements.

## Power/Water Out?

Call (780) 412-4500 to reach EPCOR for power emergencies or (780) 412-6800 for water trouble.

Report a streetlight outage through [EPCOR.com](http://EPCOR.com) > Outages or [Edmonton.ca](http://Edmonton.ca). For flooding, drainage and sewer problems, call 311.

Check [EPCOR.com](http://EPCOR.com) for updates or go to [Emergencyalert.alberta.ca](http://Emergencyalert.alberta.ca) to request major warnings to be forwarded right to your phone!

## 211 Assistance

Call 211 for free, 24-hour help to access health and human services, community resources and government assistance.

Receive food and clothing or access distress lines, financial and employment resources, parenting and newcomer support, counselling and crises intervention groups, and legal services. Also, 211 provides information for seniors, volunteer opportunities and much more.

## TGHA Assistance

Call (780) 905-6309 or go to [TGHA.ca](http://TGHA.ca) to reach the TGHA Administrator or Board member when the matter affects many homeowners or involves our common property (which includes our shared areas and unique features such as the pond or gazebo).

TGHA addresses property and bylaw concerns, gives us a stronger voice, keeps our neighbourhood safe, clean and attractive and helps preserve our investments and property values.

## Be Prepared!

Before an emergency, have a preparedness plan. Ensure everyone in your home is familiar with it, update your emergency phone numbers, take precautions and have a 72-hr emergency kit handy.

Go to [Edmonton.ca](http://Edmonton.ca) > Programs & Services > Community Emergency Preparedness for invaluable info!

Check the radio, TV, social media, and 311 for alerts and current news.

## Greens & Gardens

*Terwillegar Greens* residents in Taylor Green, Taylor Cove, Taylor Close and Towne Centre Boulevard live along the west side of the park.

*Terwillegar Gardens* residents in Tegler Gate, Tegler Green, Tory Road, Tory Gate, Tory View, Tory Crescent, Tory Point, Todd Link, Todd Court, Todd Landing, Thompson Court, Thompson Place, Thorogood Lane, Thorogood Close and Devonshire live along the north and east sides of the park.

Together, we form the TGHA.



The same legislation, regulations, bylaws, agreements and standards have applied to all of us since Melcor Developments Ltd. developed our area (around 2000) and we purchased our properties.

By pooling our resources, we help everyone in our community!

## City of Edmonton & TGHA Services

The City of Edmonton provides standard residential services to all Edmontonians. TGHA supplements these services so our neighbourhood remains clean, safe and attractive!

For example, in the summer the City picks up our household garbage every week. TGHA picks up neighbourhood garbage and litter three times a week. The City mows the grass in the school fields about 3 times a year. TGHA mows the grass around our shared paths, pond, and dry pond every week then fertilizes everything 3 times a year.

TGHA also maintains all of the features that are unique to our neighbourhood such as our gazebo, fountains, stream, benches, and apple orchard. If these features are not properly maintained, the City has the right to remove them.

Finally, every year, TGHA proactively takes on a project to improve our community. For example, in 2015 all of our common wooden fences were repaired and repainted! Projects are suggested by homeowners then discussed and voted upon during the AGM.

Together, we accomplish a lot!

## Thank YOU!

Over the years, collected dues have helped install new fountains, build a playground, plant an apple orchard, install benches and garbage cans, landscape around the gazebo, build a splash park, landscape around the pond, repair and repaint common fences, and improve our entrances. This year, collected dues have made this guide possible so thank you for helping to share information with homeowners and welcome new neighbours!

2010



2011



2012



2013



2014



2015



2016



2017







## Things I Can Do!

- Swim, soak or slide in the pool. Play basket-ball, hockey, pickle ball or cards. Paint, take a first aid or yoga class or even dance at Terwillegar Recreation Centre
- Cycle, hike, or run on dedicated paths and bridges all the way to Terwillegar Park
- Go to the playground or Terwillegar splash park, play soccer in the field, or sled in the natural reserve
- Enjoy a quiet walk around the pond, watch birds and wildlife, take pictures or catch frogs in Mactaggart Sanctuary
- Grow vegetables in the Community Garden or eat at the Farmer's Market
- Watch fireworks or an outdoor movie or attend a community festival in Terwillegar Towne
- Shop, dine, wash the car or meet a friend for coffee

## Terwillegar Recreation Centre

Five minutes from your doorstep at 2051 Leger Road, Terwillegar Recreation Centre is truly "one of Edmonton's premier recreation centres with exceptional health, wellness and sports amenities"

*where people of all ages and abilities can gather to learn, exercise, relax, meet and have fun!"*

Terwillegar Recreation Centre features salt-water swim lanes, a wave pool, whirlpool, lazy river, tots pool, giant waterslide, and a steam room. Plus it offers a state of the art fitness centre, indoor walking/ jogging track, flexi-hall, 3 gyms, 4 NHL-sized ice rinks, 20 dressing rooms, room for 700 spectators, coffee shops and stores, an indoor playground, child-minding services, and lots and lots of exciting programs for children, teenagers, families, adults, and seniors.

Access Edmonton.ca > Activities Parks Recreation > Terwillegar for hours, rates, and drop-in or registered program schedules. Get fit and have fun!



## Schools

Located at the south end of our park is Esther Starkman public elementary/ junior high school (Kindergarten – grade 9) and Monsignor William Irwin Catholic elementary school (Kindergarten – grade 6).

Located next to Terwillegar Recreation Centre is Lillian Osborne public senior high school (grade 10-12), Archbishop Joseph MacNeil Catholic elementary/ junior high school (Kindergarten – grade 8) and Mother Margaret Mary Catholic high school (grade 9 -12).

Lots of schools are being built nearby to accommodate our growth!

Visit Edmonton Public Schools (Epsb.ca) or Edmonton Catholic Schools (Ecsd.net) to learn more.

## Libraries

Membership to the Edmonton Public Library is free for all Edmontonians! Just provide your identification and proof of address to get a library card.

Once you have a card you can borrow books, e-books, music, magazines, movies, newspapers and other materials from more than 100 countries. Or drop in to use the internet, participate in some awesome programs, or even access newcomer settlement services.

Riverbend Public Library at 460 Riverbend Square is the closest public library to our neighbourhood.

Check out Epl.ca.

## Mail

Pick up mail delivered by Canada Post at a personal post office box on your street. Bigger packages may be collected from the Rabbit Hill Post Office at 14135-23 Avenue in the Shopper's Drug Mart. Check your box or Canadapost.ca for detailed information.



Flyers cannot be attached to the mailbox. Instead, if you have lost a pet, contact 311. If you are offering a service, contact the Terwillegar Tribune. It's effective!

## Getting Around Edmonton

Within a short walk from home, hop an ETS bus to the Leger Transit Station (a main terminal next to Terwillegar Recreation Centre) or catch an LRT train at the Century Park Station to quickly and safely arrive at loads of major destinations in the City. ETS even offers bus service to Edmonton International Airport!

Call (780) 496-1600 or access ETS Transit Trip Planner at Edmonton.ca > Edmonton Transit System to plan your trip, view schedules, closures and fare rates, buy tickets, or request disabled adult transit services. Text 31100 or use the app to track your bus or LRT in real-time.

Get around Edmonton sustainably by taking a bus or LRT, sharing a ride, cycling or walking!

Check out Edmonton.ca > Driving Cycling & Walking for great information about current traffic disruptions, city parking and bans, bicycle lanes, staying safe, photo radar, maps, and construction and maintenance on our neighbourhood streets.







## Farmer's Market

Buy fresh food from local producers and beautiful crafts from amazing artisans at the Southwest Edmonton Farmer's Market on Wednesday afternoons from May through October.

The market is located under the tents next to Leger Transit Station and Terwillegar Recreation Centre. Find out more at [swefm.ca](http://swefm.ca).

## Terwillegar Community

We live in a vibrant, healthy community with lots of great neighbours and attractions! Want to watch fireworks around New Year's Eve, attend a winter carnival on Family Day, join a bike parade on Canada Day or receive a grab bag on Halloween night? Or perhaps you would rather toboggan or enjoy a sleigh ride and drink hot chocolate with neighbours on a sunny winter day, or join a club, class, race or sport in the early spring, or play in the splash park, swim, eat BBQ hamburgers or watch outdoor movies with friends on a warm summer evening, or even harvest vegetables for your family in our community garden this fall? It's all right outside your door!

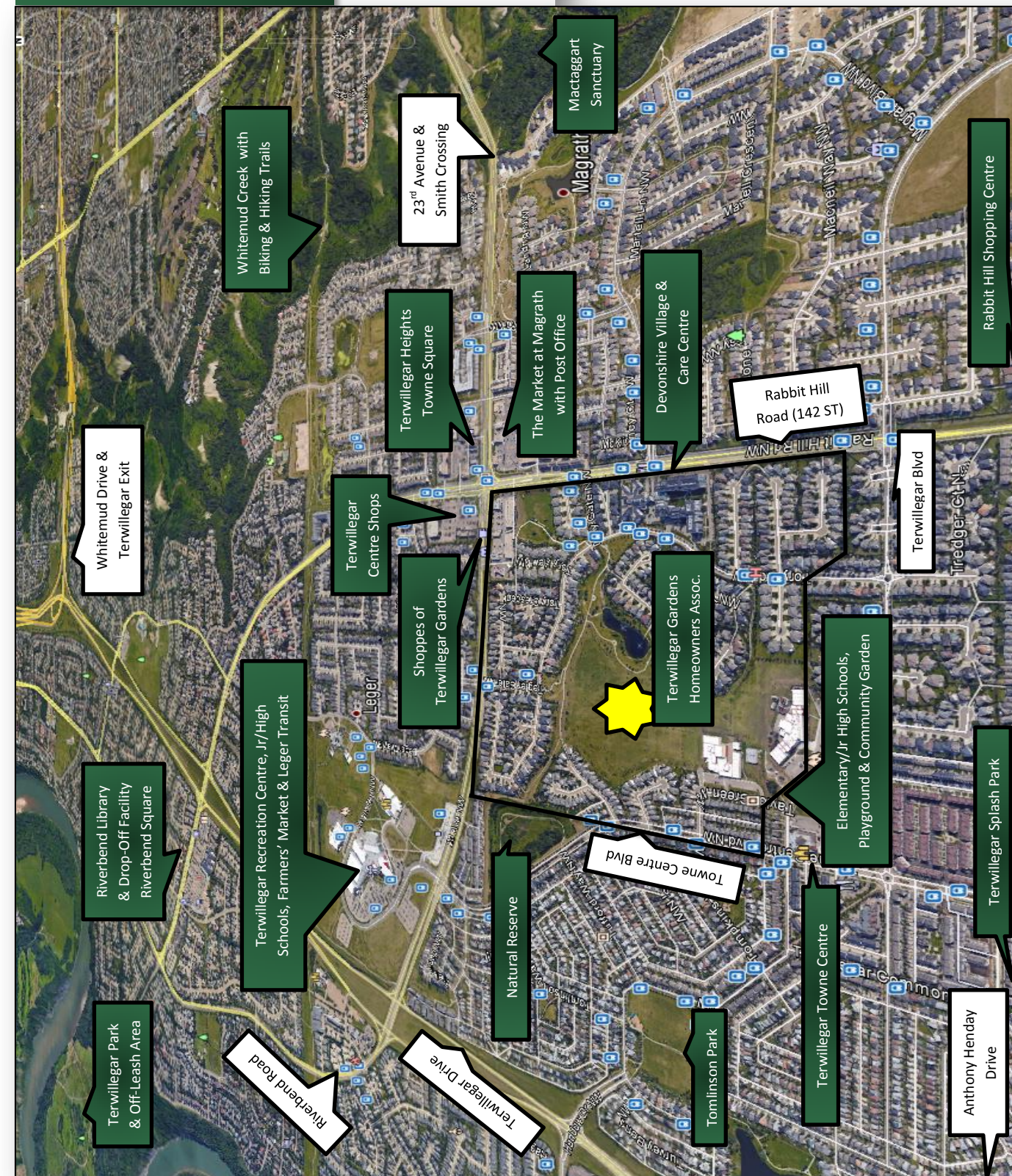


## Terwillegar Community League

Most community activities are free or cheaper thanks to Terwillegar Community League (TCL) members and dedicated volunteers. TCL "encourages a safe, friendly and active neighbourhood by providing programs and services that promote family and community." They also represent the collective interests of TGHA residents and our neighbours in Terwillegar Towne, Terwillegar South, Sandalwood, Magrath and Mactaggart.

Buy a personal or family community league membership at [Terwillegar.org](http://Terwillegar.org) > Membership. Several community programs and sports such as soccer, basketball, hockey and softball require a membership. It expires annually on August 31.

To find out what's happening in our community, grab a coffee from a local barista and pick up a free copy of TCL's newsletter – the Terwillegar Tribune – or check out the Terwillegar Advisory Council's [Tracspir.it.ca](http://Tracspir.it.ca) event calendar.







## Taking Care of My Property

Find out how neighbours are caring for their gardens, lawns or trees and great tips for controlling weeds, diseases or pests in our neighbourhood by visiting [Facebook.com](https://www.facebook.com/TerwillegarGardens) > Terwillegar Gardens.

Inspect [Edmonton.ca](https://www.edmonton.ca) > Residential & Neighbourhood > Gardens, Lawns & Trees for information how to go bag-less, control weeds, compost food scraps and yard waste, reduce pesticide use, plant and care for trees or simply to celebrate residents who have beautiful front yards in bloom. We have award winners in our neighbourhood!

## Property Assessments & Taxes

In January of each year, the City sends out property tax assessments. Taxes help pay for police and fire protection, road maintenance and snow clearing, parks and swimming pools, public transit and community infrastructure.

Taxes must be paid by the end of June. It's easy to pay taxes, utility bills, traffic and bylaw tickets online at [Edmonton.ca](https://www.edmonton.ca) > Programs & Services > Pay Bills, Taxes & Tickets.

## Roads & Sidewalks

Did you know you are responsible for clearing the sidewalk around your property within 48 hours after a snowfall? City crews will plow main roads and clear sidewalks on City property within the same timeframe.

Don't park your car on the street on those plowing days so crews can do a thorough job. The blading schedule can be found on [Edmonton.ca](https://www.edmonton.ca) > Transportation > On Your Streets.



## Traffic & Parking

Call 511 for road conditions or visit [Edmonton.ca](https://www.edmonton.ca) > Transportation to discover more about current traffic disruptions, seasonal parking bans, street sweeping, pedestrian and traffic safety, road closures, current projects, e-parking, and even photo radar.

Also visit this site to request traffic signs or signals and to report a pothole or streetlight outage.



## Maintain Your Sump Pump!

A sump pump is an important part of your home's drainage system because it prevents water from flooding your basement. It's often connected on the side of your house to a pipe or flexible hose that discharges water away from your home.

Visit [Edmonton.ca](https://www.edmonton.ca) > Residential Neighbourhood > Homeowners Guide to learn how to properly grade your lot, maintain your system and prevent flooding in your home.

Before winter, disconnect your outside hose to prevent freezing and line blockage. You may want to temporarily connect your sump pump directly to the City's main storm-water system to prevent ice accumulation on your property.

In the spring, clean your eaves troughs, test your sump pump, and reattach your hose so water can drain freely.

Spring is also a great time to check your smoke detectors too!

## Reduce, Reuse, Recycle & Recover



Get ready for garbage day! Place recycling such as milk cartons, paper, juice boxes, glass bottles, cans, bags and plastic containers in a blue bag. Tie branches into small 1.2m or 4ft bundles and leave grass clippings on your lawn as you mow. Don't pour oil, fat or grease down the drain. Instead, put it in a sealed, well-labelled jar next to your garbage.

Take it all out by 7:00am on garbage day but not too early otherwise you may

attract some unwanted dinner guests!

Call 311 or visit [Edmonton.ca](https://www.edmonton.ca) to locate the garbage pick-up schedule.

Some things such as scrap metal, electronics, paint, batteries, poison, auto parts and furniture can't go into regular household garbage. Take them out to Ambleside Eco Station at 14710 Ellerslie Road or to a free Big Bin event – it's a date!

## Watch the Wildlife



Our community is boarded by a gorgeous river valley to our west and Whitemud Creek on our east. Both are home to lots of amazing trails, birds and wildlife. In fact, it's not unusual to see a rabbit hop by our window (after all, we live on Rabbit Hill Road), a muskrat swim in the pond, a deer cross the road, or a coyote roam the field or natural reserve.

If you encounter a coyote make yourself look large, wave your arms, shout, or blow a whistle to scare it away. Contact 311 to report any incidents or concerns with wildlife.

Learn more at [Edmonton.ca](https://www.edmonton.ca) > Residential & Neighbourhoods > Avoiding Human Coyote Conflict.





## Fence Paint

Paint your fence with Cascade Deep Charcoal Weather-One acrylic latex stain (colour cas005 product 72304) available at Cloverdale Paints.



## Architectural Guidelines

Architectural Guidelines for our neighbourhood are available at TGHA.ca. Guidelines direct homeowners, buyers, and builders regarding appropriate building forms and details for all properties within our community.

Architectural Guidelines specify City standards, setbacks/separation space, siting and site coverage, massing and building heights, lot grading, repetition, and corner lot requirements. They also identify materials needed for roofs, chimneys, exterior finishes, colours, driveways, garages, landscaping, the approval process, sump pumps and fencing. Contact the City or TGHA Board for assistance.

## Renovating?

When renovating, follow the TGHA Architectural Guidelines and secure the necessary City permits.

Permits ensure your home or building is safe, meets bylaws and standards, and is consistent with the rest of the neighbourhood.

For permits or licences, go to Edmonton.ca > Residential & Neighbourhood > Residential Construction.

## Landscaping?

When landscaping, follow the TGHA Architectural Guidelines at TGHA.ca.

Click AlbertaOneCall.com before you dig to reduce serious harm to you, utilities, your property and the environment.

When landscaping, renovating or just cleaning the garage, consider taking your unwanted waste to the Drop-off Facility in Riverbend Square.

**ALBERTA  
ONECALL**



## Contact TGHA

Website: [TGHA.ca](http://TGHA.ca)

Facebook: [Facebook.com > Terwillegar Gardens](https://www.facebook.com/TerwillegarGardens)

Email: [administrator@tgha.ca](mailto:administrator@tgha.ca)

Phone: (780) 905-6309

Mailing Address: Box 336, 14032-23 Ave Edmonton, Alberta T6R 3L6

## Pets

Pets six months or older must have a valid licence that is renewed annually. Visit Edmonton.ca > Residential & Neighbourhoods > Pets & Wildlife for a licence.

As per the City bylaws, when on public property, dogs must remain on a leash and on the paths. They are not allowed on the school or sports fields or in playgrounds. Cats are best kept on your property.

Wild animals, such as coyotes, can injure your pets, so closely supervise your pets at parks and be aware of your surroundings.

Call 311 for more information about City bylaws related to pets or to complain about a pet or an owner who isn't "scooping the poop." 311 or the Animal Care and Control will also help you locate a lost pet.



## Terwillegar Park

Although Terwillegar Park happens to be a terrific off-leash place where your buddy can run, sniff, jump, play, sniff some more, wag and swim, it hasn't gone to the dogs!

This 186-hectare park located at the north end of Rabbit Hill Road is a spectacular place to launch a canoe, snowshoe or cross-country ski through powder, bike or hike, enjoy a picnic, or just admire the valley from an architecturally-inspired footbridge.

*For your safety, please don't walk on or swim in the pond!*

## Raise Your Hand!



The TGHA Board is comprised of three to seven hard-working volunteers who live in our neighbourhood. Elected during the AGM, Board members oversee all maintenance and improvements and help us comply with legislation, rules, standards and guidelines. Want to join the TGHA Board or have an excellent idea? See you at the next AGM in October!

Can't wait? Contact the TGHA Administrator or a TGHA Board member at any time to raise questions, concerns or suggestions that affect members. We want to hear from you!