

# New Business Information



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Mallorytown Landing Photo Credit: Tom Oltmeyer

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**MALLORYTOWN**  
FRONT OF YONGE TOWNSHIP

[www.Mallorytown.ca](http://www.Mallorytown.ca)

## Welcome

Mallorytown and its surrounding area is the perfect location to build or expand a business. The municipality offers a short turn-around time for building and planning services, as well as competitive tax rates, in an ideal location. Council is dedicated to supporting local businesses no matter the size, and strives to create a sustainable economy and environment for businesses to grow and prosper.

This guide was created to provide both existing and potential business owners information about operating within the municipality. Within this document, you will find some advantages of operating within Front of Yonge, as well as what the township is doing to assist owners. Resources about by-laws and policies, as well as other agencies and contacts are also included within.

## Local Information

### Township Office

The Township Office is located in Mallorytown with full contact information listed on the last page of the guide. Inquiries about the community, forms, policies, and by-laws can be made here. Office staff will direct you to the proper organization if your inquiry cannot be addressed municipally. Council meetings are held at the Township Hall, and are open to the public. Meeting dates for the year are available online under the Government Tab.

### Newsletter

The township distributes seasonal newsletters to residents and businesses with important dates and information about developments, news, and events in the area. Copies are mailed with extras available at the office. Newsletters are also available electronically by signing up for our Mailing List, or by visiting the Newsletter section of [www.Mallorytown.ca](http://www.Mallorytown.ca).

### Website

The municipal's website, [www.Mallorytown.ca](http://www.Mallorytown.ca), is a great resource by providing a wide variety of information, including an Events Calendar, by-law information, and a business directory. Previous meeting minutes, building permit application, zoning information, and waste disposal fees, are also present online.

## Our Advantage

### Location

We are located in Eastern Ontario at the heart of the 1000 Islands Region. With its central location, many key cities and roadways are easily accessible, including two international bridges. We are a member municipality of the United Counties of Leeds and Grenville, and are found in the appropriately named, “Great Waterway” region.

While the population of the municipality is small, there is a large surrounding population with the United Counties of Leeds and Grenville housing 100,000 people alone. Statistics Canada estimates nearly 1,250,000 Ontarians are within 125km (The City of Ottawa is included) of the municipality. This number substantially grows when the population from Quebec and the United States are included.

Destination	Kilometres	Miles
Bridge to USA (Ivy Lea)	19	12
Bridge to USA (Johnstown)	50	31
Kingston	63	39
Ottawa	135	84
Montreal	230	143
Toronto	323	201
Brockville	25	15
Boston	435	261
New York City	580	348

### Taxes

The municipality offers competitive tax rates as evident by the table below.

Municipality	Commercial Tax Rate for 2015
Brockville	0.03985820
Prescott	0.03939595
Merrickville-Wolford	0.02926871
Westport	0.02758687
Edwardsburgh-Cardinal	0.02657177
Augusta	0.02586675
North Grenville	0.02580215
Athens	0.02364463
<b>Front of Yonge</b>	<b>0.02434071</b>
Elizabethtown-Kitley	0.02586955
Rideau Lakes	0.02344120
Leeds and the 1000 Islands	0.02325005

Source: United Counties of Leeds and Grenville, City of Brockville, Town of Prescott

## Ongoing Project Developments

### Front of Yonge

The township prides itself on serving the needs of all municipal stakeholders. These needs include timely responses and directing inquiries to the appropriate staff or agency. The township has created an introductory guide for potential businesses, with helpful links to services and policies they should be aware of. The guide for new businesses will be revised as needed.

The municipality periodically conducts Business Retention & Expansion (BR&E) studies. The purpose of the studies is to allow business owners to express any concerns they have, as well as evaluating aspects which are important to them, so council can act appropriately. Surveys conducted in 2004 and 2013 highlighted the importance of community support and the desire for better internet access.

### Results

The Business Assessment Survey conducted in 2013 revealed that no businesses were planning on relocating with over 50% of respondents being in operation within the municipality for over a decade. The overwhelming majority consider the quality of life, and support from the community, municipality, and other businesses, to be a great advantage of living within this municipality.

### Business/Municipal Relations

The Community Development Committee is dedicated to promoting development within the municipality by enhancing economic endeavours including attracting more visitors, and enriching the quality of life for both residents and businesses. Meetings are held bi-monthly and are open to the public.

Council holds public meetings throughout the year, typically on a biweekly basis. Dates, as well as recent agendas and minutes can be found on the municipal website under Government. If you wish to be a delegate and present an issue or a proposal to Council, a written request about your subject should be submitted to the Township Office by the Thursday before the meeting.

### Supporting Endeavours

Front of Yonge has joined United Counties of Leeds and Grenville to support a local business directory listing the operations within the area. This voluntary incentive allows your business to have an online presence for free that is searchable by name, keywords, and business type. Information on how to include your organization in the directory can be found on the “Promotional” page of this guide.

Internet capabilities have risen as part of the Eastern Ontario Regional Network (EORN). EORN will affect 95% of all internet users in Eastern Ontario by improving the speed and bandwidth, allowing businesses to become more competitive. EORN expected the service to be fully available as early as 2014.

## Home-Based Businesses

Mallorytown and area has many home-based businesses providing a wide range of services. A home-based business shall be permitted as an accessory use to a residential use in accordance with the provisions below. If unable to meet these requirements, the business will need to be re-zoned in accordance with Zoning By-law No. 20-08.

1. No more than 25% or 40 m<sup>2</sup> of the floor area of the dwelling unit, whichever is lesser, shall be used for the home-based business.
2. There shall be no visible indication from the exterior of the building of the presence of the home-based business other than one non-illuminated sign not larger than 1 m<sup>2</sup>.
3. There shall be no open storage of inoperative or unlicensed motor vehicles or other materials, or outdoor animal enclosures.
4. There shall be no storage of hazardous materials such as paint or other flammable corrosive or explosive substances.
5. There shall be no direct retail sale of goods other than those produced on the premises or those which are clearly incidental to a personal service or service outlet home-based business.
6. Where instruction, respite care or day care is provided, there will be no more than six persons, other than the instructor or caregiver, in attendance at any one time. In the case of all other home-based businesses, not more than one individual client or customer shall be served at any one time.
7. A maximum of one person in addition to the dwelling occupant(s) may be employed in the home-based business, provided that the maximum number of persons employed in the home-based business shall not exceed three. For the purposes of this subsection, the number of persons shall be calculated on the basis of full-time equivalence.
8. Except in the case of lots designated Settlement Area in the Official Plan, up to 40 m<sup>2</sup> of floor area within an accessory building may be used for the home-based business, provided that:
  - a. The accessory building shall be located a minimum of 15 m from the closest dwelling on another lot.
  - b. The combined total floor area used for the home-based business within the accessory building and dwelling unit shall not exceed 40 m<sup>2</sup>.
9. Not more than one commercial vehicle related to the home-based business shall be kept on the premises.
10. The home-based business shall not, in the opinion of the Township, change the predominantly residential character of the property or create or become a public nuisance with regard to noise, odours, vibrations, heat, traffic, lighting or other annoyance.



## Promotional

### Signs

The use of signs will depend on the type and size of the business.

1. If you are a home-based business, please refer to the Home-Based Businesses page for information about signs in accordance with Zoning By-law No. 20-08.
2. Registered businesses are not subject to signing regulations as long as they are secured on a commercial-zoned property. Signs must also not obstruct any emergency exits or routes, entrance ways, draining systems, and maintain roadway visibility. Please contact the Township Office if you wish to have a sign located off of the business premises, or to schedule an appointment with our Roads Department to confirm sign placement.
3. Destination and Point of Interest Signs (blue and white tourism signs) are under the jurisdiction of the Ministry of Transportation.

### Business Directory

The Business Directory is a free service provided by the United Counties of Leeds and Grenville (UCLG). Listed on the municipal website, as well as appearing on the UCLG and other partnering townships, the Business Directory allows your establishment to be searchable by name, keywords, key service, and municipality. Home-based businesses are permitted to register.

The owner/registrar decides how much information will be seen online, which typically includes the business name, phone number, address, and products/services. Websites, e-mail address, logos, description, and more can also be included on your posting. The registrar has full control over their listing with the ability to implement changes on their own, or by contacting the Economic Development Office at UCLG (see Contact Information).

In order to register, the business/service must be operating within UCLG and select the municipality it operates from. Visiting the township's Business Directory page will reveal two locations for businesses to register, one near the top of the page, and the other at the bottom. A FAQ document has been created with direct links to the register pages, as well as contact information if any problems arise when registering.

Occasionally, UCLG or the township may contact you to confirm the posted information. The email address entered when registering will also receive approximately two messages a year about any updates to the Business Directory and to remind the registrar to update and correct any information which may have changed.

## Important Organizations

There are several local, provincial, and federal resources to help new businesses. While they each offer their own expertise, the organizations listed will be able to assist businesses with legal and financial protocols that must be followed, as well as offering many other services. Depending on your business, additional agencies may be important to consult. Understanding the regulations related to your establishment may deter future problems and ensure that your organization runs smoothly. A few sources have been listed below:

### Local

1. Township of Front of Yonge – Providing property, zoning, building permit, tax information, and more.
2. 1000 Islands Community Development Corporation – Helping small and medium sized businesses through resources and information, counseling, and access to capital.
3. Leeds and Grenville Small Business Enterprise Centre – “Guiding entrepreneurs towards business excellence.”
4. United Counties of Leeds and Grenville – “We have multiple resources available to help you get started and to help you comply with municipal, regional, provincial, and federal regulations.”

### Provincial

1. Ontario Business Program Guide – “The Ontario Business Program Guide is your resource to government-funded programs and services for Ontario businesses.”
2. Ontario Source for Business – “Advice and support for starting or growing a business in Ontario.”

### Federal

1. Canada Business Network – “Cross-jurisdictional government organization that helps Canadian entrepreneurs get the information, advice and support they need to build their businesses.”
2. Service Canada – “Service Canada provides Canadians with one-stop, personalized access to Government of Canada services and benefits.”

## **Policies and By-laws, Building Permits and Zoning**

### **Pre-Consultation with Township**

Before you purchase a property or make plans for a specific purpose such as livestock buildings, dog kennel or certain types of business, always ask your Township if they are a permitted use under the Official Plan and Zoning By-law. There are minimum setbacks required for dog kennels and livestock buildings, from settlement areas or hamlets, as well as the nearest residential use.

### **Policies and By-Laws**

Policies directly related to the workplace can be found online on both the municipal and provincial websites. The leading standards new businesses need to consider and/or apply depending on their classification are:

1. Accessible Customer Service Policy
2. Prevention of Workplace Violence Policy
3. Workplace Discrimination & Harassment Policy

Various By-laws which new businesses should be aware of can be found on the municipal's website or by inquiring at the Township Office.

It is the responsibility of the business owner to ensure that all township, provincial, and federal regulations are followed and proper training and certification of all employees and services are completed. Contacting organizations focused on assisting new businesses is recommended. Some applicable regulations may include:

1. Ontario Ministry of Labour Employment Standards
2. Ontario Ministry of the Environment Acts
3. Ontario Ministry of Health and Long-Term Care Health Protection and Promotion Act, Food Premise

### **Business Registration and Licensing.**

Front of Yonge Township does not license businesses or require them to register with the Township. For help with Provincial registration requirements, contact the Leeds and Grenville Small Business Enterprise Centre.

### **Building Permits and Zoning**

When planning new construction or a renovation, consult the Chief Building Official first, to ensure all building code requirements can be met. For most renovations or alterations, a Building Permit and/or a change of use permit is required. Our municipality has a lower median wait period from permit submission to approval than the provincial standard, typically being a business week faster. Permits are needed when renovations will exceed 10 square metres, pools, chimney or wood stove



alterations/repairs, and decks larger than 108 square feet. Replacing existing roofs and windows is subject to some conditions. Permits are required prior to any construction. Failure to meet the building requirements and approvals may lead to cease-and-desist orders and/or fines.

Zoning information for commercial and industrial properties can be found on the Township website under Town Hall – Official Plan and Zoning – Download Zoning By-law. Please consult the Township Office if you require information concerning rezoning land or minor variance.

## **Special Permits**

If your business is a chip wagon or will be offering kennel services, a permit issued by the Township Office is required. Owners are expected to do research to determine if special permits and/or certifications are needed by other organizations.

## **Community Involvement**

There are many ways businesses and their owners can be active in the community. Participation can build a greater connection between a business and its customers and allow for businesses to have a stronger voice in the decision making process.

## **Donations**

The area is home to many events and social organizations that can always use more assistance. Whether a monetary or item donation is made, being a part of community efforts promote your brand and products and is always welcomed. Donations can extend beyond items and money as well. Offering space or equipment, or even employees to help with a community event, are great ways to give back to the public. Multiple studies have shown that charitable businesses often have increased sales, stronger customer loyalty, and wider recognition.

## **Joining a Committee**

There are several committees within the municipality for the public to join. As business owners are an additional stakeholder in the municipality, their input is highly valued. A few of the community groups are:

1. Community Development Committee – Promoting and enhancing the area for the betterment of residents, businesses, and visitors, while remaining true to the values of the community.
2. Environmental Advisory Committee – Decisions on how to maintain the natural beauty found throughout the area, as well as how to reduce the amount of waste generated.
3. Recreation Committee – Promoting active lifestyles for local youths by organizing children’s activities and sporting events, while overseeing Recreation Park.
4. 1000 Islands River Heritage Society – Striving to preserve the heritage and history of the area.

## **Volunteer**

Volunteering can be a rewarding way to bring attention to your business for free. There are many ways a person or business can volunteer. Contact the Township Office or one of the local service groups.

## Waste Disposal

The township values its diverse natural beauty and has taken steps to decrease the impact of waste on the environment by expanding its recycling program. Businesses within the municipality have year round access to the local Waste Disposal Site located at 102 County Road 5, just north of the Village of Mallorytown. The rules and prices of using the site are the same for both businesses and residents with more information available on the municipal website.

Bagtags and/or waste disposal tickets for large items or loads, may be purchased from the Township Office and Purcell's Grocery store. Please note that the Township Office accepts cash, cheque and debit card, and the waste site and its employees do not sell tags or accept any form of payment. If you are unsure what the cost is to dispose of a larger item, the Township Office and Waste Disposal Site staff will be able to assist you.

Waste must be collected in clear or transparent bags with an affixed bag tag in order to be accepted. Clear bags allow for the waste site employees to confirm that the waste is being properly disposed of with no recyclable or hazardous materials inside. Waste site employees may ask for an item to be removed from the bag before being accepted, and have the right to refuse waste should it not meet the necessary requirements. Businesses have the option to dispose of waste through a private provider.

It is the responsibility of the business owner to properly store and dispose of any materials not accepted at the Waste Disposal Site. Hazardous items include, but are not limited to, paint, flammable containers and aerosol cans, oil and gasoline, pesticides, and florescence tubes.

## Recycling Program

Recyclable materials are to be separated by sealed cleared bags if left for curbside pickup. Items are to be cleaned and disposed of in the proper receptacle at the Waste Disposal Site. The site accepts common electronic items, alongside with plastic, glass, metal, and paper, and asks that all cardboard materials are flattened to save space. Rigid Styrofoam materials are accepted and must be placed in a clear bag to allow for transportation.

There is no fee for using our recycling program, and items such as blue boxes and composters can be ordered through the Township Office. Additionally, printed information cards can be picked up from the Township Office. More information, including a list of frequently asked questions can be found online.

## Contact Information

### Municipal Office

	Information
Address	Front of Yonge Township 1514 County Road 2 Mallorytown, ON K0E 1R0
Mailing Address	Front of Yonge Township P.O. Box 130 Mallorytown, ON K0E 1R0
Phone Number	613-923-2251
Fax Number	613-923-2421
E-Mail Address	admin@frontofyonge.com
Website	www.Mallorytown.ca

### Important Contact Information

	Address
Front of Yonge Fire Department 613-923-5216	1491 County Road 2 Mallorytown ON, K0E 1R0
Hydro One Networks Inc. 1-888-664-9376	P.O. Box 5700 Markham ON, L3R 1C8
Leeds, Grenville & Lanark District Health Unit 613-345-5685	458 Laurier Boulevard Brockville ON, K6V 7A3
Gord Brown, MP 1-866-498-3096	2399 Parkedale Avenue Brockville ON, K6V 3G9
Steve Clark, MPP 1-800-267-4408 613-342-9522	100 Strowger Boulevard, Suite 101 Brockville ON, K6V 5J9
United Counties of Leeds & Grenville 1-800-770-2170	25 Central Avenue West, Suite 100 Brockville ON, K6V 4N6