

Community Centre additional square footage

There remains some confusion and misinformation regarding the additional 9,000 square feet for the community centre and what the additional space is for.

The expansion of the common space area and arena hallways were identified as necessary increases by Ball Construction in June of 2016, and the amendments to the drawings were completed prior to the start of construction in the fall of 2016. These types of suggestions and solutions are part of Ball's responsibility.

"The common thing I keep hearing is that this additional 9,000

square feet was an error that was caught and now it's costing us a bunch of money to fix it, which is simply not true," said CAO Darren Ottaway. "There was no change to the cost of the project and there has been no change of the building footprint since the start of construction; this is not an addition being added on, it was identified pre-construction and did not affect the timelines or bottom lines."

For information and updates on the community centre please visit: <http://www.pelham.ca/pcc>

Town of Pelham customer service

How might we provide exceptional customer service? This was the question asked and answered by an inter-departmental team Monday evening. Ideas, methods, and approaches to exceptional customer service were discussed and the results are to be embedded in the day-to-day customer service operations within the Town of Pelham. The group identified what they believe to be customers' wants and needs, including: being treated with respect, accuracy and expediency, fairness, and accessibility to name a few. After the presentation, Councillor Catherine King noted that the telephone system at the Town of Pelham is one area that the group might consider when identifying customer service needs. "It's the biggest obstacle to customer service," said King. "It is something we have to work on."

Celebrating Canada's 150th - Pelham events

Ten Thousand. That's the number identified by the department of recreation, culture, and wellness, as to how many participants they hope to have in their events and programs leading up to Canada Day. From the Thursday Night Experience to the Heritage Tea Party to the Mural Mosaic workshops, there are events and activities for all ages.

Flag raising event

To celebrate the many events that are taking place leading up to Canada Day, the Town will officially kick off the event schedule with a Canada 150 flag raising at Centennial Park in Fenwick on Friday, May 12, 2017, and 11: 50 a.m. May 12 marks 50 days to Canada Day as well as Centennial Park's 50th anniversary in Fenwick. To learn more about Canada 150 in the Town of Pelham, visit: <http://www.pelham.ca/canada-day>

Building permit timelines excelling

In the Committee of the Whole report for the department of community planning and development it was highlighted that the average time to issue permits by the Town of Pelham comes in, on average, under the number of required days to issue or stop the process. For houses/tents/signs, of which 34 permits were issued last month, the average turnaround time for the permits was five days; 10 days is the maximum to issue or stop the process. Small and large buildings were also averaging quicker turnaround time than that of the requirements. The building department continues to receive incoming permit applications consistent with seasonal trends and remains occupied with inspections, conducting a total of 138 inspections since the March 27, 2017 report.



Pelham Town Council

Next meeting: Monday, May 15, 2017

6:30 p.m. Council Chambers

This document will be provided in alternative formats upon request to the Town Clerk.
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