

WELCOME TO THE TOWN OF HANOVER

Hanover is a hub for services surrounded by a rural landscape. Located in southwestern Grey County and bordering on Bruce County, Hanover covers an area of 9.8 square kilometres and has a growing population of over 8,000 residents.

It was in the year 1849 that our first pioneer, Abraham Buck, stood on the banks of the Saugeen River and looked about him to behold the thick forest – good hardwood timber - the realm of the deer, the bear and the wolf. The sky was filled with wild pigeons and the streams teamed with fish. It was at this moment that he expressed the famous words "It is good for us to be here."

The first influx of German pioneers who settled in and around Hanover attracted others of that practical hard-working nationality. Led by men such as Daniel Knechtel, Henry Peppler and Jared Spiesz, the village grew and prospered with large factories and new businesses manufacturing various kinds of furniture, knitted goods, cement, milled products and many other items. With industrial and retail expansion came improvements such as better roads, street lighting and facilities for education and recreation. Another sign of this significant progress was the incorporation of Hanover as a town in 1904.

Present-day, Hanover continues to be a vibrant and progressive community that attracts creative minds to volunteer, work and open small businesses.

Hanover is an exciting place to live, with a casino, horse raceway, microbrewery, a live music and theatre scene, as well as many recreational opportunities and access to a wide array of services and amenities that all contribute to a great quality of life.

A warm hello from Hanover!



We are excited to welcome you to Hanover and to provide information about our community, its government, and some of the town's activities.

Our town and our lives are framed by exceptional people and a wonderful lifestyle. We are proud of our heritage, good neighborhoods, churches and businesses, and are focused on our future.

Hanover enjoys steady, manageable growth and promotes diversity in residents, homes and cultures. We're committed to providing great programs, activities, events and services that encourage community development and support a healthy lifestyle.

Whether you are looking for a great place to raise a family, planning to retire or starting a business - Hanover is the place for you.

A sincere and warm welcome to you – Mayor Sue



Our Office

The Municipal Offices at the Hanover Civic Centre are located at 341 10th St. Hanover, or phone 519.364.2780. The administration office is open weekdays 8:30am - 4:30pm. We offer a variety of services, including but not limited to; payment of taxes and water bills, purchases of dog tags and applications for marriage licenses.

VISION STATEMENT

We are a progressive community where residents of all ages enjoy safe, healthy lifestyles, meaningful employment, excellent services and personal fulfillment. We support growth while respecting and celebrating our heritage; enhancing our downtown; protecting our natural resources; and welcoming all to a friendly, caring, inclusive and supportive community. Our community is committed to good government, effective and efficient management and maintenance of municipal services, productive partnerships and collaborating with our local businesses and municipal neighbours to build local economies and community services for our mutual benefit.



Community Profile

About Us

As a regional centre in Grey County, Hanover prides itself on being a progressive and vibrant community. A hub for services surrounded by a rural landscape, Hanover attracts creative minds to volunteer, participate and work, open small businesses, and build lives in our community.

Demographic Overview

8,473 Population	55.1% Married	
3,680 Households	17.3% Single Parent	
64.6% Own Their Home	53.5% Labour Force Participation	
\$94,698 Average Household Income	Age Distribution	

Why Choose Us?

Hanover, ON is centrally located!
 17.7km to Hwy 6 | 14km to Hwy 9 | 62km from Hwy 10
 97km from Hwy 401/Guelph | 63km from Owen Sound Harbour
 + We have an airport ✈ Saugeen Municipal Airport is a 250-acre complex offering two paved runways. SMA is Transport Canada registered, has flight training, air ambulance services and more.

Demographic Overview: SPOTLIGHT By Environics Analytics 2024



Hanover's Innovative
People Program

HIPP
Apprentice

HIPP
Culture

HIPP
Entrepreneur

HIPP
Lifestyle

Hanover's Innovative People Program (HIPP) is an initiative by Hanover's Economic Development team, to drive the recruitment and retention of people, business and investment to the community. It infuses creativity, culture and business with the tools to accelerate Hanover to the next level. It encourages people to make Hanover their own, by highlighting the cultural layers, business resources and career value.

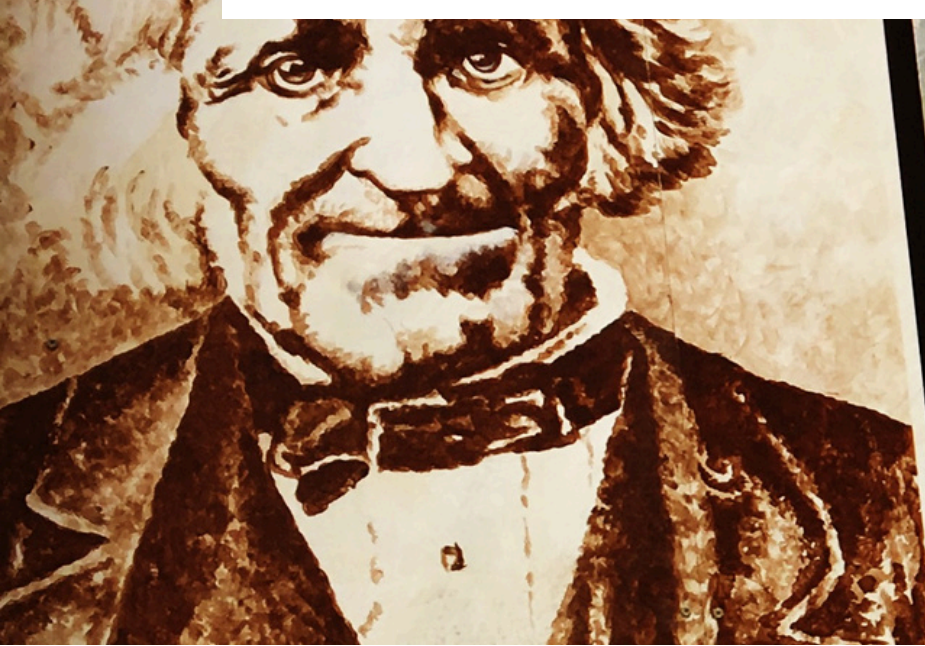
By leveraging assets and creativity in Hanover, our goal is to speak directly to people who are looking for change, opportunity or enhancement of their current lifestyle. As a result, the above four campaigns were created. Visit hipphanover.ca for more information and to access tool-kits, resources, videos and to take the Cultural matchmaker quiz.



Learn more about our community and get connected to service groups, events, and project information.

Hanover.ca/our-community

See our Community Profile included in your welcome package or visit hanover.ca/communityprofile. It highlights our lifestyle and doing business in Hanover.



MUNICIPAL

Committees of Council

Hanover has a variety of committees, all with different goals and functions that all work towards the betterment of our community. These committees include:

- Age-Friendly Advisory Committee
- Cemetery Board
- Committee of Adjustment
- Cultural Roundtable Committee
- Economic Development Committee
- Planning Advisory Committee
- Parks, Recreation & Culture Advisory Committee
- Heritage Committee
- and others

The complete list of all the Committees, Terms of Reference and Applications can be found on hanover.ca/boards-and-committees. Interested residents of the Town of Hanover that are at least 18 years of age are asked to submit their application before the dedicated deadline. Applications can be submitted to the Hanover office or by email to civic@hanover.ca. In most cases, the terms for Committees coincide with the terms of Council.

Council Meetings

The Council of the Town of Hanover meets in the Council Chambers located on the 2nd floor at the Civic Centre, 341 10th Street, Hanover. They are generally held at 4:00pm on the first and third Monday of each month. Meetings are structured and formal in nature. If you wish to address Council as a delegation please contact the Clerk's Office.

Visit hanover.ca/council-meetings to access meeting Agendas & Minutes.



Follow the Town of Hanover on Facebook, Twitter and Instagram to stay informed on municipal and community updates and initiatives



MUNICIPAL

Municipal Office

The Town of Hanover's elected officials include a mayor, deputy mayor and five councillors. While working closely with the Chief Administrative Officer and Department Heads, council's priorities are the implementation of our Strategic Plan objectives, quality leadership, community vision and sustainability and local government that Hanover citizens can trust and feel confident in. You can learn more about the municipal office and the council on the Hanover official website at hanover.ca.

Municipal By-laws

By-law Enforcement responds to complaints from the public and other government agencies; however does not respond to civil issues. Once a complaint is received, an inspection is conducted by the Municipal Law Enforcement Officer to validate the complaint. To assist you with the complaint process, violations should be received by the municipality in writing. For any incident that is happening right now or that has just occurred (e.g., littering or illegal dumping) or involving public safety or environmental hazards, please immediately contact Dispatch at 519.364.2411 to file a report. Information regarding the complainant is kept confidential, unless the complaint ends up in the court system.

To learn more about the current by-laws and how these current laws are enforced, refer to hanover.ca/by-laws

Animal Licences

Permanent dog tags will be issued to each registered dog in Hanover for the lifetime of the dog. Please visit the Municipal Office to register your dog. The tag must always be worn. A dog tag is the best form of ID for your dog. It will help with returning lost dogs to their owners. If your dog is picked up without a dog licence you may be subject to additional fees. Forms for registering your cat and dog can be found online at hanover.ca/applications-licences-and-permits.



RESIDENTIAL SERVICES

Garbage & Recycling

Weekly curbside collection of household garbage is available to all residential dwellings and apartments with not more than five units. Place garbage beside road or curb before or by 6:00am on your scheduled day to ensure pickup. All garbage must be placed in clear bags and tagged with the garbage tag being wrapped around the neck of the bag. Bag tags are available for purchase at the municipal office, public library, Giant Tiger or at various gas stations around town and the Circle K Convenience store.

- Collection for north of 10th Street (including the north side of 10th Street) is **Thursday**
- Collection for the south side of 10th Street (including the south side of 10th Street) is **Friday**

Bi-weekly curbside collection of recyclables and cardboard is provided to all residential, commercial and institutional properties. The recycling schedule can be found on the Hanover website under "Garbage and Recycling".

Landfill Site

The Hanover Walkerton Landfill is located at 868 Bruce Road 4. The landfill is open from 8:00am to 3:00pm on Tuesday, Thursday, Friday, and Saturday. Please ensure that all household items are first sorted and placed in the designated areas of the Landfill. Materials that will not be accepted in the landfill includes:

- Paint
- Propane Cylinders
- Hazardous Materials

These items can be delivered during residential household hazardous waste day events.

Visit hanover.ca/garbage-and-recycling for more information and watch for details about household hazardous waste day events.

Leaf Collection

Commencing mid-October to the end of November Public Works staff will collect leaves once a week on either Monday or Tuesday. Leaves should be placed at the curb by Monday morning in paper compostable bags only.

Twigs and small branches are not collected but may be taken to the landfill site free of charge throughout the year during regular landfill hours.





RESIDENTIAL SERVICES

Property Taxes | Water Bills

The Municipal Property Assessment Corporation (MPAC) is responsible for placing a value on all properties in Ontario. For property assessment information, ratepayers may contact MPAC at 1.866.296.6722 or online at mpac.ca.

You can pay your tax bill in a variety of ways:

- Pre-authorized Payment Plans
- Mail
- Telephone or Internet Banking
- Credit Card
- In-Person

For more information and to access specified tax rates that apply to you, visit our website hanover.ca/property-taxes.

Water & Sewer

Please contact the Water & Sewer Billing Department to set up your account, and ensure that a final reading is scheduled for the closing date, if required. Water and sewer bills are sent every two months directly from the Town of Hanover. If a final reading has been requested, your first bill will cover the period from your date of occupancy to the next regular reading date in your area.

Methods of paying your water bill are the same methods used for paying your property taxes. Visit hanover.ca/water-and-sewer for more information.



When Can I Water My Lawn?

The Town of Hanover's ODD/EVEN days rule applies on lawn watering only. If your house number ends in an odd number, you can water your lawn on odd numbered days. If your house number ends in an even number, you can do so on even numbered days.

RESIDENTIAL SERVICES

Parks, Recreation & Culture

Our Parks, Recreation & Culture (PRC) Department is 'People, Programs, Parks and Places'. Our PRC team provides a range of parks, facilities, programs and services to support healthy lifestyles for all ages and abilities. Visit one of our many outdoor parks or enjoy a walk or run along our 11 km of picturesque community trails. Plan a visit to the P & H Centre to enjoy a skate on our ice surface or sign up for one of our very popular pool programs at our 8-time award winning facility. When the weather turns colder or the hot, humid days of summer, be sure to check out our indoor walking and dry land training area for a safe temperature- controlled environment. Residents and visitors can enjoy the spirit of our annual special events such as Family Day and Canada Day celebrations, as well as a number of community organization led events such as the fall fair, Lions Club car show and Rotary Club Santa Clause parade.

Our mission ... Working in partnership with the community, we create opportunities for leisure activities, facilitate sustainable quality facilities, support healthy lifestyles for all ages and activities. We are a centre of excellence for our facilities and programs.

Key to our community's diverse parks, recreation and culture services and opportunities is the important role that community organizations and third-party program providers play. For our online community organization contact list go to hanover.ca/community-organizations.

To access more information, look under the 'Living' header tab on hanover.ca. Here you can access our online registration portal and subscribe to our newsletter to stay up to date on upcoming events and programs.

E-Services

The Hanover website offers various links to help guide you through signing up or paying for multiple services. These services may include: Recreation Programs, Burn Permits, Property Tax payments, sign-ups for electronic billing, and Pre-authorization Payment Forms for Water.

A convenience fee of 3% plus \$0.35 will apply for credit card payments.

Hanover.ca/e-services.



RESIDENTIAL SERVICES



Fire | Burn Permits

Fire and Burn permits can be completed online or in person at the Hanover Fire Department located at 341 10th Street. You will need a burn permit if you want to have an open-air fire. This includes a personal bonfire or fire pit. Keep in mind that you are allowed to only burn wood or wood by-products. Permits can be obtained at hanover.ca/e-services.



Hanover Police Services

The Hanover Police Service is committed to investigative excellence and professional community based policing that includes a full range of criminal investigations, drug investigations and traffic investigations. Our members also provide many other policing services to our community with dedicated police officers in Town at all times working constantly to enhance our community safety, security and the well-being of our citizens and visitors. Visit hanoverpolice.ca for further information on community policing services.

Emergency Contacts

For all emergencies call **911**

Hanover Police Department
Non-Emergency 519.364.2411

Hanover Fire Department
Non-Emergency 519.364.2780 x1239





HANOVER FIRE & EMERGENCY SERVICES

The Hanover Fire Department is responsible for providing fire and life safety protection to residents and their property. To accomplish this task, the three lines of defense are utilized; education, prevention and suppression. The department enforces the Fire Protection and Prevention Act as well as implementing applicable statutes of the Ontario Fire Code. Emergency services offered by the Hanover Fire Department include the following;

- Ice Water Rescue
- Swift Water Rescue
- High Angle Rescue
- Auto Extrication Rescue
- Medical First Responder, CPR, Defibrillation
- Drone Operations
- Aerial Apparatus Operations
- Structural Firefighting (offensive and defensive structural firefighting)
- Proximity Firefighting (vehicle fires, shed fires, grass fires, brush fires)

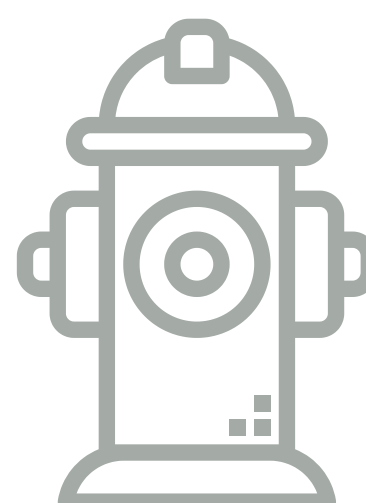
Hanover Fire Department is supported by a fleet of 3 fire apparatus, 1 chief officer unit, 1 pick-up truck, 1 rehabilitation trailer, and a rescue boat.

The department is comprised of up to 30 volunteer firefighters. These individuals are uniquely trained and are required to obtain National Fire Protection Association (NFPA) certification to ensure knowledge and abilities are verified.

To Volunteer & For Other Information Contact

Jeff Dentinger, Fire Chief/CEMC
t. 519.364.2780 x 1239
e. firechief@hanover.ca

Rob Hagan, Fire Prevention Officer
t. 519.364.2780 x 1223
e. fpo@hanover.ca





BUILDING & PLANNING

Building

A building permit is your formal permission to begin construction or demolition. It means that the Town of Hanover has approved plans for any new structure, addition or renovation. Approved plans must comply with the Ontario Building Code, local zoning by-laws, and other applicable laws and regulations. Building permits regulate types of construction allowed in the community and ensure that building standards are met. The building permit process protects each homeowner's interests, as well as those of the community at large, and provides for the erection of safe structures. Permits help ensure that any structural change is safe, legal and sound.

You need a building permit if you plan to:	You do not need a building permit to:
<ul style="list-style-type: none">construct a new building	<ul style="list-style-type: none">replace existing, same-size doors and windows, subject to distance from property lines
<ul style="list-style-type: none">renovate, repair or add to a building (i.e. finishing a basement, replacement of brick veneer, dormers or finishing of attic space,	<ul style="list-style-type: none">install siding on small residential buildings, subject to distance from property lines
<ul style="list-style-type: none">additions to existing buildings, insulating of exterior walls when exterior or interior cladding is removed)	<ul style="list-style-type: none">build a uncovered deck under two feet (0.61 metres) above grade
<ul style="list-style-type: none">demolish a portion of a building	<ul style="list-style-type: none">build a utility shed under 107 square feet (10 square metres)
<ul style="list-style-type: none">change a building's use	<ul style="list-style-type: none">erect a fence (except for swimming pools – outside pools require permits)
<ul style="list-style-type: none">install, change or remove partitions and load-bearing walls (i.e. adding or removing most walls, creating different room sizes and/or uses)	<ul style="list-style-type: none">reshingle a roof, provided there is no structural work
<ul style="list-style-type: none">install new or make structural alterations to windows or doors	<ul style="list-style-type: none">install eavestroughs, provided that drainage is contained on your property
<ul style="list-style-type: none">build a garage, balcony or deck (i.e. attached or detached garages, sheds, carports, porches, sunrooms, solariums)	<ul style="list-style-type: none">replace or increase insulation, dry-wall or plaster
<ul style="list-style-type: none">excavate a basement or construct a foundation	<ul style="list-style-type: none">damp-proof basements
<ul style="list-style-type: none">install or modify heating, plumbing, air conditioning systems or fireplaces (i.e. furnace and ductwork replacements, new fireplaces,	<ul style="list-style-type: none">replace existing forced-air furnace, provided there are not structural changes
<ul style="list-style-type: none">completion of roughed-in fireplaces, installation of wood-burning systems, installation of cleanouts, installation of any water backflow prevention devices)	<ul style="list-style-type: none">air conditioning units or heat pumps added to existing forced-air systems
<ul style="list-style-type: none">reconstruct a chimney (i.e. replacement of masonry chimney below roofline)	<ul style="list-style-type: none">electrical work (the Electrical Safety Authority, however must inspect electrical installations.)
<ul style="list-style-type: none">installation, repair of storm, sanitary and water service (i.e. conversion from septic to sanitary sewer, plumbing and/or drains)	<ul style="list-style-type: none">paint or decorate
<ul style="list-style-type: none">installation of an in-ground or permanent pool	<ul style="list-style-type: none">install kitchen or bathroom cupboards without plumbing
<ul style="list-style-type: none">decks requiring guards and railings	<ul style="list-style-type: none">pool heaters
	<ul style="list-style-type: none">landscaping
	<ul style="list-style-type: none">free-standing satellite dishes
	<ul style="list-style-type: none">replace a plumbing fixture only

Planning

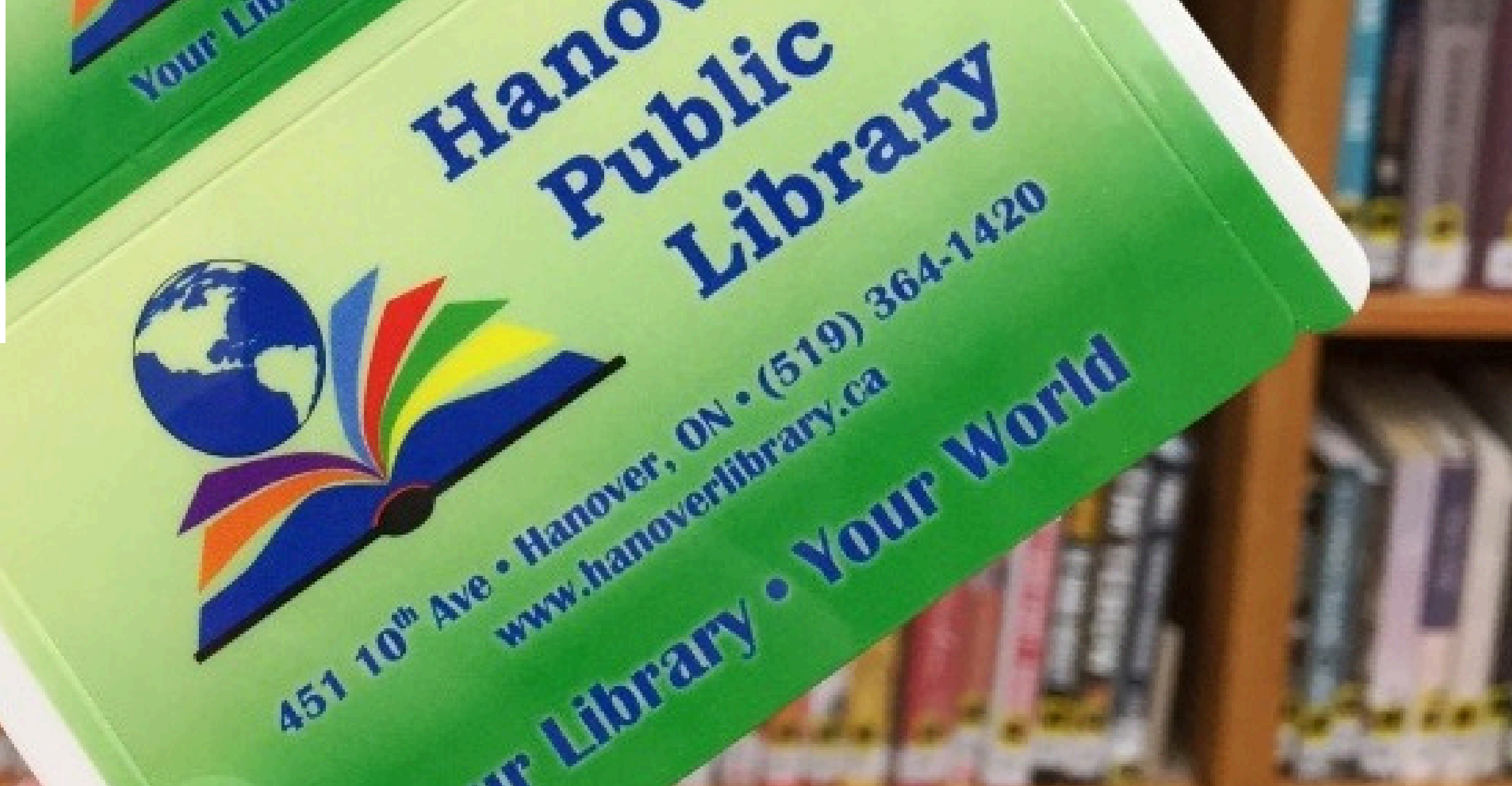
Land use planning affects where our homes, shopping facilities and industrial development should be located; where parks and schools should be located; and where other essential services should be provided. Good planning encourages public participation and leads to orderly growth and the efficient provision of services and resources. Municipal plan review is the process of making decisions on planning applications to ensure that provincial interests are integrated in its consideration of local planning interests.

Zoning By-Laws regulate land use (i.e. residential, commercial, industrial, etc.) and development standards for building on a property. Land severance or Consent Applications is the authorized separation of land to form a new lot(s) or adjust boundaries. Minor Variance Applications allow variances to the provisions of the Town's Sign By-Law and Comprehensive Zoning By-Law or to extend land uses that have existed prior to the passing of the current by-law. Site Plan Application - All lands within Hanover are subject to site plan control with the exception of Residential Development containing 2 units or less. If you are planning to build a new building or addition, you may be subject to site plan control. A building permit cannot be issued and construction cannot begin unless site plan approval is obtained.

hanover.ca/planning

hanover.ca/building-permit





HANOVER PUBLIC LIBRARY

The Hanover Public Library offers free WiFi, helpful local information, maps and guides to local services and attractions, computers for public use, printing, scanning, copying and faxing. You can buy garbage tags too! Come on in to the Civic Centre and meet our friendly and welcoming library staff. We will help you get settled in your new community. Everyone is welcome and many services are free to anyone at the library.

In addition, library members can borrow books, audiobooks, videos, games and magazines for all ages. Keep your children entertained while you unpack, or listen to a story as you work in your new home! We also offer Internet hotspots (borrow portable Internet devices) - very useful if your internet is not hooked up yet. Our digital library also offers online services like streaming video and online ebooks, language courses and video story time. These are free to use; some require membership.

Library membership is free to people who live in the Town of Hanover, own a business in the Town of Hanover or pay property taxes to the Town of Hanover. When you first arrive, contact the library to join. We need ID, and a separate, recent proof of address such as a bill for taxes or services to your home. If you want to join and do not have proof of address yet, ask about our temporary membership option to get started!

Contact the Hanover Public Library
451 10th Ave (Lower Level of the Civic Centre and Municipal Offices)
519.364.1420
Visit hanoverlibrary.ca

