# BOUNDARY ADJUSTMENT TRANSITION

Key resident information for the transition effective May 1, 2026, is detailed below. Hanover staff continue to work on the many transition tasks and updates that will occur over the coming months. Further updates will be provided as needed to keep you informed.

## The Rationale Behind a Boundary Adjustment

During this term of council the goal has been to move development forward for the mutual benefit of ratepayers in both Hanover and West Grey, as well as regionally. This boundary adjustment is about long-term regional prosperity and making sure the areas around Hanover are supported by the municipality that is best positioned to provide services as our region naturally grows. Hanover is a growing community, and many of the lands closest to town are naturally connected to Hanover for things like roads, emergency response, future servicing and day-to-day municipal support. Bringing these properties into Hanover helps ensure that planning and services are coordinated in one place, so that property owners have clearer service delivery and a more predictable path forward.

At its core, the boundary adjustment is about ensuring the communities around Hanover can be supported in a way that promotes stable services, coordinated planning and regional prosperity while respecting the choices and livelihoods of property owners.

Agricultural operations are an important part of our region’s identity and economy, and Hanover values the role farms play in supporting local jobs, food production and the rural landscape. This boundary adjustment does not mean farmland must change or that farming will be replaced. If you farm your property today, you can continue to do so.

The purpose of this change is to better align municipal services and planning for the area. If, at any point in the future, **you** choose to explore improvements or changes to your property, Hanover staff are here to help explain options and requirements.

## What is a Boundary Adjustment

A boundary adjustment simply means the municipal boundary line has changed and your property is now located within the Town of Hanover for local government purposes. You still own your land exactly as you did before. What changes is which municipality provides local services and administers things like property tax billing, certain bylaws and planning/building processes. In practical terms, Hanover becomes the municipality that collects your municipal property taxes and serves as your main point of contact for municipal questions, while your title, property rights and day-to-day use of your land remain yours.

For additional boundary adjustment background, please see the back page.

## Key Dates - More informationd detailed in the document

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| **May 1** | Official boundary change |
| **May 1** | Municipal election nomination period begins |
| **May 4** | Hanover Council regular meeting |
| **May 7** | Garbage pickup (as per Hanover collection schedule) |
| **May 19** | Hanover Council regular meeting |
| **May 29** | Communication with respect to your property taxes |
| **June 27** | New Resident Welcome Event |
| **August 10** | First tax bill from Hanover |
| **August 14** | Parks, Recreation & Culture Fall Guide available online |
| **August 20** | Parks & Recreation fall programming Hanover resident priority registration date |
| **August 21** | Municipal election nomination period ends |
| **August 31** | First tax bill from Hanover due date |
| **October 26** | Municipal election day |

# Contact Us | Information Access

- Please visit us in person on the second floor of 341 10th Street between the hours of 8:30 a.m. and 4:30 p.m. You can also call 519.364.2780 or email inquiry@hanover.ca. Our staff welcome the opportunity to meet with you and assist you with any inquiries.
- Learn more on the Boundary Adjustment webpage | hanover.ca/boundaryadjustment
- Citizen Request & Suggestion Form | hanover.ca/citizen-request-suggestions
- Subscribe for News updates | hanover.ca/subscribe

# Council

- Council meetings are held on the first and third Mondays of the month.
- For council meeting information go to hanover.ca/council-government/mayor-council/council-and-committee-meetings
- Get to know the mayor and members of council by visiting hanover.ca/council-government/mayor-council

# Property Taxes

- We understand the boundary transition presents a number of changes for your property, especially when it comes to property taxes, who you pay and what happens next.
- To help make this as straightforward as possible, Hanover Finance staff will contact you with personalized details about your property tax billing and what to expect. You will receive this information by **May 29**.
- In the meantime, below are answers to some questions you may have:

**Who do I pay my property taxes to now?**

- Now that your property is within the Town of Hanover boundary, Hanover will bill you and you will pay taxes to Hanover going forward.

**I already paid an interim installment to West Grey. Do I have to pay again?**

- No. Any interim payment you made to West Grey is being accounted for as part of the transfer of tax accounts from West Grey to Hanover. You will not be asked to “double pay” for the same period.

**Will I receive a new tax bill?**

- Yes. Hanover will send you billing information once your property details are fully transitioned into Hanover’s system.

# Property Taxes

**Will my property taxes go up?**

- Most properties will see an increase because Hanover's tax rate is currently higher than West Grey's. Hanover is committed to phasing in the increase over 5 years to make the change more manageable. Instead of moving to the full Hanover tax rate all at once, Hanover applies a temporary tax credit each year, based on the difference between the two tax rates.
  Credit Schedule:
  - 2026: 80% of the tax difference
  - 2027: 60% of the tax difference
  - 2028: 40% of the tax difference
  - 2029: 20% of the tax difference
  - 2030: No credit (full Hanover taxes apply)

**Why does it take time to update my property in Hanover's system?**

- Hanover and West Grey Fnance teams are working with MPAC (the Municipal Property Assessment Corporation) to transfer assessment/property information. This kind of update is detailed and must be done carefully to ensure your records, billing, and payments are accurate.

**What if I'm on pre-authorized payments or a payment plan?**

- As your property transitions to Hanover, West Grey will stop billing. Hanover Finance staff will contact you to guide you through enrolling in a 12-month pre-authorized payment plan (if you'd like one) and to make sure payments are set up correctly.

**What if something looks wrong on my bill (ownership, mailing address, classification)?**

- Contact Hanover Finance right away. If the issue relates to assessment details (like classification), you may also be directed to MPAC as part of the correction process.

**Who can I contact if I have questions?**

- You will receive personalized communication from Hanover Finance about your property by **May 29**. If you have questions before then, reach out to the Town of Hanover's Finance/Tax Department and we'll help you through it.
- You can contact the Deputy Treasurer/Tax Collector, Jenn Tersteege, at: 519.364.2780 x 1224
- You can contact the Treasurer, Jelena Savic, at: 519.364.2780 x 1225.
- If you have questions at any point, please reach out. We're here to help and we want this transition to be as smooth and clear as possible.

# Garbage

- Effective Thursday, **May 7, 2026**, your garbage collection will be handled by the Town of Hanover.
- Collection will occur weekly on Thursdays.
- Place garbage beside road or curb before or by 6 a.m. on your scheduled day (Thursday) 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.
- West Grey garbage bag tags will be honoured by our collector. It is understood that you may have some remaining to use.
- Hanover garbage bag tags are $2.50. They are available at the Municipal Office, Hanover Public Library, Giant Tiger, Circle K Convenience Store, Hanover Foodland, Pioneer Gas Bar, Canadian Tire Gas Bar and McEwen Gas Bar.

# Recycling

- Recycling collection will remain the same schedule as your current West Grey collection until further notice.
- Hanover staff are working with Circular Materials Ontario to make collection adjustments to Hanover's schedule.

# Hanover-Walkerton Landfill

- Our landfill staff have been informed of the properties that have been transitioned to Hanover.
- The Hanover Walkerton Landfill is located at 868 Bruce Road 4.
- The landfill is open from 8 a.m. to 3 p.m. on Tuesday, Thursday, Friday and Saturday.
- 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 include:
  - paint;
  - propane cylinders; and
  - hazardous materials.
- These items can be disposed 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.

# Police

- For emergencies call 911.
- Non-emergency Hanover Police Service 519.364.2411 (answered by dispatch).
- As of May 1, 2026, Hanover Police Service will assume jurisdictional responsibility for all properties transitioning to Hanover and County Road 28 from 10/4 to Conc. 2 SDR; County Road 28 north of Conc. 2 SDR up to and including the intersection of Concession 2 NDR, continuing along the by-pass west to the intersection of County Road 10 ; and County Road 4 east of Hanover to the former golf course as this will become the new Town boundary.
- The required communication has occurred between Hanover Police Service, West Grey Police Service and Owen Sound Police Service (dispatch) to confirm the jurisdictional revisions.

# Fire

- For emergencies call 911.
- There is no change as Hanover Fire Department already provides fire services through an agreement with West Grey.
- Fire and burn permits can be completed online or in person at the Municipal Office. You will need a burn permit if you want to have an open-air fire. Only burn wood or wood by-products.
- Permits can be obtained at hanover.burnpermits.com

# Parks, Recreation and Culture

- Hanover staff have updated any existing accounts in our registration system to reflect Hanover residency for your household.
- Should you or a family member be a new registrant in Parks, Recreation & Culture (PRC) programming (i.e., swim lessons, summer camps, etc.), please contact PRC staff at 519-364-2310 to confirm that your account reflects Hanover residency prior to completing the registration process.
- Town of Hanover residents recieve advanced opportunity for program enrollment.

# Hanover Public Library

- Please visit Hanover Public Library to complete your library card registration.
- If you have previously paid the non-resident membership fee, speak to library staff. The Library Board has approved providing membership refunds for any card holders who have renewed / purchased in 2026.
- Visit the library to access the Newcomer Resource Centre and receive your Hanover Welcome Package.

# Zoning Bylaws

- West Grey's zoning bylaw will continue to apply until Hanover completes official plan and zoning bylaw updates to include the expanded boundary lands.
- Zoning on the lands will not change until Grey County and Hanover update their official plan policies.
- These changes will require further public consultation, including public meetings and the ability to provide comments.

# Bylaws

- Hanover staff are working over the coming months to update applicable bylaws that may impact your property.
- Some of our most common bylaws (hanover.ca/council-government/law-enforcement/law-directory) include:
  - Property Standards Bylaw 2894-15
  - Regulate Discharge of Firearms Bylaw 3256-23
  - Open Air Burning Bylaw 3173-21
- All Town of Hanover bylaws will be in effect for new residents as of May 1, 2026, except the zoning bylaw.
- It is acknowledged that hunting is important to farmers and various residents. With the boundary adjustment the discharge of firearms are prohibited within the limits of the Town of Hanover at this time. Town staff have prioritized the update of the Regulate Discharge of Firearms Bylaw and anticipate it will be provided for council's consideration by May 19, 2026.

# Animal Licences

- Residents who have dogs will need to come to the Hanover Municipal Office to receive a dog tag.
- Those properties with an existing West Grey dog tag have been shared with Hanover. Residents who have dogs with registered West Grey dog tags will receive a Hanover dog tag in exchange for 2026. Beginning in 2027, you will receive information with respect to renewal of the dog tag and applicable fees.
- Dogs over the age of three months require annual licensing and registration.
- All cats over the age of eight months are required to be registered on a one-time basis.
- Please visit the Municipal Office to register your cat or dog.
- The tag must always be worn by the animal.
- Forms for registering your cat and dog can be found online at hanover.ca/permits-licences-applications

# Elections

- Plan to vote for Hanover Council members in the 2026 municipal election.
- Staff are working on updating the voters registration list to reflect the transition of your property to reflect voters for the Hanover municipal election.
- Check, update or add your information to the voters list for the 2026 municipal and school board elections. Visit hanover.ca/elections for link to RegisterToVoteON.ca or call 1.866.242.3025.
- If you are considering running for the election or want more information visit hanover.ca/elections
- Contact the Clerk's Office if you have additional questions 519.364.2780 x 1231

# 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 2.99% plus $0.35 will apply for credit card payments paid online through the Town's epay portal and is charged directly to the payor.
- Note - credit card payments are not accepted in person or by phone at the Municipal Office or Landfill Site.
- Visit hanover.ca/e-services

# Stay Up to Date on Hanover News

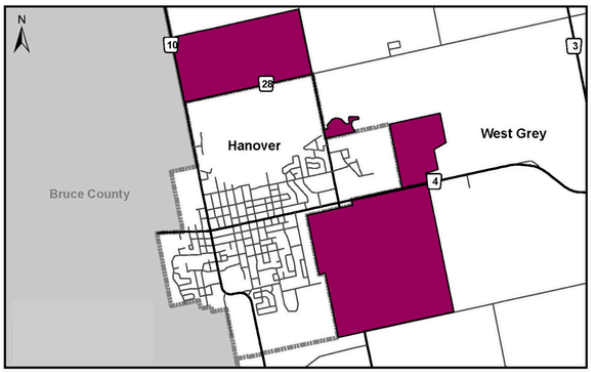
- Want to be the first to know about the latest news, important alerts and exciting career opportunities in the Town of Hanover? You can now subscribe to updates directly by signing up at hanover.ca/subscribe. Follow us on Facebook @townofhanover or on Instagram @discovermorehanover.

# Save The Date

- New Resident Welcome Event | **Saturday, June 27, 2026**, from 11 a.m. to 1 p.m.
- Please join us in Heritage Square for Music in the Square featuring live entertainment and receive your copy of the Newcomer Welcome Package.

# Boundary Adjustment - Additional Information

- During this term of council the goal has been to move development forward for the mutual benefit of ratepayers in both municipalities. The following is a summary of the key dates that have resulted in the Minister's Order approval:
    - **October 30, 2025** - Joint media release issued by Hanover and West Grey with respect to in-principle agreement to adjust boundary lines between the two municipalities and to proceed with next steps under the Municipal Act, 2001 to establish a Boundary Adjustment Agreement for both councils' consideration
    - **November 19, 2025** - Public Meeting
    - **December 15, 2025** - Hanover Council approves Boundary Adjustment Agreement
    - **December 16, 2025** - West Grey Council approves Boundary Adjustment Agreement
    - **December 22, 2025** - Restructuring Proposal submitted to Ministry of Municipal Affairs and Housing (MMAH)
    - **April 18, 2026** - The Minister's Order (MMAH) approving the Boundary Adjustment was published publicly in the Ontario Gazette
    - **May 1, 2026** - Effective Date for the Boundary Adjustment
- The boundary adjustment will encourage more investment and economic opportunities, including new employment options, more housing accommodations and increased assessment for the region, while aligning with provincial growth targets.
- The approved boundary adjustment includes lands encompassing approximately 1,600 acres that will be transferred from West Grey to Hanover.
- In exchange for the transfer of lands, Hanover will provide financial compensation to West Grey in the amount of $10 million, paid over a period of 20 years.
- The boundary adjustment lands will support growth near existing municipal servicing and identified settlement areas.
- All future development will be required to comply with local and provincial planning policies.




# Personalized Updates

- If you prefer to receive updates related to the boundary adjustment and transition information by email, you can sign up here: forms.office.com/r/GYQCEDECp6