

June 24, 2025

Basement Flooding Protection Program

Sanitary and Storm Sewer Upgrades on Islington Avenue and other local roads

Contract: 23ECS-LU-10FP
Start Date: July 7, 2025
End Date: July 30, 2026
Timeline is subject to change

The City of Toronto is modifying and upgrading the storm and sanitary sewer system in your area to reduce surface and basement flooding. This work also involves replacing the City-owned portion of substandard water services and sanitary sewer laterals. The sanitary service lateral is the pipe connecting your home's sewage plumbing to the City's sewer. The water service is the underground pipe that brings water to your water meter and is owned by you and by the City. The part you own is from your house to the property line. The part the City owns is from your property line to the watermain.

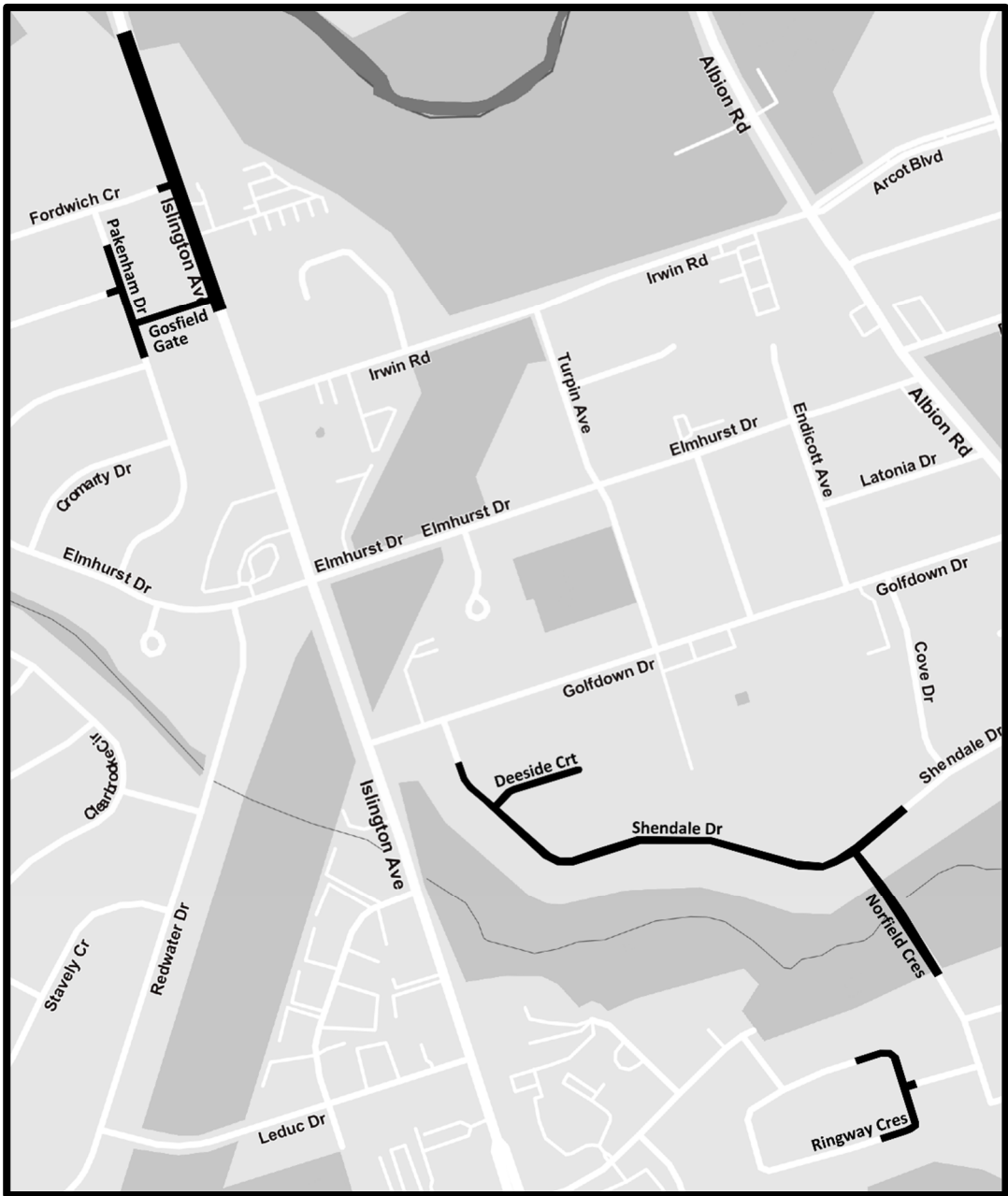
Street name	Storm sewer upgrades	Sanitary sewer upgrades	Water service replacement	Road Restoration
Islington Avenue	✓	✓	✓	✓
Fordwich Crescent	✓		✓	✓
Gosfield Gate	✓		✓	✓
Pakenham Drive	✓	✓	✓	✓
Norfield Crescent		✓	✓	✓
Shendale Drive	✓	✓	✓	✓
Deeside Court	✓		✓	✓
Ringway Crescent	✓		✓	✓

This project is part of the Council-approved Basement Flooding Protection Program to improve the water distribution system, renew our ageing infrastructure and reduce the risk of sewer collapse or blockages that cause sewer backups and flooding. Please note that construction on the streets listed above will take place at various times between July 2025 and July 2026.

IMPORTANT INFORMATION ABOUT LEAD WATER SERVICES

If you live in the area depicted in the map in a house that was built before the mid-1950s, your water service may be made of lead. Please read the attached fact sheet with important information about the risks of lead in drinking water, especially if someone in your house is pregnant, there are children under six years old, or there is an infant drinking formula made using tap water.

MAP OF WORK AREA












WORK DETAILS






- The City’s contractor will:
- Excavate the road and dig a trench to access and install the new sewers.
 - Replace any City-owned water service pipes or sewer laterals that do not meet City standards, from the watermain or sewer to the property line.
 - Remove and replace the asphalt surface and concrete road base of roads identified for restoration.
 - Resurface the road/watermain trench and restore all areas affected by construction.

WHAT TO EXPECT DURING CONSTRUCTION

- You may experience dust, noise, and other inconveniences. The City will make efforts to reduce the impacts. We appreciate your patience.
- The City will not be responsible for damage to any privately owned items on City property. **See below for additional information.**

	<p>Work Hours: Work will take place on Islington Avenue from 7:00 a.m. to 7:00 p.m., Monday to Friday and 9:00 a.m. to 5:00 p.m., on Saturdays.</p> <p>Work will take place on all other roads from 7 a.m.to 7 p.m., Monday to Friday, with work after hours and on weekends as required.</p> <p>The contractor on this project will use extended work hours to minimize traffic disruption and to shorten the project duration.</p>
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	<p>Pre-Construction Inspection: OZA Inspections Ltd. engaged by the main contractor, Trisan under contract to the City of Toronto, will survey all properties within 30 metres of the construction area before construction starts. The inspection will look at the interior and exterior of all properties to verify existing conditions. Although participation is voluntary, the City encourages all homeowners to participate. Without the survey, it will be difficult to confirm any claims of damage caused by construction.</p> <p>Affected properties will receive a separate notice to set up an appointment. All inspection staff will wear photo I.D. and carry photo equipment for this work.</p>
	<p>On-Site Communication: There are times when the contractor, Trisan, may need to communicate with homeowners about what is happening on-site. This could be about driveway access, water shut offs, or site restoration work (landscaping, installing pavers, etc.). Trisan's staff will be identifiable by their high-visibility company branded clothing. If you need to speak with staff on the construction site, please ask for the Site Inspector.</p>
	<p>Important information for owners of sprinkler systems/heated driveways and private landscaping features. Property owners should remove items located within City property limits (boulevard) to avoid damage.</p> <p>This includes items such as landscaping (plants and pavers), decorative objects, sprinkler systems or heated driveways. For details on removal of such items, please contact the Field Ambassador listed below.</p>
	<p>Telephone and Internet Services: This work may affect phone and internet cables for individual properties that are not buried deep below the sidewalk or roadway. The contractor will coordinate with utility companies to minimize disruption. Residents who find their service has been disrupted should contact the Field Ambassador <u>and</u> notify their phone or internet service provider.</p>
	<p>Water Service Disruptions: From time-to-time, the water supply to your property will need to be shut-off to complete construction; the contractor will provide notice at least 24-hours in advance. Throughout the work, it is recommended that you temporarily disconnect any water treatment systems (i.e., softeners or filters), water-cooled air conditioners or similar plumbing fixtures. Automatic lawn sprinkler systems may also be affected; therefore, you may need to water manually. In the event you did not receive advance notice, the City may have needed to use an emergency water shut off to complete work.</p>
	<p>Substandard Water Service Replacement: Please take the time to read the attached lead fact sheet carefully as it contains important information on lead in drinking water and how to prepare for replacement. If you want to replace the private portion-of the water service pipe, the City of Toronto recommends that you obtain several quotes before selecting a contractor. PLEASE NOTE: The City is not able to get involved in any contract to have work done on private property. Property owners are responsible for ensuring contractors do not interfere with the work being done on City property. Learn more at www.toronto.ca/leadpipes.</p>
	<p>Road and Sidewalk Access: To complete the work in a safe manner, there will be road and sidewalk restrictions within the work zone. Access for emergency vehicles will always be maintained.</p> <p>Driveway Access: Trisan will notify you of any temporary restrictions to your driveway access. If your property has two entrances, one entrance will always be kept open.</p>
	<p>Traffic Management: Road users should expect delays and increased traffic on nearby main and side streets. Motorists are reminded that bicycles and cars will be sharing the lane. When driving, please be mindful of vulnerable road users.</p> <ul style="list-style-type: none"> Traffic on Gosfield Gate, Pakenham Drive, Norfield Crescent, Shendale Drive, Deeside Court and Ringway Crescent will be reduced to one lane.

	<ul style="list-style-type: none">Traffic on Islington Avenue will be reduced to one lane in both directions.
	Parking: This project will affect on-street parking. Parking in the active work zone is not permitted as space is needed for construction equipment and materials. If your parked vehicle affects construction work, it will be relocated with no charge to the owner. Please call 416-808-2222 for its location.
	Parking Violation Notices: <u>Please ensure you always park in a legal parking spot.</u> If parking enforcement is called to a street, officers must issue a yellow parking violation notice (ticket) to vehicles in violation of City's parking by-laws. If you receive a yellow notice during this construction work, please do one of the following within 15 days of the notice date to avoid additional fines or records being kept of non-payment: <ol style="list-style-type: none">Pay the parking violation (follow instructions on the back of the notice) orFile a Parking Violation Dispute with the City online, by mail, or in person (follow instructions on the back of the notice). As part of the dispute process, you may include the Construction Notice and/or other City-issued documentation related to parking impacts resulting from construction. <p>Violation notices cannot be cancelled if vehicles are parked in illegal parking spots (i.e., in front of a fire hydrant or in a No-Parking zones).</p> <p>Please exercise patience with neighbours who are experiencing construction impacts and may need to temporarily park on your street.</p>
	Accessible Accommodation: The City's contractor must ensure safe and accessible walkways and entryways are maintained for everyone during construction. Any temporary access disruptions will be communicated as soon as possible. If you experience a disruption, have a specific access need or related accommodation request, contact the Field Ambassador listed below.
	Garbage and Recycling: Please follow your normal routine. If required, the contractor will move bins to an appropriate location and return them. <i>Please ensure that you label your bins with your address.</i>
	Restoration: The construction work area will be restored with sod, concrete and/or asphalt where required to its existing condition. Interlocking bricks, flagstone on a granular base, or other similar features that are removed from public and private property during construction will be replaced. Lawn seeding and/or laying of sod will be done as needed during ideal growing seasons only - in the spring (April to June) and fall (September to October).

NEED MORE INFORMATION?

If you have questions about this construction project, please contact staff listed below.

Contract	23ECS-LU-10FP
Field Ambassador	Wendy Clark, 416 338 5497, BFPP@Jacobs.com
Deaf, Hard of hearing- and hearing-impaired service	Telecommunications Relay Service (TRS) Dial 711 (24/7)
General inquiries	311
Councillor	Vincent Crisanti, 416 394 5820, Councillor_Crisanti@toronto.ca
Website	Toronto.ca/etobickenorth

Thank you for your patience. Building a great city takes time. Better infrastructure for all of us is worth the wait.