

## Frequently Asked Questions

September 2025

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### Who do we contact with concerns or questions?

When in doubt, send emails to [admin@vermilionhilloa.com](mailto:admin@vermilionhilloa.com). Please always be sure to include photos and locations in your emails for us to best assist you. Any developer/customer care business emailed to the VHOA admin inbox will be directed to [customercare@qualicocommunities.com](mailto:customercare@qualicocommunities.com).

We also have a document on the **VHOA Website** called **Important Contacts**. On this page, you can find a list of who to contact for what purpose. You can find that here: <https://vermilionhilloa.com/important-documents-for-residents/>

### What is the VHOA responsible for?

The VHOA communicates important information and community updates with residents, as well as hosts events in the community. Going forward, the VHOA will take on maintenance obligations for areas that are not the responsibility of the City of Calgary such as enhanced landscaping, pathway snow removal, upkeep of the gazebo, and more as phases of the community are turned over to the City for their maintenance.

### When will there be public transit in the community?

The VHOA does not have a timeline for transit within the community as this is determined by the City of Calgary. Residents are encouraged to contact **311** and request transit in the area. These requests are likelier to be accommodated with higher volumes of calls and emails.

### When will school buses enter the community?

The VHOA does not have a timeline for school buses within the community as this is determined by the Calgary Board of Education. It is likely this will not be implemented until there has been a phase turned over from the Developer, and a bus has enough room to safely enter the community and complete a loop.

### What can be done about the off-leash dogs roaming the community?

Residents must call **311** and report these animals to the City of Calgary. The VHOA has communicated that animals must be kept on-leash to all residents within the community.

### Who is responsible for road snow removal in Vermilion Hill?

The roads in Vermilion Hill are the responsibility of the Developer until they are turned over to the City of Calgary. Please visit the [Important Documents for Residents](#) page on the VHOA website for the most up to date maintenance map, showing who is responsible for each area of the community.

If you are unsure of who is responsible for a certain area or have concerns about road conditions, please contact [customercare@qualicocommunities.com](mailto:customercare@qualicocommunities.com) and include photos where possible.

**What is the timeline for the school site in Vermilion Hill?**

The Developer has projected that initial groundwork for the phase 4 school site will be completed in the late summer or early fall of 2025. There is no approximate timeline for the completion of the school itself, as this will be decided by the City of Calgary and the Province of Alberta. For more information on who to contact for updates, please visit our Important Contacts list.

**What is Turnover & Final Acceptance Certificate (FAC)?**

FAC is provided to a Developer from the City of Calgary, when phases within a development are completed and meet the requirements from the City. When these items and/or Phases receive **FAC**, those areas are **turned over** to the City, meaning that the City now takes on the maintenance responsibility of those items. This also allows the VHOA to enter into Enhanced Landscape Maintenance (ELM) and Snow and Ice Control (SNIC) agreements with the City, which then makes the VHOA responsible for these areas within the Community.

**What can be done about the construction materials, trade vehicles, and large garbage bins throughout the community?**

Vermilion Hill has sold quickly, which has caused the number of homes under construction simultaneously to be much higher than usual. If residents have specific concerns, they are encouraged to reach out to [customercare@qualicocommunities.com](mailto:customercare@qualicocommunities.com) and include photos and videos where possible.

**What is the timeline for laneway garbage collection?**

There is no timeline in place for laneway garbage collection yet. It is unlikely that this will be implemented until construction in the community is substantially complete.

**Who can we speak to about getting speed bumps installed?**

Speed bumps are a City of Calgary responsibility. Your best point of contact regarding a request for installation of speed bumps is **311**. Alternatively, you could contact your local city councilor to request items like this within the community. If speeding is an issue, contact the Calgary Police Service with complaints. The more people complain about speeding in the community, the greater chance of additional police presence.

**What can be done about un-kept yards in the community?**

The VHOA and the developer cannot enforce yard maintenance. We recommend chatting with your neighbours where possible, but if that is not possible, concerns relating to unkept yards can be directed to **311**. Please see the City of Calgary bylaw [here](#).

**What maintenance is performed around the Storm Pond?**

The area around the storm pond is meant to be a naturalized area. The maintenance levels on the grasses are dependent on the type of grass they are. These grasses are all planned and approved by the City during the planning stages of a community. There will be a 1-meter "Shoulder Cut" on either side of the pathway around the storm pond. Anything between the pathway and pond will be left as a naturalized area. The area on the outskirts on the pathway is a turf which is meant to be mowed 0-3 times per season as per City of Calgary maintenance guidelines.

**Why is there water on the streets during and after large rain events?**

This is like occurring in a **trap low**. A trap low is an engineered low point in the road which is designed to “trap” water and slowly allow it to enter the storm water system. You can find more details about trap lows and storm water systems online here: <https://qualicocommunitiescalgary.com/blog/storm-water/>.

**There are a lot of cars parked on the road in the community. Are there any rules for street parking?**

All parking concerns should be directed to **311**. The VHOA nor the developer are able to enforce or mandate any parking rules. Residents are encouraged to park in garages/on driveways when possible.

**What is a boulevard tree? Do I have to have one? Who maintains it?**

These trees are planted in accordance with the Community Planting Plan agreed upon prior to development with the municipality. These boulevards and medians are property of your municipality, and all trees growing on the boulevard belong to the municipality. These trees are not optional as it is a City of Calgary requirement. For more information, visit the QCC website here: <https://qualicocommunitiescalgary.com/blog/boulevard-trees/>

