



Report

Planning, Design & Development Committee

Standing Committee of the Council
of the Corporation of the City of Brampton

Date: 16 July 2008

File: P44

Subject: **RECOMMENDATION REPORT
DESIGN REVIEW FOR GROUND RELATED RESIDENTIAL
DEVELOPMENT**

Contact: Alex Taranu, Manager, Urban Design

OVERVIEW:

- The purpose of this Report is to present for approval the new Architectural Control Guidelines for Ground-Related Residential Development in Brampton and the process improvements required to implement them.
- The Guidelines will be an addendum to the 2003 Council-approved City-Wide Development Design Guidelines (DDGs) and streamline the approval process of the architectural component of the Block Plans, Community Design Guidelines and the architectural design review for ground-related residential dwellings (single family homes – singles, semis and certain types of townhouses).
- As part of the work on this project staff hired a consultant (J. Williams Architect/ Williams Stewart Associates) to assist with the production of the guidelines, and proceeded to assess current standards, process, identify gaps and propose improvements to ensure a high quality of design for this type of development.
- The proposed Guidelines are taking general provisions for architectural design from the site-specific guidelines and consolidating them in a city-wide document including all “boiler plate” common provisions as they derive from the Development Design Guidelines. This will result in consistent quality across the city, simplify the site specific guidelines and streamline their processing.
- The Architectural Control for ground-related residential development in Brampton has been performed since early '70s in various forms. Since the '80s it has been privately administered by Control Architects hired by the developers.
- The Architectural Control Process and Guidelines have been successful to increase in general the quality of new residential development in the City but there are opportunities for improvement to achieve and maintain quality standards.

- **The following steps are proposed to be taken to improve the quality of the design and construction:**
 - **that site specific architectural guidelines reviewed and approved in conjunction with the Block Plan Process be more detailed with focus on site-specific provisions related to special character areas. Where developers commit to detailed site specific architectural guidelines upfront the architectural control process should be simplified and shortened;**
 - **that the approval process for Control Architects doing work in Brampton, and the monitoring of their work, be instituted;**
 - **that the monitoring of the Architectural Control process for compliance with the approved Guidelines be instituted, so that all building designs and revisions are adequately reviewed and that appropriate site review is performed by the Control Architect;**
 - **that the monitoring and reporting of the quality of the product by the Control Architect on a yearly basis and in conjunction with the Subdivision Assumption process be instituted.**
- **The process has been developed jointly with all industry working groups and mutually agreed to.**
- **In order to perform such tasks adequate internal resources are needed. Based on the initial assessment of the tasks and time required it is estimated that two additional staff at the urban designer level are required to work with planning and community design staff and the Control Architect:**
 - **An office position**
 - **A field position**

In order to cover the costs for these positions staff has proposed that a \$50/lot fee be instituted. These measures have been approved as part of the 2007 and 2008 Budget process.
- **Staff will continue to dialogue with the industry and refine the process details and will report back to Council on a yearly basis.**

Recommendations:

1. **THAT** the report “Design Review for Ground Related Residential Development” be endorsed;
2. **THAT** the “Architectural Control Guidelines for Ground-Related Residential Development” be approved and an Addendum to the City-wide Development Design Guidelines be initiated;
3. **THAT** City staff proceeds with the process improvements as outlined in the report;
4. **THAT** the By-Law instituting a fee of \$50.00/lot for Architectural Control Compliance be passed by Council substantially in the form as set out in Appendix 4 of the Report.

1. Introduction

The purpose of this Report is to present for approval the proposed Architectural Control Guidelines for Ground-Related Residential Development in Brampton and the process improvements required to implement them.

The proposed Guidelines will be an addendum to the 2004 Council approved city-wide Development Design Guidelines (DDGs) and will streamline the approval process of architectural components of the Block Plans, Community Design Guidelines and the architectural design review for ground-related residential development (single family detached, semis and certain types of townhouses). The Guidelines were conceived as a flexible document to receive additional detail as it is developed.

2. Background

There is a large amount of new ground related residential development (single detached, homes, semis and townhouses) in Brampton. In the last 6 years the City has introduced a comprehensive planning and design mechanism based on Block Plans and Development Design Guidelines to coordinate new greenfield development and ensure the quality and character desired by the City and residents.

After the approval of the Block Plan the subdivision approval process begins. The City has direct involvement in coordinating the development of the public realm. The development of the private realm has City involvement only on those parcels and development types subject to Site Plan Control. The vast majority of ground related residential development is subject to privately administered Architectural Control with very little City involvement at the present time.

Architectural Control for ground-related residential development in Brampton has been performed since the early '70s in various forms. Since the '80s it is privately administered by a Control Architect hired by the developers to oversee and approve the work undertaken by the builders supplying the built product to the homebuyer as a condition contained in the Subdivision Agreement.

3. Current situation

City strategies and policies, including Six Pillars, Flower City Strategy, the new Official Plan, the Development Design Guidelines promote a high quality of the built environment, raising the expectation that the City is involved in all phases of the development process. The Block Plan and the Site Plan Approval processes occur within the provisions of the Official Plan as well as the Development Design Guidelines, under the Planning Act and other relevant legislation. The current planning and design process has an emphasis on Design Guidelines being prepared as part of the Block Plan process and Design Briefs at the rezoning stage.

As part of the further detailing and implementation of the City-Wide Development Design Guidelines (DDGs) approved in 2003, staff initiated the "Architectural Control Guidelines for Ground Related Residential Dwellings". Staff hired a consultant (J. Williams Architect/ Williams Stewart Associates) to assist with the production of the guidelines, and proceeded to assess the current process, identify gaps and propose process improvements to ensure a high quality of design of this type of development.

The background work for process included:

- A site tour in Brampton and the Western part of the GTA to assess various subdivisions, issues, tools used and outcome
- Consultation internally (with staff from all divisions involved) as well as externally (development industry – developers, builders, Control Architects, architects and designers).
- The draft document was circulated and discussed at a stakeholder workshop on June 25th 2007, at special meeting with the development industry (July 19th, 2007) and at a special meeting with the Control Architects, architects and designers (Aug. 14th, 2007).
- The consultation resulted in extensive feedback (written and verbal) regarding the document as well as the process to implement it from developers, builders, control architects, architects and designers and the document was adjusted accordingly.
- Prior to the submission of this Report final additional consultation occurred and the completed document was presented to the key stakeholders securing their agreement. To develop and finalize the process an industry working group made up of senior representatives from Mattamy Homes, Metrus Developments, Paradise Homes, Great Gulf, Armland/Greenpark, Arista worked with Community Design staff.

A copy of the draft Guidelines are appended to the present report as *Appendix 1*.

The proposed Guidelines are taking general provisions for architectural design from site specific guidelines and consolidating them in a city-wide document including all “boiler plate” common provisions as they derive from the DDGs. This will result in consistent quality across the City and expedite processing. The City-Wide Guidelines will be complemented through the planning process by site-specific Community Design Guidelines (including architectural guidelines), focused on “Special Character Areas” (*see example below*) and architectural components of Urban Design Briefs for sites subject to Site Plan Control. Certain areas are also subject to the provisions of specific guidelines such as the Executive Housing Workbook.

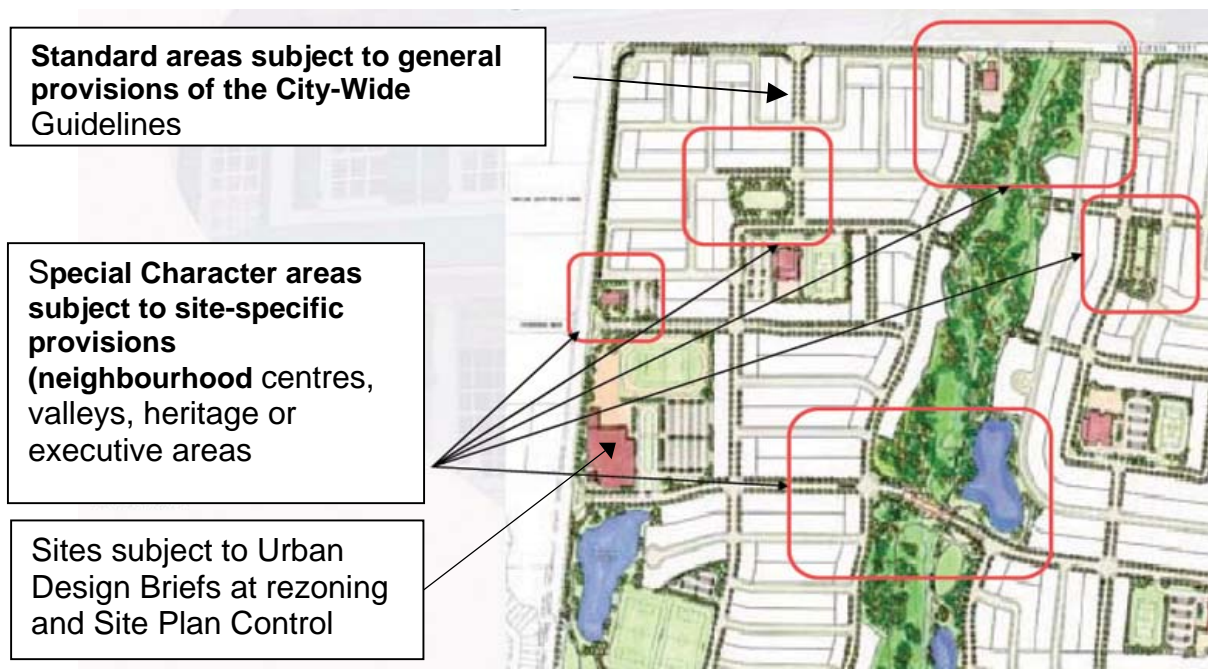


Image 1 - Standard and Special Character Areas in new Greenfield development

The “Architectural Control Guidelines for Ground Related Residential Development” detail general architectural provisions of the Development Design Guidelines for this type of development and deal with city-wide provisions. The site-specific Architectural Control Guidelines which form part of the Community Design Guidelines will provide only site specific detail for Special Character areas and variations. They will strive to achieve a balance between being prescriptive (and therefore easier to monitor and control) and flexible (and therefore offering designers opportunities to be creative).

The main provisions of the Architectural Control Guidelines for Ground Related Residential Development“ are:

- To clarify the purpose of the architectural components of the guidelines, their application and place in conjunction with other city-wide and site specific documents
- To set up criteria for creating harmonious streetscapes (massing, repetition, corner lots, coordination)
- To describe detailed provisions and criteria for architectural design (elements of style, elevations, projections, details, entrances, porches, cladding and exterior materials, roofs, grading conditions, signage and lighting)
- To establish design criteria for garages
- To identify criteria for priority lot dwellings and special character areas (corner lots, window streets, view terminus, dwellings abutting or facing parks and other open space areas, reverse frontage, etc)
- To outline the criteria for the preparation of the site specific Supplementary Architectural Design Guidelines

The Guidelines also describe in general terms the internal (privately administered) review and approval process and submission requirements. The active role of the City in the process is subject to the present report and described in more detail in the next section.

The guidelines have been discussed with the industry and stakeholders as described above and through their implementation stage there may be coordination and minor adjustments to the document and process.

4. Implementation Process

There is significant interest from the public, from new home-buyers in the city for the quality of residential construction, of the new communities developed in Brampton. The public at large is inquiring frequently about the city’s involvement in the development and design review of new residential development. There is a wide spread notion that the City is involved in the process and in should assume some responsibility to enforce the policies, guidelines and concepts described in the Block Plans and Guidelines and the Subdivision Agreement. Other municipalities are being involved in various degrees in the design review and architectural control process for ground-related residential development in conjunction with the Subdivision process. Staff performed an informal survey of current practice (Markham, Whitby, Mississauga, Oakville).

During the development of the Guidelines staff identified that there are opportunities to improve the quality of new residential development to meet public expectations. It was also

assessed that the communication between developer, builder, designers, control architect and various city departments is crucial.

Appendix 2 outlines the proposed Architectural Control Protocol for ground related residential development. The focus of the entire process is on prevention and communication rather than more costly remediation.

Appendix 2 has been jointly prepared by MBTW-Watchorn and John G. Williams Limited, with input from Arista Homes, Armland, Great Gulf Homes, Mattamy Homes Corp., Metrus Developments Inc., Paradise Homes, Martin Associates Architects, and The Planning Partnership.

With the approval of the City-Wide Guidelines the content of the site specific Architectural Control Guidelines will be significantly reduced and the approval process streamlined. They will be focused on provisions for Special Character Areas and variations from the City Wide Guidelines.

If there is a commitment upfront for the quality of the development, and there is sufficient detail in the site specific Architectural Control Guidelines for an area in the Block plan to adequately perform design review, the approval process could be significantly shortened and simplified.

Ultimately final architectural control approval is the responsibility of the Control Architect and the City is involved in a Compliance review for quality assurance.

4.1 Architectural Control – role of the Control Architect and Developer

The architectural control process can be summarized as it follows:

- The Architectural Control Guidelines are prepared by consultant and approved by the City.
- The developer hires a Control Architect from the approved list and notifies the City. If the Control Architect is not on the approved list they have to apply for inclusion on the list and satisfy a number of criteria. The current list and the criteria for approval/confirmation are described in Section 4.3 of this report.
- The Control Architect and Developer will organize a startup meeting with City staff, builders and their designers and to review the City approved guidelines, expectations and process. Other coordination meetings will have to be organized through the process.
- The Control Architect starts to review the models and coordinates with city staff to ensure their compliance with the approved guidelines, with focus on the priority lots and particularly the Special Character Areas. It is also recommended that consultation occurs for key streetscapes. Final designs and all revisions (including those initiated by purchasers) need to be reviewed and approved by the Control Architect prior to the application for building permit.
- During construction frequent site visits and coordination with City staff are to be performed to ensure that potential problems are identified early.
- If certain areas or subdivision are being developed long after the approval of the initial Architectural Guidelines, if there are deviations and significant changes they will be included in Supplementary Guidelines to be submitted by the developer to the City for approval.

- The Control Architect prepares the monitoring reports demonstrating that the goals and objectives of the Community Design Guidelines have been met. Prior to final Subdivision Assumption the Control Architect is required to submit to the City a summary binder with sign off indicating full compliance with the Architectural Control process.

4.2 Architectural Control Compliance – role of the City

The focus of the process is on the Control Architect to perform his duties appropriately as identified above. The following roles of City staff for Architectural Control Compliance review are proposed in conjunction with the Subdivision approval and development:

Office functions (OF)

- Maintain and update the Control Architect List (as described in *Section 4.3 below*).
- Review of the Architectural Control component of the Community Design Guidelines with provisions for specific area or subdivisions.
- Review and processing of approval of Amendments to the Architectural Control Guidelines if required.
- Review and process of Supplementary Architectural Guidelines (if applicable) including revised Priority Lot Plan and provisions for Special Character Areas.
- Monitoring for compliance of architectural control process with focus on priority lots and special character areas, initiation and maintenance of internal documentation.
- Ensure that the Control Architect approval for all models and priority lots, including revisions has been secured as a condition for Registration.
- Internal coordination, coordination with field compliance and issues resolution.

Field functions (FF)

- Quality assurance site visits to review and monitor the Control Architect progress in achieving compliance with the guidelines and approved designs; coordination with the Control Architect on field review, progress monitoring and issue resolution according to approved guidelines.
- Review and approval of the Monitoring Reports of the Control Architect in conjunction with the Subdivision Assumption process.
- Preparation of Annual Assessment Report, feedback and post-mortem analysis to be presented to Planning, Design and Development Committee as an annual Report Card.

Dispute resolution

A principal focus of the Architectural Control Process is on prevention and avoidance of conflict. More detailed and prescriptive guidelines establish clearly the conditions and requirements for the Control Architect to achieve a quality product at the design review and site implementation stages. The work by the Control Architect is undertaken with City's role in compliance review for quality assurance. The intent is to minimize a substandard product but at times disagreements and disputes may still occur.

Main types of disputes with City involvement that could potentially arise and possibilities to resolve them are summarized in Appendix 3.

4.3 Control Architects in Brampton

Control Architects currently practicing in Brampton

There are currently four Control Architects active in Brampton:

1. Watchorn Architect
2. John Williams Architect
3. Martin Associates Architects (was Hotson Bakker Architects)
4. The Planning Partnership (was Page+ Steele Architects Planners)

Outline of conditions to be included or maintained on the list

The following conditions should be complied with, to the satisfaction of the Commissioner of Planning Design and Development, in order to be included or maintained on the list of approved architects:

1. To be Ontario Association of Architects member.
2. To have proven expertise in this field (min. 3 medium to large sites in the GTA) with recommendations from relevant municipalities and developers.
3. To have a good performance record as documented in the Monitoring Reports.
4. No conflict of interest

Approval and Review Process

The following steps should be undertaken when approving Control Architects:

1. Submission letter to be included in the list with the documents indicated above.
2. Review by PD&D staff of material and recommendation to Commissioner of Planning, Design and Development.
3. Response to applicant regarding the City's decision.

The Control Architects List will be reviewed annually in conjunction with the overall Council Report on the status of this initiative. Staff will continue to dialogue with the industry and fine tune the process details and will report back to Council.

Limitations

The process as described in the Report is focused on production housing, with privately administered Architectural Control and City compliance review within the limitations identified which include:

- The City doesn't have a contract with the Builders or property owners;
- This process deals with the public realm, the exterior appearance of the buildings and it is not meant to replace other contractual obligations or to act as quality control for construction or materials;

Some issues related to design are subjective and guidelines are subject of interpretation

There are other types of development that are not subject to the process described above:

- Custom houses or small subdivisions in infill situations;
- Buildings subject to Site Plan Control are being reviewed by staff as part of that process;

- Certain infrastructure elements may not be subject to Site Plan Control or other planning processes. While the City is striving to coordinate all elements that impact the public realm we may not be able to have a formal design review process for them.

4.5 Implementation: Proposed Actions

Based on the approval of the present report the proposed process will be implemented. In order to perform the tasks described adequate internal resources are needed. Based on the initial assessment of the tasks and time required it was estimated that two additional staff at the urban designer level are required:

1. An office position to coordinate internally, review and provide clearance of conditions and liaison with the Control Architect.
2. A field position for compliance review and process quality assurance for construction stage, coordination with the Control Architect, review progress and monitoring reports, and submission of final clearance for subdivision security reduction and assumption.

These two positions have been approved as part of the 2008 Budget process.

Providing resources to perform design review for the Architectural Control Process will allow the City to be actively involved and to increase the quality of the built environment and improve processing review of plans in the city, particularly the ground related residential development.

Based on the approval of the present report the new process will be implemented for new applications for plans of Subdivision and applications that have not received yet draft plan approval.

Staff will continue to dialogue with the industry and refine the process details from the lessons learned. It is planned to have annual meetings with the industry representatives to review compliance and process improvements.

5. Financial Implications

In order to cover the costs for two new staff to carry out this work, a fee of \$50 per lot has been proposed to be paid prior to or at the time of registration of Subdivision. This fee would cover the work involving review of guidelines, Control Architect work and documentation, site conditions, streetscapes, approved drawings, meetings with CA and builder, site visits and monitoring reports. Based on the updated growth forecast of approximately 2,000 residential units in 2008, and the expected start of the program being September 1, 2008 the revenue collected would equate to \$34,000. Fees will begin to be collected immediately following Council approval of the By-Law.

The base budget currently includes \$250,000 in revenue related to this fee, however it is anticipated based on the forecast for residential units in 2008 that only \$34,000 would be collected. This equates to a \$216,000 net expenditure impact in 2008.

The costs associated with the two new staff were included and approved in the base budget for 2008.

If this report and proposed fee are not approved, implications such as public dissatisfaction, increased number of complaints and conflicts would continue and the compliance review function for quality assurance would not occur.

Conclusions

- The public is more demanding and sophisticated and expressed clear concern demanding the city to be involved.
- Communication is critical and ongoing dialogue to identify what our expectations and that of the community are.
- Certainty is important and the guidelines are a vehicle to identify the process.
- We are moving towards improving the process not to burden.
- The process will improve timely review and processing.

Next Steps

Based on the approval of the present Report staff will proceed with the implementation. Implementation of the new process will begin with the current resources and staff will proceed urgently to secure the dedicated resources approved.

A monitoring and evaluation process will be initiated and lessons learned will be discussed with the industry and Control Architects. An education process will begin to ensure that all parties involved are aware of the process.

A communication plan will be developed and meetings with the development industry will be organized in conjunction with the Corporate Communications Division.

Future Reports will indicate to Council the progress and improvements of the process and the built product in Brampton.

Respectfully submitted:

***Karl Walsh, MCIP, RPP, OALA
Director,
Community Design, Parks
Planning & Development***

***John B. Corbett, MCIP, RPP
Commissioner,
Planning, Design & Development***



Appendix 1

**“Architectural Control Guidelines for Ground-Related Residential
Development in Brampton”**

(attached)

Appendix 2

Architectural Control Protocol Summary

For Ground - Related Residential Development

LEGEND:

CA = Control Architect

OF = City Staff (Office Function)

FF = City Staff (Field Function)

ACGGRRD = Architectural Control Guidelines for Ground Related Residential Development

DDG = Development Design Guidelines

CDG = Community Design Guidelines

UDB = Urban Design Brief

OSG = Open Space Guidelines

ACG = Architectural Control Guidelines

SACG = Supplementary Architectural Control Guidelines

Document Hierarchy diagram

- 1) **DDG** (Development Design Guidelines)
 - a. **ACGGRRD** (Architectural Control Guidelines for Ground Related Residential Development)
- 2) **CDG** (Community Design Guidelines)
 - a. **OSG** (Open Space Guidelines)
 - b. **ACG** (Architectural Control Guidelines)
 - i. Addendum
 - ii. SACG (Supplementary Architectural Control Guidelines)
- 3) **UDB**

ARCHITECTURAL CONTROL PROCESS

City approves the ACGGRRD. It forms part of the DDG.

Step 1 (City-wide Approval)

- 1) City establishes a short list of architectural firms with demonstrated experience in field of architectural control within GTA, which will be reviewed annually.

Step 2 (Block Plan / Draft Plan Stage)

- 1) Developer notifies City of selected CA.
- 2) City to identify expectations and key issues to CA and Developer (meeting). City will review any material the developer chooses to submit at this juncture.
- 3) CA prepares and submits to the City the ACG part of the CDG for (large scale development – i.e. block plan) or UDB (small scale development – i.e. subdivision / infill). This brief document will focus on those elements that differ from the

Design Review for Ground-Related Residential Development in Brampton

ACGGRRD and will include a community vision outline, priority lot plan, treatment of special characters areas and site-specific design criteria. This will include the use of photos and sketches to illustrate concepts.

- 4) City staff / OF review and sign off on the CDG or UDB.

Wording of Proposed Draft Plan Conditions:

“Prior to sale of houses the applicant submits to the City of Brampton Architectural Staff, confirmation from the “Pre-Approved” Control Architect that all house models on the priority lots within the Subdivision/condominium conform to the “Architectural Control Guidelines” (ACG)”. This submission shall be on letterhead, include approved models on priority lots, and be stamped by the Pre-approved Control Architect.”

It is also important to include Explanatory Notes (1) on the Community Information Maps, and in the Notice Requirements contained within the Subdivision Agreement, Schedule I.

“The following steps will only apply to Priority Lot Locations and Special Character Areas.”

Step 3 (Preliminary Design Review)

- 1) CA initiates and maintains a “project binder” for process and documentation tracking. Project binder will contain: all relevant design guidelines, any addendum (if any), detailed priority lot plan, builder coordination plan (showing each builder’s lots), minutes (initiation meeting, site visits, etc.), CA approval confirmation letters (preliminary design approval, working drawings, sitings), a plan(s) used to track sitings by model type and exterior materials/colours (hard copy or disk).
- 2) CA provides OF with detailed priority lot plan (based on M-Plan) and builder coordination plan for the OF’s information.
- 3) City, CA and Landscape Architect (LA) organize an information meeting with builders, designers and other key staff to identify expectations, key issues, process, milestones.
- 4) CA reviews preliminary model designs and releases letter to OF when those are preliminary approved. City does not get involved in design review process but conducts compliance review of the CA’s work and periodically meets with CA to discuss progress.
- 5) In order to make standard models applicable for Special Character Areas and Priority Lot locations, the following drawings need to be reviewed and approved:
 - All elevations and plans
 - Sample of typical rear elevation upgrade (where applicable)
 - Sample of typical walkout condition elevation upgrade (where applicable)
 - Material and colours
- 6) Sales and Marketing can commence only after preliminary approvals by the CA and their confirmation that the Draft Plan condition has been fulfilled.



Design Review for Ground-Related Residential Development in Brampton

“In order to secure Registration, Brampton Staff will need to clear the draft plan conditions referred to in Step 2 above to the City Development Planner, stating that the appropriate documentation has been submitted.”

Step 4 (Approval for Building Permits)

- 1) CA reviews final working drawings, stamps all approved drawings and releases letter of confirmation of approval to OF.
- 2) CA reviews final site plans, streetscapes and releases letter of confirmation of approval to OF.
- 3) CA stamp on plans confirms to City that the drawings are in compliance with the guidelines (ACGGRRD and ACG component of CDG/UIDB).
- 4) The Builder includes copies of drawings stamped by the CA as part of the Certified Model submission to the Building Division.
- 5) Site plans submitted with building permit applications will include the CA stamp. Developer must pay for City fees prior to registration as part of a Draft Plan Condition.
- 6) Developer or Builder (subject to agreement) is responsible for CA fees.

Step 5 (Construction / Monitoring)

- 1) CA to perform periodic site visits to confirm general compliance with the intent of the guidelines.
- 2) CA will arrange to meet FF on site with project binder to oversee progress on priority lot locations only, every 3 to 4 months subject to availability and necessity.
- 3) There needs to be a common understanding between the CA and the City as to what constitutes a deficiency so that there is no confusion on this matter. CA requires flexibility when reviewing on site. The following ‘A-B-C’ approach will be used to assess deficiencies:
 - A. *If CA would have approved site condition should it have been submitted for approval; then the deficiency is an acceptable and minor change. The CA shall track all minor changes and associated comments in the CA’s site monitoring reports.*
 - B. *If CA would not have approved site condition should it have been submitted for approval; but the deficiency is not a significant item and can still be considered a minor change. Note that reoccurring ‘B’-items will constitute deficiencies that Builder will be required to address. The CA shall track all incidents of the type B deficiency. The City may require access to CA’s documentation.*
 - C. *If CA would not have approved site condition should it have been submitted for approval and that deficiency is considered a significant item; then the Builder must address and resolve the deficiency.*



Design Review for Ground-Related Residential Development in Brampton

- 4) CA will notify FF only when significant changes on site occur that CA deems as not meeting the intent of the guidelines as per the above Condition 'C'.
- 5) CA will forward site-monitoring reports to FF annually per community.
- 6) FF verifies site monitoring reports and confirms in writing that due process was followed. If there are issues, FF in conjunction with CA makes analysis of the causes and lessons to be learned.

Step 6 (Changes)

- 1) If minor changes occur to individual models that are in accordance with the approved guidelines for the subject development, the CA interprets the ACG accordingly and implements the review and approval process.
- 2) If minor changes occur to community vision that deviate from the approved guidelines for the subject development, the CA prepares an 'Addendum' and submits for City approval by the Director of Community Design.
- 3) If major changes occur to community vision that deviate from the approved guidelines for the subject development, the CA prepares a SACG and submits for City approval by the Director of Community Design.
- 4) OF manages the review and approval of the SACG or 'Addendum'.

Step 7 (Completion)

- 1) CA submits a letter of Final Completion to the FF. The Director of Community Design provides clearance letter to Works & Transportation for subdivision assumption.
- 2) For security release and Subdivision Assumption, CA provides the City with a copy of project binder at completion, including all periodic and annual site monitoring reports, field notes and comments, etc., in accordance with City Standards and Criteria at that time.

Step 8 (On-going Improvements / Education)

- 1) OF and FF prepare occasional reports on the status of the AC protocol and progress of architectural control in general with recommendations for changes and improvements.
- 2) Periodic education sessions shall be held with CA, LA and City staff to ensure City's expectations are made clear and that CA's and LA's are fulfilling their responsibilities.
- 3) Annual meeting to take place between City and Development Industry to review aforementioned process (with additional meetings as required).



Design Review for Ground-Related Residential Development in Brampton

(1) The following note should be included on the Community Information Map:

"This community is subject to Architectural Control. Models available for sale have to be pre-approved by the Control Architect and certain models may not be available for some of the lots. Check with your builder the particular situation for the model and lot you intend to purchase."

By requiring that priority lots and other implications on the models available through Architectural Control are indicated on the Community Information Map we want to make sure information is available to potential purchasers and that the models have been reviewed and secured preliminary approval from the Control Architect (thus fulfilling the provision of the Draft Plan Approval.)

Appendix 3 Dispute Resolution

Errors and disputes are difficult to avoid but risks will be significantly minimized through the following steps taken:

- Standards for documents, more detailed and prescriptive, process to deal with changes (minor, addendums and Supplementary Guidelines) and errors (types A, B, C as described in Appendix 2).
- City 's involvement throughout the process to ensure compliance and quality assurance.
- Extensive communication, consultation and coordination process.
- Assurance of proper documentation throughout the process, including clearance to Buildings Division.
- Evaluation and assessment of the output and the work quality of the Control Architects.
- Clearance of final securities release at assumption to Director of Community Design.

Note: this summary table doesn't try to capture all the potential sources of disputes but rather illustrate the ones that are most likely to occur. The system in place could be adapted to respond to the other potential disputes that may arise, through consultation and agreements.

Stage	Dispute	Resolution
Guidelines Stage	City and CA don't agree about the content of the Guidelines	City has approval authority
	CA and Builder are in disagreement over the content	City has final approval authority
Design Review Stage	CA and Designer/Builder don't agree on the interpretation of the guidelines	City could be consulted if needed CA has ultimate approval authority
	CA and City disagree over the interpretation of the guidelines	CA has the interpretation authority and the judgment of when an Amendment or Supplementary Guidelines are required but should consult with the city. City has approval authority over Amendments and Supplementary Guidelines and will assess CA work quality and include in the annual report
Construction Stage	CA and Builder errors	CA has the authority to judge if the errors are type A, B, C and deal with them. If interpretation or clarifications are needed the City could be involved as facilitator.
	Type C errors	CA can request repair and report to the City City could withhold partial release of subdivision securities for non compliance
	CA and City disagree over interpretation of the guidelines or remediation measures taken	City will monitor CA performance and include comments in Annual and Final Subdivision report
Occupancy Stage	Owner is not satisfied with the AC process outcome	If determined to be an AC issue documentation will be made available justifying CA's decisions
Final Report Stage	CA or developer and City disagree over assessment of the process outcome	City presents evaluation report and signs off for final release of securities at assumption

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