

Summary of Engagement Activities to Date

This appendix summarizes the engagement activities and feedback heard during Phase 1: Residential Zones of the New Zoning By-law Project to date (September 2022 to September 19, 2025). It includes an overview of the engagement tactics and feedback received on the Draft Residential Zoning By-law (Table 1), as well as an overview of the pre-engagement activities that were undertaken to inform the preparation of the Draft Residential Zoning By-law (Table 2).

A summary of the engagement activities and comments received after September 19, 2025 will be provided in staff's future recommendation report.

1. Summary of Engagement and Comments Received on Draft Residential Zoning By-law to Date

Through the engagement activities held following the release of the Draft Residential Zoning By-law, the project team heard the following feedback themes:

- Suggestions to improve the user-friendliness of the draft by-law and mapping
- Support for gentle density as a way to increase housing options and limit potential overdevelopment in other areas of the city
- Impacts of residential intensification on neighbourhood character, infrastructure, greenspace, traffic, parking, and livability
- Questions about how the regulations of the draft by-law compare to the current by-law
- Regulations related to sheds and accessory structures
- Regulations to support permeable landscaping and trees
- Differentiating between triplexes/fourplexes and a principal dwelling with multiple additional residential units

Table 1 provides a detailed overview of the engagement tactics and feedback heard. A copy of written comments received can be found in Appendices G and H of staff report DGM-69-25.

The feedback gathered on the Draft Residential Zoning By-law will be used to inform revisions to the by-law before the final draft is presented to Council for approval.

Table 1 – Engagement Activities and Feedback Received on Draft Residential Zoning By-law (July 2025 – October 2025)

Date	Engagement Tactic	Description & Feedback Themes Heard	Level of Engagement & Reach
July 2 – Aug. 27, 2025	Online Comment Form on the Draft Residential Zoning By-law	<p>An online comment form was made available on the Get Involved project webpage at the time of the release of the Draft Residential Zoning By-law to collect feedback on the draft by-law and mapping.</p> <p>Comments were received from all wards of the city, and from all age groups. The largest age groups represented were 35-44 (28%) and 55-64 (22%). Most respondents were owners (72%) and all other respondents identified as renters (22%).</p> <p>Feedback Themes:</p> <ul style="list-style-type: none"> • Residential intensification and impacts to neighbourhood character, infrastructure, community services, greenspace, and livability • User-friendliness of draft by-law and mapping • Suggestion to allow corner stores • A copy of the responses can be found in Appendix G of report DGM-69-25. 	<p>Inform / Consult</p> <p>Reach: 16 respondents</p>
July 2 – Sept. 5, 2025	Emails from the Public	<p>A project email address (newzoning@burlington.ca) was created to provide another avenue for the community to share their feedback.</p> <p>Feedback Themes:</p> <ul style="list-style-type: none"> • User-friendliness of draft by-law and mapping • Concerns with grandfathering non-compliant sheds and accessory structures 	<p>Inform / Consult</p> <p>Reach: 12 emails received</p>

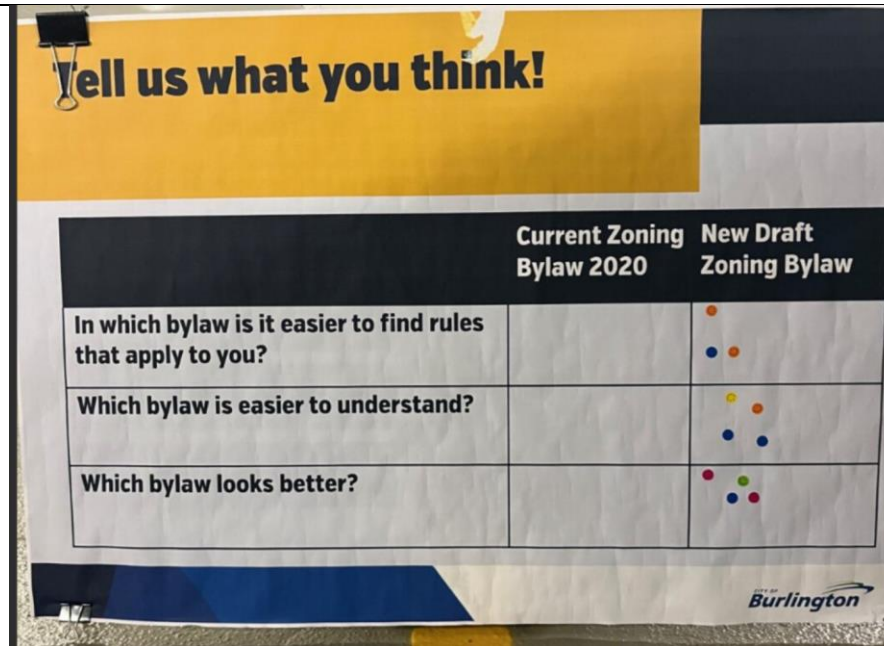
		<ul style="list-style-type: none"> • Questions about how the regulations of the draft by-law compare to the current by-law • Residential intensification and impacts to infrastructure and public amenities 	
July – Oct. 2025	Digital Outreach Campaign	<p>The purpose of the campaign was to promote the New Zoning By-law Project, including the Draft Residential Zoning By-law and interactive mapping and upcoming engagement events. The campaign directed people to the project page to learn more, connect with the team, and provide feedback on the draft by-law and mapping.</p> <p>Tactics included:</p> <ul style="list-style-type: none"> • Social media posts (Facebook, X, Instagram, LinkedIn) • Google advertisements from (July 7 - Aug. 3, 2025) • Displays on City EV charger screens and facility TV screens • Get Involved Burlington updates and email to subscribers • Get Involved Weekly Hot Topics Newsletter (Sept. 1, 2025) 	<p>Inform</p> <p>Reach: 29,100 interactions with Google Advertisements (34.9% interaction rate; 83,500 impressions)</p> <p>1,025 social media engagements (2.5% engagement rate; 41,137 impressions) from July 2 – Sept. 17, 2025</p> <p>Approximately 3,463 subscribers opened the Get Involved Weekly</p>

			Hot Topics Newsletter
July 12, 2025	Tiny Home VIP Industry Night at Ancaster Fairgrounds	<p>The project team attended this event to inform ARU developers of the project and the Draft Residential Zoning By-law.</p> <p>Feedback Themes:</p> <ul style="list-style-type: none"> • Simplifying ARU regulations and approval processes • Supporting innovation in building methods and ARU designs 	<p>Inform</p> <p>Reach: 7 people engaged with the project team</p>
July 25 & 30, 2025	Burlington Centre Lions Farmer's Market	<p>The project team attended this event to inform the public of the project and the Draft Residential Zoning By-law, and to encourage the public to visit the project page and provide feedback on the draft by-law.</p> <p>Feedback Themes:</p> <ul style="list-style-type: none"> • Residential intensification and impacts to housing affordability, infrastructure, traffic, community amenities and neighbourhood character • Impact of proposed zoning changes on individual properties • Interest in building additional residential units 	<p>Inform / Consult</p> <p>Reach: 22 people visited the project booth on Jul. 25</p> <p>25 people visited the project booth on Jul. 30</p>
July 28, 2025	Additional Residential Unit (ARU) Incentive Program Information Session for Homeowners	<p>This event was led by the Housing Strategy team. The New Zoning By-law Project team were present to promote the project and the Draft Residential Zoning By-law, answer questions, and seek feedback on the draft by-law from homeowners interested in ARUs.</p> <p>Feedback Themes:</p> <ul style="list-style-type: none"> • Support for regulations in the draft by-law regarding the height and number of detached ARUs 	<p>Inform / Consult</p> <p>Reach: 50+ people attended the event</p>

		<ul style="list-style-type: none"> Concerns about existing zoning by-law restrictions on street-facing entrances for ARUs 	
Aug. 6, 2025	Meeting with Custom Home Builders	<p>The project team met with custom home builders that were previously consulted as part of the team's preliminary engagement activities, to present an overview of how their earlier feedback was used to inform the draft by-law, and to invite feedback on the draft by-law.</p> <p>Feedback Themes:</p> <ul style="list-style-type: none"> User-friendliness of zoning by-law (clarity in terminology, definitions, and diagrams) Suggestions to simplify how building height is to be measured, particularly for additions, and to simplify setbacks Definitions for housing types Flexibility in housing design options 	<p>Inform / Consult</p> <p>Reach: 2 in-person attendees and 2 virtual attendees</p>
Aug. 14, 2025	Tansley Woods Community Centre	<p>The project team hosted a drop-in information centre to inform the public of the project and the Draft Residential Zoning By-law, and to encourage the public to visit the project page and provide feedback on the draft by-law.</p> <p>Feedback Themes:</p> <ul style="list-style-type: none"> Concerns that existing zoning regulations for setbacks of sheds on small lots are too large Interest in regulations for tiny homes, additional residential units, triplex and fourplexes Questions about what's proposed to change through the draft by-law Flooding considerations 	<p>Inform / Consult</p> <p>Reach: 14 people engaged with the project team</p>

<p>Aug. 24, 2025</p>	<p>Burlington Public Library - Aldershot Branch</p>	<p>The project team hosted a drop-in information centre to inform the public of the project and the Draft Residential Zoning By-law, and to encourage the public to visit the project page and provide feedback on the draft by-law.</p> <p>Feedback Themes:</p> <ul style="list-style-type: none"> Concerns about impact of intensification on home values, community character, infrastructure, parking, and safety Suggestion to provide non-digital opportunities for engagement 	<p>Inform / Consult</p> <p>Reach: 5 people engaged with the project team</p>
<p>Sept. 9, 2025 – Present</p>	<p>Pin a Comment Map Tool</p>	<p>The project webpage was updated with a “pin a comment” map tool, allowing the public to share feedback on a specific property.</p>	<p>Consult</p> <p>Reach: 0 responses as of Sept. 19, 2025</p>
<p>Sept. 11, 2025</p>	<p>Pipeline to Permit Committee</p>	<p>The project team provided a presentation on the Draft Residential Zoning By-law and sought feedback from the Committee.</p> <p>Feedback Themes:</p> <ul style="list-style-type: none"> Support for missing middle and gentle density solutions across Burlington’s established neighbourhoods Impacts of lot coverage and setback regulations on greenspace Regulations to facilitate purpose-built small homes to meet the growing needs of older adults, including integrated community supports 	<p>Inform / Consult</p>
<p>Sept. 13, 2025</p>	<p>Food for Feedback</p>	<p>The project team had a booth at the City’s Food for Feedback event to promote the project and invite feedback on the Draft Residential Zoning By-law.</p>	<p>Inform / Consult</p> <p>Reach:</p>

		<p>Feedback Themes:</p> <ul style="list-style-type: none">• Regulations related to trees, drainage, and greenspace• User-friendliness of zoning by-law• Concern about potential delay in by-law taking effect due to Ontario Land Tribunal appeals• Support for gentle density as a way to increase housing options citywide and limit potential overdevelopment in other areas of the city such as downtown.• Hardscaping permissions to expand parking for ARUs• “Iceberg houses” with multi-level basements and the impact to permeability of soft landscaping <p>Staff also led a dot vote activity, which asked participants to vote for which by-law (draft or current) is easier to navigate and understand, and which is more visually appealing. All participants voted for the new zoning by-law.</p>	40+ people visited the project booth; 11 voted
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Sept. 16, 2025

In-person Statutory Public Open House

In accordance with the requirements of the *Planning Act*, a Statutory Public Open House was held at Mountainside Community Centre. The project team provided a presentation on the project and the Draft Residential Zoning By-law and then met with attendees to answer questions and receive feedback.

Feedback Themes:

- Differentiating between fourplexes/triplexes and a principal dwelling with multiple ARUs
- Location restrictions for triplexes and fourplexes
- Floor area for ARUs
- “Iceberg houses” with multi-level basements and the impact to permeability of soft landscaping

Inform / Consult

Reach:
11 attendees

		<ul style="list-style-type: none"> Understanding how permitted uses and regulations for ARUs, driveways and setbacks in the draft by-law compares to the current zoning by-law 	
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2. Overview of Preliminary Engagement Activities (September 2022 to June 2025)

Table 2 provides an overview of engagement activities and feedback heard during the project initiation and background research and analysis work. This feedback was used to inform the preparation of the Draft Residential Zoning By-law.

Table 2 – Preliminary Engagement Activities and Feedback Received (September 2022 – June 2025)

Date	Report/engagement	Description & Themes Heard	Level of Engagement & Reach
Sept. 13, 2022	Initial Terms of Reference on New Zoning By-law Project – Community Planning, Regulation and Mobility Committee Meeting	<p>The purpose of this report and presentation was to present Council with a project plan including an outline of the scope, timeline, and budget in a proposed Terms of Reference for the comprehensive review and update of the City’s Zoning By-law (Zoning By-law 2020, as amended). This project workplan involved updating all zones of the by-law. This was the first opportunity to receive feedback on the project from Council and members of the public.</p> <p>Feedback Themes:</p> <ul style="list-style-type: none"> Impacts of infill developments on neighbourhood character and privacy Impacts of zoning on the development approval process Ensuring regulations support adequate greenspace for trees Questions about risks to the project posed by potential appeals of the new by-law to the Ontario Land Tribunal, changes to regional planning, and the status of Burlington Official Plan, 2020. 	<p>Inform / Consult</p> <p>Reach: 2 delegations</p>

Dec. 5, 2023	New Zoning By-law Project – Revised Work Plan – Community Planning, Regulation and Mobility Committee Meeting	<p>The project team presented a revised work plan for the City’s New Zoning By-law Project. The proposed work plan divided the project into a series of phases, with each phase focused on preparing one or more sections of the new Zoning By-law. The report also presented the proposed Terms of Reference for Phase 1: Residential Zones of the Project which was endorsed by Council on Dec. 12, 2023.</p> <p>Feedback Themes:</p> <ul style="list-style-type: none"> • Built form regulations and impact on flooding, massing, and adjacent properties • Stakeholder engagement in the project • Simplifying zoning to facilitate a more efficient development approvals process 	<p>Inform / Consult</p> <p>Reach: 1 delegation</p>
June 28 – July 30, 2024	Initial Project Survey	<p>The project team released an initial survey to the public and stakeholders on the Get Involved project webpage to seek preliminary feedback on the New Zoning By-law Project. This feedback was useful in understanding respondents’ general knowledge of zoning as well issues of interest to be considered in the preparation of the new by-law.</p> <p>Feedback Themes:</p> <ul style="list-style-type: none"> • User-friendliness of the zoning by-law (plain language, visual aids, simplifying regulations) • Stronger enforcement of zoning regulations • Impact of mixed-use and multi-unit housing on neighbourhood character, livability, traffic, and affordability • Short-term rentals • Maintaining walkable, well-serviced communities • Reducing red tape in zoning approvals 	<p>Inform / Consult</p> <p>Reach: 166 respondents</p>

		<ul style="list-style-type: none"> • Environmental safeguards (flood prevention and runoff management) and energy-efficient retrofits 	
July 8, 2024	New Zoning By-law Project – Phase 1: Residential Zones – Discussion Paper and Project update – Committee of the Whole Meeting	<p>The purpose of this public meeting, report and presentation was to provide an update on the New Zoning By-law Project and present the findings of the Phase 1: Residential Zones – Discussion Paper. The Discussion Paper summarized the research and analysis completed on topic areas to inform the development of the Draft Residential Zoning By-law.</p> <p>Feedback Themes:</p> <ul style="list-style-type: none"> • Housing as a human right • Permitting diverse housing types (e.g., group homes and multi-family units) to support affordability and stop urban sprawl • Balanced growth that supports local amenities, livability, and environmental sustainability • Ideas on how to engage the community in the project 	<p>Inform / Consult</p> <p>Reach: 2 delegations</p>
July 30, 2024	In-person Workshop with Development Industry Representatives	<p>The New Zoning By-law Project team met with development industry representatives to hear their feedback on what is and is not working with the current Zoning By-law 2020, as amended.</p> <p>Feedback Themes:</p> <ul style="list-style-type: none"> • Flexible and modern zoning <ul style="list-style-type: none"> ○ Allowing triplexes and semi-detached houses in low-density areas ○ Relaxing parking requirements ○ Simplifying outdated definitions and regulations • Clarity in height and density regulations • Avoiding duplicating provincial regulations 	<p>Inform / Consult</p> <p>Reach: 20+ attendees</p>

		<ul style="list-style-type: none"> • User-friendliness of the zoning by-law (interactive tools, visual aids, and plain language) • Reducing red tape and streamlining approvals 	
July 30, 2024	In-person Workshop with Resident Associations and Groups	<p>The purpose of this workshop was for the New Zoning By-law Project team to meet with residents and hear their feedback on what is and is not working with the current Zoning By-law 2020, as amended.</p> <p>Feedback Themes:</p> <ul style="list-style-type: none"> • Impacts of new developments in established neighbourhoods on basement flooding and drainage • Clarity in definitions and regulations for height and setbacks • Impacts of intensification on Burlington’s family-friendly identity, including privacy, affordability, and the rise of oversized homes • Planning for complete neighbourhoods 	<p>Inform / Consult</p> <p>Reach: 5 attendees</p>
Sept. 14, 2024	Food for Feedback	<p>The project team attended Food for Feedback to inform the public about the purpose of zoning, promote the project, and invite feedback.</p> <p>Feedback Themes:</p> <ul style="list-style-type: none"> • Impacts of increased housing density on traffic, street parking, stormwater management, energy demands, noise, and utility capacity • Zoning inconsistencies across neighbourhoods • Streamlining approvals for minor zoning changes • Flexibility for additions to legal non-conforming homes • Innovative and sustainable zoning models in other cities (Vancouver) 	<p>Inform / Consult</p> <p>Reach: 25+ attendees visited the project booth</p>

<p>March 20 – April 7, 2025</p>	<p>Additional Residential Units Developer Survey Responses</p>	<p>This survey was conducted by the City’s Housing Strategy team to receive feedback from additional residential unit (ARU) developers.</p> <p>Feedback Themes:</p> <ul style="list-style-type: none"> • Flexibility and clarity in permissions for additional residential units • Clarity between zoning and Building Code requirements 	<p>Inform / Consult</p> <p>Reach: 7 respondents</p>
<p>May 5, 2025</p>	<p>Meeting with Building Industry Representatives</p>	<p>The project team hosted this meeting to receive feedback from the building industry on what kinds of specific improvements can be made to the zoning by-law.</p> <p>Feedback Themes:</p> <ul style="list-style-type: none"> • Percentage-based setbacks and reduced parking requirements • Outdated definitions • Visual and streamlined zoning in other cities (Hamilton and Oakville) • Approval delays stem from departmental duplication and conflicting standards, especially for ARUs • Restrictive built form regulations and impacts on housing supply and character • Enabling gentle density through flexible design rules 	<p>Inform / Consult</p> <p>Reach: 7 attendees</p>
<p>May 15, 2025</p>	<p>Pipeline to Permit Committee Responses to the Project Update</p>	<p>The purpose of this report and presentation was to provide the Pipeline to Permit Committee with an overview and update on Phase 1 of the New Zoning By-law Project.</p> <p>Feedback Themes:</p> <ul style="list-style-type: none"> • Visual tools to aid public understanding of gentle density 	<p>Inform / Consult</p>

		<ul style="list-style-type: none"> • Aesthetic impacts of ARUs and other multi-unit housing forms • Infrastructure and community amenities (parks, schools, transit, retail) needed to support densification • Simplifying zoning 	
June 4 & 9, 2025	Virtual Information Sessions for Additional Residential Unit Developers	<p>The information sessions were led by the City’s Housing Strategy team. The project team provided a brief presentation to promote the project, invite feedback and answer questions.</p> <p>Feedback Themes:</p> <ul style="list-style-type: none"> • None. Staff did not receive feedback at these sessions. 	Inform