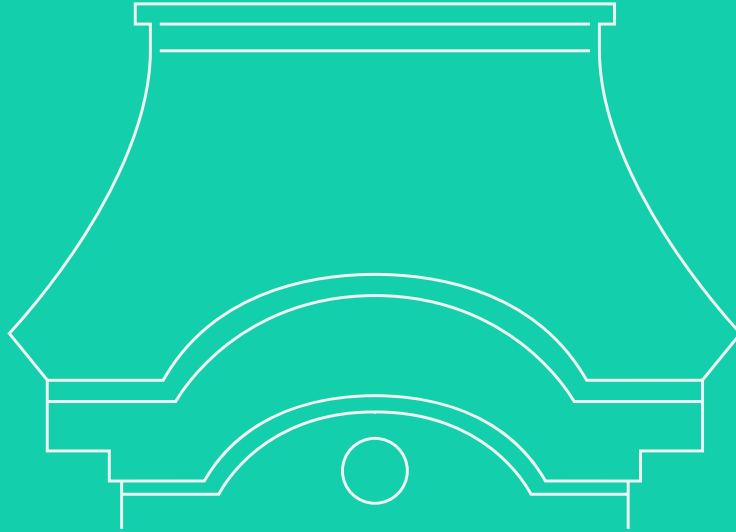
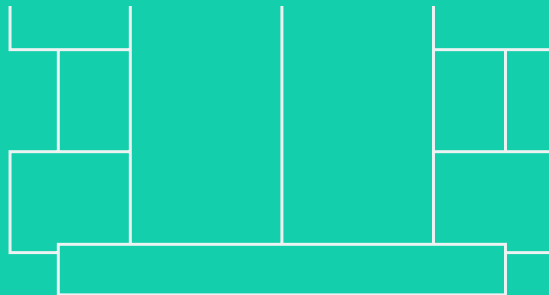


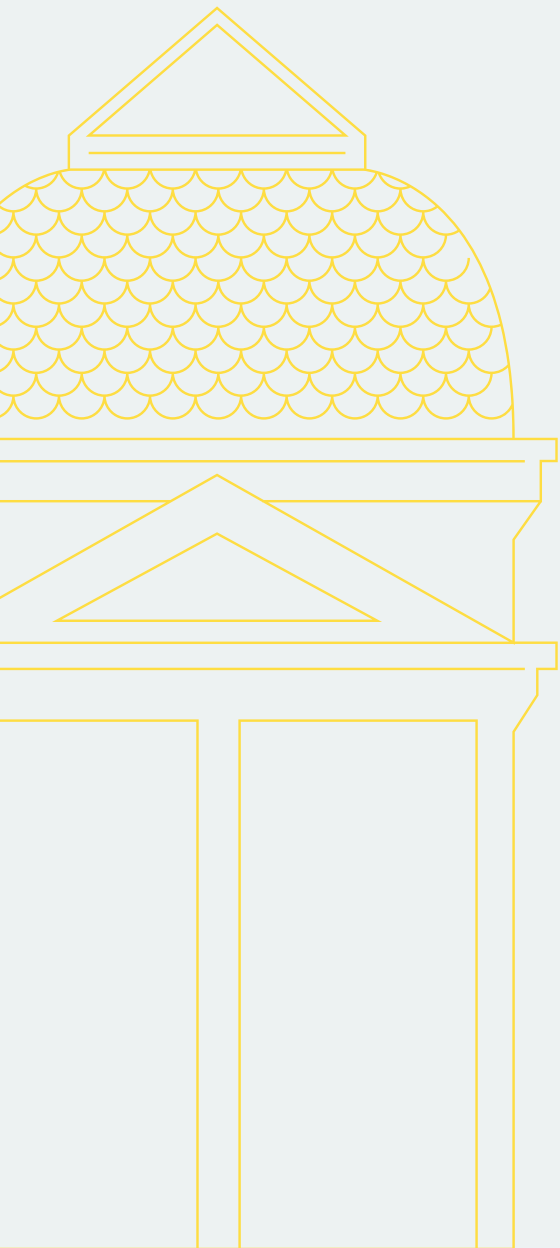
RUE STDENIS
DE GILFORD À ROY



Welcome Guide for members of the Saint-Denis Street SDC



"Saint-Denis a
rendez-vous avec vous"



**Jean-François
Gagnon**

President of the
Board of Directors

Kriss Naveteur

General Manager of
de la SDC rue Saint-Denis

A word of welcome

Dear merchants, we welcome you to the SDC Saint-Denis Street territory and congratulate you on having chosen to set up shop on our artery and thus contribute to its influence.

At the time of writing, the SDC Saint-Denis Street, in tune with the rest of the world's merchants, is emerging from a historic and extraordinary crisis. This is why it is so significant that you have joined our business community. This is a pivotal moment to bounce back and think big with other optimistic business people like you.

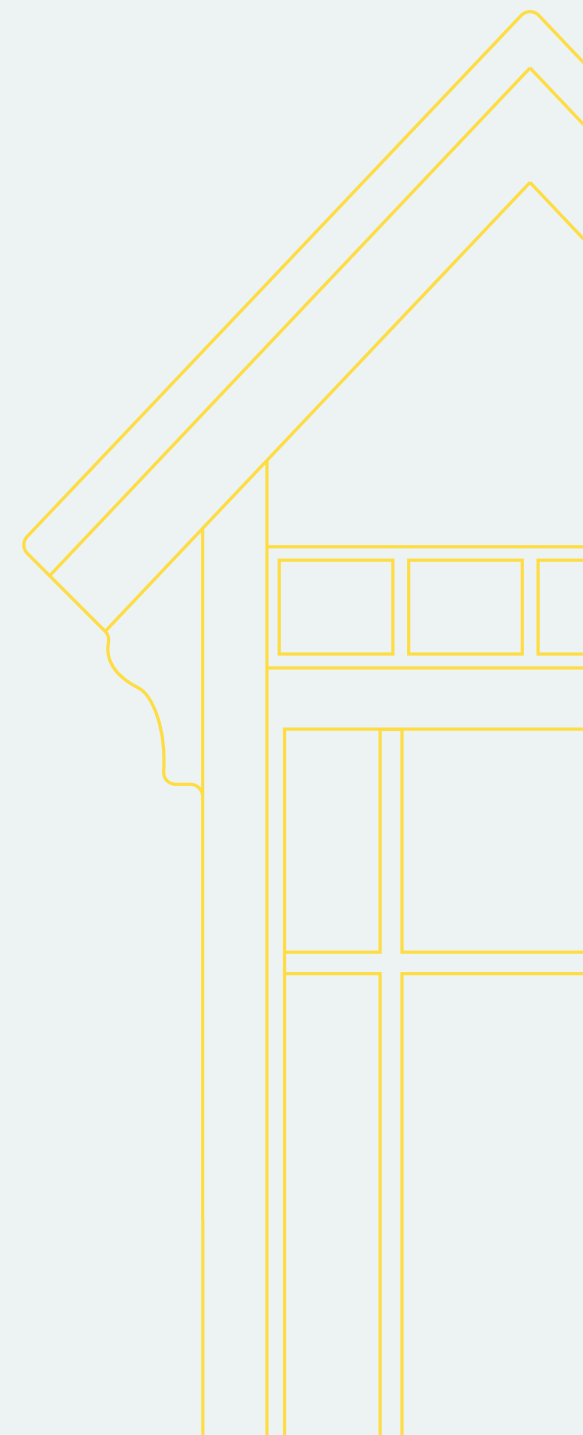
It's this dynamism and ability to renew ourselves that makes me believe that beyond the crisis we were experiencing until now, the SDC Saint-Denis Street, carried by you and our current merchants, will emerge as a flagship artery, trendy and symbolic where people will want have the desire to meet. We will rise up and present a lively, renewed artery that is ready to welcome people!

I invite you to read this Welcome Guide carefully. Our team will contact you to get to know you better and better match our services with your business needs.

We wish you all the success in the world to develop here according to your ambitions and enjoy Saint-Denis Street and Gilford Place!

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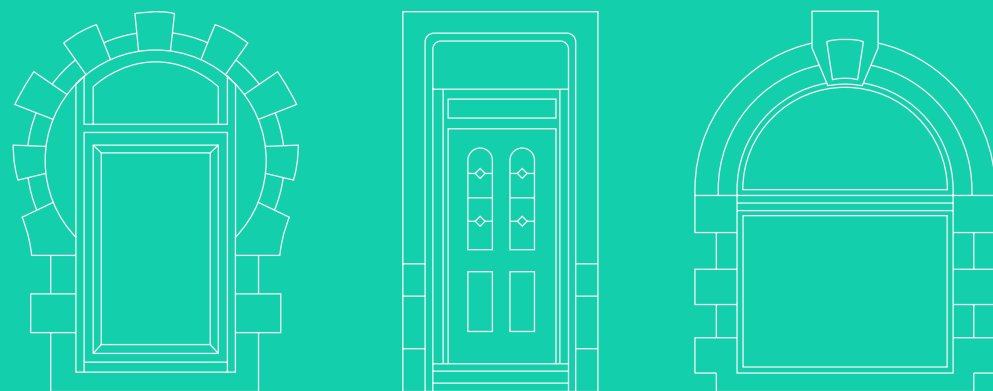
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THE SAINT-DENIS STREET SDC: 10 YEARS OF HISTORY

The Saint-Denis Street Société de Développement Commercial (SDC) is an organization dedicated to the economic development of Saint-Denis Street between Gilford and Roy. The SDC team wishes to unite its members to form a community of committed businesspeople.

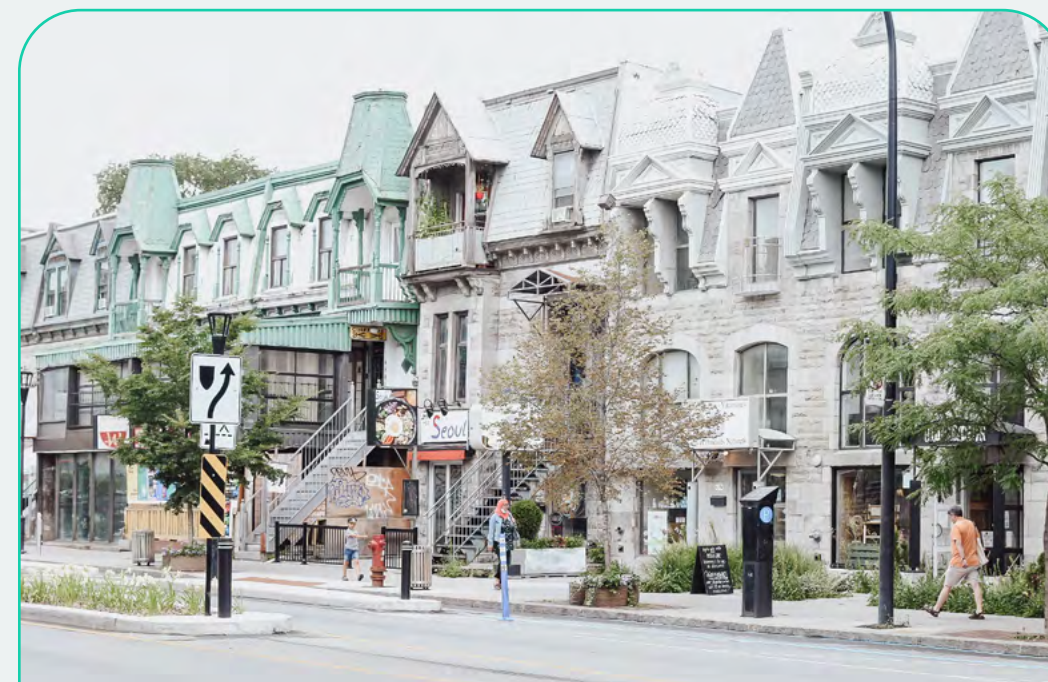


Mission

Our mission is to contribute to the development, dynamism and attractiveness of Saint-Denis Street as a high-quality commercial, cultural and tourist destination in order to make it an exceptional and distinctive living environment.

This mission is supported by a three-point development vision that guides the actions of the SDC:

- Saint-Denis as a commercial destination made up of successful businesses and a high-quality living environment that is diverse, vibrant and creative.
- Saint-Denis as a vehicle for sustainable economic development that is collective, but also tailored to its member businesses.
- Saint-Denis as a significant place in the cultural life of the Plateau-Mont-Royal.



Credit Chantrel Bouchard

History

On September 27, 2010 the SDC PIGNONS RUE SAINT-DENIS was registered with the Registraire des entreprises du Québec. As of 2021, the Société de Développement Commercial represents nearly 275 members, and brings together all the businesses on Saint-Denis between Roy and Gilford streets.

Saint-Denis Street, this illustrious urban avenue, is now over 200 years old. It has played an essential role in the history of French-speaking Montreal since 1818, and continues to do so today. The SDC intends to devote its efforts to keeping the notoriety of rue Saint-Denis alive and well.

In 2015, the artery underwent open heart surgery: major renovations to the street affected traffic on the artery. Since this period, the SDC has employed various attraction and promotion strategies in order to restore the image of the artery and bring customers back to the shops.

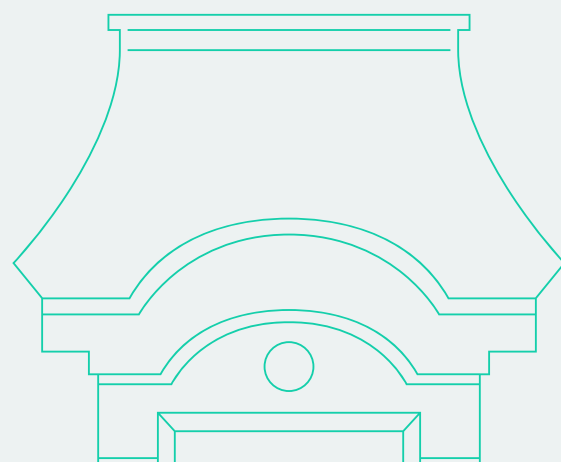
Needing to respond to contemporary challenges such as online shopping and new customers' search for niche experiences and products, the SDC launched «Je parcours Saint-Denis» in 2019, a promotional campaign to encourage people to rediscover the commercial offerings of Saint-Denis by presenting various routes of interest to consumers.



2019 also saw the return of the Défilé de la Fête nationale on Saint-Denis Street, a large annual parade to celebrate the Fête nationale du Québec. This return marked the start of a partnership with the Comité de la Fête nationale à Montréal.



One of these upcoming projects is a photographic exhibition in 2020 to showcase archival photos of Saint-Denis Street, the Défilé de la Fête nationale du Québec à Montréal and the Plateau-Mont-Royal, to celebrate the 100-year anniversary of the National Archives of Québec, in collaboration with the Bibliothèque et Archives Nationales du Québec and the Société d'histoire du Plateau-Mont-Royal.



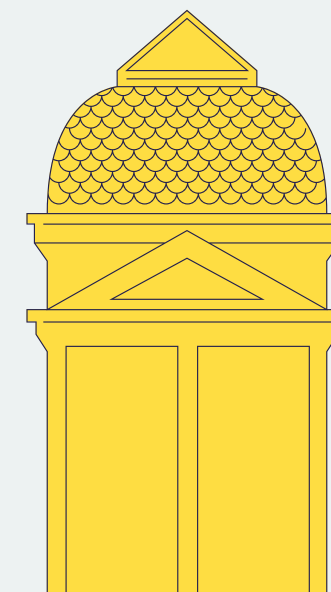
The experience continues with the launch of a second exhibition on June 24, 2021, to celebrate, this time, the Fête nationale du Québec in Montreal through history.



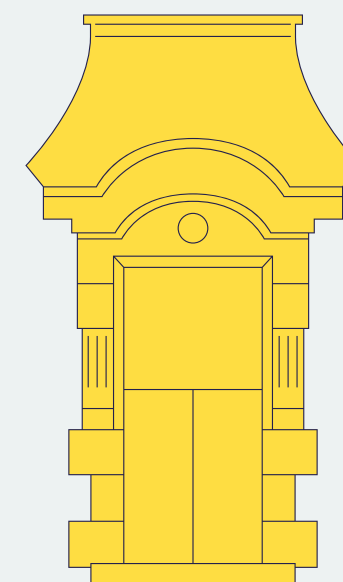
Credit SDC rue Saint-Denis

Finally, to support the SDC Saint-Denis Street in their work and to revitalize Saint-Denis Street, the City of Montreal launched the Saint-Denis Street Revitalization Plan in early January 2021 with a \$1M2 budget. This recovery plan aims to propel 5 areas of action:

- Supporting entrepreneurship,
- Increase commercial recruitment,
- Organize events and animations and structuring projects,
- Implement the Light Plan,
- Gathering economic data.



**BRAND
IMAGE**



Our Logo

The logo of the SDC represents the territory of the association located on Saint-Denis Street, between Gilford and Roy Streets, to geographically position the association and its members.

RUE S^TDENIS
D^E GILFORD À ROY

Our slogan

To attract people to visit Saint-Denis Street and its businesses, we have developed an inviting, inclusive slogan that speaks directly to passers-by: Saint-Denis a rendez-vous avec vous.

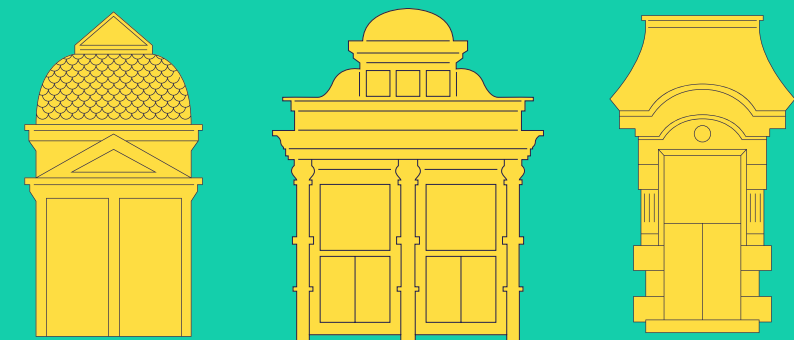
**Saint-Denis a
rendez-vous
avec vous**

Our brand identity

Saint-Denis Street is a street full of history, with a specific and symbolic built heritage. The gables of the buildings are a good example. Therefore, the architecture of our street inspired us to create a unique visual identity for Saint-Denis Street.

The pinions are the starting point, and we use these shapes in all our communications.

**A small revolution
for a big street.**

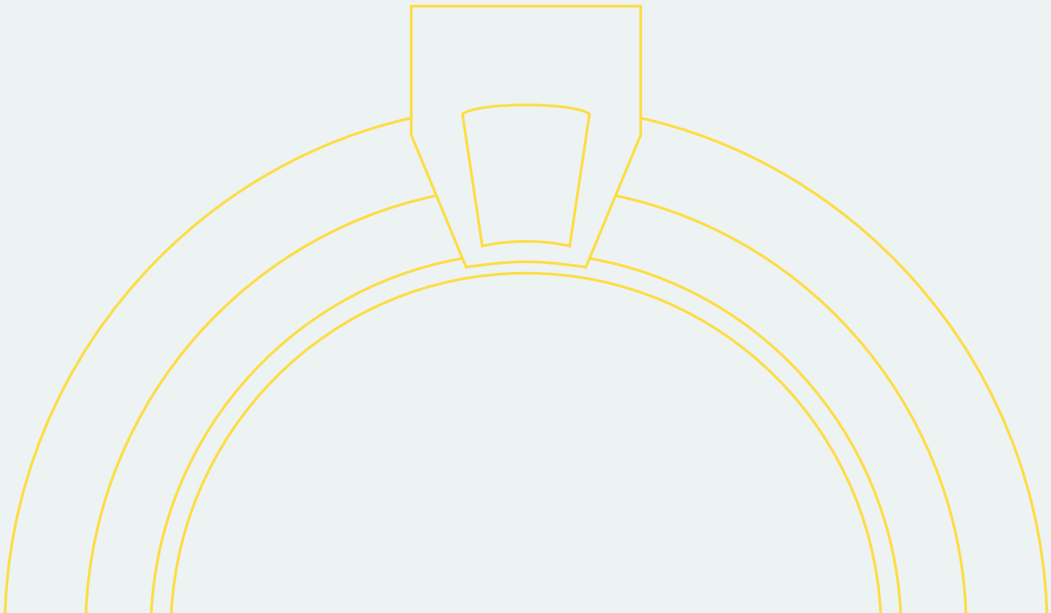


**Saint-Denis a
rendez-vous avec vous.**

The advantages of a SDC

COMMERCIAL VITALITY & PARTNERSHIPS

Business analysis and strategic positioning
Local purchase card (Local Passport card)
Collaboration with property owners
Entrepreneurship contest
Commercial recruitment
Guide to best eco-responsible practices
Political representation
Development of partnerships with public and private bodies (representation within the Plateau-Mont-Royal borough, permits, subsidies, PRAM Commerce)
Training



COMMUNICATION & PROMOTION

Communication and promotion strategy for the artery and its commercial offerings
Communication to members
Organization of events, street entertainment and commercial promotions
Organization of projects
Organization of networking evenings for members
Media and digital advertising
Press relations
Maintenance of a database (photos, videos, studies, statistics)
Contests (trips, gift certificates)

CLEANLINESS & BEAUTIFICATION

Public art and artistic projects (e.g. murals, public works of art)
Beautification of storefronts
Graffiti removal
Horticulture: flowers and greening
Urban furniture
Lighting
Development projects
Cleanliness of the street

PORTRAIT OF
 SAINT-DENIS STREET

Commercial offering



This is the number of businesses that you will find on Saint-Denis Street between Gilford and Roy. Saint-Denis distinguishes itself from other commercial arteries by the diversity of its signature shops.

Destination boutiques, which offer unique shopping experiences. Local shops which serve the needs of residents. Services, both traditional and those based on new technologies and trends.

GASTRONOMY	BEAUTY, HEALTH AND WELLNESS	FASHION AND DESIGN	PROFESSIONAL SERVICES
TOURISM	RETAIL	ARTS AND CULTURE	ENTERTAINMENT

Population

The Plateau-Mont-Royal, where Saint-Denis Street is situated, is a rich and populous district. The 3rd most populous borough in Montreal, it boasts a diverse range of customers who appreciate the richness of its commercial arteries.

104 000

Inhabitants in the Plateau-Mont-Royal borough

100 000

Trips per day (pedestrians and cars) on rue Saint-Denis

47%

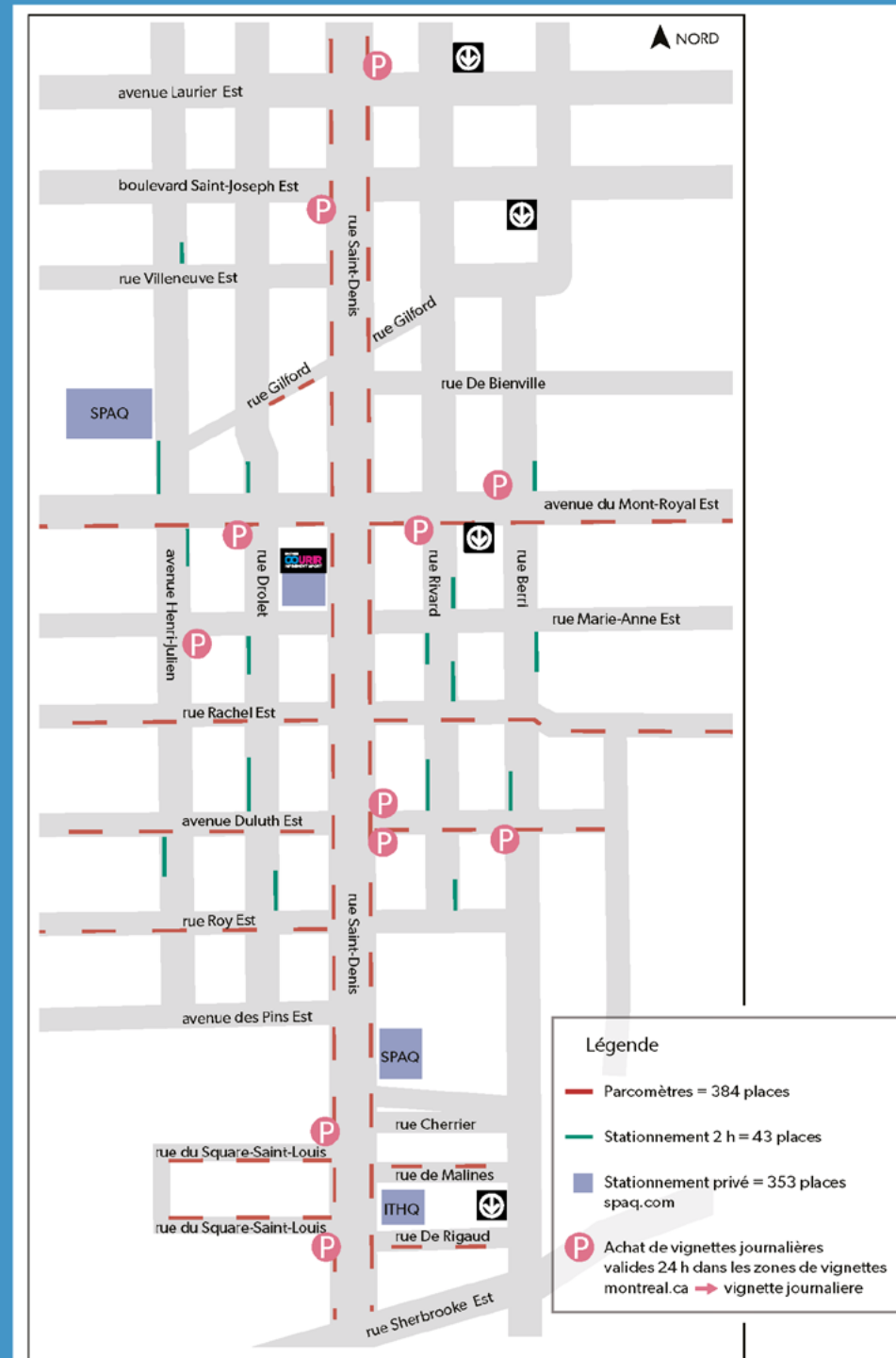
Of the population is between 20 and 45 years old

Accessibility

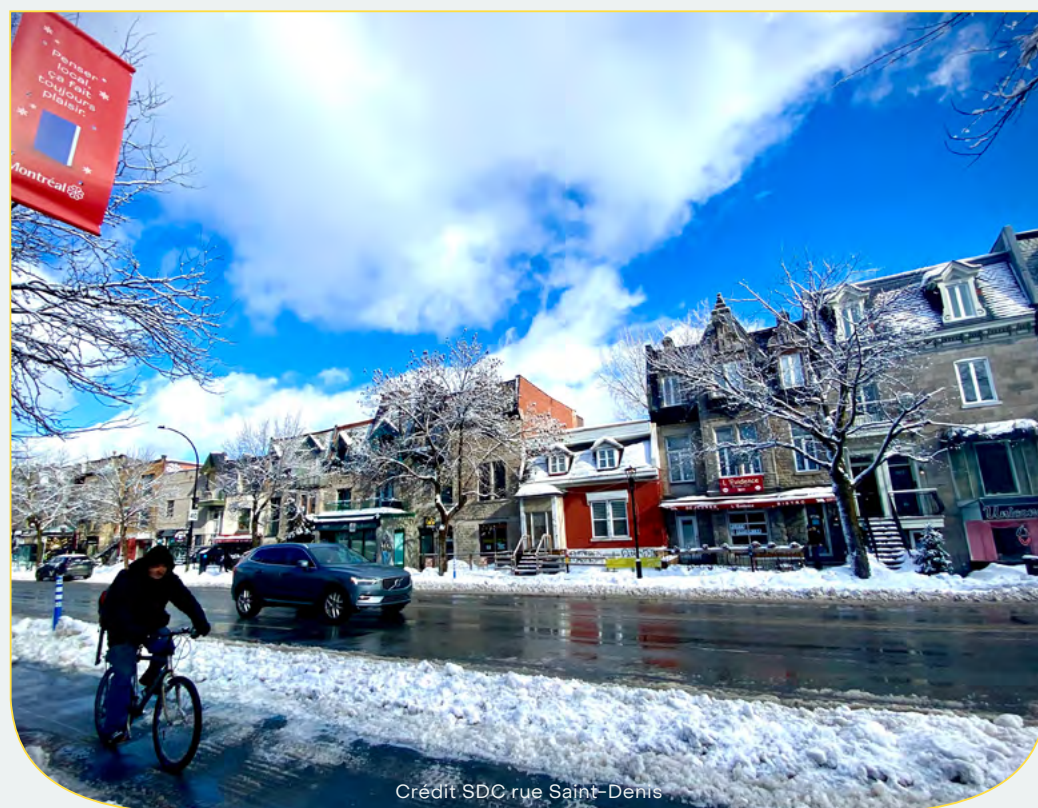
Saint-Denis Street is accessible. Whether by car, public or active transportation, or on foot, it can accommodate everyone during all seasons.

Numerous parking spaces are available on Saint-Denis Street and the surrounding area.

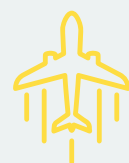
CARTE DES STATIONNEMENTS DU PÉRIMÈTRE SAINT-DENIS 2020



Le Plateau-Mont-Royal
Montréal



The Réseau Express Vélo (REV)
crosses Saint-Denis Street
from end to end.



Pierre Elliott Trudeau
International Airport is only
30 minutes away



3 bus lines
30
427 (Express)
361 (Night)



3 Metro stations
Sherbrooke Metro
Mont-Royal Metro
Laurier Metro



Useful communication tools for merchants

THE NEWSLETTER



The newsletter is the main communication tool between the SDC and its members. It is important to ensure that you are signed up for it, and that you read our communications which often contain important information for your business. To sign up or to add work colleagues, send the email addresses to our communications manager: communications@rue-st-denis.ca.

THE FACEBOOK PAGE RESERVED FOR MEMBERS

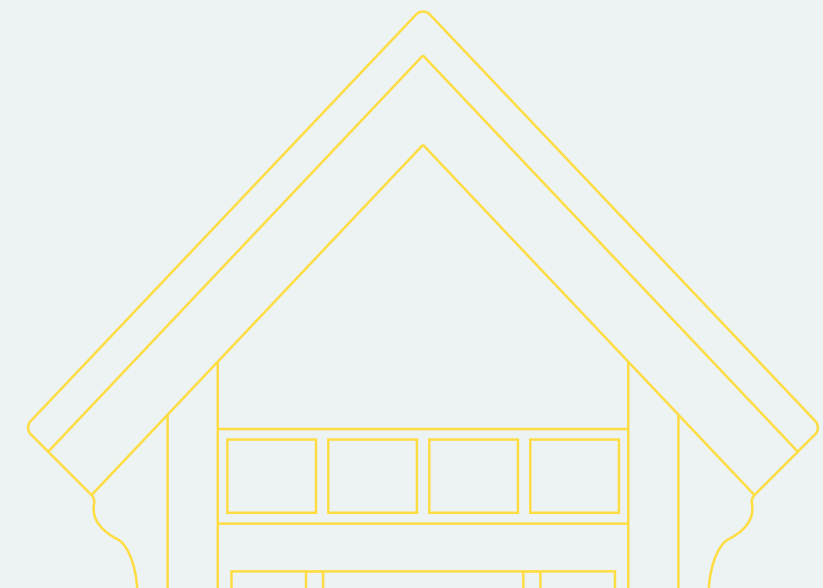
In addition to our newsletter, we have set up a Facebook page reserved only for employees who work at the businesses of the Saint-Denis Street SDC. The Members of the Saint-Denis Street SDC group is intended as an additional communication tool to quickly and efficiently reach the members of the SDC. It is a place for the dissemination of relevant information, positive reinforcement, encouragement, sharing of ideas and the search for solutions aimed at the revitalization of Saint-Denis Street. Join it on Facebook:

[-> facebook page](#)

THE COMMERCIAL DIRECTORY OF THE RUESAINTDENIS.CA WEBSITE

Our ruesaintdenis.ca website includes a directory of businesses in the SDC territory. Each member has a description card of his business including their essential information (description, contact information), photos and a link to their website. This directory informs Internet users of the commercial offerings that are available on Saint-Denis Street.

[-> directory](#)



MEMBERS' SECTION

The Members' Section is a part of our website (ruesaintdenis.ca) reserved for our SDC members. This dedicated space contains a lot of useful information for the merchants of Saint-Denis Street such as:

Relevant training according to needs and interests
Guides created by the SDC (the Welcome Guide, the Sustainable Development Guide, the Guide on the revalorization of shop windows, etc.)
SDC documents and projects shared with members (Annual General Meeting documents, newsletters, Local Passport, etc.)
Practical links and tools (sample fact sheets such as how to create a gift certificate, etc.)

-> member's section

Local passeport



The Local Passport is a privilege offered to employees and merchants that highlights the importance of their work and promotes local shopping on the street through special offers reserved for card holders.

You will find the list of participating businesses here:
-> local passeport

USING THE LOCAL PASSPORT

- 1

Each employee who receives a Local Passport card must identify their name and the business for which they work on the back of the card.
- 2

Then, just look for the sticker in the colours of the Local Passport in the windows of participating businesses on Saint-Denis Street, or visit our website <https://www.ruesaintdenis.ca/passeport-local> to view the complete list of participating businesses.
- 3

Present the card at one of the participating businesses to receive the designated promotion as indicated on our page.

To be valid, the card must be signed by its holder, who is the only person authorized to use it and the sole beneficiary of the discounts. The Local Passport is valid for two years (check the back for the expiration date).

QUESTIONS ?

Are you a business owner who would like to participate in the program? Have you lost your card, or simply want to learn more? Contact the Saint-Denis Street SDC at sdcrue-st-denis.ca



COMMUNICATION AND PROMOTION

The Saint-Denis Street SDC develops communication strategies aimed at promoting the commercial artery and the businesses that make it up. Its objective is to increase businesses' visibility, notoriety and influence in order to increase their traffic and make Saint-Denis a preferred and essential destination for consumers whether they are Montrealers, Quebecers or international visitors.

Digital



Website:
ruesaintdenis.ca



Newsletter of
Saint-Denis Street



Facebook :
Rue Saint-Denis –
Montréal or
[@ruesaintdenis](https://www.facebook.com/ruesaintdenis)



Instagram :
[@laRueSaintDenis](https://www.instagram.com/laRueSaintDenis)



Twitter :
[@LaRueSaintDenis](https://twitter.com/LaRueSaintDenis)



LinkedIn :
SDC rue Saint-Denis



YouTube :
Rue Saint-Denis



Pinterest :
SDC rue Saint-Denis



Credit SDC rue Saint-Denis



Promotions

- Banners on lampposts, displays on our artery during events
- Traditional and digital media ads
- Printed and digital promotional guides for residents and tourists
- Partnership with the city's tourist, cultural and institutional organizations, such as BAnQ, PME-MTL, Tourisme Montréal, le Comité de la Fête nationale du Québec, etc.

Activities

- Fête Nationale du Québec à Montréal celebrations
- Art exhibitions and cultural projects
- Animations and events of the Christmas season
- Projects in collaboration with members: Gourmet Weekends, etc.

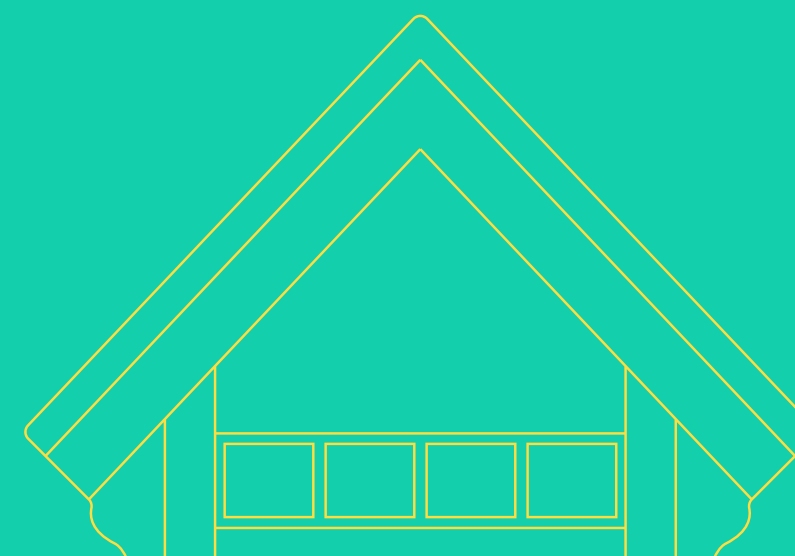


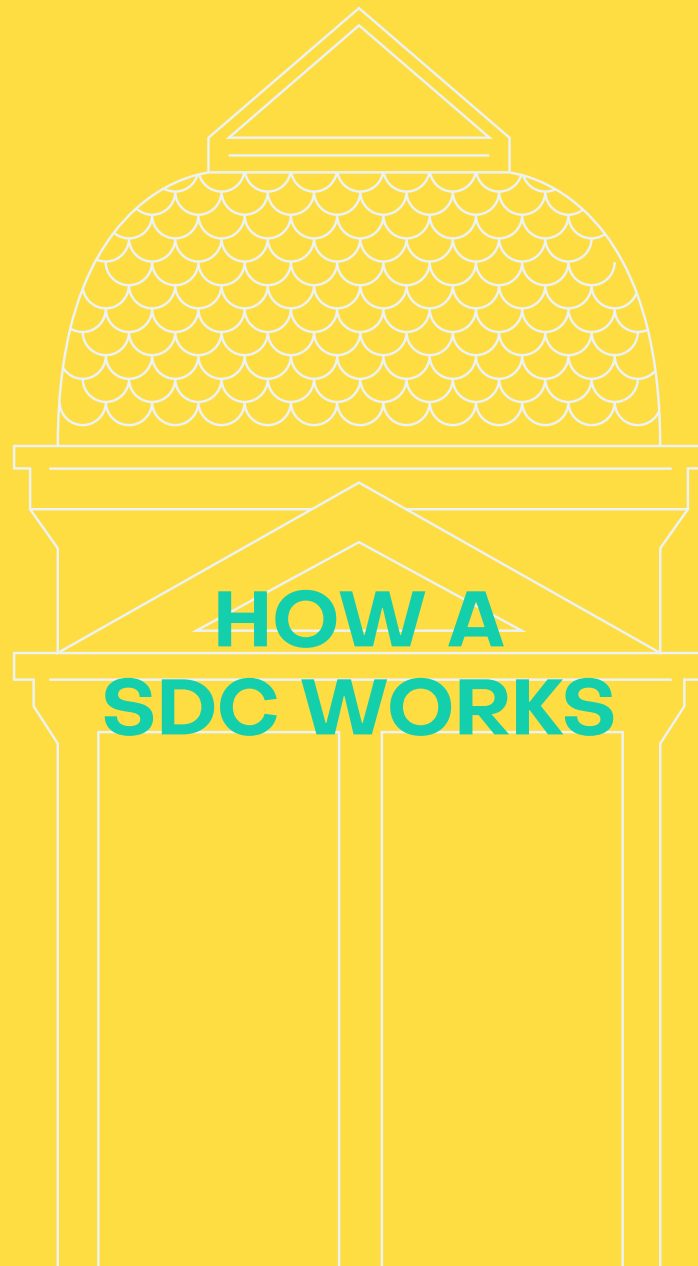
Credit Chantrel Bouchard

Good communication practices

Identify Saint-Denis Street in your social media posts by its accounts with the @ (see Communications section) or by using #ruestdenismtl.

It is essential to send our Communications Manager the key information and content about your business so that they can share this through the SDC's media.





HOW A SDC WORKS

Governance

The Saint-Denis Street SDC holds an annual general meeting on the 3rd Wednesday of March of each year. Each member receives an invitation no later than 10 days before the date of the meeting. The main subjects of this assembly are:

- Adoption of the financial statements for the previous year
- Confirmation from the accounting firm for the audit of the current year
- Adoption of the budget for the following year
- Election of the Board of Directors

Voting at meetings

Every member in good standing who has paid their assessment to the City of Montreal has the right to vote.

Boards of directors

The members of the board of directors:

- Meet approximately 10 times per year
- Set priorities according to budgets and objectives
- Determine objectives
- Establish major orientations
- Evaluate performance of activities
- Approve the allocation of financial and human resources



BEING A MEMBER OF A SDC

Ratepaying members

An assessed member or ratepayer is a business established in the territory of the SDC which pays an annual assessment, the amount of which is set at the annual general meeting of members. The assessed member benefits from the various services offered by the SDC. They have the right to vote at general meetings and are eligible to sit on the board of directors.

A person who begins to occupy a business establishment in the territory of the SDC during the financial year becomes a member of the SDC and, in the event that they replace an existing establishment, assumes the rights and obligations of the previous occupant, who then ceases to be a member.

Voluntary members

Anyone who operates a business establishment outside the territory of the SDC or who occupies a building, other than a business establishment, located within or outside the district of the SDC, may voluntarily join under the following conditions:

- 1 Its membership must be accepted by a resolution of the board of directors;
- 2 This person must pay an annual contribution to the SDC of an amount similar to the assessment of a regular member which will be determined by resolution of the board of directors; and
- 3 A person who voluntarily joins the SDC must support its objectives and mission and wish to collaborate in the achievement of same.

A person who voluntarily joins the SDC enjoys all the rights of regular membership. They have the right to vote at general meetings and are eligible to sit on the board of directors.

Services and privileges

	Contributing members	Voluntary members
Right to vote at the general meeting	✓	✓
Right to sit on the board of directors	✓	✓
SDC Welcome Guide	✓	✓
Local Passport	✓	✓
Guide to good eco-responsible practices	✓	✓
Partnership development	✓	✓
Training	✓	✓
Newsletters	✓	✓
Members Section	✓	✓
Access to members' Facebook group	✓	✓
Listed on the SDC website	✓	✓
Can participate in various SDC committees	✓	✓
Animation and organization of activities on SDC territory	✓	
Networking	✓	✓
Promotion through SDC communication tools	✓	✓
Visual identification for voluntary member businesses		✓

The ABCs of assessment

HOW DOES THE ANNUAL FEE WORK?

The assessment fee is levied by virtue of the LOI SUR LES CITÉS ET VILLES. When a business is set up in the territory of a SDC, there is a mandatory assessment associated with it.

The assessment is invoiced as of January 1.

If you open your business after this date, you do not have to pay an assessment fee for the current year, but you still receive all the services of the SDC. You will receive your first notice of assessment the year following your opening.

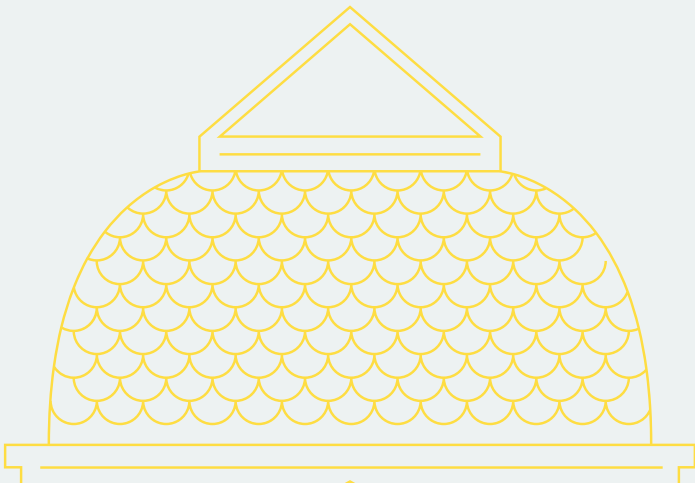
If you close your business during the year:

- 1

You cannot be reimbursed for the remaining months;
- 2

If you have an outstanding balance, you are still required to pay it.

It is the City of Montreal that invoices and collects the annual assessment on behalf of the SDC.



THE CITIES AND TOWNS ACT (LOI SUR LES CITÉS ET VILLES)

The assessment is compulsory under the LOI SUR LES CITÉS ET VILLES available here:

<http://legisquebec.gouv.qc.ca/en/showdoc/cs/c-19>

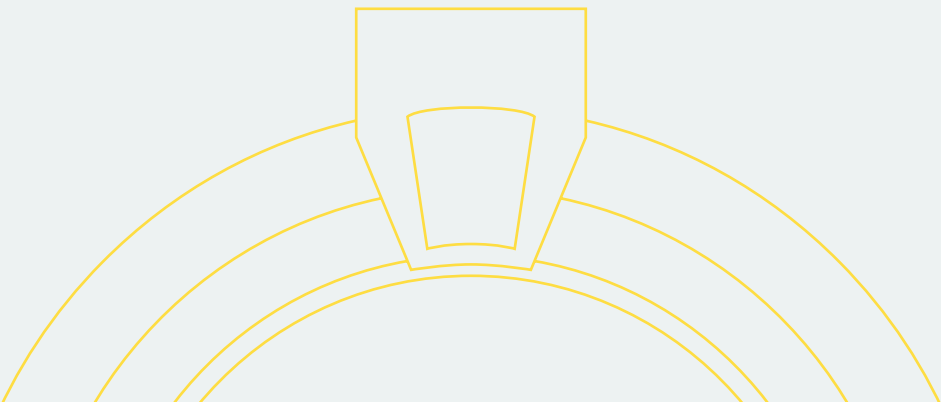
More specifically, we bring your attention to these articles:

458.29. The assessments are ordered on the ratepayers having a place of business on the first day of the fiscal period for which the budget is deposited.

458.32. An assessment ordered under this subdivision is deemed a special business tax for the purposes of its collection and the clerk and the treasurer have all the powers vested in them in that respect by this Act and the Act respecting municipal taxation (chapter F-2.1). The assessments collected, minus collection costs, and the list of the members who have paid them are remitted to the association.

THE ANNUAL ASSESSMENT BUDGET

The annual assessment budget is voted on at the general assembly (GA) in March of each year when the operating budget for the following year is adopted. This is why it is important to attend the annual meeting in order to be able to share your position on the subject and not be taken by surprise by the changes, when there are any, which are voted on.



HOW MUCH WILL YOU PAY?

If you are in a basement or a semi-basement, regardless of the size of your space, the assessment is **\$425 + taxes**.

If you are on an upper floor, regardless of the size of your space, the assessment is **\$425 + taxes**.

If you are on the ground floor, the amount varies depending on the number of square feet and the non-residential property value of the premises you occupy. The minimum amount is **\$425 + taxes**. The maximum amount is **\$8,200 + taxes**.

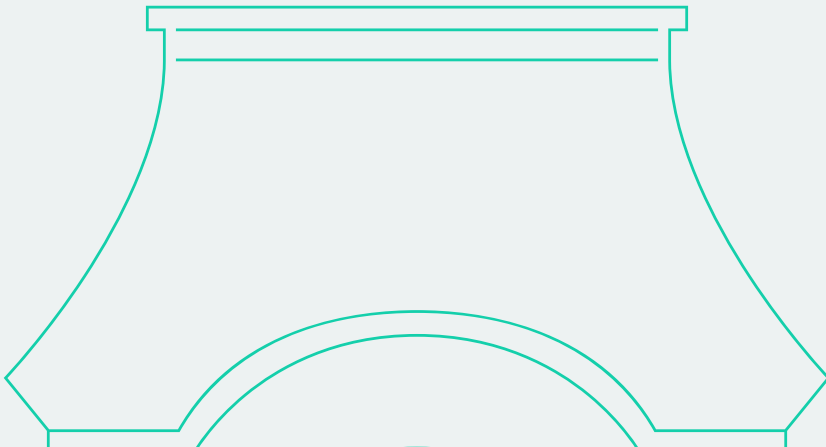
Example with the 2020 ground floor rate in force (0.001465 of \$1)

For example, for a typical building, the calculation of the property value of the premises is based on the following parameters:

- Non-residential real estate value of the building: \$1M
- (X) Area of the premises occupied: 1000 sq. ft.
- (÷) Non-residential area of the building: 2000 sq. ft.
- (=) Real estate value of the premises: \$500,000

The calculation of the assessment will be based on a property value of the premises of \$500,000.

- \$500 000
- (X) 0,001465
- (=) \$732,50



WHAT MAKES THE ASSESSMENT VARY

Here are the factors that can cause your contribution to vary from year to year:

- Variation of the assessment budget adopted at the general meeting
An increase was adopted for 2020 and none is planned for 2021
- The calculation parameters used by the SDC
Presently, these are the same calculations since the founding of the SDC. Only the minimum threshold has changed over time.
- The number of occupied commercial premises
The total budget is divided among the businesses considered to be active on January 1; the fewer vacant premises there are, the lower the amount of the assessment for ground floor occupants. This is why we must continue to speak positively about the street in order to attract other businesses (we have improved the occupancy rate by more than 4% during the last year...)



General regulations

Adopted by the Board of Directors on August 29, 2019

Ratified at the general meeting on September 25, 2019

GENERAL REGULATIONS OF THE SOCIÉTÉ DE DÉVELOPPEMENT COMMERCIAL PIGNONS RUE SAINT-DENIS

I - GENERAL PROVISIONS

ARTICLE 1 - HEAD OFFICE

The Société de développement commercial Pignons rue Saint-Denis (hereinafter the “Corporation”) has its head office on rue Saint-Denis between rue Roy and rue Gilford, as determined by resolution of the board of directors of the Corporation.

ARTICLE 2 - MISSION

The Corporation has as its mission the commercial, economic and cultural development within its territory.

II - MEMBERS

ARTICLE 3 - MEMBER CATEGORIES

3.1 Assessed members

3.1.1 An assessed member is a business establishment in the territory of the Corporation which pays an annual assessment, the amount of which is set at the annual general meeting of members. The assessed member benefits from the various services offered by the Corporation. They have the right to vote at general meetings and are eligible to sit on the board of directors.

3.1.2 A person who begins to occupy a business establishment in the territory of the Corporation during the fiscal year becomes a member of the Corporation and, in the event that they replace an existing establishment, assumes the rights and obligations of the previous occupant, who then ceases to be a member.

3.2 Voluntary members

3.2.1 Membership modalities

Anyone who maintains a business establishment outside the territory of the Corporation or who occupies a building, other than a business establishment, located in the area of the Corporation or outside it, may voluntarily join the Corporation under the following conditions:

- a)** their membership must be accepted by a resolution of the board of directors;
- b)** this person must pay to the Corporation an annual contribution of an amount determined by resolution of the board of directors, which amount must be similar to the contribution of a regular member; and
- c)** the person who voluntarily joins the Corporation must adhere to the goals and the mission of the Corporation, and must wish to collaborate in the achievement of these.

A person who voluntarily joins the Corporation in this way enjoys all the rights of regular members of the Corporation. They have the right to vote at general meetings and are eligible to sit on the board of directors.

3.2.2 Suspension or expulsion

The board of directors may suspend or expel a voluntary member who fails to pay their annual membership fee, who violates the general regulations or who behaves contrary to the goals and mission of the Corporation. Before proceeding with the expulsion or suspension of a voluntary member, the board of directors must give the latter the opportunity to be heard, and must notify them in writing when their case will be reviewed.

III – ASSEMBLY OF MEMBERS

ARTICLE 4 – STATUS

The members’ assembly is made up of assessed and voluntary members present at an assembly duly called by the board of directors.

ARTICLE 5 – FREQUENCY

Each year, starting from the year following that of the formation of the Corporation, at least one annual general meeting of the members must be held.

ARTICLE 6 – ATTENDANCE

6.1 At every meeting, a designated person must keep, at the entrance to the room where the meeting takes place, an attendance register in which the names and addresses of the members’ establishments must be entered.

6.2 Each member who attends the meeting must be registered in the attendance register by the designated person. Each proxy holder must do the same, and must give the designated person the proxy of the member authorizing them to attend the meeting.

6.3 A person who represents a member who is a general partnership or a legal person is deemed to be duly authorized to represent that member at the meeting.

ARTICLE 7 – ANNUAL GENERAL MEETING

The annual general meeting of members is held no later than March 31 for the following non-exhaustive purposes:

- a) to approve the annual financial report for the previous year;
- b) to present the activity report for the previous year;
- c) to present the activity plan for the current year;
- d) to fill the open positions on the board of directors;
- e) to appoint an external auditor for the current year;
- f) to present the operating budget for the subsequent budget year, and projects involving capital expenditures which may be financed through borrowing with the authorization of the borough council;

- g) to adopt the budget for the following year;
- h) to present the certified financial statements and the report of the external auditor.

ARTICLE 8 – CONVENING A MEETING

8.1 Any invitation to a meeting of members must be made by the president of the board of directors by means of a notice sent to all members at least 10 working days before the meeting is held, accompanied by the agenda and all the documents relating to the meeting, and specifying the date, time and place of the meeting. In the case of the annual general meeting of members, the notice of meeting must be accompanied by a copy of the documents relating to the budget and to projects involving capital expenditure.

8.2 Notice may be sent by email, post or any other form of written communication. Irregularities in the meeting notice or in its dispatch, the accidental omission to give such notice, or its non-receipt by a member, in no way affects the proceedings at a meeting.

ARTICLE 9 – EXTRAORDINARY ASSEMBL

The board of directors may, if necessary, call by means of a resolution a special meeting of the members at the place, date and time it chooses. The president of the board of directors is then required to convene this meeting in the manner outlined in Article 8.

ARTICLE 10 – CHAIRMANSHIP

The president of the board of directors of the Corporation chairs the meeting. In case of absence, the vice-president or the treasurer presides over the meeting. However, the president may, with the agreement of the assembly, designate a chairman to replace them.

ARTICLE 11 – QUORUM

The quorum for a general meeting of members is four percent (4%) of the members. If quorum is not reached, the general meeting will be convened within 10 working days. A notice of meeting will be sent; however, a quorum will not be necessary at this other general meeting.

ARTICLE 12 - VOTE

- 12.1** At a meeting, members are entitled to one vote each. No one can represent more than one member at an assembly.
- 12.2** Only the members present at a meeting who are not behind on payment of their assessment at the time of the meeting have the right to vote.
- 12.3** The vote is taken by a show of hands except if, on the proposal of a member, the assembly decides by majority on the choice of a secret ballot.
- 12.4** In the event of a secret ballot, the chair of the assembly appoints two (2) scrutineers from among the members present to distribute and collect the ballot papers, count the result of the vote and communicate it to the chair.
- 12.5** Unless otherwise stipulated in these regulations, all proposals submitted to the assembly of members are adopted by a simple majority of votes cast (50% + 1).

ARTICLE 13 - ELECTION OF OFFICERS

- 13.1** The election of officers must be preceded by a nomination period of no more than 15 minutes. If, at the end of this period, the number of candidates is less than the number of positions to be filled, the chair of the meeting may extend this period for a time they determine.
- 13.2** As soon as a person is nominated, the chair must inquire about whether they accept their nomination. If a nominee is not present at the meeting, their consent to be nominated must be produced by the nominator.
- 13.3** To be elected, candidates must obtain a simple majority of the votes of the voting members.
- 13.4** If, at the end of the candidacy period, the number of candidates for a block is equal to the number of positions to be filled, these candidates are declared elected.
- 13.5** A candidate can withdraw at any time during the election process.
- 13.6** An officer may be re-elected even if they have served a term of two (2) years.

IV – BOARD OF DIRECTORS

ARTICLE 14 - COMPOSITION

The board of directors is made up of nine (9) people. Six (6) people are elected at the general meeting from among the members of the Corporation; one (1) person is appointed by the municipal council from among its members or from among the officials or employees of the municipality, and two (2) persons are appointed by the elected members of the board of directors.

ARTICLE 15 - POWERS OF DIRECTORS

- 15.1** The directors of the Corporation administer the affairs of the Corporation and enter into, on its behalf, all contracts that the Corporation may validly enter into.
- 15.2** In general, the directors exercise all the other powers and perform all the other acts that the Corporation is authorized to exercise and to perform by virtue of the law or otherwise.

ARTICLE 16 - VOTE

Each member of the board of directors is entitled to one (1) vote.

ARTICLE 17 - TERM OF MANDATE

The directors of the Corporation are elected for a term of two (2) years, renewable.

ARTICLE 18 - REMUNERATION

Members of the board of directors are not remunerated for their services.

ARTICLE 19 - RESIGNATION

A member of the board of directors is deemed to have resigned if they have given a written notice of resignation to the board of directors or if they are absent without just cause for more than three (3) consecutive meetings duly called by the board.

ARTICLE 20 - EXPULSION

Any member of the board of directors who is absent without valid reason for more than three (3) consecutive meetings duly convened by the board may be removed from the board of directors. The expulsion of this member must be done by means of a resolution of the board of directors.

ARTICLE 21 - VACANCY

If a vacancy occurs on the board of directors during the year, the board of directors may appoint another director whom it chooses by resolution to fill this vacant position for the remainder of the term of the director they replace.

ARTICLE 22 - COMMITTEES

The board of directors may form committees, the composition, mandate and rules of which it determines. The board is not obligated to act on the recommendations of the committees. The members of the board of directors may sit ex officio on each of the committees.

ARTICLE 23 - LEADERSHIP

23.1 President

23.1.1 The president represents the Corporation. They sign all deeds and documents that the board of directors authorizes them to sign. They exercise general control over the affairs of the Corporation. They chair all general meetings of members and all meetings of the Corporation’s board of directors. In the event of absence or inability to act, the vice-president replaces them, and in the event of the absence or incapacity of the president and the vice-president, the directors elect an interim president.

23.1.2 In the event of a tie, the president has a deciding vote.

23.2 Vice-president

The vice-president assists the president in the performance of their duties and exercises the powers which may be conferred on them by the board of directors.

23.3 Treasurer

The treasurer is responsible for the safekeeping of the funds of the Corporation; they deposit them in the financial institution chosen by the board of directors and pay the sums and amounts that the board of directors asks to be paid. They are responsible for keeping the books of accounts including the receipts and expenses and the statement of the assets and liabilities of the Corporation. The treasurer collects the sums due, maintains the accounts and makes the accounting book available to the members.

23.4 Secretary

The secretary of the Corporation acts as secretary of the meeting at all general meetings of the members and all meetings of the board of directors of the Corporation. They are the custodian of all the books, files, minutes, registers and other documents belonging to the Corporation; they deliver to the members and to the directors the notices of convocation to the various assemblies and meetings, according to the instructions received from the president or the board of directors. The secretary ensures that the minutes of all the assemblies and meetings are written up and inserted into the books of the Corporation. In the absence of the secretary, the directors will appoint an interim secretary.

ARTICLE 24 - ELECTION OF OFFICERS

24.1 The election of the officers of the board of directors takes place at the first meeting of the board of directors following the election of the directors at the annual general meeting of members.

24.2 Each officer position is subject to a nomination period and a separate vote.

24.3 The election is carried out by show of hands, unless an elected director requests that the election be made by secret ballot.

24.4 Nomination is done on the proposal of a director seconded by another director.

24.5 In the absence of elected directors, the election of officers is held and absent directors can only be elected if their nominator provides their written consent.

24.6 The officers are elected by simple majority.

24.7 If only one director is nominated for a position, at the end of the period allotted for this purpose, they are declared elected.

ARTICLE 25 - MEETINGS

25.1 The board of directors of the Corporation must meet at least six (6) times per year. The members are convened by the president, the vice-president or two (2) directors. Notice of any board meeting must be sent by email.

25.2 The notice period is at least 72 hours. However, in an emergency, this period may be reduced to two (2) hours. If all members of the board of directors are present at a meeting or give their consent in writing, a meeting may also take place without prior notice. The board of directors may also set the annual calendar of board meetings in advance.

25.3 The quorum for meetings of the board of directors is five (5) directors. A quorum must be constituted for the entire duration of the meeting.

25.4 The decisions of the board of directors are taken by a simple majority of votes cast (50% + 1).

25.5 In case of emergency or if the business of the Corporation so requires, a written resolution signed by all the members of the board of directors has the same force as if it had been made at a meeting. This resolution is tabled at the subsequent meeting of the board of directors and kept with the minutes of the meetings of the board of directors.

25.6 A member of the board of directors who is not at the location of a meeting may participate in it by video or conference call. The minutes of this meeting must note the participation of the member by video or conference call.

25.7 The board of directors may also, in an emergency or if the business of the Corporation so requires, hold a meeting of the board of directors by video or conference call. The minutes of this meeting must note that this meeting was held by video or conference call.

ARTICLE 26 – CONFLICT OF INTEREST

26.1 Any member of the board of directors who has a real or apparent interest in a company likely to transact with the Corporation which could thus put their personal interest in conflict with that of the Corporation must disclose their interest to the board of directors and must refrain from presiding over or participating in any deliberation or decision when a question relating to the company in which they have this interest is debated. This disclosure is annexed to the minutes if it is made in writing, and noted in the minutes if it is made verbally.

26.2 The fact that a member of the board of directors has a real or apparent interest in a company with which the Corporation proposes to have contractual relations does not disqualify this company and does not place this director in a conflict of interest if the latter discloses their interest to the board of directors and abstains from presiding over and participating in any deliberation or decision when a question relating to these contractual relations is discussed. This disclosure is annexed to the minutes if it is made in writing, and noted in the minutes if it is made verbally.

ARTICLE 27 – INDEMNIFICATION

The Corporation must take out and maintain in force a civil liability insurance policy for the benefit of the officers and directors of the board of directors to take up the defense and, where applicable, compensation for a conviction relating to an act or an omission by a director or an officer of the Corporation in the exercise and the limits of their functions, unless the damage is caused intentionally or by gross negligence.

V – OTHER PROVISIONS

ARTICLE 28 – BANK INSTRUMENTS

Any deed, transfer, contract, commitment, cheque, obligation or other document must, to bind the Corporation, be signed by two (2) persons among the following: the president, the treasurer or any other officer (vice-president or secretary) of the board of directors, or according to any procedure determined by resolution of the board of directors. Except for the foregoing, no director, officer, agent or employee has the power or authority to bind the Corporation in any way.

ARTICLE 29 – FINANCIAL AFFAIRS

The board of directors determines the financial institution where the treasurer or their representative makes the deposits of the Corporation.

ARTICLE 30 - FINANCIAL YEAR

The Corporation's financial year begins on January 1 and ends on December 31 of each year.

ARTICLE 31 - CHANGES TO THE GENERAL REGULATIONS

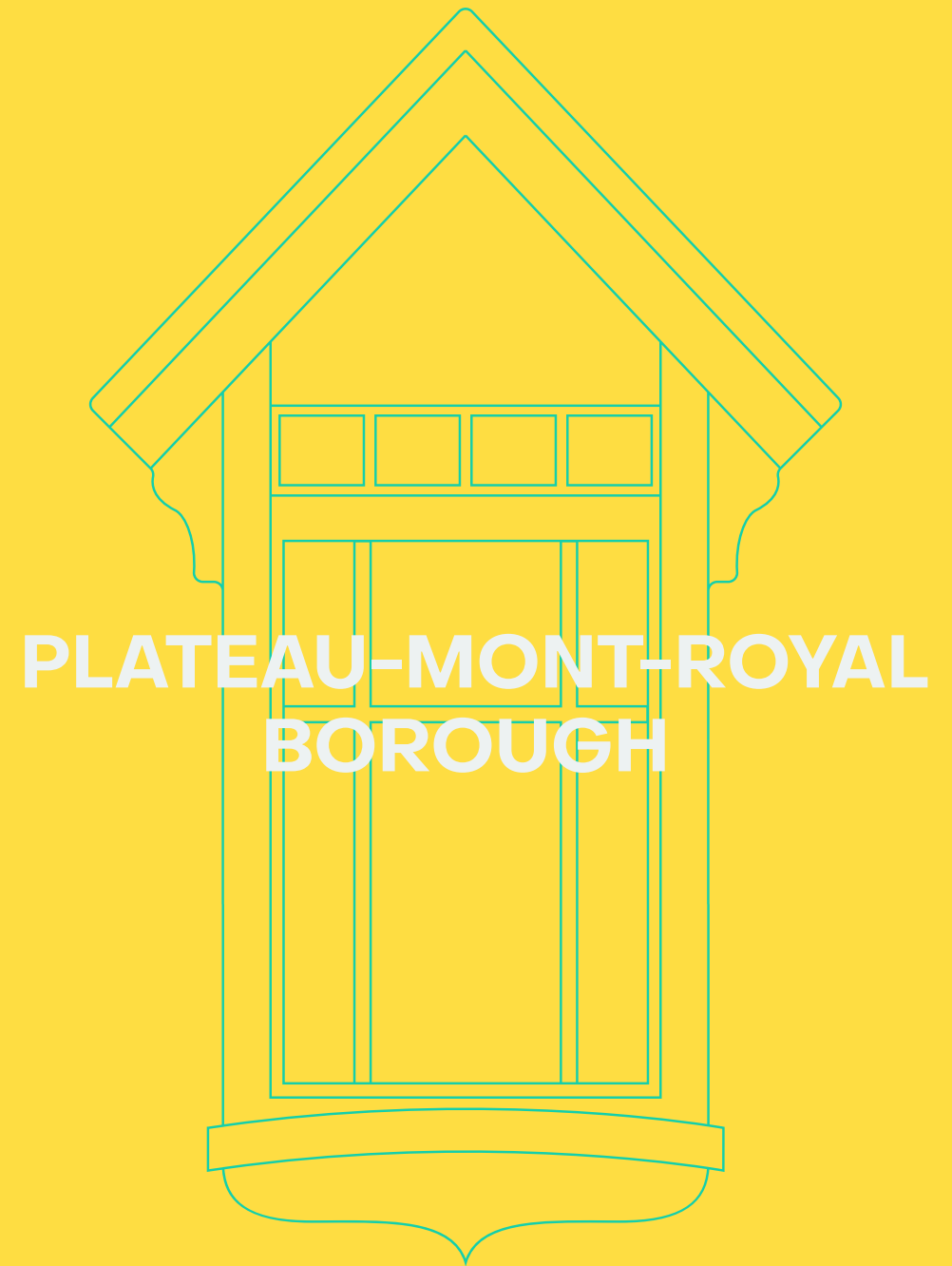
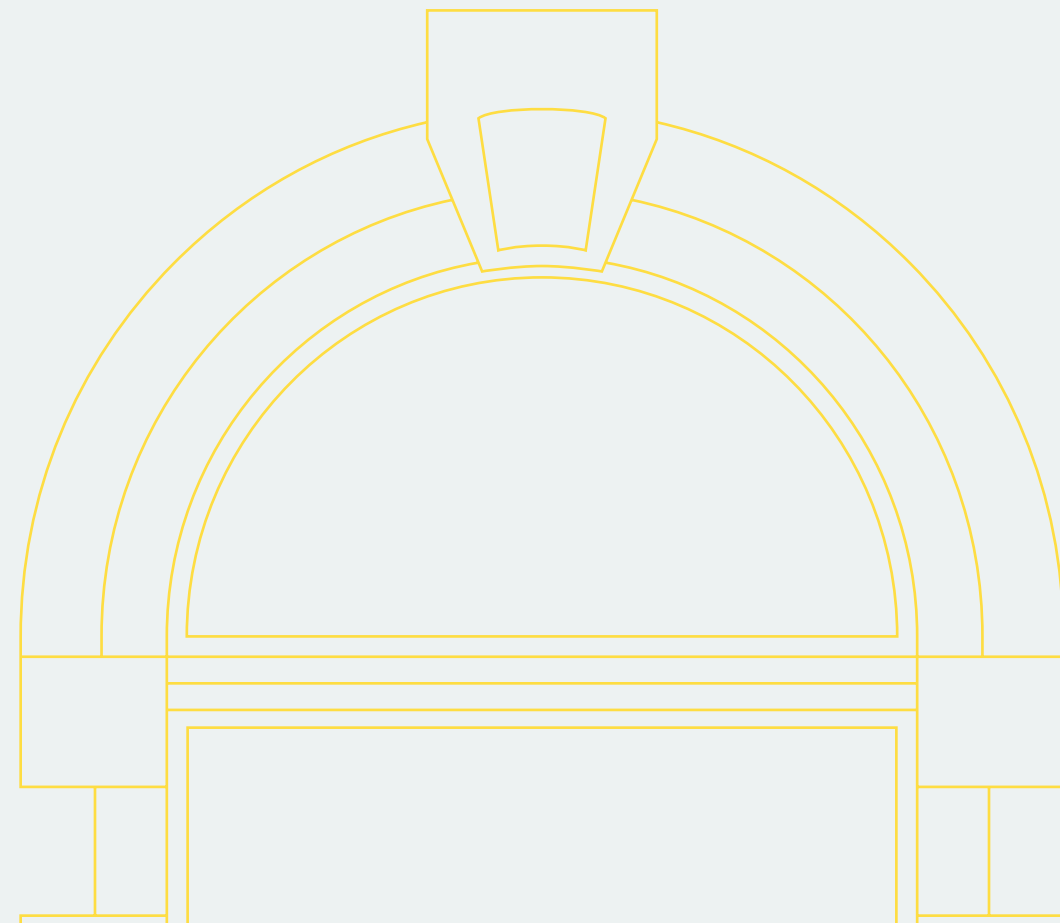
Any amendment or abrogation to these regulations must be adopted by the board of directors and ratified by two-thirds (2/3) of the voting members at a general assembly or an extraordinary assembly.

ARTICLE 32 - ENTRY INTO FORCE

These regulations come into force on the date of their adoption by the board of directors.

ARTICLE 33 - APPLICABLE LAWS AND REGULATIONS

In the event of incompatibility between these regulation and articles 458.1 to 458.44 of the Loi sur les cités et villes (RLRQ, c. C-19) and the Règlement sur les sociétés de développement commercial (RCA PMR 2004-16) of the Plateau-Mont-Royal borough and its amendments, the latter will prevail.



Permits

-> Occupancy permit for a commercial or professional activity

-> Commercial sign permit

-> Public property occupancy permit

-> Commercial terrace
(also called a “sidewalk café”)

-> Parklet



Occupancy permit for a commercial or professional activity

TERMS AND CONDITION

You must get an occupancy permit, also called a certificate of occupancy, to conduct a commercial or industrial activity in a building for purposes other than housing, or use part of your home for professional purposes (home office, etc.).

The permit is attached to both the occupied establishment and its operator.

If you operate a bar or a restaurant, you must get an occupancy permit before you apply for a liquor permit.

VALIDITY OF THE PERMIT

The permit remains valid for as long as there is no change of operator and the activities for which the permit was issued are conducted under the same conditions and on the same premises.

A new permit is required if there is a change of operator or a change in the area spanned by the premises, if there is a change in the activity conducted, or if activities are added.

Before renting or purchasing a premises in order to conduct a commercial or professional activity, first make sure that the activity of your choice is permitted. Please contact the permit counter for further information about zoning.

TEMPORARY SHOPS

Even in the case of premises occupied for a short period; whether for a political party, for tax season or for the sale of Easter chocolate, it is necessary to obtain a occupancy certificate to legally perform the activity. However, selling books at a conference does not require a permit, but a valid occupancy certificate must exist for the meeting room where the event is being held.

In order to report an illegal or unfair situation (file a complaint), the business owner or the citizen can obtain a form from the BDC, the business association or from the office.

However, if the form is not available in these places, refer the citizen to the Direction du développement du territoire et des études techniques.

For more information, fees and how to submit a request, visit: [-> here](#)



Commercial sign permit

Want to install a commercial sign, replace one, or change its structure? In Montréal, a permit is required to install, replace or change a commercial sign. Find out how to get a commercial sign permit.

On the Plateau-Mont-Royal borough, a commercial sign permit is required to:

- Install a commercial sign;
- Change the structure of a sign;
- Replace a sign;
- Keep an existing sign if you are the new owner of an establishment.

In order to get your permit, please submit an online application or schedule an appointment at the permit counter in your borough.

You can also contact a contractor specialized in commercial sign installation to request that he or she submit a permit application on your behalf. The contractor will ensure that the sign is built and installed in compliance with applicable standards.

PREREQUISITE

For your sign permit application to be receivable, one of the following prerequisites applies:

- You must provide a valid occupancy permit for a commercial or professional activity.
- You must prove that you recently submitted an application for this permit.

REGULATIONS

Your application may be reviewed by the urban planning advisory committee (CCU), in accordance with the By-law concerning site development and architectural integration programs (PIIA).

IN PERSON

Go to your borough's point of service with your documents and payment:

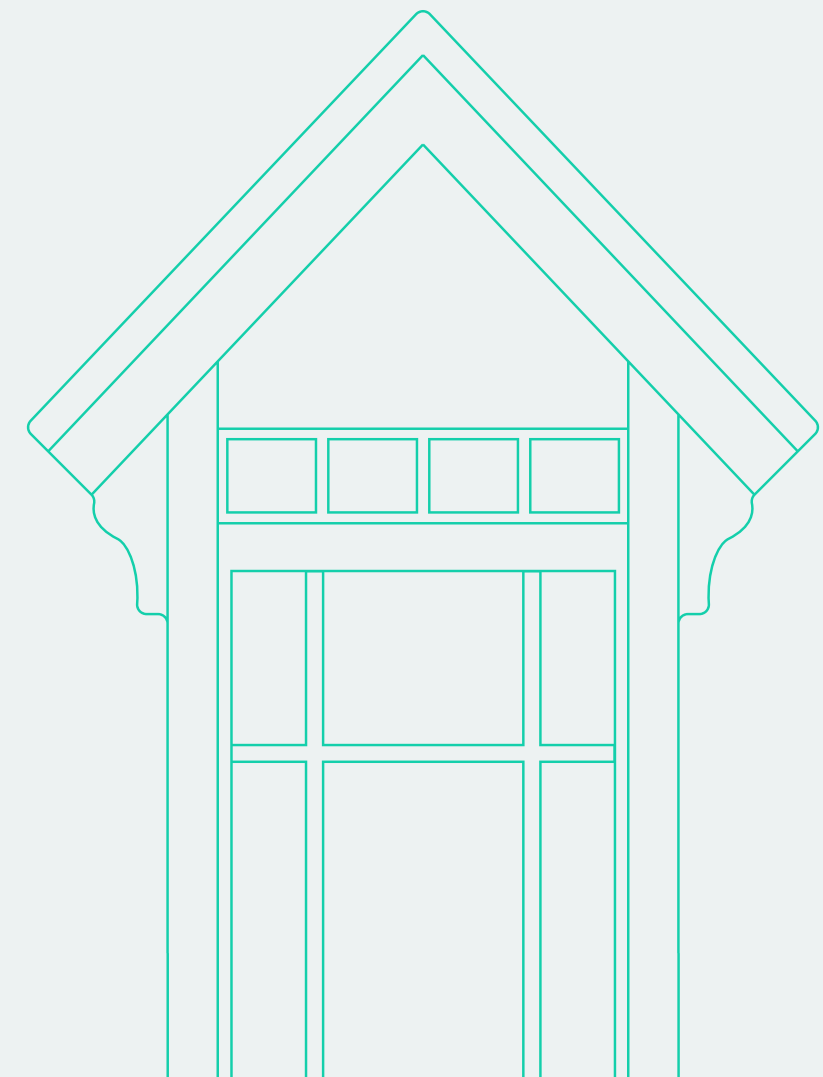
201, Laurier Est Avenue
5th floor
Montréal (Québec) H2T 3E6
514-872-0311

THINGS TO KNOW

Please do not confuse a commercial sign with:

- An advertising sign, which promotes a product, service or establishment in a different location;
- A sign announcing events, festivals or celebrations;
- A sign with illuminated and animated messages, which is only authorized in specific areas of the city and is subject to specific standards.

For more information, fees and how to submit a request, visit: [-> here](#)





Public property occupancy permit

This permit lets the holder install a commercial terrace, a temporary structure, or a permanent element that encroaches on city property. The type of permit required varies, depending on the situation. There are 3 types of permit:

- Permanent occupancy
- Seasonal occupancy
- Temporary occupancy

PERMANENT OCCUPANCY PERMIT

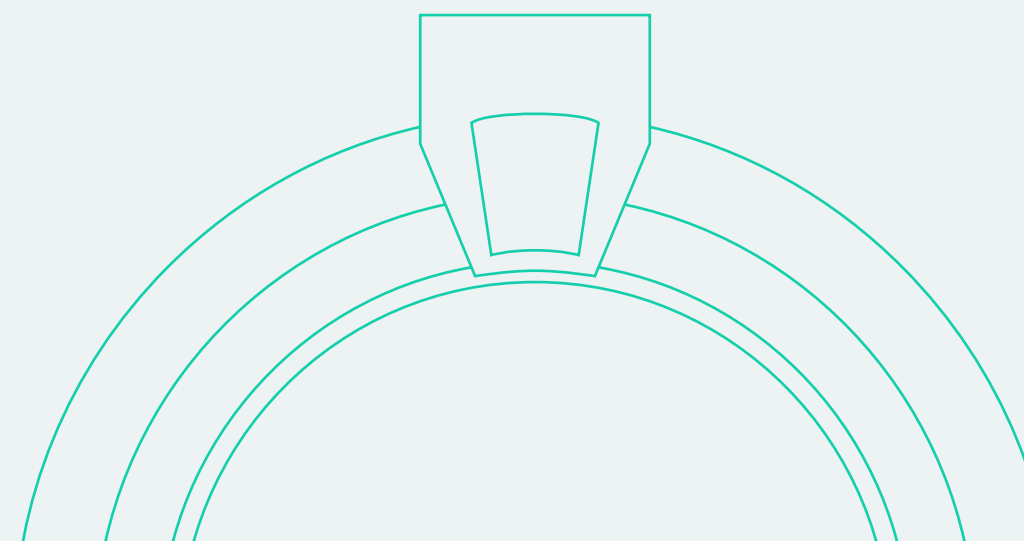
This type of permit is required to add fixed elements that overlap with city property, such as a curb cut, a walkway or an overhanging canopy. In addition, the permit applies to underground installations, such as garages or tunnels.

The steps to follow vary, depending on the borough, but in general you must:

- Submit an application and pay the application processing fee;
- Pay the permit fee;
- Provide an updated certificate of location for your property;
- Submit the proposed construction plan and a detailed estimate for the work;
- If you wish to formalize an existing situation, your application must include a description by metes and bounds issued by a land surveyor.

Cost of the permit

In some boroughs, an annual rent for the right to occupy the road or sidewalk is added to the annual municipal tax account.





SEASONAL OCCUPANCY PERMIT

Seasonal installations, including terraces, must be dismantled at the end of the season.

The steps to follow vary, depending on the borough, but in general you must:

- Check whether your establishment is located in an area where a seasonal occupancy is permitted;
- Submit an application and pay the application processing fee;
- Pay the permit fee;
- Pay the annual rent for the right to occupy the road or the sidewalk.

Validity of the permit

The validity of the permit differs, depending on the borough. In some boroughs, you must renew your permit application annually, while in others, the permit remains valid for as long as there is no change of operator.

Example of a Seasonal Occupancy Permit

- Install -> **a terrace**
- Change the operator
- Install -> **a parklet**
- Add a bike stand

TEMPORARY OCCUPANCY PERMIT

The steps to follow vary, depending on the borough, but in general you must:

- Submit an application and pay the application processing fee.
- Pay the permit fee.
- Get a sign to install on the premises if the occupancy concerns a move.

Cost of the permit

The amount to pay takes into account the dimensions of the occupied space and the type of road (primary or secondary), whether it is used for a bus route, or whether it has a bike path or parking meters. If the road has parking meters, Stationnement de Montréal Inc. also issues a bill.

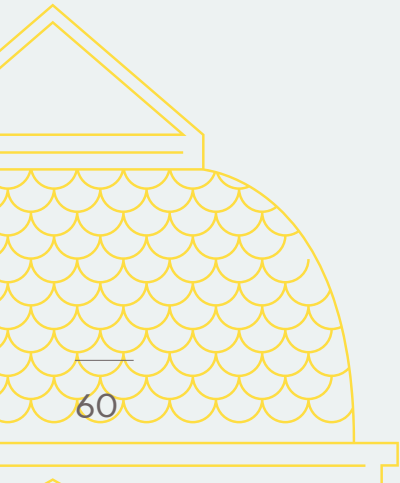
Signage

The boroughs (except Outremont) do not provide the signage that must be installed on site. You must rent it or install it yourself.

Example of a Temporary Occupancy Permit

- Apply for a work permit
- Apply for a permit for filming purposes
- Park a moving truck

For more information, fees and how to submit a request, visit:





Café-terrasses

Crédit Restaurant Joséphine

A café-terrace in a public or private area is an open-air space, intended for the consumption of drinks or food and attached to an establishment whose occupancy certificate authorizes its principal use as a restaurant or alcoholic beverage outlet.

STANDARD TERRACE OR “SIDEWALK CAFÉ”

On the private and public property

The standard commercial terrace (also called “sidewalk café”) is an open-air arrangement of tables and chairs where alcohol and food are served and table service is offered.

This type of commercial terrace must be attached to a restaurant, café, bar or craft brewery on the ground floor or basement levels.



TERRACES WITH A MAXIMUM OF THREE TABLES AND 12 CHAIRS

On the private and public property

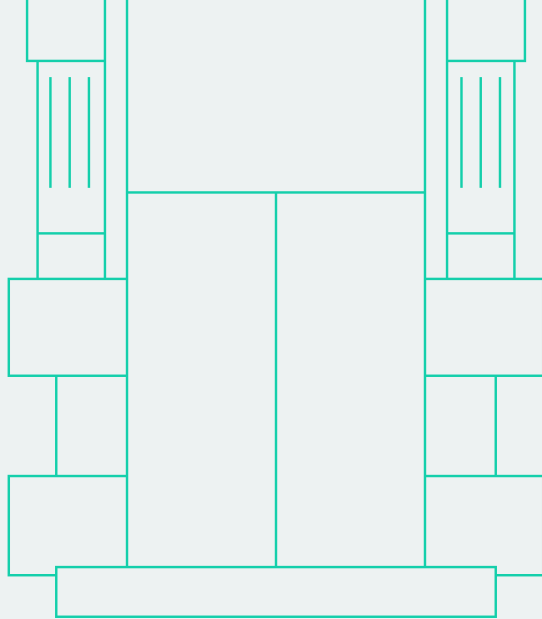
This more modest variation cannot have more than three tables and 12 chairs. The consumption of food is permitted, but alcoholic beverages are not. Table service is not offered.

A commercial occupancy permit is required to operate this type of terrace. Whether you operate a standard terrace or a more modest one, this space is reserved for clients of the establishment.

OPERATING CONDITIONS AND LAYOUT STANDARDS OF A STANDARD TERRACE OR WITH A MAXIMUM OF THREE TABLES AND 12 CHAIRS ON PUBLIC AND PRIVATE PROPERTY

There are several conditions to respect and different applicable standards according to your situation. We invite you to consult the links below before making your request:

- Commercial terrace or terraces with a maximum of three tables and 12 chairs on private property: [-> here](#)
- Commercial terrace or terraces with a maximum of three tables and 12 chairs on public property: [-> here](#)



Parklet

A parklet is an outdoor structure generally built in front of the facade of a business or organization.

A parklet, which consists of a platform extending from the sidewalk, features plants and accessories such as benches and bike racks.

No table service is offered in a parklet and the consumption of alcohol is prohibited. Only the consumption of food is permitted.

Parklets are open to all residents.

ZONING CHECK

Check to see if your establishment is located in a zone where parklets are allowed by emailing zonageterrasse.plateau@montreal.ca; your email should include your contact information and specify the location.

LOCATION

You can build the parklet on the sidewalk or the road, extending from the facade of your business or organization, or in front of a park or a vacant lot, on the condition that it is maintained by a third party.

You are authorized to encroach on 30 per cent of the part located in front of the adjacent facade with the written consent of the building owner.

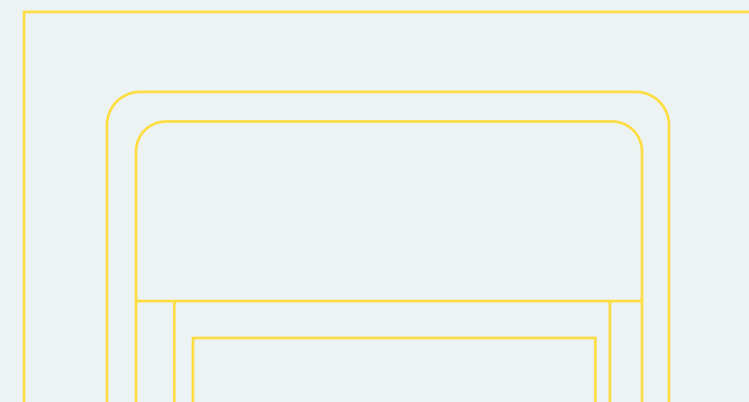
Under no circumstances can a parklet be built:

- In front of a home
- In a bus lane
- On a bike path
- Within 5 m of an intersection

Find all the information on the installation of parklet (normative framework, layout guide, restrictions, etc.) [-> here](#)

Permit to build a parklet on public property: [-> here](#)

Renew a permit to build a parklet on public property: [-> here](#)



Short-term tourist rentals

WHAT IS A SHORT-TERM TOURIST RENTAL?

Short-term tourist rentals mean renting all or part of a home to tourists for fewer than 31 days.

This definition includes primary and secondary homes offered for rental on Airbnb or Facebook.

ARE THESE RENTALS SUBJECT TO RULES OR REGULATIONS?

To rent accommodations to tourists in Montréal for 31 days or fewer, you need an establishment number, and, if applicable, a classification certificate issued by the Corporation de l'Industrie Touristique du Québec (CITQ):

[-> here](#)

This certificate, which is issued in banner format, states the name of the accommodation, its category and its classification.

As of May 1, 2020, you must put your establishment number on any advertisement to rent your space, whether online or offline.

RENTING YOUR HOME IN AUTHORIZED AREAS

On the Plateau-Mont-Royal, this type of rental is authorized only in the following commercial areas:

- Boulevard Saint-Laurent between Rue Sherbrooke and Avenue du Mont-Royal;
- Rue Saint-Denis between Rue Sherbrooke Est and Rue Gilford.

However, because it is associated with the collaborative economy, the occasional rental of a primary residence is authorized throughout the borough.

A COMMERCIAL OR PROFESSIONAL ACTIVITY OCCUPANCY PERMIT CAN THEN BE ISSUED.

This permit must be displayed in any place that is not your living space. It shows what uses and activities are authorized and under what conditions as per the city's urban planning by-law.

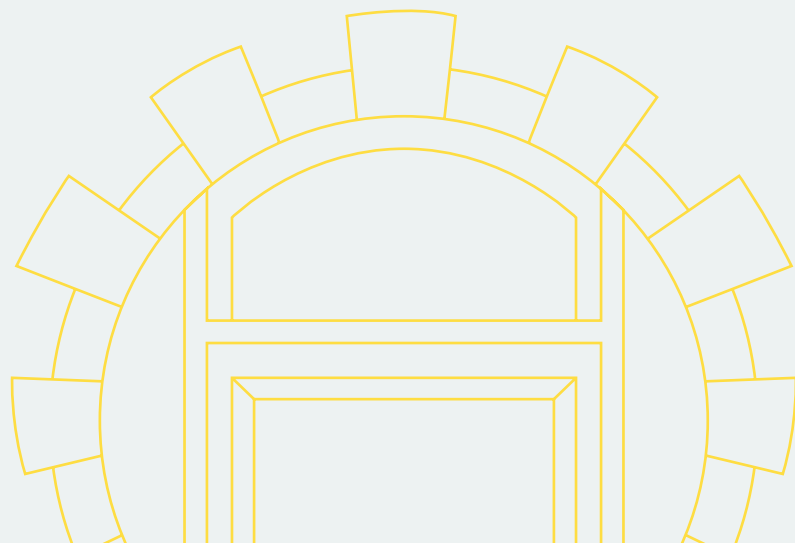
All occupancy certificates are tied to the establishment and its owner. You must also display the CITQ-issued banner in a publicly visible place, the main entrance or the reception area.

Do not install key boxes and other items tourists need to come and go independently anywhere on public property, or they will be removed.

Be sure you comply with all municipal health and sanitation regulations.

In addition to an occupancy certificate, the operator of a tourist residence or bed and breakfast must declare their activity to his home insurance company and inform the Service des finances of the City Montréal.

More information: [-> here](#)



SNOW CLEARING



Credit La Dépendance

SNOW CLEARING ON PRIVATE PROPERTY

In Montréal, snow clearing on private property is subject to certain rules. Learn about key instructions to be followed for residential properties, merchants' parking areas, and industrial lots.

For safety reasons, you must clear snow from your property's main entrance and the entrance to your parking area.

Where to put snow

In most boroughs, it is prohibited to put snow on the sidewalk or in the street when you remove it from your entrance or parking area. You must keep it on your property.

If you don't have enough space to put the snow, some boroughs may allow you to put it on public property in some very specific situations. You may need a permit.

Ask for permission to put snow in the street on Plateau-Mont-Royal borough

You will need a permit for a building of 9 or more dwelling units or for a commercial, industrial or institutional building.

The snow removal contractor, the owner of the building or one of its occupants may apply for the permit.

The permit is valid from November 1 to April 30 of the following year. It must be displayed in a window and be visible from the street.

More information and procedure: [-> here](#)

SNOW CLEARING OF ALLEYWAYS

General rule

The alleys are not cleared of snow during the winter, with the exceptions below.

Exceptions

Snow removal operations are carried out in an alley if it is paved and meets one of the following conditions :

- It runs parallel to a commercial thoroughfare;
- Commercial deliveries are carried out in the alley;
- The alley is an access route for the Service de sécurité incendie de Montréal;
- It is a public alley, with the main entrance to a home or a business.

If your alley does not meet these criteria, a private contractor must be hired to carry out snow removal operations.

Depending on the borough, snow removal operations in alleys are carried out in conjunction with snow removal on streets or at the end of loading operations.

REQUEST FOR SNOW REMOVAL FROM AN ALLEY

- If it is a commercial lane, as defined above, the business owners concerned must sign a petition and submit it to the Borough's Division de la voirie, which will analyze the request in collaboration with the technical office;
- In any other case, businesses or citizens must rely upon a private contractor, at their own expense, and the latter must obtain a permit to deposit snow in public space, see Le Plateau-Mont-Royal – Snow removal : [permission to put snow in the street](#)

More information: [-> here](#)

Snow removal operations map: [-> here](#)

Report property damage caused by a snow removal vehicle: [-> here](#)

Report a snow removal issue: [-> here](#)

GRAFFITI AND TAGS

PRIVATE DOMAIN

To keep our city clean and welcoming, your borough offers a graffiti removal service. Graffiti can be removed from private property, therefore, with the owner's authorization.

Don't hesitate to submit a request to have graffiti removed from your private property free of charge. The borough covers the cost of the work, with the exception of paint, which must be supplied by the owner, where applicable.

Graffiti is not removed during the wintertime.

Eligibility

Graffiti visible from the street, at a height of less than 4 m (13 ft).

Zones concerned

Priority is given to certain commercial arteries and streets in the borough : -> [here](#)

Find out more information and how to apply to have graffiti removed from private property: -> [here](#)

PUBLIC DOMAIN

It is forbidden to draw graffiti or tags on a building or on furniture located on public land.

The borough takes care of the removal of graffiti located in the public space. Graffiti is removed by sector, according to the priorities established in the Priorisation des secteurs pour l'enlèvement des graffitis document : -> [here](#)

Graffiti is removed from public property from April 1 to November 30.

HATEFUL GRAFFITI

If the situation requires immediate attention, contact 311 or you can also report graffiti online (in French only) to Montréal's police department: -> [here](#)

It is also possible to rent a pressure washer for graffiti removal yourself

Maison de l'amitié (agent for the borough)

120, avenue Duluth Est

Montréal (Québec) H2W 1H1

Phone : 514 843-4356, post 0

Website : <https://www.maisondelamitie.ca>

ADDITIONAL INFORMATION

Unauthorized posterings:

This type of display on private property is the responsibility of the owner since this activity does not require any specialized equipment.

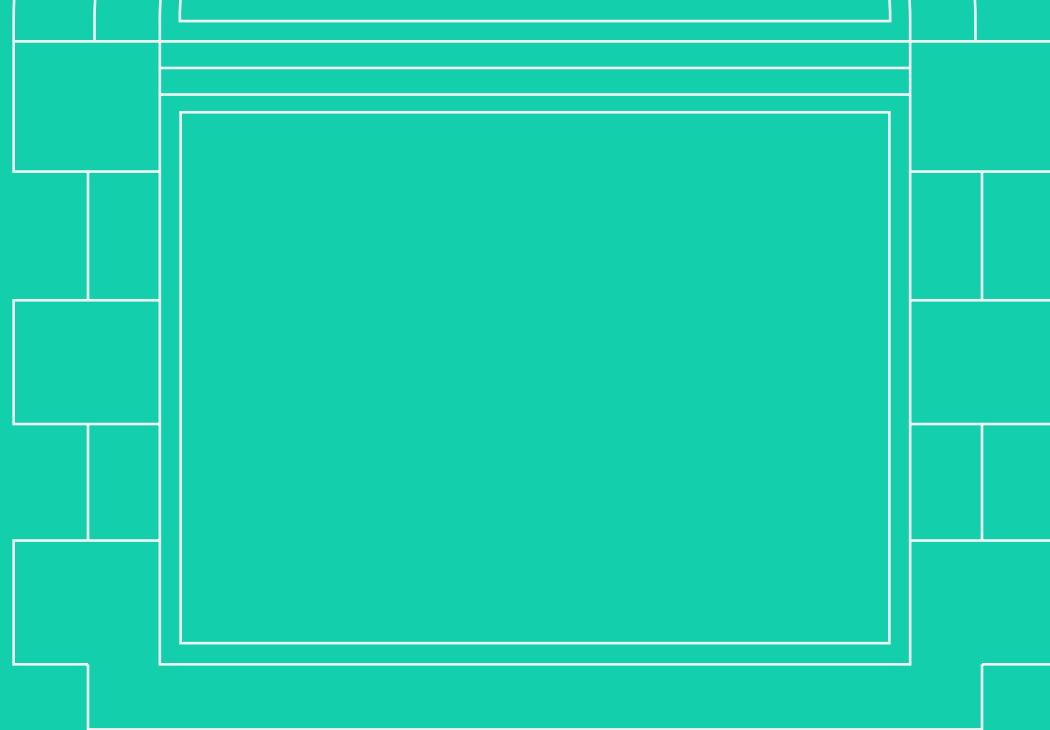


Muralité program

The Muralité program is intended for building owners, artists or non-profit organizations who wish to apply for a grant for the creation of a mural in the borough.

Publication, guide and legal framework

Additional information is available at this address: -> [here](#)



COLLECTIONS

HOUSEHOLD WASTE COLLECTIONS

The collection of household waste is carried out twice a week Mondays and Thursdays.

Hours and drop-off place

- Between 7 and 10 a.m. the day of the collection on the commercial streets
- Drop-off place : Place containers behind the building between Roy and Mont-Royal, in front of the building between Mont-Royal and Gilford
- When two collections occur on the same day, ensure that household waste, bags of recyclables, or compost bins are in separate piles.

Special Schedule

- Holidays: collection and facility schedules, see info-collections

Info- collections : -> [here](#)

Instructions to follow

MAXIMUM VOLUME ACCEPTED

- 720 litres per industrial or commercial facility

ACCEPTABLE CONTAINERS

- Nonflammable and watertight metal container, equipped with a cover, measuring from 1 m³ (35.3 ft³) to maximum 2 m³ (70 ft³)
- Black wheeled bins, equipped with a cover, with a maximum capacity of 120 litres to 360 litres
- Black or dark green plastic bags, properly closed, measuring from 50 to maximum 150 litres (small grocery bags are not accepted)
- Metal or plastic garbage cans equipped with handles and a cover
- All other containers are determined by ordinance

Important : the bag for household waste must be opaque, black or green, so as not to be confused with recycling. Small grocery bags are not picked up.

CONTAINER PICK-UP

- Containers must be removed by 10:00 p.m. on the collection day.

HOUSEHOLD WASTE OR GARBAGE MUST NOT CONTAIN:

- Recyclable materials (paper, cardboard, glass, metal and some plastics), which should be placed in your recycling bin instead.
- Table scraps if there is a food waste or organic waste collection in your area.

Find all the information on household waste collections as well as the details of the accepted and refused materials on:

-> [here](#)

RECYCLING COLLECTIONS

The recycling collection is carried out once a week: on Mondays for businesses located between Roy and Mont-Royal and on Thursdays for businesses located between Mont-Royal and Gilford.

Hours and drop-off place

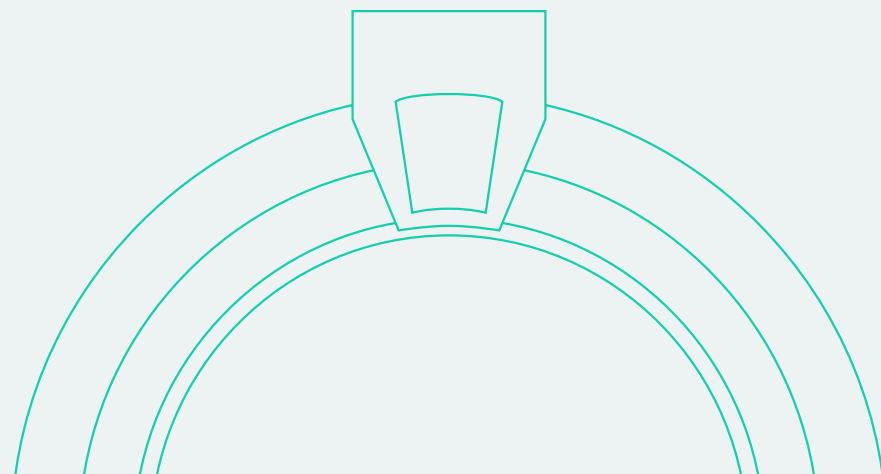
- Between 7 and 10 a.m. the day of the collection on the commercial streets
- Drop-off place : Place containers behind the building between Roy and Mont-Royal, in front of the building between Mont-Royal and Gilford
- When two collections occur on the same day, ensure that household waste, bags of recyclables, or compost bins are in separate piles.

Special Schedule

- Holidays: collection and facility schedules, see info-collections
Info- collections : [-> here](#)

Rules to be respected

- When using a 67-litre bin, place materials so that the lid closes completely.
- Large cardboard boxes must be disassembled, tied up and placed near the bin or the bag.
- Empty and clean containers before placing them in the bin. Unscrew metal lids from glass jars and place them separately in the bin.



MAXIMUM VOLUME ACCEPTED

- The volume of recycling materials must not exceed 720 litres per collection (3 x 240-litre bins, or 2 x 360-litre bins, or 1 x 360-litre bin and 3 bags, or 12 bags)

ACCEPTABLE CONTAINERS

- The purchase of a 240-litre or 360-litre wheeled bin is at your expense;
- Companies in the commercial or industrial sector with a large volume of recoverable materials must hire a private collector.

CONTAINER PICK-UP

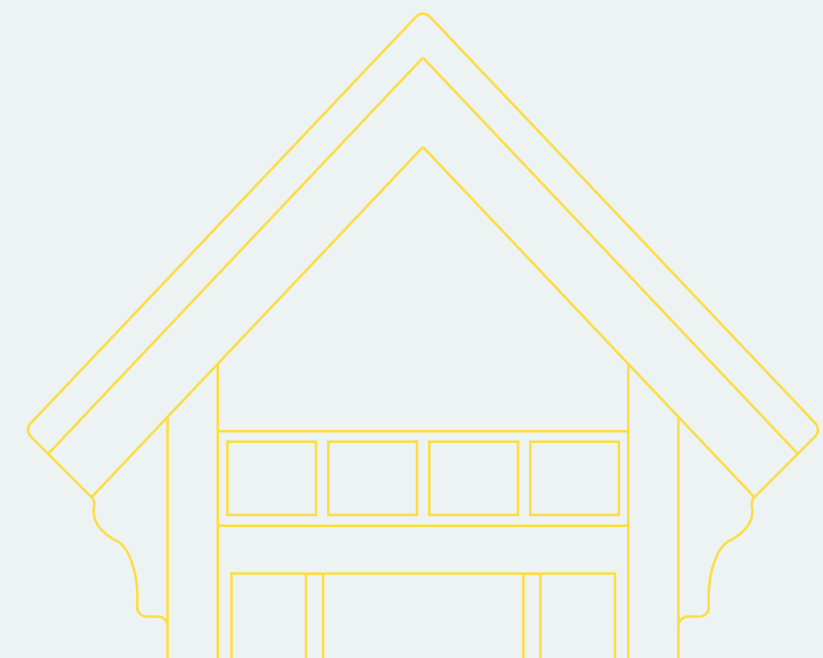
- Containers must be removed by 10:00 p.m. on the collection day.

No recyclable materials should be put in the garbage. Three types of items are accepted in the recycling collection:

- Wrappers
- Containers
- Printed material and newspapers

Find all the information on recycling collections as well as the details of the accepted and refused materials on:

[-> here](#)



FOR MORE INFORMATION

Reception Office Borough of Plateau-Mont-Royal

201, Laurier Avenue Est, Suite 120

Montréal (Québec) H2T 3E6

Phone: 311 (from outside the island of Montreal: 514 872-0311)

Email : le-plateau-mont-royal@ville.montreal.qc.ca

Website : ville.montreal.qc.ca/plateau

Reception hours: Monday to Friday: 9 a.m. to 12 p.m. and 1 p.m. to 5 p.m.

Permits counter

201, Laurier Avenue Est, 5th floor

Montréal (Québec) H2T 3E6

Fax: 514 868-4076

Reception hours*

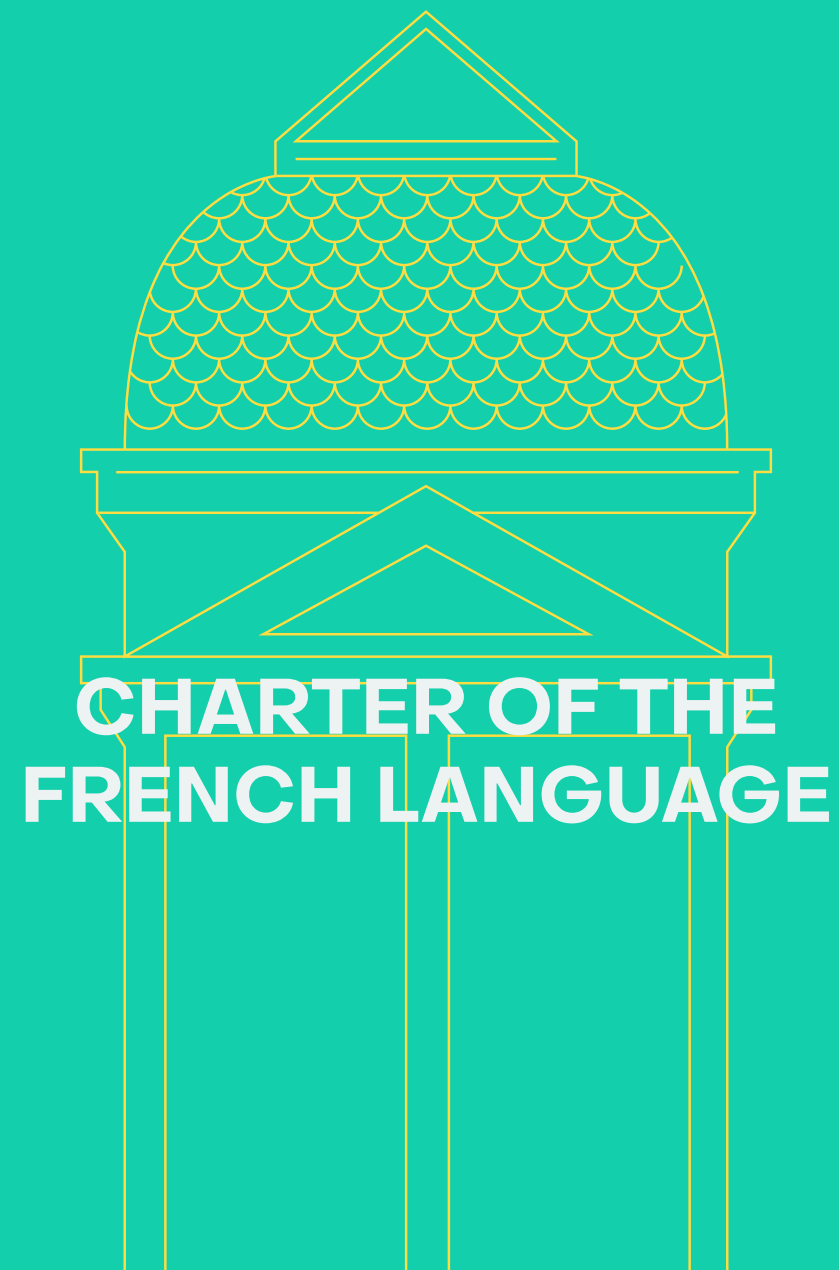
The building agents are available during counter business hours only.

- Monday, Tuesday, Thursday and Friday: 8:30 a.m. to 12 p.m. and 1 p.m. to 4:30 p.m. (closed at noon)
- Wednesday: 1 p.m. to 4:30 p.m.

* Due to the traffic and the varying length of time it takes to process files, it is recommended to arrive before 11 a.m. (except Wednesday) and before 3 p.m. in the afternoon.

Find out more about the Plateau-Mont-Royal Borough on «Being in business in the Plateau» (in French only): [-> here](#)





The National Assembly recognizes that Quebecers wish to see the quality and influence of the French language assured, and is resolved therefore to make of French the language of Government and the Law, as well as the normal and everyday language of work, instruction, communication, commerce and business.

To do so, it established the Charter of the French Language, which every business and enterprise must respect under the penalty of a fine. To prevent an easily avoidable penalty, we invite you to learn about the rules regarding signage and the use of French at work by consulting the following links:

TOOLKIT FOR TRADE-MARK DISPLAY :

Includes a guide with concrete examples, a summary sheet of obligations and resources, a FAQ

-> [Website](#)

-> [pdf](#)

OTHER USEFUL RESOURCES

Virtual library of the Office québécois de la langue française (in French):

-> [here](#)

Guide on francization in businesses (produced by the Conseil québécois du commerce de détail (CQCD) – good practices guide) (in French): -> [here](#)

Text of the law: -> [here](#)

Capsules on the Charter (in French) : -> [here](#)

ORGANIZATIONS

ARQ

The mission of the Association Restauration Québec (ARQ) is to provide all member restaurant establishments across Quebec with comprehensive information, training, discounts, insurance and government representation services.

Contact

6880, Louis H.-Lafontaine

Montréal QC H1M 2T2

1 800 463-4237

info@restauration.org

<https://restauration.org/>

THE CONSEIL QUÉBÉCOIS DU COMMERCE DE DÉTAIL

Mission

The CQCD, leader of the retail sector in Quebec, has the mission to represent, promote and enhance this sector and to develop ways to promote the advancement of its members.

The CQCD is an association of more than 5,000 commercial establishments, representing nearly 70% of retail-related economic activity in Quebec. It is the voice of retail in Quebec.

To stimulate retailers' growth, to help them meet the challenges related to their businesses and to keep them informed of developments in the sector, the CQCD:

- Has created various committees to defend the interests of the sector with regard to the major issues of concern;
- Develops publications of interest;
- Ensures excellent visibility for the sector through its events and communications;
- Participates in the development of education programs targeting the next generation of retail workers;
- Organizes activities related to the recruitment of the next generation of retailers;
- Ensures the visibility of the sector's concerns and positions through public communications on various subjects of current interest;
- Develops various practical tools.

Contact

630, Sherbrooke Street West, Suite 300

Montréal QC H3A 1E4

514 842-6681

1 800 364-6766

Fax : 514 842-7627

cqcd@cqcd.org

<https://cqcd.org/en/>

NABQ

Promote and defend the professional and economic interests of entrepreneurs in the restaurant sector holding a bar permit and specializing in the sale of alcoholic beverages for consumption on site such as bars, bistros, clubs, pubs, taverns and wine bars in Quebec.

The Nouvelle Association des Bars du Québec's mandate is to make the various levels of government aware of the main issues in the industry and to negotiate these, if necessary. The NABQ also wishes to highlight the work of entrepreneurs in this sector to the media.

Contact

info@nabq.org

<https://www.nabq.org/>

PME MTL

PME MTL, Ville de Montréal support network for businesses, offers coaching, training and financing for entrepreneurs, to support them in launching and growing their businesses.

Our experts, in six service hubs and the École des entrepreneurs, support private-sector and social-economy entrepreneurs in all industries.

PME MTL acts as a true catalyst in developing entrepreneurship, working hand-in-hand with a vast network of partners and bringing together entrepreneurs with different experts, stakeholders as well as financial assistance and program managers.

It all makes PME MTL the largest network of experts serving Montréal entrepreneurs.

Contact

630, Sherbrooke Street West

Suite 700

Montréal QC H3A 1E4

514-879-0555

info.centre@pmemtl.com

<https://pmemtl.com/en/centre>

RACJ

The mission of the Régie des alcools, des courses et des jeux is rooted in its constitutive law. It can be summarized as follows:

- Contribute to the protection of the public interest, public safety and public peace;
- Guide customers and inform them of their rights and obligations in the alcoholic beverages, games, professional combat sports and horse racing activity sectors;
- Supervise and monitor the activities of these sectors so that they take place in a safe, honest and fair manner;
- Issue the appropriate permits, licenses and authorizations;
- Issue sanctions or warnings to licensees who behave in ways that do not comply with their obligations.

The Régie reports to the ministre de la Sécurité publique.

Contact

1, Notre-Dame Street East, 9th floor

Montréal QC H2Y 1B6

Phone: 514 873-3577

Website: <https://www.racj.gouv.qc.ca/en/home.html>

Our opening hours are 8:30 a.m. to 4:30 p.m., Monday to Friday, excluding statutory holidays. Our agents are available to take your phone calls or answer your emails according to the following schedule:

- Monday: 8:30 a.m. to noon and 1 p.m. to 4 p.m.
- Tuesday: 10 a.m. to noon and 1 p.m. to 4 p.m.
- Wednesday to Friday: 8:30 a.m. to noon and 1 p.m. to 4 p.m.

MONTREAL TOURISM

Tourisme Montréal is an organization that has dedicated itself to the promotion of the tourism industry for 100 years, and which plays more than ever a unifying role in the development of the Montreal and Quebec tourism offering, in consultation with the driving forces of the industry.

Its mission is to position Montreal among the international-caliber destinations in the leisure and business tourism markets, and to unite the efforts of its members and partners, the actors and leaders of the tourism industry, to maximize the benefits of tourism for Montreal, for the benefit of all of Quebec.

Contact

By phone :

Montréal's Area: 514 844 5400

Toll free, from Canada or the United States: 1 877 266-5687

By Email:

info@mtl.org

By mail :

800 René-Lévesque Blvd. West, Suite 2450

Montréal QC H3B 1X9

In person (for tourist information):

Infotourist Center

1255, Peel Street, Suite 100

Peel Station

From June, 8 to October, 4, 2020 : 9 am to 6 pm

The rest of the year : 9 am to 5 pm

Closed on December 25 and January 1

<https://www.mtl.org/en>

UTBQ

The Union des tenanciers de bars du Québec is a non-profit organization founded in 2006 by businessman Mr. Peter Sergakis, with a vision of raising awareness among decision-making authorities, whether municipal, provincial or federal according to the needs of members, in addition to building lasting links with the various players in the bar and resto-bar industry.

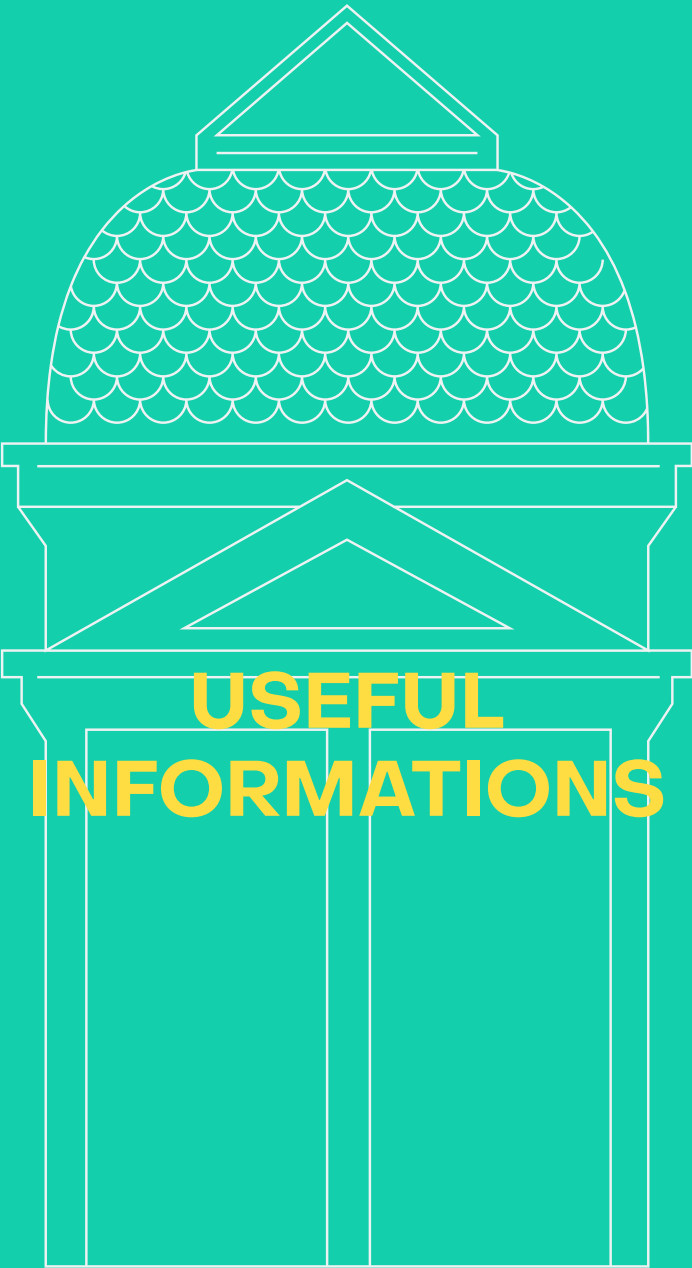
Contact

7373 Cordner Street,

Lasalle QC H8N2R5

514-937-0531

<https://www.utbq.ca/>



CONTACT OF THE SDC:

- General Management: dg@rue-st-denis.ca
- Executive Assistant and Member Services: sd@rue-st-denis.ca
- Communications Manager: communications@rue-st-denis.ca
- Phone : 438-497-5277
- PO BOX :
3813A rue Saint-Denis, Montréal, QC, H2M 2W4

WEBSITES AND PLATFORM:

Website: -> Ruesaintdenis.ca

Members' section: -> [here](#)

USEFUL CONTACTS:

City of Montreal: **311**

Emergencies (fire, police, ambulance): **911**

Police station: **38** – Street patrols: **514 779 1237**

veronique.brazeau@spvm.qc.ca

isabelle.morin@spvm.qc.ca

Plein Milieu: Social mediation regarding the issue of homelessness
– **514 524-3661**



PLATEAU-MONT-ROYAL BOROUGH :

Borough Mayor

Luc Rabouin

Borough Mayor

Member of the Executive Committee

Party

Projet Montréal – Valérie Plante Team

Office Borough of Plateau-Mont-Royal

201, Laurier Avenue Est, 5th Floor

Montréal (Québec) H2T 3E6

pmr.bureaudumaire@ville.montreal.qc.ca

514-872-8023

Commissaire au développement économique

To receive all the help you need in your endeavours, or to benefit from advice based on a vast knowledge of the economy of the Plateau-Mont-Royal borough, call your commissaire au développement économique:

Denis Colletette

Denis.colletette@montreal.ca

514 245-0346

City of Montreal Finance Department

311

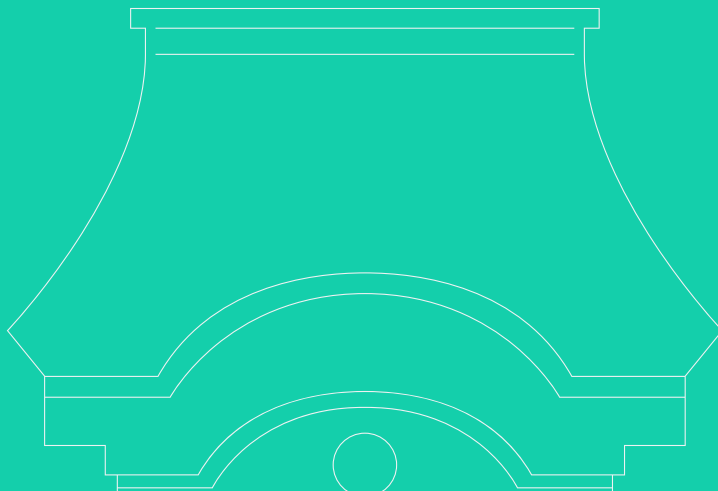
Direction de l'aménagement urbain et des services aux entreprises – Division des permis et des inspections

201, Laurier Avenue Est, 5th Floor

Montréal (Québec) H2T 3E6

Fax : 514 868-4076

Email : infopermisplateau@ville.montreal.qc.ca



RUESTDENIS

DE GILFORD À ROY

