

# TOWN DIGEST

## HERITAGE BROTHEL

401 Draper Street, Norval – known as Forbes House or the British Hotel and brothel – should be designed under Part IV of the Ontario Heritage Act, according to Halton Hills councillors.

They endorsed the designation recommended by Heritage Halton Hills at the invitation of current owner, Tom Pettingill. He marked his 90th birthday at last Monday's general committee meeting when

councillors were briefed on the proposed designation to help preserve the circa 1840's, two-story Georgian-style dwelling.

Under the Act, Heritage Halton Hills must review changes to a property (usually just the exterior) and Council has final approval. If the owner of a designated property decides to demolish the structure there is only a 108-day waiting period. There is a 60-day delay for properties listed on the Town Heritage Registry, an inventory of

culturally or architecturally significant buildings.

It is rare for a building to be designated without consent of the owner, but the Town did it with the Barber Mill property in Glen Williams.

The row of semi-detached townhouses on Bower Avenue is within the Town's first Heritage District. Owners of the Old Hide House building on Eastern Avenue did not want designation, do not want to be included in the Town's Heritage Registry, an inventory of buildings deemed worth preserving.

## QUALITY SERVICE

With 90 per cent of the calls to Access Halton resolved after just one contact, the Region earned the Service Quality Measurement Group (SQM) call centre industry's 2013 award for highest customer service. The average top performing call centre's first call resolution is 84 per cent, and the average government first call response score is 79 per cent.

In Halton, 92 per cent of callers are satisfied



**SHROVE SERVERS:** There was a full house for the Shrove Tuesday pancake supper at St. Alban's Anglican Church. Volunteers Jane French, Joan Young and Rosemary Robart-Morgan helped feed the full house. - Ted Tyler photo

overall after contacting a call centre, and 96 per cent of customers were satisfied overall with the rep who handled their call. Halton scored in the first quartile of all nine SQM key performance indicators.

Halton's call centre answered 304,354 calls to 311 last year along with

9,281 emails, 12,357 web requests and 36,907s phone calls. Access Halton also responds to emails at [accesshalton@halton.ca](mailto:accesshalton@halton.ca) and to web requests from Halton.ca/311

## CONSERVATION HALTON APPOINTMENTS

Halton Hills councillors Dave Kentner and Bryan Lewis will represent the Town on the Board of Directors of Conservation Halton. It is an environmental agency which protects, restores and manages the natural resources in Conservation Halton's watershed.



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## VOLUNTEERS NEEDED

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