

## Frequently Asked Questions

September 2025

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

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

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

### What is the DLOA responsible for?

The DLOA communicates important information and community updates with residents, hosts events in the community, and beautifies certain areas of the community such as the planters on the West Lakeview Drive median or the holiday lights throughout the community.

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

The City of Chestermere does not currently have a public transportation system. Requests for advancement of transit in the community need to be directed to the City. Higher volumes of inquiries from residents encourage the City to action items faster, and resident feedback is considered important as residents will be the patrons utilizing these services in the future.

### Who is responsible for road snow removal in Dawson's Landing?

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

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

### What is the timeline for the school sites in Dawson's Landing?

There are two school sites within Dawson's Landing. The first school site, located on West Lakeview Drive will host a Catholic school and is currently under construction. The second school site, located South on Dawson's Drive, will host a public school and is ready to be constructed on. There is no approximate timeline for the completion of the schools themselves, as this will be decided by the City of Chestermere and the Province of Alberta. For more information on who to contact for updates, please visit our Important Contacts list.

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

FAC is provided to a Developer from the City of Chestermere, when phases within a development are completed and meet the requirements from the City. When these items and/or Phases receive **FAC**, those areas are **turned over** to the City, meaning that the City now takes on the maintenance responsibility of those items.

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

The DLOA regularly reminds Builders about the necessity for all trades to be respectful to residents, the community, and adhere to local bylaws and minimize any impact on residents. If residents have specific concerns, they are encouraged to reach out to [customercare@qualicocommunities.com](mailto:customercare@qualicocommunities.com) and include photos and videos where possible.

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

The DLOA and the developer cannot enforce yard maintenance. We recommend chatting with your neighbours where possible, but if that is not possible, concerns relating to unkept yards can be directed to the City of Chestermere by phone at 403-207-7050. Please see the City of Chestermere's bylaw [here](#).

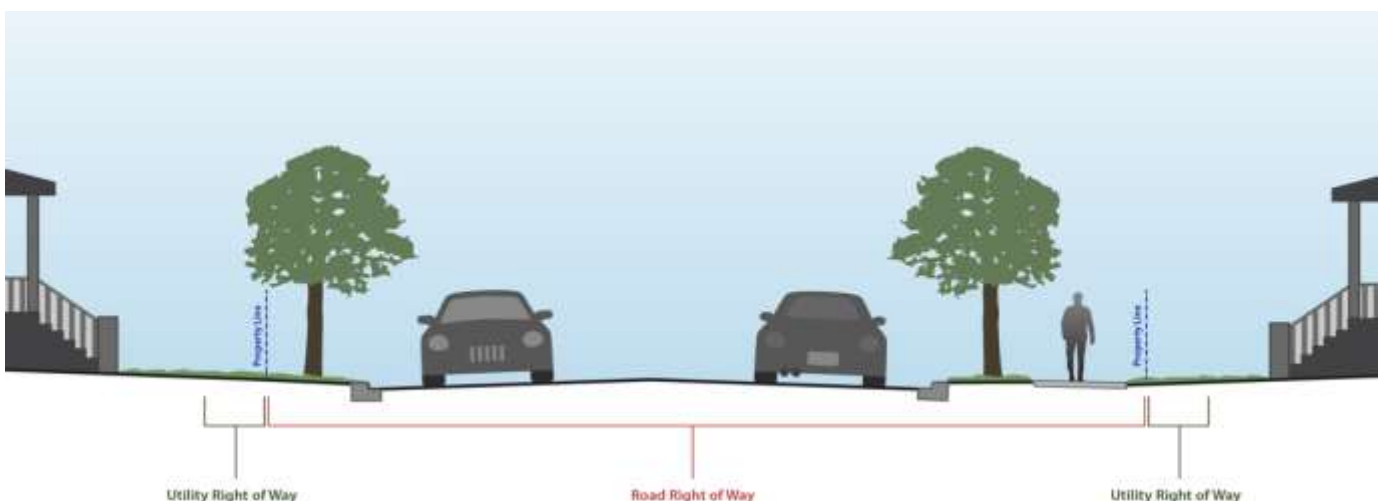
### **What can be done about the off-leash dogs and pet waste in the community?**

The DLOA has emailed reminders to residents regarding responsible pet ownership. Residents must call the City of Chestermere at 403-207-7050 to report off-leash dogs, pet waste, and any other concerns pertaining to animal bylaws. Please see the City of Chestermere's bylaw [here](#).

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

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

<https://qualicocommunitiescalgary.com/blog/boulevard-trees/>



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

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

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

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