

Frequently Asked Questions

November 2025

Who do we contact with concerns or questions?

When in doubt, send emails to admin@harmonyowners.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 OAH admin inbox will be directed to customercare@qualicocommunities.com.

We also have a document on the **OAH 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://harmonyowners.com/important-documents-for-residents/>

What can be done about the off-leash dogs roaming the community?

Rocky View County states that animals are permitted to be off-leash so long as they are under the care and control of their owner. Residents with concerns about animals must call Rocky View County Enforcement Services at 403-230-1401 to file a report. The OAH has communicated about responsible pet ownership to all residents within the community.

Who is responsible for road snow removal in Harmony?

Please visit the [Important Documents for Residents](#) page on the OAH 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 and include photos where possible.

Why is landscaping executed differently in public spaces throughout the community?

There are multiple tiers of landscaping throughout Harmony. Some areas of the community have a more manicured landscaping routine, and others are intentionally naturalized. The naturalized areas play a crucial role supporting drainage, water filtration, and the Green Web, an integral part of the water management plan in Harmony.

Please visit the [Important Documents for Residents](#) page on the OAH website to view our Green Web Information sheet, or our Maintenance Map where we include our landscaping priorities.

When are homeowners required to complete their landscaping by?

There is a Registered Encumbrance (RC) on all titles in the community that states that front and side yard landscaping must be completed by October 1 of the following year after possession. Residents that are unable to complete their landscaping within this timeframe must notify the OAH at admin@harmonyowners.com.

Any properties in breach of the Rocky View County's bylaws regarding unsightly premises can be reported directly to their Enforcement Services team at 403-230-1401.

What is Turnover & Final Acceptance Certificate (FAC)?

FAC is provided to a Developer from the Rocky View County, when phases within a development are completed and meet the requirements from the County. When these items and/or Phases receive **FAC**, those areas are **turned over** to the County, meaning that the County now takes on the maintenance responsibility of those items. This also allows the OAH to enter into Enhanced Landscape Maintenance (ELM) and Snow and Ice Control (SNIC) agreements with the County, which then makes the OAH responsible for these areas within the Community.

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

The OAH 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 and include photos and videos where possible.

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/>.

There are a lot of cars parked on the road in the community. Are there any rules for street parking?

All parking concerns should be directed to Rocky View County Enforcement Services at 403-230-1401. The OAH nor the Developer are able to enforce or mandate any parking rules. Residents are encouraged to park in garages/on driveways when possible.

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 Rocky View County requirement. For more information, visit the QCC website here: <https://qualicocommunitiescalgary.com/blog/boulevard-trees/>

