

The President Reports:

OPEN FOR BUSINESS?

The Victoria Day Weekend is past. For many it was a fun-filled weekend with family and friends perhaps at the cottage – or better yet, a friend's cottage.

Less maintenance that way!

For me it was the traditional long weekend of yard work and planting or as I prefer to think of it ... three days of affirmation that I would never have made a living in the skilled trades.

This glorious weekend with temperatures in the high 20's I took on the task of re-staining the privacy screen and gazebo. I had paid someone to do it in the past but I had the time and it couldn't be that difficult.

In preparation I visited a local store to get advice and necessary supplies. The young person who assisted me appeared to be more interested in moving on to another customer and wasn't able to answer my questions. In all fairness I could tell he was baffled

when I spoke in inches and feet. I'm just not a metric guy! But he did refer me to a more "seasoned" (old and greying) sales person who got me on the right track. Loaded with wood cleaner, scrub brush and stain I left content that I had the knowledge to tackle the challenge.



Hal Bushey
President, FCC

This little story is my way of reminding our readers that success in business is tied to good customer service and being able to answer their questions

about your product or service. I'll definitely return for advice from the "seasoned" sales person.

Customer service was the theme of a presentation to the *Open for Business Committee* made recently by Executive Director Arend Kersten on behalf of your Chamber. We were pleased to have been given the opportunity to provide input to this important committee. The full presentation can be found on page 5 of this edition of the *Bottom Line*.

By the way the re-staining is still a work in progress. I'm sure those few boards, deeply etched by the power washer set at too high pressure needed replacing anyway!



Photos courtesy of Wilf Arndt

Sandy Gray – a Past President of the Flamborough Chamber of Commerce and a former co-owner of Weeks Home Hardware – along with Ancaster-Dundas-Flamborough-Westdale MP David Sweet (right) presented the award named in Sandy's honour – the *Sandra Gray/Weeks Home Hardware Community Service by an Individual Award* – to chartered accountant Norm Read of Beckett Lowden Read. The award was also presented to nine-year-old Dante DiFelice of Waterdown Collision.

Outstanding Business Achievement (OBA) Awards Gala

DANTE AND NORM SHARE PASSION FOR SUPPORTING THE COMMUNITY

Every year, the Flamborough Chamber of Commerce (FCC) honours and celebrates the very best in corporate excellence and community service at its Outstanding Business Achievement (OBA) awards gala. This year's OBA gala was held at the Carlisle Golf & Country Club on Saturday, February 25. The gala was taped for later broadcast by COGECO community television. This year, the Sandra Gray/Weeks Home Hardware Community Service by an Individual Award went to nine-year-old Dante DiFelice (Waterdown Collision) and chartered accountant Norm Read (Beckett Lowden Read). What follows are the introductions of all the nominees at the gala:

Dante DiFelice/Waterdown Collision

He plays rep hockey with the Flamborough Sabres. He dances, plays soccer in the summer and likes to golf, swim and play basketball. His mother

says he is 'non-stop.' From outward appearances, Dante DiFelice seems like your ordinary energetic 9-year-old. But there is a 'but.' At five months, he was diagnosed with cystic fibrosis. But as evidenced by his physical activity, Dante is a fighter. And with the help of his mom and dad - Patty and Max DiFelice of Waterdown Collision - and other members of the extended circle of family, friends and business associates, Dante has raised over \$20,000 over the past two years to help fund research and find a cure for this disease. This past summer, Dante was named a 'great strider' and designated a poster boy for the annual Great Strides Walk – and for that he has been nominated for the *Sandra Gray/Weeks Home Hardware Community Service by an Individual Award*, making him the youngest nominee ever.

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WATERDOWN COLLISION

MEMBERS • FLAMBOROUGH CHAMBER OF COMMERCE

AA

Accountants/Bookkeeping Beckett Lowden Read, C.A. 20 Main St. N905-689-2052
 Bell & Company LLP, C.A., 923 Brant St. Burlington905-333-6699
 Grindstone Accounting & Bus. Solutions, 35 Main St. N.905-689-9424
 Janet Barnard Accounting Services, Greensville905-628-4340
 VanderVelde, J., C.A., 208-115 Hwy. #8, Stoney Creek905-664-1608
Advertising Services Business Directories, 108 Crumlin Lane, Freelon905-659-6107
Airports John C. Munro Airport, 9300 Airport Road, Mt. Hope888-757-1111
Airport Transportation Airways Transit, 35 Highway #5 W.905-689-4460
Aluminum Fafard Aluminum, 445 King William St., Hamilton905-528-3190
Antiques & Flea Markets Mizeners Antique & Flea Market, Highway #5 W.905-690-3532
Appliance Sales & Service M & M Products, Quality Home Appl., 202 Conc. 5905-689-0506
Attractions African Lion Safari, RR 1 Cambridge519-623-2620
Auctioneers Jim McCartney Auction Services, Box 476, Waterdown ..905-689-8778
Auto-Repair Carstar Waterdown, 232 Dundas St. E.905-689-5772
 Dick's Transmission Service, 28 Dundas St. E.905-689-4882
 Jay's Auto Service, 19 Flamboro St.905-689-5428
 Waterdown Collision, 24 Dundas St. E.905-689-8262
 CT&G Automotive Specialists, 941 Centre Rd.905-690-6660
 Gridsale Enterprises Inc., 400 Brock Rd. Dundas905-627-0224

Auto-Tires

BBBBBBBBBBBBBBBBBBBBBBBBBBBBBBBBBB

Bakery Cupcakes of Westdale Village, 1050 King St. W.....905-308-8484
Banks Bank of Montreal, 95 Dundas St. E.....905-690-8970
 CIBC, 9 Hamilton St. N.905-689-6685
 RBC, 304 Dundas St. E.....905-689-6459
 Scotiabank, 76 Dundas St. E.905-689-8817
 TD Canada Trust, 255 Dundas St. E.905-689-8772

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Cable/Internet/Telephone Cogeco Cable, 950 Syscon Rd., Burlington905-333-5522
Casinos OLG Slots at Flamboro Downs, 967 Hwy. #5 W.905-628-4275
Caulking Beverly Caulking, 971 Conc. 5 W.905-659-3367
Charities Drummond House, 67 Conc. 5 E905-689-1484
 United Way, 177 Rebecca St. Hamilton905-527-4543
Chiropractors Parkside Chiropractic, 115 Hamilton St. N.905-689-2777
Churches Community Church, 271 Con. 6 E.905-296-3619
Clothing-Women Lareina's, 255 Dundas St. E.905-690-1866
Commercial Leasing Flamborough Power Centre, 2500 Appleby Line, BU905-335-5204
Community Friends of Rural Communities and the Environment905-659-5417
 Waterdown BIA, Box 198, Waterdown LOR 2H0905-690-3744
Concrete-Precast Coreslab Structure (Ont) Inc., 91 Hwy #5 W.905-689-3993
Construction Wilkinson Heavy Precast Ltd., 588 Hwy. #5 W.905-628-5611
 Jakrete Construction, 45 Golden Iris416-677-8243
 Kev-Art Contracting, Rockton519-647-2267
 Shelterclad Construction, 1190 Westover Rd, Millgrove 905-659-3340
 Van Hoeve Homes, 1044 Garden Lane, Millgrove905-689-6733
Consultants-Business City/Hamilton, Econ. Dev., 1 James St., S., Hamilton905-546-4222
 City/Hamilton Technology Centre, 7 Innovation Dr905-689-2400
 CV Consulting & Contracting, Copetown905-628-0645
 Economic Developers Ass. of Canada, 7 Innovation Dr. 905-689-8771
 LMI Canada - Penny Deathe, Waterdown905-630-4649
 Maria Demkovich Consulting Services, Waterdown905-515-8778
Consultant IT Birmingham Consulting Inc, 153-1235 Fairview905-921-2015
Consultant-Personal Injury Stan Gray Consulting, 845 Upper James St., Hamilton ..905-528-9937
Consultant-Pharmaceutical CanReg Inc., 4 Innovation Dr.905-689-3980
 Lukang American Pharmaceuticals, 7 Innovation Dr.905-690-8881

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Dance Instruction DanceMakerz, 12 Innovation Dr.....905-690-4777
Dentists The Firehall Dentist, 4 Barton St.905-689-9111

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Denturists Waterdown Denture Clinic, 3-245 Dundas St. E.905-690-0222
Dog Trainers McCann Professional Dog Trainers, 929 Brock Rd.905-659-1888

EEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEE

Electrical Enek Electrical, Box 132, Millgrove905-971-6267
Employment Services YMCA Employment Services, 3-35 Main St. N.905-690-9927
Engravers Sherwood Badges, 32 Parkside Dr.905-689-4973

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Fairs & Exhibitions Rockton Agricultural Society, Box 38, Rockton519-647-2502
Farm - Commodities J. D. Smith Farms, 951 Safari Rd.905-659-7936
Farm Equipment Galer Farm Equipment, Hwy. #5 W.905-628-0551
Financial Services JSB Wealth Management, 5-20 Main Street N.905-689-2425
 Gary Titley & Associates, 80 Hamilton St. N.905-689-2800
 TEN STAR Financial Services, 95 Hamilton. St. N.905-689-7911
 Dynamic Body Health and Fitness, 5 Mill St. S.289-895-8504
 Dundas Flying School, 11 Bluejay Crt 905-689-2067
 Al-Care Restoration Services, Box 1260905-689-5298
 Ridgeway Florist, 291 Parkside Dr.905-689-8288
 Kitching Steepe Ludwig, 146 Mill St. N.905-689-4852

Fitness & Health
Flight Instruction
Flood Damage
Florist
Funeral Homes

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Garden Centre Terra, 8 Conc. 5 E.905-689-1999
Gifts Dutch Mill Country Market, 533 Millgrove Side Rd.905-689-7253
Glass & Mirror Grainger Glass, 25 Franklin St.905-689-6653
Golf Courses Carlisle Golf & Country Club, 523 Carlisle Rd.905-689-8820
 Copetown Woods Golf Club, 1430 Conc. 2 W.905-627-4653
 Flamborough Hills Golf Club, 71 Hwy # 52, Copetown .. 905-627-1743
 Pineland Greens Golf Course, 722 Safari Rd. Millgrove 905-659-1271
 Greensville Gourmet, 161 Hwy # 8, Dundas905-627-7775
 Rockton Berry Farm Country Market, 621 Hwy. 8905-627-9720
 Harster Greenhouses, 250 Hwy #8, Greensville905-628-2430
 Fortino's, 115 Hamilton St. N.905-690-6446

Gourmet Shops
Greenhouses
Grocer - Retail

HHHHHHHHHHHHHHHHHHHHHHHHHHHH

Hair Salons Nick's Hair Design, 1132 Fennell Ave., Hamilton905-388-1811
Hardware-Retail Canadian Tire Associate, 11 Clappison Ave.905-690-3961
 Weeks Home Hardware, 71 Hamilton St. N.905-689-6618
Health & Wellness Turning Point Detox, 1222 Hwy. #5 West.....905-523-8369
Heating & Air Conditioning Excel Heating & A/C Systems, Box 1170, Waterdown905-689-3446
 Flamborough Air Systems, Waterdown905-689-0610
Heavy Equipment Repair Murfin Equipment Service, 31 Dundas St. E.905-689-6306
Home & Garden Grasshopper Imports, 1134 Hwy. #6 N905-689-4079
 Rona Home and Garden, 52 Dundas St. E.905-689-8700
Home Improvement Custom Home Improvements, 304 Progreston Rd.905-689-1750
 Grindstone Home Improvement, Box 905, Waterdown ..905-689-8616
 Hickory Dickory Decks, 115 Dundas St. W.905-689-4774
Home Renovations Riverin Wood Products, 321 Dundas St. E.905-689-8494
Home Theatre Home Theatre Excellence, 257 Freelon Rd.905-690-1162

Home Renovations
Home Theatre

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Ice Cream Dairy Queen, 233 Dundas St. E.....905-689-8514
Industrial Maintenance Complete Industrial Maintenance., 3820 Beverly Rd.905-902-7169
Industrial Millwright Flamboro Main. & Mechanical, 730 Middletown Rd.905-628-6243
Industrial Minerals Opta Minerals, 407 Parkside Dr.905-689-6661

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Join the Flamborough Chamber of Commerce today for less than \$1 per day and have your business listed in this directory which is distributed to over 13,000 Flamborough homes and businesses every month by the Flamborough Review!

MAINWAY HUNTER CREIGHTON

HONOURING FLAMBOROUGH'S BEST

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Norm Read

Beckett Lowden Read

Like many of his colleagues in the profession, chartered accountant Norm Read of Beckett Lowden Read is truly committed to the community. But in our community, the quiet, unassuming - what else do you expect from an accountant - Norm has become synonymous with non-profits and charities. A regular at FCC events, Norm has a very long track record of community service, including contributions to the Rotary Club of Waterdown, the Waterdown Business Improvement Area, his church community, CHOICES (which as many of you know is committed to serving our most vulnerable neighbours - people with developmental disabilities) and yes, even the FCC. And of course, let's not forget his passion for the Hamilton Bulldogs.

Gary Aikema

Shelterclad Construction

Tomorrow, February 26, marks the first anniversary of the passing of Corrine Aikema - a victim of ALS disease - also known as Lou Gehrig Disease - a particular horrific kind of killer. To honour Corrine's memory and her strength and courage, Corrine's husband Gary of Shelterclad Construction - along with other members of his family including daughter Tracy - continue tireless efforts to raise money to find a cure. In one campaign, Team Corrine raised the second highest total in all of Canada. Proving he is not committed to only one cause, Gary joins us tonight - having just returned from a mission trip to Haiti.

Wilf Arndt

Waterdown BIA

As the official photographer at FCC events (including tonight), we already know of Wilf Arndt's passion for the community. But his nomination this evening is for another manifestation of that community - his efforts on behalf of the Waterdown Business Improvement Area - or the Waterdown BIA. Here's what his nominator said: "Wilf has become a 1-man champion of beautification in



Photos courtesy of Wilf Arndt

Nine-year-old Dante DiFelice (joined by his father Max - left - Waterdown Collision) was awarded the *Sandra Gray/Weeks Home Hardware Community Service by an Individual Award* at this year's *Outstanding Business Achievement (OBA)* awards gala. The presentation was made by the award's namesake and Ancaster-Dundas-Flamborough-Westdale MP David Sweet.

Waterdown. Wilf definitely walks the talk. More importantly, he has never met a challenge or obstacle that he hasn't resolved. Nothing stands in the way of his getting many community projects done." The FCC agrees.

Penny Deathe

LMI International

Tragic details at a coroner's inquest these past two weeks confirm that Flamborough is not immune from what some may label as 'big city' challenges. Despite a significant amount of skepticism among some in the community, our next nominee knows that. And she set out to do something about. To truly make a difference, every successful community crusade needs a tireless and passionate 'champion.' Penny Deathe is just that. Armed with '40 Assets' developed by Leadership Management Interna-

tional - which independent research indicates creates healthier communities and healthier youth - Penny has almost single-handedly created an extraordinary coalition which is determined to build a better community in Flamborough.

Maria Demkowich

JDJ Trailers

The late Mike Demkowich - founder of JDJ Trailers - was among the first recipients of the FCC's *Lifetime Achievement Award*. He was not only honoured for his entrepreneurial spirit but his passionate commitment to a large number of charitable causes - both domestic and international. In 2001 he was instrumental in sponsoring a golf tournament that raised enough money to open an orphanage in Haiti. In 2009 - the family opened a

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Flamborough Chamber of Commerce ANNUAL EVENT CALENDAR

The Flamborough Chamber of Commerce (FCC) organizes, hosts and promotes a variety of activities for its members, offering a wide variety of networking, educational and celebratory opportunities. Details of the events are shared in the *Members Only* newsletter which is distributed to all FCC members on a regular (usually weekly) basis.

The Flamborough Breakfast Club

Offering the best in delicious food, great fellowship and outstanding networking opportunities, the *Flamborough Breakfast Club* - co-hosted by the FCC and the Rotary Club of Flamborough A.M., - usually meets the third Wednesday of each month (except during the summer months) at the Dutch Mill Country Market on Millgrove Side Road.

Business After Five (BA5)

Typically held once a month (except during the summer months), the FCC hosts a *Business After Five (BA5)* networking event. This casual come-and-go event runs from 5 p.m. to 7 p.m. and offers a complimentary beverage, delicious munchies and door prizes (draw at 6 p.m.). Pre-registration is not required and there is no cost.

Outstanding Business Achievement (OBA) Awards Gala

Honouring the 'very best of the best' in corporate excellence and community service, the FCC hosts the annual *Outstanding Business Achievement (OBA)* awards gala - at what has evolved into *the* social event of the year in Flamborough. Nominations are encouraged throughout the entire year.

The Flamborough Open

Representing an extraordinary community partnership, the Rotary Club of Waterdown and the Flamborough Chamber of Commerce (FCC) co-hosts the annual *Flamborough Open*, the premier local golf tournament. To register for what has become the premier annual golf tournament in Flamborough please contact the FCC office.

Great Mini Putt Challenge

Try your skills at the *Great Flamborough Mini Putt Challenge* which is hosted every summer by the FCC. Winners are recognized in both the individual as well as the corporate team categories. Another FCC event offering fun and fellowship.

WATERDOWN BIA

Continued from page 3
 women's dorm in Mike's memory. Today, Mike's widow Maria - who recently sold JDJ Trailers - and her family - continue the crusade by raising money to create a Primary Healthcare Program, which will provide comprehensive healthcare to the people of Haiti and help reduce preventable diseases, foster education and increase life expectancy.



NOMINEES - COMMUNITY SERVICE BY AN INDIVIDUAL AWARD

Joined by FCC Past President Sandy Gray (fourth from right), the nominees for this years *Sandra Gray/Weeks Home Hardware Community Service by an Individual Award* are (from left) Wilf Arndt (Waterdown BIA), Norm Read (Beckett Lowden Read), Gary Aikema (Shelterclad Construction), Dante DiFelice (with his dad Max of Waterdown Collision), Maria Demkowich (JDJ Trailers), Penny Deathe (LMI International) and Shirley Eden (Soroptimists International - Dundas Ancaster Flamborough).

Shirley Eden
Soroptimists International
Dundas Ancaster Flamborough
 We have introduced you to several 'champions' tonight - and now I want to introduce yet another. Shirley Eden - who has spent her entire adult life in Flamborough and - with her husband Ted - raised four daughters - is currently the President of the Dundas-Ancaster-Flamborough club of Soroptimists International - or SIDAF. As such, she leads a group of women "committed to

a world where women and girls together achieve their individual and collective potential, realize aspirations and have an equal voice in creating strong,

peaceful communities worldwide." But tonight we honour Shirley because of how once upon a time she and her family supported a single woman

and her children who were in crisis. That woman was Deb Tigchelaar - the founder of Drummond House.

OUTSTANDING BUSINESS ACHIEVEMENT AWARDS CELEBRATE THE VERY BEST IN CORPORATE EXCELLENCE

LIFETIME ACHIEVEMENT AWARD
Col. Gordon Dailley
 African Lion Safari
Mike Demkowich
 J.D.J. Trailers
Domenic DiFelice
 Waterdown Collision
Hank Gelderman
 Jan Gelderman Landscaping
Sandy Gray
 Weeks Home Hardware
Bill Grisdale
 Grisdale Enterprises
Jay Hughes
 Jay's Auto Service
Karen Hunt
 Rockton Dinner Theatre
Charles & Margaret Juravinski
 flamboro downs
Archie McCoy
 McCoy Foundry
Jim and Margaret Robertson
 Pause Awhile Tea Room
Ron Steepe
 Kitching Steepe & Ludwig
 Funeral Home
Ernie Weeks
 Weeks Home Hardware

BUSINESS GROWTH AND ACHIEVEMENT AWARD
 2006 - *Hickory Dickory Decks*
 2006 - *DanceMakerz*
 2007 - *CHOICES*
 2007 - *Magnolia House Spa*
 2008 - *Dufferin Aggregates*
 2008 - *Aventix*
 2009 - *Langford Pharmacy*
 2009 - *Waterdown Optometric Clinic*
 2010 - *The Lock Hut*
 2010 - *Millgrove Gardens*
 2011 - *Greensville Gourmet*
 2011 - *McCann Professional Dog Trainers*

TOWN OF FLAMBOROUGH AWARD
 2006 - *Sylvia Wray*
 Flamborough Archives
 2007 - *flamboro downs*
 2008 - *Cpl. Chris Klodt*
 2009 - *Gail Bosma*
 Flamborough Food Bank
 2010 - *Ryan Ellis*
Mark Visentin
 Canadian Junior Hockey Team
 2011 - *OH CANADA Ribfest*
 Rotary Club of Flamborough AM
 Rotary Club of Waterdown

SANDRA GRAY/ WEEKS HOME HARDWARE AWARD
Community Service by an Individual Award
 2006 - *Deb Tigchelaar*
 Drummond House
 2007- *Tom Jacques*
 Hickory Dickory Decks
 2008 - *Heather Johnston and Ted Lindsay*
 Flamborough Review
 2009 - *Peter Barnes*
 Waterdown Youth Centre
 2010 - *Marti Van Hoeve*
 Van Hoeve Homes
 2011 - *Dante DiFelice*
 Waterdown Collision
 2011- *Norm Read*
 Beckett Lowden Read

YOUNG ENTREPRENEUR OF THE YEAR AWARD
 2009 - *Haley Luckanuck*
 Spoiled Rotten Pet Services
 2011 - *Nicole Martin*
 Talent Search Summer Camp

COMMUNITY SERVICE BY A COMPANY AWARD
 2006 - *Flamboro Speedway*
 2007 - *Jay's Auto*

2008 - *Terra Greenhouses*
 2010 - *Waterdown Dairy Queen*
 2011 - *Lafarge Canada*

CHAMBER OF COMMERCE GREEN AWARD
 2008 - *Waterdown Collision*
 2009 - *Nathan Helder*
 Gelderman Landscaping
 2010- *Sensible Life Products*

FCC AWARD
 2006 - *Arend Kersten*
 Flamborough
 Chamber of Commerce
 2007 - *Lafarge (Dundas)*
 2008 - *COGECO*
 2009 - *Robert Pasuta*
 Councillor - Ward 14
 2010 - *Fred Eisenberger*
 Mayor - City of Hamilton
 2011 - *Dutch Mill Country Market*

CIVIC RECOGNITION AWARD
 2011 - *Flamborough Women's Resource Centre*
 2011 - *Soroptimists International Dundas-Ancaster-Flamborough*

HAMILTON TECHNOLOGY CENTRE

IS HAMILTON REALLY 'OPEN FOR BUSINESS?'

The following presentation was made recently to Council's 'Open For Business' committee by Flamborough Chamber of Commerce Executive Director Arend Kersten.

On behalf of our members and the Board of Directors of the Flamborough Chamber of Commerce (FCC), I want to express my appreciation for this opportunity to share some of the experiences of our members and provide some concrete suggestions for your consideration.

APPLAUD

I want to begin by applauding Council on the creation of this committee. It may not seem like it now, but the work of this committee in encouraging and promoting job creation and job retention may be one of the defining legacies of your contributions as public servants.

REMEMBER

Before I retell some 'red tape horror stories' that have been shared with the FCC, let me remind you - with the greatest of respect - of a couple of things:

- While the successful recruitment of a new bread plant with hundreds of jobs may result in newspaper headlines, please remember that over 90 percent of new jobs are created by small and medium size enterprises.

- Frank Stronach of Magna International fame - which now employs tens of thousands of employees around the globe - started his empire in his garage.

WHY NOT MORE IMPUT?

After meeting with Councillors Powers and Pasuta, the FCC convened a meeting for our members, inviting them to share their 'red trap horror stories' in anticipation of our presentation to you this morning. Because of the regular complaints I receive at our office, I expected the biggest turnout we've ever had. Instead, only a handful registered - and some of them did not show up. I was puzzled and wondered why that happened. Over and over again, I received two reasons:

- **Fear of Retaliation:** Some of our members expressed concern that if they would share their experiences in a public form, they would become targets of bureaucratic

retaliation. I don't know if that is true or not - but I remind you that in the real world, 'perception is reality.'

Frustration: Other members predicted that our efforts to solicit public input was 'an exercise in futility' and 'wouldn't make any difference or result in any changes' as our efforts represented nothing but 'an exercise in futility.' Again - with the greatest of respect - I would suggest that with the creation of this committee, you now have a unique opportunity to prove those naysayers wrong.

RED TAPE NIGHTMARES

I could easily speak for the next hour detailing the 'red tape horror stories' that have been shared with us. But I don't have the time. Let me try and summarize some of them - and add that I would be glad to expand on them during the question and answer session. Here goes:

- There's the owner of a Sheffield automotive repair shop who was anxious to do everything 'by the book.' When the flat roof on his building started to leak, he decided to replace it with a truss roof and applied for a building permit. Even though he wasn't expanding his building - which is decades old - he was instructed to obtain a survey before the building permit could be issued. The survey cost him almost \$4,000. With survey in hand, he again applied for a building permit. He was then told he needed a minor adjustment. That cost him another \$1,000+ in application fees.

- Then there is the owner of a garden supply outlet outside Millgrove that spent tens and tens of thousands of dollars in obtaining a rezoning that would see the business move from a leased site on one side of the road to an owned site on the other side of the road. The application eventually ended up at the Ontario Municipal Board (OMB), where it was approved. But then the city decided to impose many new restrictions on truck traffic in the area and - even with provincial OMB approval - trucks owned by the business as well as its suppliers and customers were now facing tickets on roads they had used for decades. The owner owns a sister operation in Burlington and now wonders - had he to do it

all over again - whether he should have simply consolidated his two businesses there.

- Then there's the family-owned business at Clappison's Corners where the ownership team of father and mother sold the business to their son and his wife. Again, committed to doing 'everything by the book,' the new owners went through red tape hell trying to get the business license transferred to their name. However, the city refused to issue it until an engineer's certificate confirming



AREND KERSTEN

Executive Director

Flamborough Chamber of Commerce

the design and construction of the building - even though the building has been standing at this location for decades and paying commercial property taxes.

- Then there's the business at Flamborough Centre which has been established since before amalgamation. The owner of the building sold the business located in the building to a father-and-daughter team. When the new owners applied for a business license transfer, they were told that an 'occupancy permit' had never been issued for the building - even though the building had been up for over a decade, had operated as a business and paid commercial taxes and license fees every year.

- Then there's the business owner at Clappison's Corners who is also a landlord to about a dozen small companies with a total of about 100 employees. Some 10-15 years ago, he was notified that his property would be needed for the proposed new interchange at Highways #5 and #6. But even though the city is a 25 percent 'stakeholder' in the project, he has been totally frustrated in

his attempts to get a firm timetable so that he can plan for the future. The uncertainty has already cost him some tenants - and may cost him more.

- There there's the \$5 million redevelopment project proposed for downtown Waterdown that's being held up because concrete stairs to an existing building on the site - which will be retained - infringes on the sidewalk by five inches. FIVE INCHES!!

I could go on and on - but you get the idea.

IS THIS CITY BUILDING?

As you may recall, the Flamborough, Hamilton and Stoney Creek Chambers of Commerce partnered in addressing the very contentious and divisive issue of area rating. In time, the three chambers - united and unanimously - recommended that 'area rating' be replaced with 'service rating.'

Not everyone liked that recommendation but at its core, it represented 'fairness.'

In time - due in no small part to the behind-the-scenes leadership of Councillor Collins from the 'olde' city of Hamilton and Councillor Powers from the 'suburban' community of Dundas, Council - unanimously - adopted a new formula that in many ways mirrored the joint recommendations of the the three chambers of commerce.

The result is that you hear very little about area rating anymore. That's called 'city building.' So why did the area rating debate end so successfully?

Because individuals committed to serving the best interests of the entire 'new' city listened very carefully to each other, shared their opinions thoughtfully and parked their narrow, parochial interests at the door.

With that observation, let me - again with the greatest of respect - just say the following.

- Bylaw enforcement officers trolling up and down the concessions looking for alleged offenders is not conducive to 'city building.'

- Scouring every square inch of the local community newspapers in effort to identify alleged offenders is not conducive to 'city building.'

NOTE

Before I conclude with some specific suggestions,

please permit me remind you of one more thing.

I direct your attention to a comparison of commercial property taxes Hamilton with those in neighbouring - and competing - Burlington (see attached). The 2011 commercial property tax rate in Hamilton is some 60 percent HIGHER than in Burlington (3.557645 percent in Hamilton versus 2.194345 percent in Burlington).

There may be some legitimate reasons for the difference. But the simple reality is that for a retail commercial property like Weeks Home Hardware of Waterdown, that difference totals some \$35,000 a year!!

SUGGESTIONS

We all know that if we want to close the gap between Hamilton and Burlington commercial property taxes, our city needs more commercial/industrial investment creating additional employment opportunities. And most of those jobs will come from existing small and medium sized enterprises.

RECOMMENDATIONS

To that end, we humbly share the following specific **RECOMMENDATIONS** for your consideration:

- **Encourage/foster a 'business-friendly, customer-first' front-line mindset at Hamilton City Hall that places a priority on common sense and creative solutions.**

- **Consider appointing a 'single point of contact' staff 'champion' for each application.**

- **Cease immediately using current and new applications to correct alleged past wrongs.**

- **Create a joint Council/staff/chamber committee to examine all aspects of home-based businesses and provide business-friendly recommendations that would be harmonized across the entire 'new' Hamilton.**

- **Until the above committee on home-based businesses completes its work, place a temporary moratorium on aggressive enforcement.**

THANK YOU AGAIN

Thank you for the opportunity to share some thoughts. Let me conclude by reiterating that the Flamborough Chamber of Commerce stands ready to be part of the solution and assist in any way possible.

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Photos courtesy of Wilf Arndt

ABOVE, LEFT: Among the participants at the 2011 Flamborough Open golf tournament – co-sponsored by the Flamborough Chamber of Commerce (FCC) and the Rotary Club of Waterdown and held at the Carlisle Golf & Country Club – was Team Dutch Mill which was comprised of (from left) Tony, Stephen, Bruno and Mike Simeone. ABOVE, RIGHT: Team Eclectic included (from left) Brad Arnold and Doug Jury (Hickory Dickory Decks), Mike Martin (Skyway Life Insurance/Chambers of Commerce Group Insurance Plan) and Ron Romano (Instant Marketing Systems).

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Thank you to all who contributed to the success of the 2011 Flamborough Open

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 Wilf Arndt (Photographer)

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TERRA – WHERE COLOUR LIVES

OCC/CHAMBER NETWORK POISED TO HELP ONTARIO *EMERGE STRONGER*

The long term economic vision by the Ontario Chamber of Commerce (OCC) for the future of the province – *Emerging Stronger: A Transformative Agenda for Ontario* – has been adopted as the OCC's 'collective ambition'. The decision was made at the OCC's 100th Annual General Meeting (AGM) held earlier this month in St. Catharines.

The goal now is for communities across Ontario to embrace this long term vision. The OCC looks to its members, as leaders in their communities, to implement this economic vision and capitalize on opportunities to take regional action on the following five priorities:

- Fostering a culture of innovation to become a productivity leader



ALLAN O'DETTE
President & CEO
Ontario Chamber of Commerce

- Building a 21st century workforce
- Restoring fiscal balance
- Taking advantage of new opportunities in the global economy
- Identifying, championing and investing in our competitive advantages

It requires community leaders to understand local issues and identify ways in which we can move this issues forward. To help communities facilitate this dialogue, the Ontario Economic Summit is launching a Regional Economic Leadership Series which will focus on local action that can be taken to drive these five priorities.

As a provincial body, the OCC is able to promote *Emerging Stronger* at Queen's Park and amongst business and civic leaders. And this economic

vision for Ontario appears to be supported by key players in the province.

Representatives from all three political parties at the 2012 OCC AGM in St. Catharines referenced *Emerging Stronger* and applauded the priorities contained within.

The document itself was developed out of the comments and ideas of business and civic leaders across the province polled by Leger Marketing as well as leaders who attended the 2011 Ontario Economic Summit.

The OCC and its network of almost 150 chambers of commerce/boards of trade across the province are proud to promote *Emerging Stronger* as a vision for making Ontario more productive and more globally connected.



Photos courtesy of Wilf Arndt

ERNIE IS 101 YEARS YOUNG

Ron Cicuttini, the new owner of Weeks of Waterdown Home Hardware has continued a tradition by hosting an annual birthday party for former owner and local business icon Ernie Weeks. Earlier this month, Ernie celebrated his 101st birthday at the store. ABOVE: Erin Hall - the daughter of former Weeks co-owners Sandy and Steve Gray - brought her daughter Evelyn to the party to congratulate Ernie. BELOW: Ward 15 (East Flamborough) Councillor Judi Partridge and her son Jordan joined many members of the community in extending best wishes to Ernie.



COGECO

