

FORMAL PETITION & DEMAND FOR RELIEF

TO:

- The Council and Office of the Regional Chair, Regional Municipality of Niagara
- The Council and Office of the Mayor, City of Welland
- The Council and Office of the Mayor, Town of Pelham
- Commissioners of Public Works and Corporate Services (Niagara Region & Local Municipalities)

DATE: October 21, 2026 **REGARDING:** The Quaker Road Reconstruction & Sanitary Trunk Sewer Project — Demands for Infrastructure Accountability, Service Redress, and Property Tax Relief

PREAMBLE

We, the undersigned residents, homeowners, and rate-paying business operators fronting or directly affected by the ongoing Quaker Road capital infrastructure works, formally petition Niagara Region, the City of Welland, and the Town of Pelham.

For more than two years, our neighbourhood has endured an unrelenting cycle of ground disruption, repeated street excavation, project timeline failures, and the near-total degradation of basic municipal services. While we recognize that infrastructure modernizations are periodically necessary, the execution of this project has far exceeded reasonable public tolerance:

1. **Repetitive Dig-and-Redig Cycles:** Portions of the corridor have been excavated, patched, and reopened repeatedly—now entering an unconscionable third cycle—citing subsurface stabilization issues that should have been identified and engineered for prior to major tender.
2. **Deprivation of Essential Public Services:** Households have routinely suffered missed curbside waste and recycling collection, stranded or inaccessible transit stops (severely impacting seniors, youth, and non-drivers), unannounced water shutoffs, temporary low-pressure overland bypasses, and power outages caused by utility strikes.
3. **Loss of Property Access and Safety Hazards:** Private driveways have been repeatedly blocked, trenches left poorly marked, and properties subjected to intense vibrations that risk long-term structural and foundation integrity.
4. **Economic and Personal Strain:** Residents have spent hundreds of hours moving waste bins, navigating vehicle damage caused by steep cuts and unpaved drop-offs, and absorbing standard property and utility assessments for municipal services they simply did not receive.

The phrase “*we appreciate your patience*” no longer suffices. Municipal and Regional councils cannot remain insulated behind administrative jurisdictional divides while area residents shoulder the daily fallout of project management failures.

DEMANDS FOR REDRESS AND ACCOUNTABILITY

We collectively call upon Regional and Municipal leaders to immediately approve and execute the following corrective measures:

1. Expedited Property Tax and Utility Relief

- **Municipal Tax Adjustments:** That the local Councils (Welland and Pelham) establish an expedited, proactive review stream under **Section 357 of the *Municipal Act, 2001*** to provide proportional tax cancellations, reductions, or refunds to directly impacted Quaker Road properties reflecting the loss of access and property utility.
- **Fixed Water/Wastewater Surcharge Rebates:** That the Region and lower-tier municipalities issue immediate statement credits against the fixed monthly infrastructure base rates on municipal water/wastewater bills for all billing periods affected by service shutoffs or overland bypasses.

2. Guaranteed Municipal Concierge and Services

- **Curbside Collection Assurance:** A formal, binding directive requiring the contractor and municipal public works to personally collect waste and recycling directly from private property lines and return containers promptly on designated collection days whenever large collection vehicles cannot safely access driveways.
- **Accessible Transit Vouchers:** Direct funding and immediate issuance of zero-cost NRT OnDemand or specialized transit/taxi vouchers for all residents whose fixed transit stops have been removed or rendered inaccessible.

3. Financial Accountability & Contractor Enforcement

- **Liquidated Damages:** That Niagara Region enforce all applicable contract delay penalties and liquidated damages against the project account, with recovered revenues directed into a dedicated **Quaker Road Neighbourhood Remediation Fund** to finance driveway repaving, sod replacement, and road edge restoration.
- **Expedited Claims Stream:** The creation of a dedicated, neutral Regional ombudsman to quickly adjudicate and compensate claims for vehicle damage, plumbing complications, and driveway damage directly through the project's commercial general liability insurance.

4. Independent Geotechnical & Management Audit

- That Regional Council commission an independent third-party engineering audit investigating the original geotechnical due diligence, contract oversight, and the specific root causes of the repeated excavations, with findings presented in open, public session.

PETITION SIGNATURES

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