To have your Landscape Security refunded, follow these steps:

1. Maintain the landscape for the first year
2. Request an inspection from May 1st - August 31st online
   - Inspectors will notify you and visit the site within 20 working days (section 55.7)
   - Inspectors will email a copy of the inspection report approving the landscape or noting deficiencies
3. Receive 50% of security when your site has an approved landscape inspection report
   - Security is retained when your site has deficiencies
     - Correct deficiencies and request another inspection
   - Financial Services will mail a letter noting the status of your Letter of Credit based on the inspection report
4. Maintain the landscape for the second year
5. Request an inspection from May 1st - August 31st online
   - Inspectors will notify you and visit the site within 20 working days (section 55.7)
   - Inspectors will email a copy of the inspection report approving the landscape or noting deficiencies
6. Receive 100% of security when your site has an approved landscape inspection report
   - Security is retained when your site deficiencies
     - Correct deficiencies and request another inspection
   - Financial Services will mail a letter noting the status of your Letter of Credit based on the inspection report

Once your landscaping has been completed according to the plans that were approved by the City of Edmonton, you are eligible to have your Landscape Security refunded.

CONTACT

Phone
311
Outside of Edmonton: 780-442-5311

Office Hours
8:00 a.m. - 4:30 p.m.
Monday through Friday

In Person
Edmonton Service Centre
2nd Floor, 10111 - 104 Avenue NW
Edmonton, Alberta T5J 0J4

Mail your security deposit to:
The City of Edmonton
Sustainable Development
2nd Floor, 10111 104 Avenue NW
Edmonton, Alberta T5J 0J4
Attention: Kailey Fisher