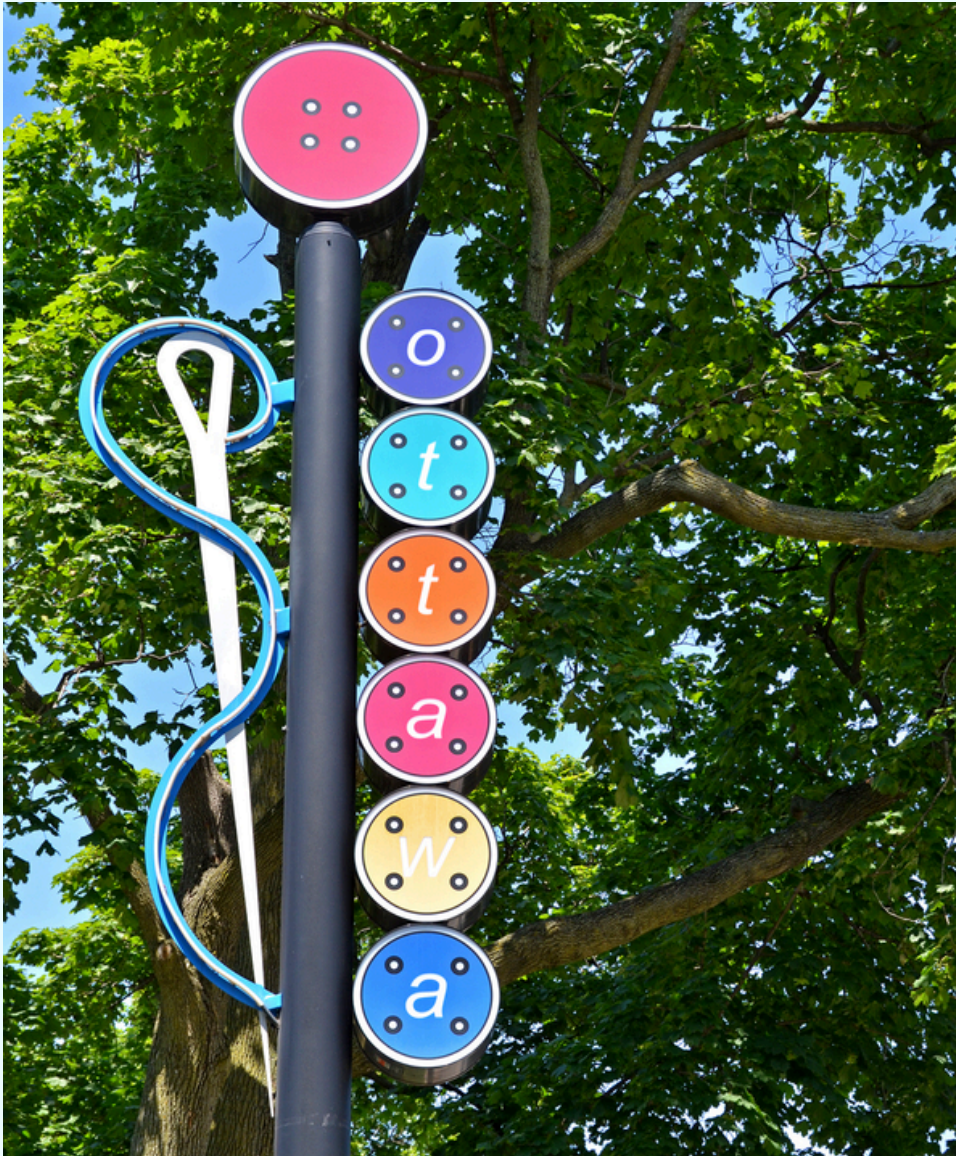




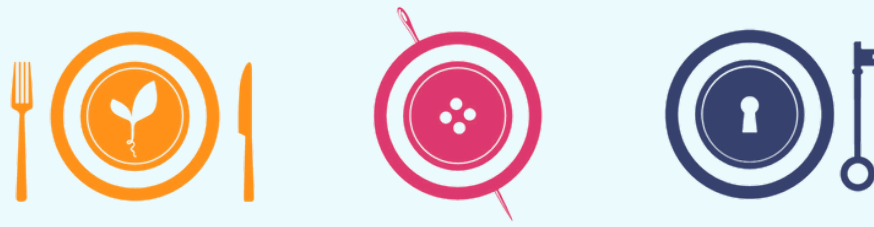
OTTAWA STREET

Hamilton's destination for inspiration.



Ottawa Street is Hamilton's destination for inspiration and reflects the eclectic spirit of our City. With over 100 shops, featuring great food, fantastic fashion and fabulous finds Ottawa Street will inspire even the most novice Do-It-Yourself enthusiast. There are endless creative combinations of antiques, fabric, furniture, food, art and collectibles as well as many home services and great restaurants. Be one of the décor enthusiasts that visit regularly to discover our charms.

WELCOME



OTTAWA STREET

ABOUT

The Ottawa Street Business Improvement Area (BIA) is a nonprofit association established in 1985. The Ottawa Street BIA runs from Main Street to Barton and is located in the Heart of Hamilton's East End; it is made up of more than 100 businesses and property owners offering a unique mix of retail, goods, and services. The BIA promotes Ottawa Street as the vibrant and eclectic commercial, retail, residential, and entertainment spot in Hamilton's East end, attracting more people to live, shop, work and gather. Ottawa Street is Hamilton's Destination for Inspiration. Ottawa Street's distinct character has attracted a variety of fabric and home-decorating businesses throughout the years as it continually strives to re-invent itself. Today, a recent influx of antique stores, more eclectic retail offerings and eateries continue to keep Ottawa Street pertinent.





MISSION STATEMENT

The Ottawa Street BIA is a collective voice that represents the unique needs of the community and aims to create a vibrant and sustainable business, cultural and residential environment. The association is committed to improving and promoting Ottawa Street through investment and advocacy to further its position as Hamilton's Destination for Inspiration. Our vision is to create a vibrant and inclusive shopping district and residential community in Hamilton's East End.

A Business Improvement Area (BIA) is an area made up of commercial properties and managed by a Board of Directors. This is typically a group of local business owners which work together to improve the promotion and beautification of an area.

What can a BIA do? A BIA is intended to improve business within the BIA area through beautification, promotion, advocating on behalf of its members, and improving tourism. Some benefits include the improvement of the physical environment, including parking, benches, flowers, planters, special street lighting, improved streetscapes, art and beautification projects. The marketing and promotion of the area as a business and shopping community. These marketing and promotion efforts can include organizing community events, public relations programs, and advertising campaigns. Advocating on behalf of its members at Council meetings, seminars, and public meetings.



WHAT IS A BIA?

A Business Improvement Area (BIA) is an area made up of commercial properties and managed by a Board of Directors. This is typically a group of local business owners which work together to improve the promotion and beautification of an area. Hamilton has 11 unique business improvement areas (or BIAs). BIAs improve the look, feel, and financial success of the area by introducing planters and benches, a distinctive style, or improving signage/facades, helping to attract shoppers and diners to the area.

WHAT CAN WE DO?

What can a BIA do? A BIA is intended to improve business within the BIA area through beautification, promotion, advocating on behalf of its members, and improving tourism. Some benefits include the improvement of the physical environment, including parking, benches, flowers, planters, special street lighting, improved streetscapes, art and beautification projects. The marketing and promotion of the area as a business and shopping community. These marketing and promotion efforts can include organizing community events, public relations programs, and advertising campaigns. Advocating on behalf of its members at Council meetings, seminars, and public meetings.

HOW ARE BIAS FUNDED & MANAGED?

Property and business owners within the BIA's boundaries automatically become members, contributing through a levy paid with their property taxes to the municipality. Each year, the Board of Management votes on the BIA budget to be collected by the levy. These funds go directly back into the area through beautification, maintenance, programming, and business support.

The BIA is a non-profit organization governed by a board of management comprised of volunteer directors (business owners and managers from within the BIA district). The board is elected for a four-year term, aligned with the municipal election calendar.
Two





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HOW DOES A BIA OPERATE?

Board of Management

- Governance, including
- Strategic Planning
- Sets Agenda(s)
- Manages and Keeps Records
- Manages Activities
- Establishes Subcommittees
- Prepares the Budget
- Establishes Policies
- Manages Staff (where applicable)
- Communications
- Keep Municipal Council informed

General Membership

- Nominates Board
- Reviews the Budget
- Participate in Subcommittees
- Participates in Activities



BENEFITS OF A BIA

Whether you're into antiques and textiles, are a retail business, restaurant, professional or personal service, Ottawa Street North has space for you!

Members enjoy many great benefits as part of a BIA:

- BIAs promote, manage, and advocate on behalf of their members
- BIAs work with all levels of government, Hamilton Police Services, and other stakeholders to promote the interests of the whole area.
- Increase your business's online presence with a listing on BIA business directory, social media channels, and partnerships.
- BIA events designed to bring more awareness and customers to the BIA
- Financial incentives available to property and business owners located within the BIA boundary from the City of Hamilton.

Surrounding Neighbourhoods

A BIA may improve quality of life in surrounding neighbourhoods through physical improvements as well as enhanced ambience, choices in local shopping and professional services, job opportunities, cleanup and safety programs, and community events.

The Wider Community

Fostering local economic development and revitalization in an area can stimulate new drive for tourism and investment in the wider community. Fostering community engagement can strengthen and build community interest, spirit, pride and networks well beyond the boundaries of a BIA.





City of Hamilton Financial Incentives



The City of Hamilton offers grant and loan programs, for property and business owners, aimed to help rehabilitate properties in Business Improvement Areas (BIAs) across the city.

<https://investinhamilton.ca/incentives>

The Commercial District Revitalization Grant (CDRG) Program

The Commercial District Revitalization Grant Program provides financial support for permanent improvements to commercial or mixed-use properties within Hamilton's designated commercial districts. The program focuses on enhancing exterior building façades, improving accessibility to meet AODA standards, upgrading property appearance and functionality with an emphasis on environmental sustainability, and allowing limited interior mechanical or ventilation improvements for restaurants.

Temporary upgrades are not eligible; all improvements must be permanently installed and affixed to the property.

- Exterior building façade improvements;
 - Exterior/interior improvements that achieve Accessibility for Ontarians with Disabilities Act (AODA) standards;
 - Exterior building/property improvements which improve appearance or functionality including those that enhance environmental sustainability of the building/property; and
 - Limited interior mechanical/ventilation improvements for restaurant uses.
-

The Commercial Vacancy Assistance (CVA) Program

The program is intended to provide financial assistance, in the form of a Grant, to new permanent or “pop up” commercial tenants of a presently vacant at, or below grade, commercial space so as to make permanent interior improvements for the purposes of improving the attractiveness and usability of the space for the intended commercial use.

Grants provided under this Program shall be provided to an Applicant who is an authorized commercial tenant of a property that is the subject of the Program application. The intended commercial use must be accessible to the public/customers and may include, but not be limited to, retail uses, artists studios/galleries containing a retail component, personal service businesses, microbreweries, commercial entertainment uses, commercial recreation uses and/or dine-in or take-out restaurants.

The Start-up and Office Tenant Attraction (SOTA) Program

The program is intended to provide low-interest Loans or Forgivable Loans that will facilitate the undertaking of eligible leasehold improvements to office space by property owners or authorized tenants in order to support the creation of new office space and improve the marketability and attractiveness of existing office space. This Program will serve as a tool to reduce office vacancy rates in Downtown Hamilton and other eligible commercial areas and serve as a means of attracting new and expanding office uses and businesses to Hamilton.

Revitalizing Hamilton Tax Increment (RHTIG) Grant Program

The Revitalizing Hamilton Tax Increment Grant Program (the Program) is intended to provide a Grant to incentivize property owners within strategic commercial districts to develop, redevelop or otherwise improve properties and/or buildings (including designated heritage buildings) in a manner that will support the broader revitalization of the commercial district as well as generate new municipal property tax revenue through increased property assessments.

City Enrichment Fund (CEF) 2026

The City Enrichment Fund is the City of Hamilton’s municipal investment in a wide range of program areas that supports the City’s Strategic Plan and 25 Year Community Vision. There are seven Program Areas: Agriculture, Arts, Communities, Culture & Heritage, Community Services, Digital (Pilot Program), Environment, Sports & Active Lifestyles. Applicants support is available to any new or returning applicants.

Additional Resources

The Hamilton Business Centre

The Hamilton Business Centre (formerly Small Business Enterprise Centre) provides information, tools, and resources that entrepreneurs need to start and grow their businesses. The Hamilton Business Centre offers complimentary workshops, webinars, online guides, e-learning videos, and ongoing mentorship opportunities. They also offer programs and training in self-employment, digital adoption, and business basics. Free e-learning courses, for all stages of your business, are available anytime, anywhere to support you.

Hamilton Business Centre
City Hall
71 Main Street West, 1st floor
Hamilton, Ontario
L8R 4Y5

Website:
investinhamilton.ca/hamilton-business-centre

Phone: 905-540-6400
Email: mail@hamiltonsmallbusiness.ca

Reporting Crime

Call 9-1-1 for crimes that are in progress (if you feel threatened, aggressive panhandling, assault, theft, and graffiti, etc.). This line directs you to police, fire or ambulance services.

Report Online a non-urgent crime (value of property lost or stolen must not exceed \$5,000). hamiltonpolice.on.ca/report-crime/online-reporting

Call 905-546-4925 to report incidents that are non-urgent (i.e. noise complaints, thefts, vehicle and property damage, counterfeit money, a suspicious person, etc.). To reach a Crime Manager, dial 905-540-5179 or 905-546-2949.

Report Graffiti (not in progress) on your building or seen in the area to the City of Hamilton at 905-546-2489.

For Hate or Political tags, report it to the Hamilton Police at 905-546-4925.

If you witness graffiti vandalism in progress, please call 911.



Waste Management

Curbside collection for compost and garbage occurs Wednesday and Thursday, depending on your address. www.hamilton.ca/home-neighbourhood/garbage-recycling/waste-collection-schedule

Commercial curbside collection of recycling is on Friday.

Alleyway collection for garbage (no recycling or compost) occurs on Wednesday.

Place your waste out for collection by 7:00 a.m. on your collection day. Ensure materials are clean and accepted in the program.

Holidays may affect waste collection. Learn more about business waste collection here: www.hamilton.ca/home-neighbourhood/garbage-recycling/business-waste/waste-collection-businesses

HOW DO YOU CONTACT THE BIA?

Monthly board meetings are held the third Tuesday of every month at 6:00pm, and are available in person or online via Google Meet. All Ottawa Street North business owners are welcome and encouraged to attend. Past meeting minutes and upcoming agendas can be located at www.shopottawastreet.com/about/board-meetings/

If you would like to speak to the BIA directly you can contact our team in office, by phone, or by email. You can also book an appointment via our website: <https://shopottawastreet.com/contact/>

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Executive Director

Ottawa Street BIA

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2026 EVENT SCHEDULE



DRIVE IN MOVIE NIGHT SERIES

- APRIL 18 (8:00PM)
- JUNE 20 (9:00PM)
- AUGUST 22 (9:00PM)

11 BRITANNIA AVE/MUNICIPAL CAR PARK 2C



SEW HUNGRY FOOD FESTIVAL

- MAY 9 (11 AM - 9 PM)
- FOOD + SHOPPING + ACTIVITIES
- LIVE MUSIC + FOOD COMPETITIONS

MAIN TO BARTON ON OTTAWA



THRIFT CRAWL STREET MARKET

- APRIL 18 / MAY 16 / JUNE 20 / JULY 18
AUGUST 22 / SEPTEMBER 19
- 12PM - LATE
- SIDEWALK STREET MARKET + LIVE MUSIC

MAIN TO BARTON ON OTTAWA



ANNUAL SIDEWALK SALE

- SEPTEMBER 26 (10 AM - 6 PM)
- BIA SIDEWALK STREET MARKET
- SHOPPING DEALS + GIVEAWAYS
- FAMILY ACTIVITIES + LIVE MUSIC

MAIN TO BARTON ON OTTAWA



HALLOWEEN HAUNT

- OCTOBER 31 (10 AM - 1 PM)
- TRICK-OR-TREAT TRAIL
- COSTUMES ENCOURAGED

MAIN TO BARTON ON OTTAWA

MEET AT PARKETTE (236 OTTAWA ST N)



HAMILTON DAY

- OCTOBER 31 - NOVEMBER 1
- A WEEKEND OF SUPPORTING LOCAL SHOPPING, DINING, AND ENTERTAINMENT

HAMILTONDAY.CA/BIAS/OTTAWA-STREET-BIA/



HOLIDAY CHEER

- DECEMBER 5 (10AM - 2PM)
- HOLIDAY PHOTOS + CARRIAGE RIDES + CRAFTS
- SHOPPING DEALS + GIFT WRAPPING

MAIN TO BARTON ON OTTAWA