Recommendation

That the report of the Manager of Community & Corporate Services/Clerk providing an update on the By-law Enforcement Protocol be received for information.

Information

Council approved the By-law Enforcement Protocol and related communications materials at the June 25th meeting. The protocol was implemented commencing July 1st and Council requested an update at the August 13th Council meeting.

The communication materials have been posted on the Township website and have been provided to our police services so that officers can provide the information to residents and tenants when they are responding to calls for service. Staff was also proactive in mailing the communication materials to one property owner whose rents their property as a short term rental which has been an ongoing issue for the Township to make them aware of the new inspection fees.

Statistics from Peterborough County O.P.P. from July 1st to August 5th indicate that there were 8 calls for service related to noise complaints (2 were related to short term rental properties). These complaints were addressed by the responding officer and to date no further incidents have been reported. Two of these complaints were also reported to the Township. Statistics from Peterborough Police were not available for this report. Staff has been in regular contact in particular with the O.P.P. who have reported no major concerns related to noise and nuisance complaints.

To date there have been 5 noise/nuisance related complaints under the new protocol made directly to the Township related for the most part to noise and open air burning.

- Two of the complaints relate to properties that the Township was already dealing with and are matters that are currently before the courts. Both properties are being used as short term rentals.
  
  o **Property One** – as noted above staff sent correspondence, along with the communication materials, to the property owner to advise of the new By-law Enforcement Protocol asking that the
communication materials be posted so that tenants are well aware of the rules and fines. The O.P.P. also responded to this property noting that the noise level was reasonable relative to the families and children at the property.

- **Property Two** - this property is currently under a court order to not be occupied and staff has communicated directly with the owners to advise that the property is not to be occupied. Staff has also advised the short term rental agency to discontinue advertising the site as a short term rental. To date, there has been lack of compliance from the property owner and the short term rental agency.

- One complaint resulted in the Township’s Third Party By-law enforcement officer attending the property to advise the property owner of the rules and regulations related to nuisance By-laws and potential fines etc… The O.P.P. also responded to the subject property and are continuing to monitor activities at this property and are communicating with Township staff in the event that inspection fines need to be implemented.

- One complaint resulted in correspondence being sent to the property owner to make them aware that neighbours had expressed concern related to the owner’s tenant. This property is used as a short term rental and the property owner is committed to ensuring that tenants are respectful of the Township’s nuisance/noise By-laws and to addressing issues with tenants when needed.

- One complaint resulted in correspondence being sent to the property owner to make them aware of a noise complaint made by a neighbour. The property owner indicated their commitment to be more mindful of noise affecting their neighbours.

The Township has not issued any formal warning letters or fines to date.

Staff will provide a further update later in the Fall providing police call for service and Township By-law enforcement statistics.

**Environmental Impact**
No specific impact related to this recommendation.

**Strategic Plan Reference**
Achieve excellence in governance and service delivery

**Attachment**
- None