

Short Term Rentals: Reporting Irresponsible Behaviour

The following is a summary of information that was provided by law enforcement and senior township officials. If there is irresponsible behaviour at an STR, do not confront the perpetrators. Follow the advice of the experts. Report the problem to people who have been hired to serve and protect you.

	The problem	What to do	Comment
1.	Lives or property are at risk	Seek safety Call 911 immediately	Do not delay - Report
2.	Smoke Contaminating your home	Call 911 State "fire – non emergency"	Although Open Air Burning is permitted, smoke should not enter your home. It is more than a nuisance. It is harmful to your health.
3.	Night Disturbances Noise/Loud music/ shouting and screaming	Call Municipal Law Enforcement (MLE) 705-487-2171 If there is no response from MLE within 15 minutes then call the non-emergency police operator 1-888-310-1122	Between 11:00 PM and 6:00 AM nuisance/noise are not permitted. Since this call to MLE is "after hours" you will have to leave a voicemail message.

How to protect your anonymity and still report

Some people fear for their safety if they report irresponsible behaviour. You can report problems and still have your anonymity protected. Here's how:

- When calling the police or fire, the operator will ask you for your name address and phone number. This is routine. If you choose to provide this information, tell the operator that you want your anonymity protected.
- Tell the operator that you do not want the police or fire to attend at your residence. The police or fire may need a witness statement so providing your contact information is helpful.
- If you have called the police, ask for the **Incident Report Number**. State that you would appreciate a call back outlining what actions the police, fire services or MLE have taken.

Turn over the page – Create a record of your call for help

Following the Incident

Step #1: Create a record of your call for help

Create a record as soon as you can. Your record should answer all of the following questions:

- **Who** – Who did you call for help?
- **What** – What did you report including a brief description of the people observed?
- **Where** - Where did the incident take place? Record the address of the disruptive short-term rental.
- **When** – When did the incident take place? When did you call for help? Note both the date and the time.
- **Why** – Why did you call for help? Record details of the irresponsible behaviour that you observed. If you have photos or video taken from a public place keep them in a secure place.
- **What was the outcome** – Many times you will not be told the outcome of your call. You should though ask to be informed as to what action was taken. If you do know the result of your call, record that too including the **Incident Report Number**.

Step #2: Send a copy of your record to the Township and to the Alliance

Append your record to the form found here:

<https://www.oro-medonte.ca/Shared%20Documents/Comment%2c%20Concern%20Form-%20Fillable.pdf>

Send a copy of your record to every member of Council, to the Township Clerk, and to Curtis Shelswell, Chief Municipal Law Enforcement Officer (cshelswell@oro-medonte.ca).

If you know the web address (URL) of the site where the operator is advertising their short-term rental, submit that as well. Take a few screen shots of the operator's advertisement (**Shift+PrtScn**), and include that in your submission to the Township too.

We would be pleased to keep a confidential copy of your submission to the Township for our records. Email us at: goodneighboursalliance@gmail.com

Step #3: Keep up the good work and remember...

Every time someone like you speaks up, you are helping all homeowners. We need to continue to confront the forces that want to legalize short-term rentals who claim that they are not disrupting our neighborhoods. Your evidence to the contrary is important. No one wants to live near a disruptive short-term rental. They tear at the very fabric of our neighbourhoods and they need to be shut down once-and-for-all so that we all can enjoy our homes peacefully and without fear for our safety.

Thank you for your assistance.