

Short Term Rental Protocols: Lake of Bays Township

Below is a link to the Township web site for STRs which has a lot of information and questions and answers section.

<https://www.lakeofbays.on.ca/en/municipal-services/short-term-rentals.aspx>

We hear many times that people are having issues with things like noise, bonfires, dogs, STRs and so on, our by-law officer (Chris Collings) does respond to request for service, but we require complains in a timely fashion and we can not respond to anonymous complaints (remember.....all complainants names are kept confidential)

We have several ways we can receive complaint, but the most relevant for a short term rental issue is directly through our third-party links below;

<https://secure-ca.hostcompliance.com/lake-of-bays-on/complaints/ty>
Phone number (24 hours a day) 705 996-5123 (yes, it's a live person)

As for all other by-law concerns, however including STR can all be sent through our **REPORT IT** link below;

https://forms.lakeofbays.on.ca/Report-It?_mid_=131171
Email Chris Collings ccollings@LakeofBays.on.ca
Phone 705 635-2272 ext. 1246

As an FYI.....with the **report it** link an email will be sent directly to the department selected, for example for By-Law, Chris Collings and CBO Stephen Watson will get the notice. However, remember, By-Law is still a one-person department and may not be able to address the concern immediately but once it is reported he will follow up, if he has sufficient evidence he will enforce the by-law as needed. He needs the reporting to be from the person witnessing the infraction, providing as much information as possible i.e. address, persons involved, time of day/night and if it involves vehicles, licence plates, make & model is also helpful.

With the STR violators, the third-party company **Granicus** monitors all STR sites and they have operators in-house for 24 hours a day monitoring so email and/or by the phone, should someone submit a concern you will get a live person responding. If the property is not an STR property they will advise the complainant and direct them to contact the municipality directly.

Everyone needs to understand that this is new territory for us and with most municipalities that are trying to be as responsible as possible and address violators.

The By-Law as it is, is recognized as one of the best in the province but still we see it as a living document, staff will continue to monitor the situation and recommend adjustments as we go along, we are not perfect, but continue to strive to be better and with your help we'll continue to make a difference for the good of all in the Township of Lake of Bays.

I hope you never need this information, however if you do, here it is, I trust it can help....if you have any other questions, contact CBO Stephen Watson at 705-635-2272 ext.1225 or by email at swatson@lakeofbays.on.ca.

Rick Brooks, Ward Councillor Sinclair / Finlayson
Township of Lake of Bays