

Dear Councillors,

I have spoken to you over the past few years about the large and noisy STR [REDACTED]. The problem continues.

When my wife and I retired to this wonderful community, we anticipated enjoying the many activities and amenities that the community offered. We even chose our home in a quiet section of old town NOTL (south end section of King Street). During that first summer, we discovered that [REDACTED] was a mini hotel masquerading as a private residence for consecutive and continuous groups of 10-12 renters. This STR [REDACTED] is a commercial property, not a private residence. At the very least, it should be taxed commercial, as outlined by Revenue Canada regarding STR's.

The [REDACTED] STR has ruined our retirement plans. Many an afternoon we have been driven out of our backyard due to loud music, loud party noise, and loud pool games. There are 3 STR's within 100 metres of our residence, but this [REDACTED] property is the only one which causes noise problems. Our conclusion is that the outdoor pool draws these partying people to our quiet neighbourhood. Take note that current bylaws would not allow this house to be rented as an office to a doctor, lawyer or accountant, which, as you can guess, would be much quieter.

The STR renters have no connection to NOTL or our neighbourhood, so there is no reason for them to be quiet. They have rented this property to enjoy themselves from 'check in' to 'check out'. They could care less about being respectful.

My wife and I have tried to alleviate the noisy situation. We have contacted the owner (they are listed as the property managers), and while they have attended or called the renters in the house, five minutes later the party continues. On other occasions, the owners have ignored our requests, saying they are operating within the bylaws. We have been advised to call Granicus, to no avail. We received back a recorded message to call the local police, who in turn have refused to attend for a noise bylaw infraction. As you are well aware, noise bylaw officers do not work on weekday evenings or on the weekends, which of course is when they are needed.

This commercial [REDACTED] STR adjoins [REDACTED] residential properties in the neighbourhood, however, we are the ones who are most affected by the pool and party noise.

According to NOTL's current noise bylaw, between the hours of 7am to 11 pm, yelling, shouting, hooting, whistling or singing is considered acceptable behaviour. Loud music is not included in the bylaw, but this certainly plays a factor in the noise disruption. One muses what type of noise is not acceptable by bylaw.

Of note, in 2021 the STR committee consisting of several STR managers, recommended that a STR property with an outdoor swimming pool or hot tub not be allowed in NOTL. For some reason, staff omitted this recommendation when the STR changes were brought forward to Council.

At one of the recent Council meetings, Jason Clements, long time and local Vacation Rental Manager told Council that he does not accept client STR's that have a pool or hot tub. The reason is that they cause too many problems.

Council Members, we can't do this alone. Going forward, we need your help and support to change the bylaw and disallow pools, perhaps at the renewal of a STR license. I know we are asking for a very bold and possibly unpopular decision, but it is the right thing to do. NOTL residents should not have their rights negatively affected by the commercial purposes of STR owners and rights of their out of town visitors. Other communities have taken action to outlaw STRS altogether. All we are asking is to eliminate the pool in the bylaw.

The owner of [REDACTED] would still be allowed to rent his large home as a long term rental, and this would eliminate the never ending turnaround of vacation renters and give us some much needed peace and quiet.