

# Short Term Rental Accommodations

## Information sheet for resident and property owner complaints

If you've noticed that a Short Term Renter or a Short Term Rental property owner is violating a By-law or regulation, please let us know.

### Who do I call to make a complaint?

Issue	Contact Information
For long grass and weeds, derelict structures, garbage on the property, a dog on the loose or a noise complaint, please call <b>Municipal Law Enforcement and Licensing</b> .	<b>Monday to Friday 8am to 4:30pm:</b> 705-324-9411 extension 1328 <b>Monday to Friday 4:30pm to 9pm or Saturday and Sunday 8am to 6:30pm:</b> 705-928-3054 <b>24/7 STR Complaint Hotline:</b> 705-990-2497 or visit: <a href="https://secure-ca.hostcompliance.com/kawartha-lakes-on/complaints/type">https://secure-ca.hostcompliance.com/kawartha-lakes-on/complaints/type</a> <b>Report a By-law infraction online:</b> <a href="http://www.kawarthalakes.ca/MLEOComplaint">www.kawarthalakes.ca/MLEOComplaint</a>
For structural alterations/additions, a building without a permit or septic concerns, please call the <b>Municipal Building Department</b> .	<b>Monday to Friday 8:30am to 4:30pm:</b> 705-324-9411 extension 1288
For all emergencies, including impaired operation of a motor vehicle or watercraft, out of control burning, dangerous misuse of fireworks, violence, trespassing or illicit drug use, please call the local <b>Police Service</b> .	9-1-1
For non-emergent burn complaints, please contact <b>Kawartha Lakes Fire Rescue Service</b> .	<b>24/7: 705-324-2191</b> Complaints can also be made with <b>MLEO</b> as outlined above
For information on fishing licenses, fishing limits, rules and more	Visit: <a href="http://www.ontario.ca/fishing">www.ontario.ca/fishing</a>
For information on wildlife or bear problems	Visit: <a href="http://www.ontario.ca/wildlife">www.ontario.ca/wildlife</a>

## Kawartha Lakes By-laws You Should Know

### Open Air Burning

**Kawartha Lakes By-Law 2016-110** outlines all open air burning regulations in the City. You must meet these requirements when burning:

- Fires cannot be lit during burn bans
- Fires must be supervised by an adult at all times
- Fires must be fully extinguished at the completion of a burn event
- Flying lanterns may not be sold or used within the City

Visit [www.kawarthalakes.ca/fire](http://www.kawarthalakes.ca/fire) to read the full By-law.

### Fireworks

As part of **Firework By-Law 2007-236**, permits are not required for consumer residential fireworks on the day of, the day before and the after: Family Day, Victoria Day, Indigenous Peoples Day, Canada Day, Labour Day, and New Years Eve. Fireworks on these days will only be allowed to be set off between **dusk and 11pm**. Should residents or visitors wish to use fireworks outside of the authorized days, a consumer fireworks permit for a special event must be obtained. Requirements to follow when using consumer fireworks include:

- Children shall not discharge fireworks
- Fireworks may not be discharged into any motor vehicle, building or structure
- Fireworks shall be discharged a minimum of 30 metres from any structure or property line
- Fireworks may not be discharged during a burn ban

Visit [www.kawarthalakes.ca/fire](http://www.kawarthalakes.ca/fire) to read the full By-law.

### Short Term Rental Accommodations

For more information regarding Short Term Rental Accommodations in Kawartha Lakes, visit [www.kawarthalakes.ca/STR](http://www.kawarthalakes.ca/STR).

### Parking

Parking should occur entirely on the property that you are visiting. If you need to park on the road, please be considerate of your neighbours. Visit [www.kawarthalakes.ca/parking](http://www.kawarthalakes.ca/parking) to learn more.

### Noise

Noise By-laws vary depending on the time of day, but the most important regulations to note are the following:

- Amplified noise such as music coming from speakers or stereos is prohibited from 11pm to 11am
- Yelling, shouting or the playing of musical instruments is prohibited from 9pm to 7am
- Persistent noise made by any pet, such as a dog barking, is prohibited at all times.

### Property Standards

The Property Standards By-law focuses on the maintenance and occupancy of property in the municipality.

Visit [www.kawarthalakes.ca/bylaws](http://www.kawarthalakes.ca/bylaws) for more information.

