

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 Municipal Law Enforcement and Licensing . | Monday to Friday 8am to 4:30pm: 705-324-9411 extension 1238 Monday to Friday 4:30pm to 9pm or Saturday and Sunday 8am to 6:30pm: 705-928-3054 24/7 Reporting Hotline: Coming Soon Report a By-law infraction online: www.kawarthalakes.ca/MLEOComplaint |
| For structural alterations/additions, a building without a permit or septic concerns, please call the Municipal Building Department . | Monday to Friday 8:30am to 4:30pm: 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 Police Service . | 9-1-1 |
| For non-emergent burn complaints, please contact Kawartha Lakes Fire Rescue Service . | 24/7: 705-324-2191 Complaints can also be made with MLEO as outlined above |
| For information on fishing licenses, fishing limits, rules and more | Visit www.ontario.ca/fishing |
| For information on wildlife or bear problems | Visit www.ontario.ca/wildlife |

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 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 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.

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 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 for more information.

