

Subject: Short-Term Rental 2018 Summer Municipal Law Enforcement Initiative

To: Mayor and Council

From: Ryan Cronsberry, Manager of Municipal Law Enforcement

Date: May 14, 2018

Briefing: In 2017, the Municipal Law Enforcement Division received complaints from concerned citizens regarding various bylaw related issues such as parking, noise, fireworks and burning issues related to Short Term Rental property's found throughout Georgina. For 2018 Council approved a \$20,000 increase for Municipal Law Enforcement in order to assist in addressing the negative impacts created by the behavior of some individuals using STRA's as an interim measure while a long term policy framework is established. Staff were requested to communicate to Council the enforcement approach for this summer with respect to the increased budget.

The Municipal Law Enforcement Division will be expanding their hours of operation until midnight on Fridays and Saturdays with the addition of Sundays on long weekends (May 18 to Sept 2). The goal of our multi-pronged enforcement approach is to educate the property owners and to limit the disruption caused by (STRA's).

Working alongside York Regional Police (YRP), and the Town's Fire Department, Municipal Law Enforcement Officers (**MLEO**) will receive calls directly from the community through several options. All complaints (calls for service) during regular business hours will be made by calling the Municipal Law Enforcement Division at (905)476-4305 ext. 2279 or 2373 and will then be directed appropriately.

All after hour calls will be made through the existing after-hours complaint line, at (905) 476-4305 ext. 2281). This will be forwarded directly to the (MLEO) on-duty. The Officer will dissect the message and determine the appropriate response at that time. Based on that information, the MLEO will then decide to act on the complaint right away with the assistance of YRP and/or Fire, or to postpone and address it during regular business hours. A higher priority will be placed on complaints such as unsafe parking, noise, fireworks and burning. These will be dealt with at the time of the complaint, while general complaints of zoning/illegal uses, property standards violations will be addressed during regular business hours.

Complainants will be asked to leave the following information:

- Address of Short Term Rental Accommodations (STRA)
- Type of enforcement issue (noise, burning, parking)
- Approximate number of people at that residence
- Complainant's name
- Complainant's phone #

The concerned party will receive a call back from the on-duty MLEO indicating that the message was received and the anticipated enforcement actions to be taken by that officer. All matters criminal in nature or out of the MLEO's scope of duty, will be addressed by YRP.

The Municipal Law Enforcement Division will be sending out correspondence next week to the property owners of previous STRA's in which we have previously been involved. The intent is to advise the owners of the applicable bylaws and request them to take steps to ensure that all occupants are compliant and respectful of the bylaws and behave in a manner not to negatively impact area residents. We will also be establishing a messaging campaign with our Communications team to communicate information and provide contact numbers to the public via use of the Town's page in the Georgina Advocate, website and social media streams.