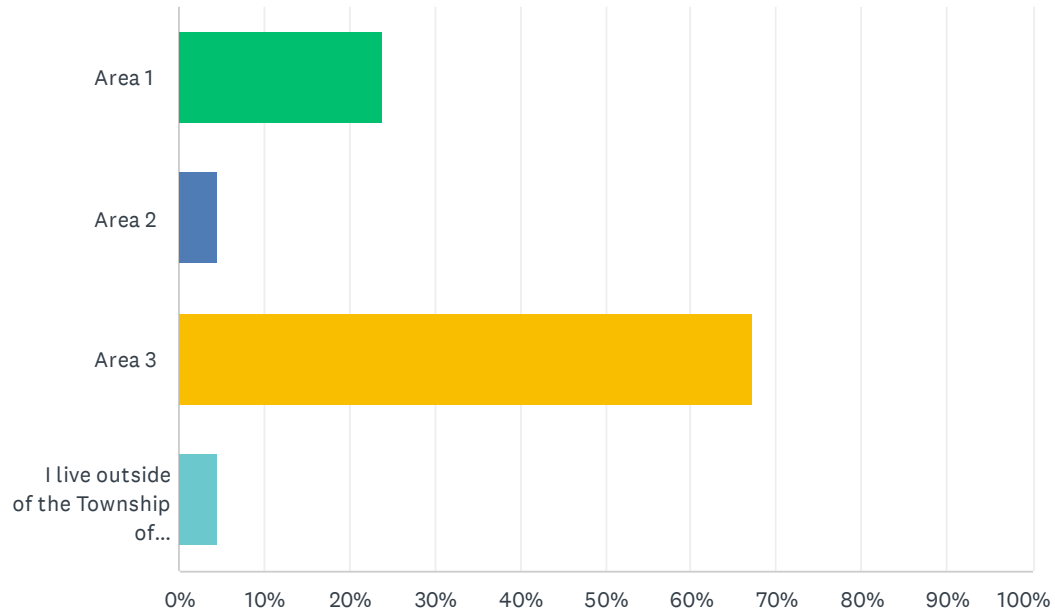


Q1 If you live in the Township of Ashfield-Colborne-Wawanosh, or own property here, please indicate where:

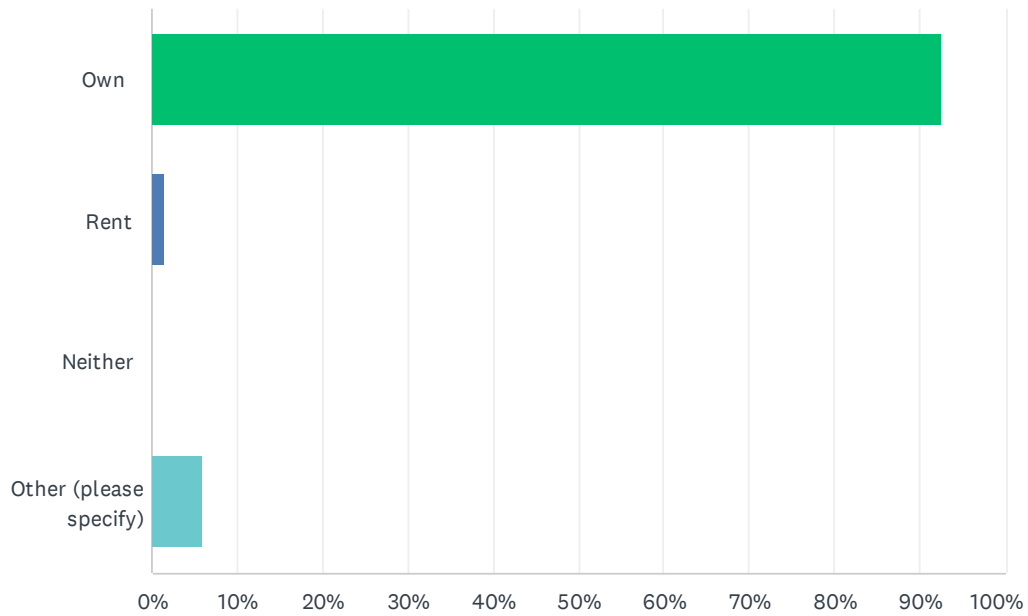
Answered: 67 Skipped: 0



ANSWER CHOICES	RESPONSES	
Area 1	23.88%	16
Area 2	4.48%	3
Area 3	67.16%	45
I live outside of the Township of Ashfield-Colborne-Wawanosh	4.48%	3
TOTAL		67

Q2 Do you own or rent property in ACW Township?

Answered: 67 Skipped: 0

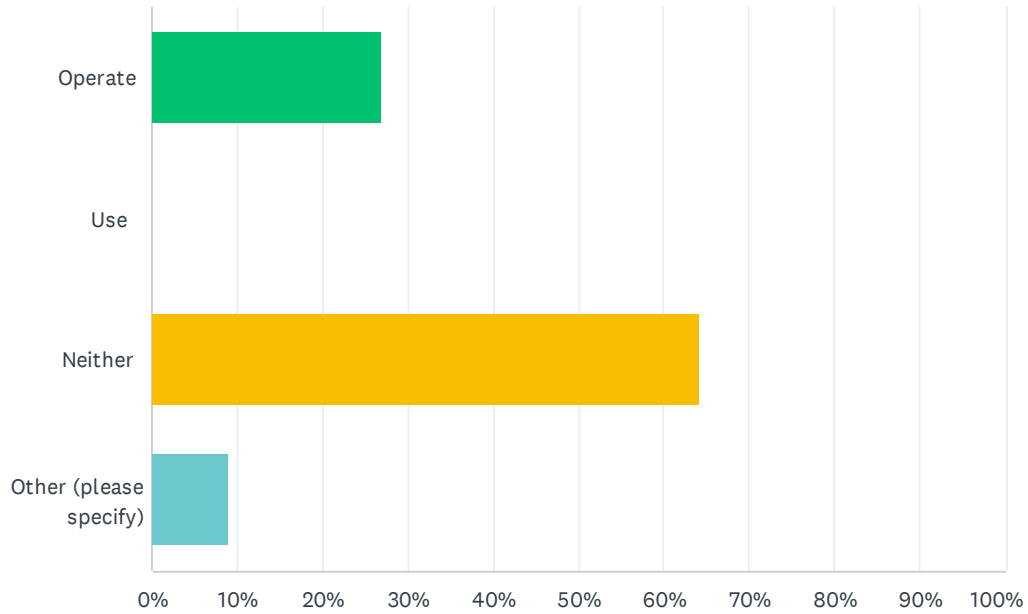


ANSWER CHOICES	RESPONSES	
Own	92.54%	62
Rent	1.49%	1
Neither	0.00%	0
Other (please specify)	5.97%	4
TOTAL		67

#	OTHER (PLEASE SPECIFY)	DATE
1	I own and rent	9/24/2025 8:01 PM
2	Do not want to disclose	9/24/2025 9:24 AM
3	I am an agent for a couple of cottages in ACW	9/8/2025 1:42 PM
4	I own and occasionally rent to friends directly	9/5/2025 3:31 PM

Q3 Do you currently operate or use a Short-Term Rental property?

Answered: 67 Skipped: 0

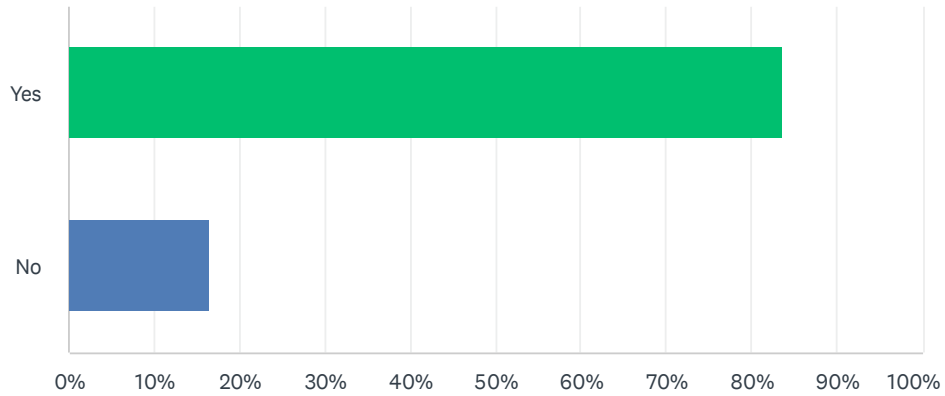


ANSWER CHOICES	RESPONSES	
Operate	26.87%	18
Use	0.00%	0
Neither	64.18%	43
Other (please specify)	8.96%	6
TOTAL		67

#	OTHER (PLEASE SPECIFY)	DATE
1	We rent occasionally to friends and family to help with upkeep costs	9/30/2025 7:58 PM
2	Own a road that accesses a seasonal recreational subdivision	9/30/2025 2:27 PM
3	Do not want to disclose	9/24/2025 9:24 AM
4	For my daughter's recent wedding we had guests in the rectory and STRs	9/17/2025 11:16 AM
5	see above	9/5/2025 3:31 PM
6	Work at them	9/2/2025 8:29 PM

Q4 Were you aware of the Township's proposed Short-Term Rental By-law?

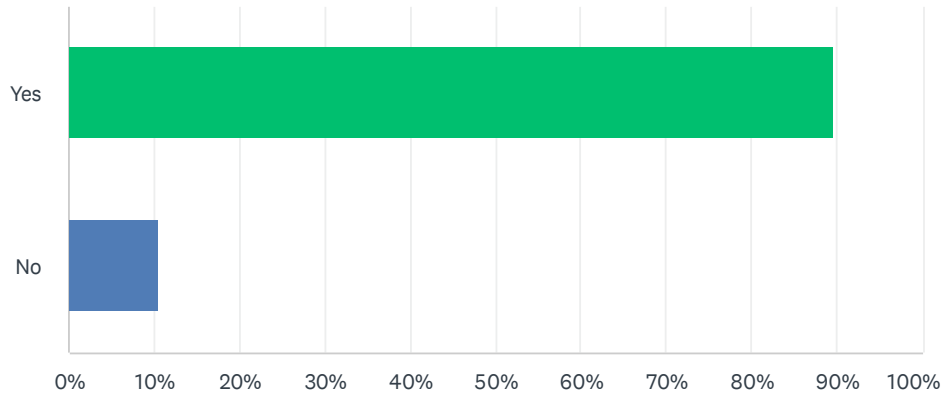
Answered: 67 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	83.58%	56
No	16.42%	11
TOTAL		67

Q5 Have you reviewed the proposed Short-Term Rental By-law?

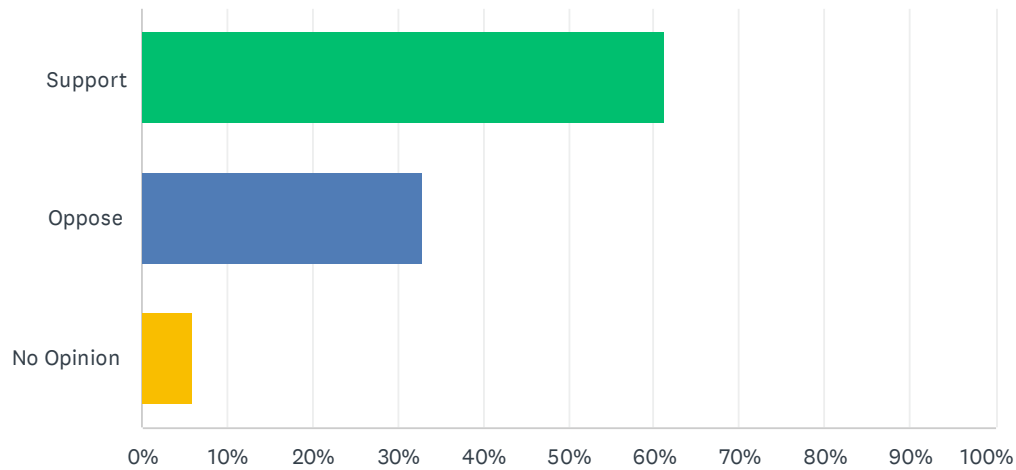
Answered: 67 Skipped: 0



ANSWER CHOICES	RESPONSES
Yes	89.55% 60
No	10.45% 7
TOTAL	67

Q6 Licensing Requirements

Answered: 67 Skipped: 0



ANSWER CHOICES	RESPONSES
Support	61.19% 41
Oppose	32.84% 22
No Opinion	5.97% 4
TOTAL	67

#	COMMENTS	DATE
1	STR should be restricted and not allowed to operate in seasonal residential areas where roads are mostly privately maintained, driveway garbage pickup service is not provided, and snow removal from roadways are not provided. Allowing STR in areas with minimal or limited municipal service should not be permitted at all. STRs should be allowed only in areas with full municipal service (road maintenance, garbage pickup, snow removal) otherwise it becomes a burden on private owners who are not in the rental business.	9/30/2025 8:33 PM
2	I oppose. Licensing places unnecessary burdens on responsible owners while doing little to address the small number of problem properties. Existing bylaws already provide the tools needed if enforced consistently. My concern is that Council is over correcting. The majority of STR owners are responsible, contribute to the community, and maintain excellent neighbour relations (this is very important to most STR owners that I know). Punishing all owners with costly licensing is NOT the solution. Instead of licensing, focus on: Enforcing existing by-laws consistently. Creating a complaint log to track repeat offenders. Applying fines and enforcement only where there are substantiated, repeated problems!	9/30/2025 7:58 PM
3	Support a modified license with a 2 tier system	9/30/2025 4:01 PM
4	It adds to the liability of private road owners.	9/30/2025 3:39 PM
5	It adds to the liability of private road owners	9/30/2025 3:18 PM
6	I feel the amount of the license fee should be reviewed for possible increase. I feel these are businesses operating within residential communities receiving good income from the rentals and a small license fee is just a drop in the bucket for them	9/30/2025 2:57 PM
7	The entire initiative is based on a handful of complaints, no real data and without consideration of the impacts on responsible STR owners.	9/30/2025 2:35 PM

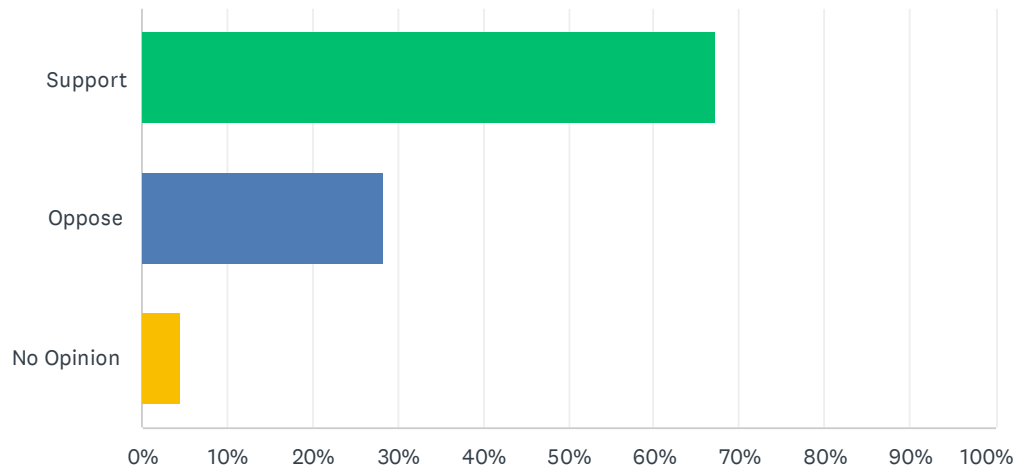
8	Please see my letter with questions and comments	9/30/2025 2:27 PM
9	What happened to free enterprise	9/30/2025 8:55 AM
10	I do not think that this has been fully formed enough to have been presented to the public. The fact that there is no process for dealing with complaints let alone informing owners that they have received a complaint is a bit ridiculous.	9/30/2025 7:29 AM
11	I question the need for requirements . There should be an exemption for casual use.	9/29/2025 11:14 AM
12	Just another form of taxation I would the land and pay taxes already for really very little services	9/28/2025 7:29 PM
13	So long as these fees are reasonable and intended as cost-recovery only. Anything set-up with an intention of being a barrier to new short-term rentals is a mistake. Also recognize that the Township is not a typical destination for many, and as a result the market is HIGHLY seasonal. Potential revenue from short-term rentals is very, very limited and any licensing fee must be calibrated accordingly	9/26/2025 6:28 PM
14	The first introduction to STR committee, our Clerk could count on one hand, the addresses of problem STR properties. We pay for a bylaw officer as well as OPP. What has failed on this end, that prevented these 2 bodies from ensuring current laws and bylaws? The loud minority are being appeased by creating this STR committee. Less government interference is needed, not more. ACW Townshio needs to stop looking for reasons to expand their powers and ultimately township headcount. This program and others (septic inspection etc) only serves those employed in the municipal industry.	9/26/2025 10:27 AM
15	What is the purpose of this licensing? Do current laws and bylaws not adequately protect the interests of all parties? How many licenses will be available? What will be the process: to determine who gets a license and who does not; and to ensure equitable access, if there is a limited number?	9/25/2025 9:46 PM
16	Depending on the cost	9/24/2025 8:40 AM
17	Given the times we live in, this bylaw is now a necessary tool to ensure all residents, owners, and renters are compliant relative to safety and tranquility of all involved.	9/22/2025 11:58 AM
18	We are hopeful that controls will have a positive outcome to the very negative environment we now find ourselves. Currently ,operating this rental as an 'event centre' ,there is only financial gain considered. There is no moral obligation to us or our community .	9/20/2025 2:29 PM
19	My primary concern with the proposed draft licensing bylaw is the lack of constraint to the numbers of STR's that can be licensed. I live along the lake and the number of STR's since Covid has increased from one to ten on our road of 34 dwellings. Lakefront properties are prime properties for STR's as people want to be on the lake. If there are no constraints there is a possibility that the majority of lake front properties will be STR's, not family cottages or full time residences. STR's bring new people to this community which certainly help local business. The challenge will be in years to come as STR's replace residential ownership and you have no residents to work in those businesses. I was in Cowbell restaurant a few years ago and asked the server if she lived in Blyth. Her answer was no, she and some other servers are from London and there are no rentals in Blyth that are affordable to servers as they are mostly AirB&B rentals. In time without constraints to the numbers of STR's where will your ACW businesses get their employees from, will they be willing to travel to ACW to work?	9/19/2025 11:00 PM
20	Many cottagers along the lake rent out their cottages at some point to help pay for the upkeep.	9/19/2025 9:55 PM
21	Please implement it. When we retired to Port Albert we did not realize how commercial it would be. 15 Strs within a mile of us. The bylaw deals with all our issues. I commend the committee for a job well done. IMO it's not relevant to all of ACW unless they are dealing with STRs in their neighborhood.	9/17/2025 11:16 AM
22	Please understand that there are strong views on the fact that short term rentals disrupt the quiet enjoyment of other landowners and impede what should be an obvious right of land ownership. If anything this view could support going even further to regulate. However, we applaud the steps and support the effort of ACW	9/17/2025 9:25 AM
23	What is the liability to the Township without this by-law? It may cost more to administer than funds generated from such by-law. Will administering the by-law require more staff, more staff	9/17/2025 8:52 AM

time, ie. applications, inspections, responding to complaints? I believe it is an infringement of the rights of property owners.

24	Controls are required to insure a safe peaceful community for residents and visitors. It is unfortunate that these bylaws have to be in place due to bad actors from other communities.	9/15/2025 6:09 PM
25	The stipulation that owners should be reachable within 30 minutes if something goes wrong is of significant concern. It should highlight that the owner or their designate (ie property manager) should be reachable within 30 minutes.	9/11/2025 8:07 AM
26	I am in favour of maintaining a respectful atmosphere for all. To that end, renters as well as owners, should take others enjoyment into consideration wrt their activities. Common sense which sadly has become uncommon.	9/5/2025 3:31 PM
27	There are short term rentals in our area but there have been no concerns or issues with this.	9/2/2025 9:28 AM
28	will regulate and make owners accountable	9/2/2025 8:38 AM
29	This will be almost impossible to enforce.	8/30/2025 1:42 PM
30	Thank you for doing this. We have a cottage in Port Albert and we have a short term rental 2 doors down from. We do not own it. This summer we had 3 different weeks of loud and rude renters. We had no recourse other than to contact the owner of the property by phone. He said he would handle it but never did. Hopeful this will help.	8/29/2025 12:53 PM

Q7 Occupancy Limits

Answered: 67 Skipped: 0



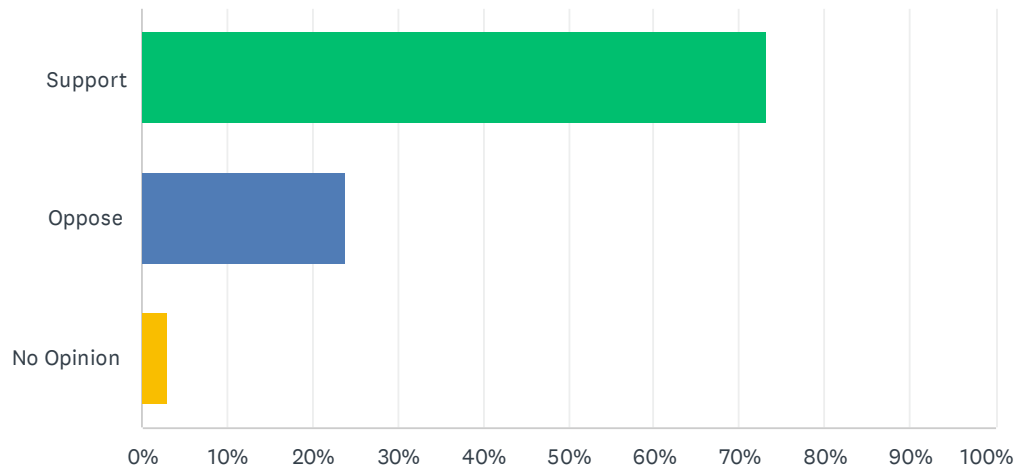
ANSWER CHOICES	RESPONSES
Support	67.16% 45
Oppose	28.36% 19
No Opinion	4.48% 3
TOTAL	67

#	COMMENTS	DATE
1	Same comment as above	9/30/2025 8:33 PM
2	Leave occupancy decisions to existing fire/safety codes. Allow gravel parking, which is the standard in rural and cottage communities. Avoid arbitrary caps that don't reflect the realities of cottage layouts.	9/30/2025 7:58 PM
3	Limits must adhere to the septic tank capacity	9/30/2025 4:01 PM
4	Because the by-law needs clarification on additional factors.	9/30/2025 3:39 PM
5	Because the by-law needs to have more factors looked at.	9/30/2025 3:18 PM
6	Some of the properties are allowed to have bunkies built without requiring a permit and then use them as extra bedrooms. I do know that if a property were to increase the number of bedrooms in a dwelling, MPAC would want to know and tax would be billed accordingly	9/30/2025 2:57 PM
7	How will you verify overnight occupancy, vs day guests? Will you be sending the manager to confirm who is present in a cottage at dawn? Do you expect the STR owner to take photos of couches and beds and the people sleeping in them every morning so that they can protect themselves from illegitimate complaints?	9/30/2025 2:35 PM
8	Please see my letter with questions and comments	9/30/2025 2:27 PM
9	2 / bedroom	9/30/2025 8:55 AM
10	I can understand this to a certain extent but if my tenants have a friend crash on the couch for a night how are you going to regulate that? And how am I meant to fight that I have over occupied my rental if I had too many guests in for one night or two?	9/30/2025 7:29 AM

11	My land my business what goes on	9/28/2025 7:29 PM
12	Ratios of quests to bedrooms, available parking, and septic capacity are all reasonable.	9/26/2025 6:28 PM
13	The first introduction to STR committee, our Clerk could count on one hand, the addresses of problem STR properties. We pay for a bylaw officer as well as OPP. What has failed on this end, that prevented these 2 bodies from ensuring current laws and bylaws? The loud minority are being appeased by creating this STR committee. Less government interference is needed, not more. ACW Townshio needs to stop looking for reasons to expand their powers and ultimately township headcount. This program and others (septic inspection etc) only serves those employed in the municipal industry.	9/26/2025 10:27 AM
14	What is the rationale informing decisions about occupancy limits? A one size fits all may not be appropriate. The property and building features may indicate different decisions in each case.	9/25/2025 9:46 PM
15	I believe the limit that are suggested are too low. For example what if you have more than 10 adults that want to rent your building. As long as the renter follow all of rules the number of people should not be of any concern.	9/24/2025 8:01 PM
16	Shoud be tapped at 6 to 8	9/24/2025 8:40 AM
17	I agree with the10 max. I'm assuming that this prevents anyone claiming their 3 bedroom cottage is a 10 bedroom . I do worry our entire area will become rentals over time. As a retired resident ,this is not what we had hoped for. Could there be a maximum number of STR limited in a specific area wiyhin the township?	9/20/2025 2:29 PM
18	If licensing by-law moves forward, occupancy limits make sense at 2 per bedroom. If the reason for occupancy limits is to prevent septic overload, allowing all children up to the age of 12 over and above doesn't make sense as they all contribute to the possible septic issues.	9/19/2025 9:55 PM
19	Too many occupants create too much noise and stress on septic systems along the lake. Why should a 3 bedroom cottage have up to 30 people at one time and convert their shed to Tiny house accommodations with illegal water supply and septic supply? How will the proposed bylaws regulate this?	9/19/2025 8:49 PM
20	Additional costs and time for staff to administer; will it require the hiring of an additional cost? Will the funds generated through fees and fines cover the expenses of enacting this by-law?	9/17/2025 8:52 AM
21	I agree with the 10 Max, including individuals just visiting for the day.	9/15/2025 6:09 PM
22	We have a place on Quaid's Bay and our neighbour now rents their place out for the weekends. There are large parties that go on until 2 am screaming and playing music outside. The rentals should have a minimum time frame so that people are not just renting a place for one or two days to hold a party.	9/9/2025 6:46 PM
23	"children under age 12 shall not be included" 2 per bedroom plus 2 should be more than adequate. And will still be an issue on even the best working septic systems along the lake. a 3br could accomodate 8 people 8*4litres*5flushes on average per day (even more when you're on holiday as you are eating and drinking differently than you do at home) With this language in a 3br lakefront cottage I could have 8 adults and 10 kids - it's going to be a nightmare for that septic system and the neighbors The lake acts like a mega phone - that would be super annoying as a neighbor I would never allow that many - 2per bedroom +2 is more than adequate. But those new to renting still think more heads in beds = more\$\$ but I know that's not worth the pressure on the cottage and septic. Help them and remove the children under 12 stipulation (including the maximum of 10 persons per rental). If a person has a loft they can always appeal and that's when council can express an opinion and allow more than 8 in this example.	9/8/2025 1:42 PM
24	I apologize for not having read the proposed by-law but again, common sense should be applied	9/5/2025 3:31 PM
25	Again very difficult to enforce and will take up resources at taxpayers expense.	8/30/2025 1:42 PM
26	We have been terrorized and driven from our home by a short term rental that piles in as many people as possible. We have had up to twenty people camping and sleeping on cots in what is otherwise a two bedroom home.	8/29/2025 12:56 PM

Q8 Parking Requirements

Answered: 67 Skipped: 0



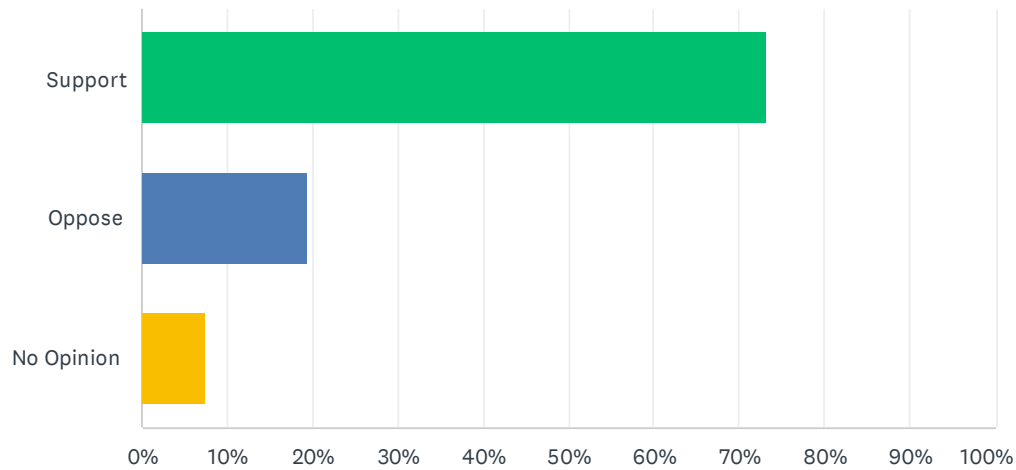
ANSWER CHOICES	RESPONSES	
Support	73.13%	49
Oppose	23.88%	16
No Opinion	2.99%	2
TOTAL		67

#	COMMENTS	DATE
1	Same comment as above	9/30/2025 8:33 PM
2	Leave occupancy decisions to existing fire/safety codes. Allow gravel parking, which is the standard in rural and cottage communities. Avoid arbitrary caps that don't reflect the realities of cottage layouts.	9/30/2025 7:58 PM
3	Parking Requirements must be properly defined and adhere to the zoning bylaw. The current size is appropriate to any accepted municipal standard	9/30/2025 4:01 PM
4	Because the by-law needs clarification on additional factors. How will this be enforced on private roads?	9/30/2025 3:39 PM
5	Because the by-law needs more details added to it when private roads are involved.	9/30/2025 3:18 PM
6	I have seen people parking on lawns because of the overflow of vehicles	9/30/2025 2:57 PM
7	You have existing bylaws to manage parking. If you were to proceed with these bylaws, the parking information is not sufficient. The size does not accommodate a large pick up truck, it doesn't specify that there needs to be room to maneuver a vehicle within the space, and the number of vehicles should be in line with occupancy of the cottage and not just the Dwelling definition parking regulation in the OBC (which is one parking spot per dwelling).	9/30/2025 2:35 PM
8	Please see my letter with questions and comments	9/30/2025 2:27 PM
9	Have adequate space	9/30/2025 8:55 AM
10	This feels ambiguous	9/30/2025 7:29 AM
11	To hard to enforce with staff available. Would have to be on a call in system	9/28/2025 7:29 PM

12	There must be on-property parking sufficient to accommodate max. occupancy. For example, if restriction is 1 car/bedroom, and property has 4 bedrooms but can only accommodate 3 cars, then max occupancy must reflect parking limitation, not bedroom limitation.	9/26/2025 6:28 PM
13	The first introduction to STR committee, our Clerk could count on one hand, the addresses of problem STR properties. We pay for a bylaw officer as well as OPP. What has failed on this end, that prevented these 2 bodies from ensuring current laws and bylaws? The loud minority are being appeased by creating this STR committee. Less government interference is needed, not more. ACW Townshio needs to stop looking for reasons to expand their powers and ultimately township headcount. This program and others (septic inspection etc) only serves those employed in the municipal industry.	9/26/2025 10:27 AM
14	If private land can accommodate the parking needs, why would requirements be dictated by the municipality? It is an accepted practice in our rural area, that businesses and venues of many kinds have patrons and visitors park freely on the edge of the road, when required. Is this not so?	9/25/2025 9:46 PM
15	We are often facing 10+ vehicles, which are on lawns and on public right away. This can affect visibility, safety issues for emergency vehicles. These vehicles often disobey private speed limits, wear and tear of the private road, safety. This may offer some relief .	9/20/2025 2:29 PM
16	Property owners should have the right to manage their own property.	9/17/2025 8:52 AM
17	You must have enough space for the number of bedrooms you have. No parking on public right of way at anytime, day or night.	9/15/2025 6:09 PM
18	This is only necessary for dwellings in congested areas, not applicable in my case.	9/11/2025 8:07 AM
19	There is not a lot of parking in the vicinity and the neighbour's party goers block us in and park in our designated parking place.	9/9/2025 6:46 PM
20	Of course there needs to be parking for the maximum number of occupants	8/30/2025 1:42 PM

Q9 Noise Regulations

Answered: 67 Skipped: 0



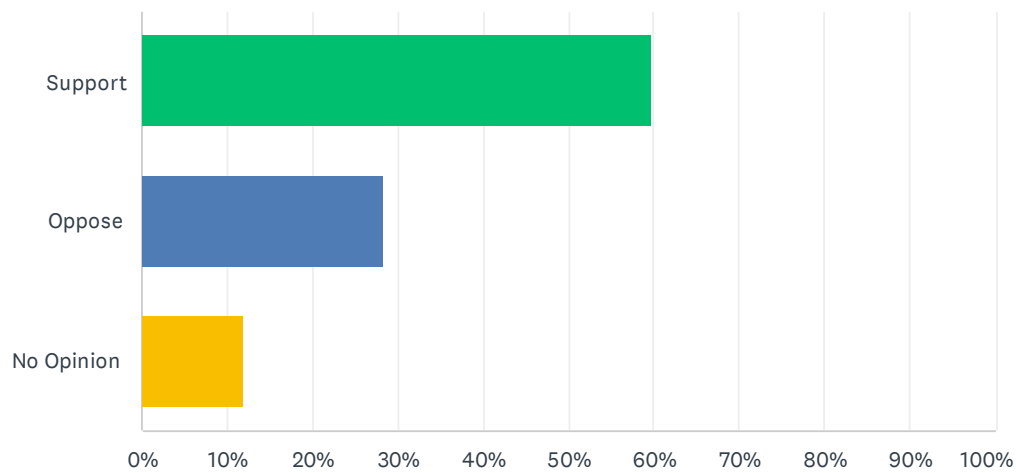
ANSWER CHOICES	RESPONSES
Support	73.13% 49
Oppose	19.40% 13
No Opinion	7.46% 5
TOTAL	67

#	COMMENTS	DATE
1	Same comment as above	9/30/2025 8:33 PM
2	Enforce current noise and waste by-laws. Educate owners and guests with voluntary guidelines. Use a centralized complaint process to track and resolve issues fairly.	9/30/2025 7:58 PM
3	Noise Regulations must be defined by and adhere to the existing municipal noise bylaw. The measurements must be quantifiable (ie. decibels), unsubstantiated complaints must also carry a punishment	9/30/2025 4:01 PM
4	Because the by-law needs clarification on additional factors. How will this be enforced on private roads?	9/30/2025 3:39 PM
5	Because the by-law needs more details added to it when private roads are involved.	9/30/2025 3:18 PM
6	I definitely support people having fun however also agree that after 11pm, it should be quite time	9/30/2025 2:57 PM
7	You can improve existing bylaw enforcement to more efficiently and effectively manage complaints. There are already fines associated with a noise bylaw infraction. If you make significant increases with multiple infractions (750 for first, 2000 for second, 5000 for third) you will get rid of repeat offenders. If you hire a bylaw officer for two years to work weekend evening, with a graduated fee schedule, you will eliminate the problem properties.	9/30/2025 2:35 PM
8	Please see my letter with questions and comments	9/30/2025 2:27 PM
9	Never had an issue	9/30/2025 8:55 AM
10	Again, I wouldn't be against this if there was any system in place to help owners fight complaints or rectify the issue with their tenants before losing their license	9/30/2025 7:29 AM

11	Cars trucks and motorcycles make more noise. and they don't sleep. Noise is a strange thing to monitor	9/28/2025 7:29 PM
12	10pm cap is reasonable.	9/26/2025 6:28 PM
13	The first introduction to STR committee, our Clerk could count on one hand, the addresses of problem STR properties. We pay for a bylaw officer as well as OPP. What has failed on this end, that prevented these 2 bodies from ensuring current laws and bylaws? The loud minority are being appeased by creating this STR committee. Less government interference is needed, not more. ACW Townshio needs to stop looking for reasons to expand their powers and ultimately township headcount. This program and others (septic inspection etc) only serves those employed in the municipal industry.	9/26/2025 10:27 AM
14	Respect for neighbours is of fundamental importance. If additional measures are needed to enforce current bylaws, that would be best practice, and apply especially where there is evidence of infringements.	9/25/2025 9:46 PM
15	Guest should not be noisy. Everyone should abide by the noise bylaw.	9/24/2025 8:01 PM
16	Should use and apply current by-laws. Noise by-law already exist.	9/22/2025 2:28 PM
17	Not all, but the majority of noise violations ,including fireworks, happen on the weekend, when there isn't the availability of by-law officers.Although we have used the OPP, on several occasions,it bothers us to do so (feeling like there are more important issues for them to attend to) It feels like using emerg as a solution to not having a family doc.	9/20/2025 2:29 PM
18	The current by-law for noise is 24/7 which is a little unreasonable. As neighbours, we try to keep the noise down between 11 pm and 9 am.	9/19/2025 9:55 PM
19	I am unaware this is an issue.	9/17/2025 8:52 AM
20	The current bylaw is a good one but enforcement is not possible as incidents occur on weekends and the OPP have to be called is that the proper use of the OPP. If someone has video evidence, the individuals can be charged later or the owner.	9/15/2025 6:09 PM
21	We are a family and having parties next door has disrupted our enjoyment of the property we own. There needs to be strict regulations and a number to call 24/7 if they are not followed. Waiting until Monday to launch a complaint is too late and our weekend is ruined.	9/9/2025 6:46 PM
22	I set a quiet time of 9pm hoping I get a call from neighbors at 9pm not 11pm LOL I do not allow music outside at any of my rentals. Neighbors are used to your noises comings/goings dog - with a rental it's new people every week-new noises and possibly 8 adults and 10 kids under 12 ugh how am I going to read a book?	9/8/2025 1:42 PM
23	again, common sense. If your neighbours are disturbed by your activities, a caring attitude should be applied. We need to behave like adults and not entitled little brats.	9/5/2025 3:31 PM
24	They should be the same for rentals as owners	9/2/2025 8:29 PM
25	this will be hard to manage	9/2/2025 8:38 AM
26	This will be an issue that already is difficult to address and again uses up resources paid for by taxpayers.	8/30/2025 1:42 PM
27	Loud music until after 2am every morning.	8/29/2025 12:53 PM

Q10 Fines & Enforcement

Answered: 67 Skipped: 0



ANSWER CHOICES	RESPONSES	
Support	59.70%	40
Oppose	28.36%	19
No Opinion	11.94%	8
TOTAL		67

#	COMMENTS	DATE
1	Same comment as above	9/30/2025 8:33 PM
2	High annual fees and large fines punish responsible operators. A more balanced approach would be voluntary registration or modest cost-recovery measures aimed only at properties with substantiated problems.	9/30/2025 7:58 PM
3	Fines should fit the offense and must not be imposed on heresy by neighbours etc. Staff must document infractions in order to impose fines	9/30/2025 4:01 PM
4	Because the by-law needs clarification on additional factors. How will this be enforced on private roads?	9/30/2025 3:39 PM
5	Need to know more about how this will work when private roads are involved.	9/30/2025 3:18 PM
6	You have existing bylaws that can be improved to manage fines and enforcement. You are creating a two tiered system, one for owner-occupied residents (current ineffectual bylaw enforcement) and one for STR owners (more invasive, controlling, with significantly higher consequences and cost) you are clearly setting up STR owners as second class citizens who are to be policed while the other class can break the rules with impunity.	9/30/2025 2:35 PM
7	Please see my letter with questions and comments	9/30/2025 2:27 PM
8	Been in the business for 20 years never had an issue to concern ACW	9/30/2025 8:55 AM
9	This license in no way relieves by law officers of their duties to investigate complaints. This just creates a better system to compile them. I should be notified of every complaint and have the ability to rectify the issue or take the hit in the demerit points.	9/30/2025 7:29 AM
10	This should be applicable except in extreme cases.	9/29/2025 11:14 AM

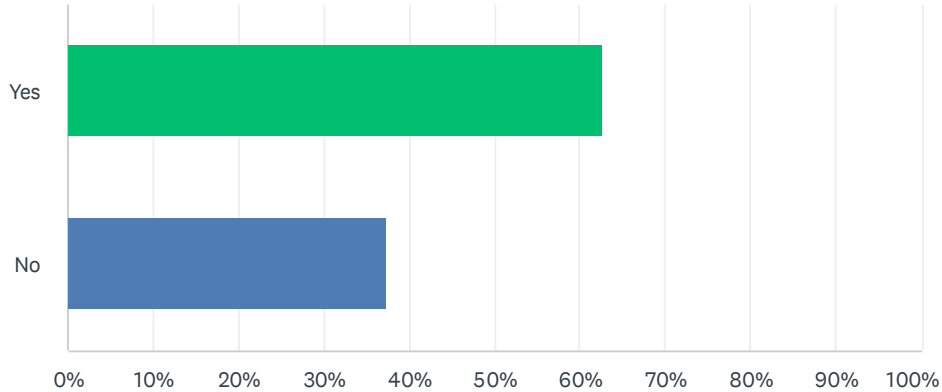
11	JUST another form of Taxation	9/28/2025 7:29 PM
12	Operators renting with proper intention should have no issue obtaining guests who can respect rules.	9/26/2025 6:28 PM
13	The first introduction to STR committee, our Clerk could count on one hand, the addresses of problem STR properties. We pay for a bylaw officer as well as OPP. What has failed on this end, that prevented these 2 bodies from ensuring current laws and bylaws? The loud minority are being appeased by creating this STR committee. Less government interference is needed, not more. ACW Townshio needs to stop looking for reasons to expand their powers and ultimately township headcount. This program and others (septic inspection etc) only serves those employed in the municipal industry.	9/26/2025 10:27 AM
14	Those who interfere with their neighbours enjoyment of their property or of public land should be educated about their infringements on others, to avoid repeated concerns, and should be fined as appropriate.	9/25/2025 9:46 PM
15	After reading the information in the proposed regulations it is not clear how rules will be enforced.	9/24/2025 8:01 PM
16	Who is going to monitor this	9/24/2025 8:40 AM
17	Supports the enforcement but for the fines depending on the circumstances and the number of offences.	9/22/2025 2:28 PM
18	A \$900 fine for license cancellation is a pittance compared to how much some landlords make each year from rentals.	9/22/2025 2:11 PM
19	Will there be enforcement for weekends? Will they have to have their licence and contact information posted ,where it can be easily and safely accessed?We have seen a trend , although not always, that weekly rentals seem to attract family rentals and 1-2 nights tend to be a loud large event. Will there be inspections and will they include health,septic and fire? Living on waterfront certainly makes septic a very big concern for us. We are a distance ,of course from the nearest fire department for fire safety is a concern for the renters as well as neighbours. Will video or picture of incidents be of used as evidence of violations; or be required for documentation for licencing. Just out of curiosity, what would be the ultimate penalty of someone who fails to comply with all penalties. ie. losing there licence and still operating. Do you just continue to fine them or is there encarceration possible? Hard to believe that would be possible, but.....	9/20/2025 2:29 PM
20	I worry that enforcement will just be fines and demerit points for the owner while the residents trying to enjoy their normally quiet property will need to endure the noise/language/fireworks of the renters as these noises are more commonly occuring on weekends when the by-law officer is not working. If there is to be a phone number of the owner visible for the renters or residents to call it needs to also be posted at the fire number sign as if we have trouble with the renters not always can we enter the property to get that number from the front door area. No fee mentioned for licensing...it needs to cover all costs that the ACW will incur. Taxpayers should not be subsidizing the STR businesses.	9/19/2025 11:00 PM
21	Is there going to be a by-law officer able to check a complaint as it happens? What extra expense to taxpayers will there be to have someone available 24/7 to respond to complaints?	9/19/2025 9:55 PM
22	How will ACW be aware if someone is renting if they don't advertise on Airbnb or VRBO etc. They can rent to family and friends and not apply for a licence or say they are renting it to one family who sub rents it to multiple people. People can be so creative when they want to twist the rules to their benefit	9/19/2025 8:49 PM
23	I would like clarification on who is going to enforce this and who is going to make the decision on fines.	9/18/2025 11:13 AM
24	These should be heightened.	9/17/2025 9:25 AM
25	Major concern is the costs to administer such; does the by-law pay for itself? Concerns of the additional staff time, travel, related "paperwork ," costs when the Appeal Committee Members meet, costs of inspections, costs to follow up on delinquent fines, administer the demerit point system and in the end what can the Township really do? Legal action costs all residents of the Township money.	9/17/2025 8:52 AM
26	Will there be enforcement individuals available for weekends? Will there be a page on the ACW	9/15/2025 6:09 PM

site that will list all STR's with the licence, contact information and infractions listed.

27	I think after a warning has been issued, if the problem persists then a fine or enforcement is okay.	9/13/2025 7:44 PM
28	There needs to be strict fines and enforcement of the by laws or there is no point having them.	9/9/2025 6:46 PM
29	There should be hard set fines for transgressions along with the demerit points.	8/30/2025 1:42 PM

Q11 Do you have any suggestions to improve the propose STR Licensing By-law?

Answered: 67 Skipped: 0



ANSWER CHOICES	RESPONSES
Yes	62.69% 42
No	37.31% 25
TOTAL	67

#	EXPLAIN	DATE
1	Same comment as above	9/30/2025 8:33 PM
2	Yes. I recommend that the by-law distinguish between high-impact commercial rentals and low-impact family/friend rentals. Tiered licensing: Create categories so that owners who only rent occasionally (e.g., to family/friends for cost-sharing) are not burdened with the same fees and requirements as commercial operators or absentee owners. Reduced fees/exemptions: Offer reduced fees or exemptions for rentals under a set number of nights per year, or where the property is not advertised to the public. Recognition of responsible owners: Build in incentives (lower renewal fees, longer licence periods) for proven good actors with no complaints. Clearer definitions: Clarify whether "short-term rental" includes private arrangements with family/friends, or whether those should be exempt from licensing. Stronger enforcement for problem properties: Focus enforcement resources on absentee "party houses" that create community disruptions, rather than adding cost and complexity for responsible owners. This way, the by-law would achieve its goal—shutting down nuisance rentals—while still being fair to families who simply share their cottages occasionally to offset costs.	9/30/2025 7:58 PM
3	Our firm is a licensed BCIN designer as well as a registered HCRA/Tarion builder. We have submitted a detailed review of the proposed bylaw to Kelly Thompson on Sept. 17, 2025 and we wish it to be included as an appendix to this submission.	9/30/2025 4:01 PM
4	The by-law needs clarification on additional factors that affect a private road access. How will this work when a private road access is involved?	9/30/2025 3:39 PM
5	There needs to be more about Emergency Services and Fire and Rescue Services Also protecting private property and road owners	9/30/2025 3:18 PM
6	I feel every short term rental must be disclosed to the township as a start and of course the license fee on an annual basis.	9/30/2025 2:57 PM
7	Pause development and collect real data. Spend more time consiering alternatives. If the real warrants an STR Licensing program then build one for ACW where the majority of STR owners	9/30/2025 2:35 PM

are responsible. We are not Grand Bend or Wasaga beach. It's unfair to the responsible STR owners for you to create a superficial cut and paste job without carefully considering ALL potential uses and misuses of the bylaw. When you say it 'has to work for everyone' it needs to be genuine.

8	Please see my letter with questions and comments	9/30/2025 2:27 PM
9	You have no business inspecting how I run my business or regulating it. I have done a wonderful job of it to date, thank you. "Private Enterprise" look it up in the dictionary.	9/30/2025 8:55 AM
10	At the very least there should be a website. You'll receive a log in when you get your license and it can track your demerit points. If you received any complaints and you can formally submit there your argument in writing to said complaints. Owners should have the right to fight malicious complaints	9/30/2025 7:29 AM
11	Short-term rentals support the local economy and are a positive factor in the tourism and property support.	9/29/2025 11:14 AM
12	Owners who rent their homes once or twice a year should be exempt.	9/29/2025 9:23 AM
13	Dont have one, It is not need and is just another tax grab	9/28/2025 7:29 PM
14	Scrap it	9/27/2025 9:37 AM
15	30 min proximity requirement is not necessary and onerous--in fact, impractical. Few permanent owners in our area (i.e. even those who don't rent) live less than 30 min away. It should be sufficient requirement that an owner is available via phone within 30 minutes, and they must be able to address an issue within 30 min of being contacted. Past that, a fine may be levied. The fine is sufficient motivation for operator to ensure they have set-up necessary mechanisms to address an issue.	9/26/2025 6:28 PM
16	The first introduction to STR committee, our Clerk could count on one hand, the addresses of problem STR properties. We pay for a bylaw officer as well as OPP. What has failed on this end, that prevented these 2 bodies from ensuring current laws and bylaws? The loud minority are being appeased by creating this STR committee. Less government interference is needed, not more. ACW Townshio needs to stop looking for reasons to expand their powers and ultimately township headcount. This program and others (septic inspection etc) only serves those employed in the municipal industry.	9/26/2025 10:27 AM
17	If I have suggestions to make, will submit these as soon as I have read and reviewed the proposed short term rental bylaw.	9/25/2025 9:46 PM
18	I have been renting cottages in ACW for 15 years and have some suggestions I think will improve the proposed regulations: Make it mandatory for owners that rent their cottage to: a) Put in all advertising and post within the rental that all forms of amplified music players are prohibited at the property. b) Put in all advertising and post within the rental that renters that intend to have a rowdy drinking party are not permitted. c) Put in all advertising and post within the rental that a \$500 returnable security is collected and that renters not following all rules will be asked to leave immediately and they will not receive their returnable security deposit. Having this in place has the effect of deterring potential irresponsible renters from booking a short term rental cottage.	9/24/2025 8:01 PM
19	No! I don't think it is necessary plus you don't mention how it will be paid for as us tax payers will probably be charged for the enforcement and not mentioned!!!!	9/24/2025 9:24 AM
20	Should Air B & B's pay according to how much revenue the generate?	9/22/2025 2:32 PM
21	Suggest it is not implemented. It appears to be another money grab. Police and by-law officers should be used to enforce current by-laws.	9/22/2025 2:28 PM
22	Pictures provided to the Township that indicate the number of bedrooms, fire extinguishers, smoke and carbon detectors and all safety appliances. No more that 30% STR in the district.	9/22/2025 2:21 PM
23	Consider including a release of information in the application so neighbours could be notified of hearings or non-compliance. There is already a partial release on the reverse page.	9/22/2025 2:20 PM
24	Would like to see the phone number of the owner posted online and at the fire number post so there is access to it without having to go onto their property.	9/22/2025 2:17 PM
25	Consider an escalation clause, increasing that \$900 fine considerably for non-compliance. To	9/22/2025 2:11 PM

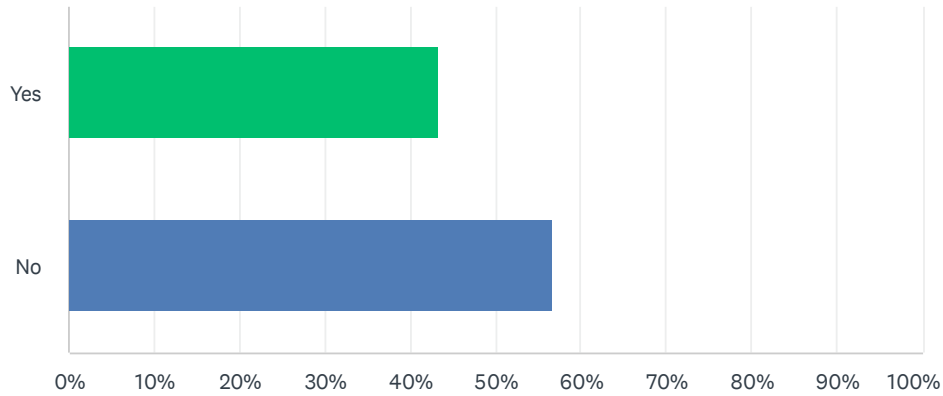
be effective the license cancellation fine should be higher or with the possibility of being much more expensive. Otherwise, unscrupulous landlords will consider pay the \$900 fee on their taxes as a small cost of doing business in their way, not the ACW's.

26	i think these are my concerns. Just want to thank you for the acknowledgement and addressing of this issue	9/20/2025 2:29 PM
27	Limits the the numbers of STR's If septic inspection/compliance is not fulfilled it should be an immediate shut down plus increased fines to the owners. There is an app that home insurance companies use to ask their clients to take pictures of their residence, inside and outdoor, pictures of household mechanicals, porches showing railings/steps, outside buildings , etc.. These pictures are automatically uploaded as they take them. This is a much better system than self drawn pictures of the STR dwelling. I retired to this lakefront property to enjoy the company of my neighbours, the peace & quiet, the sunsets and to explore and support this community. My wife and I purchased our cottage in 2019, renovated it using local contractors, purchasing all building supplies locally. Bought in a residential zoned community and slowly STR businesses are changing the character and charm of this family neighbourhood. Making this a residential community with an ever increasing business presence with owners from outside of this community who have no interest in getting to know their neighbours. Please consider that the quiet enjoyment of ones property needs to be appreciated and respected.	9/19/2025 11:00 PM
28	If the licensing by-law goes into effect, why have registration for only one year and have staff and owners complete paperwork yearly? Why not have an initial license for a 5 year time frame. If there are more than "x" number of infractions per year, then the license could be reviewed on a more frequent basis.	9/19/2025 9:55 PM
29	Licence fees to paid by the business owner along with paying the full cost of the inspectors to ensure the rules and safety measures are enforced. People who break the rules will be fined, given a warning if they don't comply they will be shut down and water turned off.	9/19/2025 8:49 PM
30	I believe that any property that has been historically problematic with numerous complaints should not be issued a license	9/17/2025 12:51 PM
31	The by-law should not allow short term renters to download their obligations onto property managers. These entities facilitate the advertising and operation of short term rentals and are a problematic middleman in the running of what amounts to a business.	9/17/2025 9:25 AM
32	Township residents should have the opportunity for annual or semi-annual updates as to costs, # of applications, fines administered, to determine the need for such a by-law. Was there a consideration for a pilot project to determine the need, ie- 1 year?	9/17/2025 8:52 AM
33	There should be a minimum stay, 3 or 7 days. The licence number and contact information should be posted on their emergency number, along with the webpage address to report issues. Who will be doing the inspections and all inspections should be approved before a licence is issued, including fire, and septic, and meets the building codes. Will there be a maximum number of days per year, 120? Pictures of each room should be sent in along with the drawing required so the drawing can be verified by the pictures. Can a STR use a bunkie as accomidations?	9/15/2025 6:09 PM
34	If it is going to be done I think a one time admin process and fee is sufficient, unless issues arise, then have those specific rental units with complaints have to be regulated more closely or be put on probation and have to re-apply.	9/13/2025 7:44 PM
35	Allow bylaw enforcement to address any infractions and do not create a burdensome and expensive licensing and enforcement process.	9/11/2025 8:31 PM
36	I don't believe it's the renter's responsibility to dispose of garbage. This is the owner's responsibility (or their designate). Owners charge a cleaning fee and this should include garbage disposal. Ultimately, it's the owners who are responsible for maintaining the property and its standards, not the temporary dweller.	9/11/2025 8:07 AM
37	There should be a penalty for short term renters letting their pets run wild on the beach, pooping everywhere and not cleaning up after them. Our neighbours invite people to bring their pets but they are usually not leashed and they don't clean up after them. This is a major hazard for people who live in the vicinity.	9/9/2025 6:46 PM
38	as i have yet to read it.	9/5/2025 3:31 PM
39	That open fires be not allowed or advertised on public land including public land on beaches.	9/2/2025 2:03 PM

40	is there a limit to the number of licences per property owner? I could consider limiting it to 2 / owner	9/2/2025 8:38 AM
41	STRs benefit very few at the expense of all taxpayers. This program should be set up so that those benefiting from rentals pay for the resources required to implement and police these rentals.	8/30/2025 1:42 PM
42	Please ensure it is actually enforced. If this means hiring more staff, please do so. There will be no point in having a bylaw without enforcement. Lack of enforcement will upset people greatly.	8/29/2025 12:56 PM
43	Who will enforce these new bylaws? They pick the trash up on Monday right off of our property. The renter start putting the trash out on Friday as this is the move out day. The critters get into the trash and I am picking it up all weekend long. I would try to get the owner to put it into a trash can with a lid so this does not happen every time.	8/29/2025 12:53 PM
44	I understand the concerns about owners viewing the application process and annual fee as onerous. I agree that the fee should be based on staff costs for processing the application, but I think it would be much less onerous if you made the licensing period for three years instead of one. That would cut down the work by a factor of three, both for staff and for owners, I would also set the demerits-retention period to three years instead of one. That will make it a lot easier to pinpoint and get rid of problem-causing owners.	8/29/2025 10:38 AM

Q12 If you oppose or have concerns, please explain:

Answered: 67 Skipped: 0



ANSWER CHOICES	RESPONSES
Yes	43.28% 29
No	56.72% 38
TOTAL	67

#	EXPLAIN	DATE
1	Same comment as above.	9/30/2025 8:33 PM
2	I have significant concerns with the proposed Short-Term Rental Licensing By-law. The by-law does not distinguish between commercial, high-turnover rentals and responsible owners who only rent occasionally to family and friends to help offset costs. Treating all rentals the same creates unnecessary stress and financial burden for community-minded families who are not causing the issues this by-law is meant to address. I worry that: The licensing fees and requirements are disproportionate for occasional, family-only rentals. Responsible owners, who have never had complaints and are active, respectful members of the community, are unfairly grouped with absentee “party house” operators. The by-law risks discouraging long-time local families from keeping and maintaining their cottages, which could reduce community vibrancy. I respectfully ask Council to revise the by-law so that it is fair, balanced, and targeted—focusing enforcement on problem properties while offering exemptions or lighter requirements for family-based, low-impact rentals.	9/30/2025 7:58 PM
3	As above	9/30/2025 4:01 PM
4	Because the by-law needs clarification on additional factors. Including Emergency Services and Fire and Rescue Services. Also on private property and private roads access.	9/30/2025 3:39 PM
5	There needs to be more about Emergency Services and Fire and Rescue Services. Also, protecting the private property owner and the private road owner needs clarification for this by-law.	9/30/2025 3:18 PM
6	Being an owner that runs a STR & a past guest of STR’s I oppose having regulations and licensing by-laws in place by the township. Air BnB already has strict regulations in place that adhere to the issues outlined thus it is in my opinion that perhaps these licensing requirements should be in place for STR that do not have a regulating body like Airbnb. Alternatively, it would be more cost & time efficient to enforce that all STR must be governed by Airbnb to operate.	9/30/2025 2:37 PM
7	I have many concerns. The bylaws have been constructed haphazardly without sufficient	9/30/2025 2:35 PM

exploration of their impact. Not once in all of your committee meetings did you ask how can we protect STR owners from illegitimate complaints. How can it be a fair-for-all bylaw when you haven't asked that question? The only costing discussion in your meetings described how initial fees need to be low enough to get buy in and then you can jack the fees when you know the real cost. I understand that its hard to estimate, but you didn't even go through some hypotheticals. Repeatedly, the group comes back to stating the bylaw is about safety - making sure renters are safe, locals are safe, etc. If safety truly is a priority, then that should take precedence over cost recovery and it should apply to all cottagers. If rental cottages need to have smoke alarms, then owner-occupied cottages need to have smoke alarms too. Is there not a bylaw that already covers this? If someone is killed in a fire where there are no smoke alarms and you had granted a license will you not be equally responsible for not ensuring compliance? Especially when the bylaw states that a location 'may' be inspected before granting a license - not 'shall'. Did you consult a lawyer before releasing these to the public? Did you bring together a focus group to review them for loopholes, accountability, or any other issue before sharing them with the public? You released them without even a bit of due diligence, held a public forum where the only 'answer' to our questions was either flippant, or "give us your feedback in the feedback form". Your own committee doesn't fully understand the content of the bylaws, how each section relates to each other, how they are to be implemented or how they might impact ALL ACW property owners. You don't know how they are supposed to work because it's a superficial cut and paste job. It's disrespectful of the people you're trying to get buy in from, collect money from, and that you are asking to jump through giant hoops. This is ACWs MO.

8	Please find my letter with questions, comments and attachment, which has been emailed to communications@acwtownship.ca	9/30/2025 2:27 PM
9	Never thought ACW would resort to an "Authoritarian" approach to private run small business. This is my retirement income, don't wish to miss out on that.	9/30/2025 8:55 AM
10	I feel like I've made my point pretty clear. This needs to be more fleshed out. Simply having a "complaint based" system which penalizes me as an owner without any ability to explain myself is unconstitutional. You are not guilty until proven innocent. To have a system that just simply knocks off demerit points without any thought, notification or ability for an owner to defend their license is negligent. This is going to hurt short term tourism in these wonderful small towns. I implore you as the council to add better steps. Take a look at RECO and follow their complaint and compliance against real estate agents. It might be a foot print worth considering and adjusting for the needs of dealing with complaints against rental owners	9/30/2025 7:29 AM
11	Excessive fees can limit future availability of the resource.	9/29/2025 11:14 AM
12	The Licensing By-Law is just another form of taxation. The land that I own should be mine to do what I want with. By having a Bylaw you are just invited property owners to break the law.	9/28/2025 7:29 PM
13	This is government overreach	9/27/2025 9:37 AM
14	As an operator I generally have no problem with a licensing regime and by-law structure. But it must be calibrated and limited to address the issue most people fear: boisterous and disruptive guests looking to party. The licensing and by-law structure must make it easy to rent to those who are respectful and there to enjoy the environment and community. Some suggestions: - Limit licensing fees to cost-recovery only, and calibrated to seasonality of area - Fines for a first transgression or minor issue should be minimal - Put a minimum night rental requirement in place. Families and those looking to relax on a proper vacation should not have an issue renting for 5 nights. Those looking for a venue for a short-term party will eschew anything that requires more than 1-2 nights	9/26/2025 6:28 PM
15	The first introduction to STR committee, our Clerk could count on one hand, the addresses of problem STR properties. We pay for a bylaw officer as well as OPP. What has failed on this end, that prevented these 2 bodies from ensuring current laws and bylaws? The loud minority are being appeased by creating this STR committee. Less government interference is needed, not more. ACW Townshio needs to stop looking for reasons to expand their powers and ultimately township headcount. This program and others (septic inspection etc) only serves those employed in the municipal industry.	9/26/2025 10:27 AM
16	I have noted some concerns above and will provide more feedback shortly. notes: related to questions above, which could not be explained within choices given. ~ I own land in both area 1 and area 2, and live in area 2, but could not indicate this above. ~ I was not aware until now that the committee had completed its work and had published the "proposed short term rental	9/25/2025 9:46 PM

bylaw." Thank you to all who have worked on these matters and are engaged in the process. The intention of protecting the interests of all members of the community, is a right one. I hope the decisions made about these matters; will reflect an awareness of the needs of various stakeholders; will contribute to a vibrant and flourishing place; and will result in keeping ACW a welcoming spot to live and visit.

17	One concern is that all this regulation will make it more difficult economically for myself and others like myself that are trying to garner some income from our property in ACW. There are some property owners in ACW that can afford to purchase a second residence for themselves and not require that their property generate any income to pay taxes, mortgages, and maintenance. For many less fortunate people this is not the case and I can see the extra burden placed on us by these regulations make things only more difficult financially.	9/24/2025 8:01 PM
18	I think it is another township money grab!!	9/24/2025 9:24 AM
19	By-law enforcement?	9/22/2025 2:31 PM
20	Camp Menesetung Provides Rentals. Do they require a license? There's large groups with no camp staff on site. White restricts and enforces the rules?	9/22/2025 2:30 PM
21	Oppose bringing in new by-laws that are not enforced. This is bringing a bigger wedge between permanent residents and seasonal residents i.e. most rented locations are already paying higher taxes for fewer services. Current by-laws rely on "tattle tales" to possibly have them enforced. This by-law seems to be duplicating many by-laws already in place. Why when Goderich brings in new by-laws, ACW thinks they need to bring in the same by-laws There currently seems to be enforcement 09:00 to 17:00, Monday to Friday. No evenings, no weekends. How will this change?	9/22/2025 2:28 PM
22	I am in full support	9/22/2025 11:58 AM
23	I am concerned about decreasing the accommodations for tourists in our area if cottagers who occasionally rent out their cottage choose not to rent their cottage due to the increase in regulations and the subsequent cost and paperwork involved. There is also concern with the added expense to the township. Instead of implementing licensing, has an alternative been considered to decrease the complaints? Perhaps larger fines to the current by-law regulations. More staff to be able to respond to complaints when they arise rather than the next business day.	9/19/2025 9:55 PM
24	We bought our home in 2019 on McDonald Lane. The Association bylaws stated no business to be ran on this residential road. We started with 1 STR in 2019 and now currently have 10 STR. When septic are built to accommodate the numbers of bedrooms and this rule is abused we end up smelling sewage as we walk the beach and are concerned with sewage contaminating our beautiful lake. We also bought on our road to enjoy the peace and tranquility along the lake during retirement in a quiet residential area and feel the STR have had a negative impact with increased traffic, and noise and no bylaw officer available on weekends to enforce anything.	9/19/2025 8:49 PM
25	Port Albert needs a better solution for garbage pick up before this can go into place because we already struggle with garbage collection days and the landfill site only being open two days a week.	9/18/2025 11:13 AM
26	Our neighborhood has been held hostage by a problematic neighbor who rents out the property as an Air Bnb. Multiple neighbors have filed numerous complaints with bylaw and the police but every weekend it's a repeat. Renters caught trespassing on others property, leering in windows and trying to access private beach access. Trying to communicate with the owner is useless because he doesn't care.	9/17/2025 12:51 PM
27	As stated above, major concerns are all costs related to administration of this proposed by-law and infringement of property owner rights. Will the by-law cost taxpayers more money, what data has been gathered within our township, abutting municipalities, similar municipalities, etc to warrant such a by-law? Disputes over fines, demerit points, denying applications, etc all cost money, can the municipality incur such costs without increasing taxes?	9/17/2025 8:52 AM
28	I think it's an unnecessary amount of added admin work for both the short term rental owners, as well as Township staff - from application process, to reviewing, and then re-applying each (year?). If it is going to be done I think a one time admin process and fee is sufficient, unless issues arise, then have those specific rental units with complaints have to be regulated more	9/13/2025 7:44 PM

closely or be put on probation and have to re-apply. As a cottage owner, we are very conscious to have good returning guests who respect the neighbours and all bylaws.

29	The executive of the Horizon View Cottagers Ass. wish to thank Council and in particular members of the Committee for addressing our members concerns in the proposed by-law. Our Association urges Council to enact the proposed by-law at their early convenience. Rick Strype President	9/12/2025 11:41 AM
30	The proposed licensing process for cottage rentals is overly burdensome, costly, and unnecessary. It will likely increase rental costs, reduce availability, and push property owners toward illegal rentals, potentially encouraging irresponsible behavior. The expenses associated with implementing and enforcing this bylaw are expected to far exceed any revenue generated, making it an inefficient use of public resources. This policy unfairly targets the tourism and cottage rental sector, creating undue hardship for small business owners. The bylaw appears poorly conceived, prioritizing bureaucratic expansion over the interests of taxpayers and local communities.	9/11/2025 8:31 PM
31	It's key that the bylaw stipulates that the owner - or their designate - or responsible for the stipulations of their bylaw. Many owners work and are not always available within a 30 minute radius of their rental property. However, they may have a designate who would be available within that timeframe. Additionally, I don't believe it's the renter's responsibility to dispose of garbage (while this may be nice, I don't believe it should be regulated). This is the owner's responsibility (or their designate). Owners charge a cleaning fee and this should include garbage disposal. Ultimately, it's the owners who are responsible for maintaining the property and its standards, not the temporary dweller.	9/11/2025 8:07 AM
32	I support having strict bylaws that will prevent abuse of the properties in ACW and that have a system of enforcement that will be effective.	9/9/2025 6:46 PM
33	Thank you to the committee for hundreds of hours collectively working on this. It shows - it's a good bylaw and I've seen many many as I am secretary of the Ontario Cottage Rental Managers Association.	9/8/2025 1:42 PM
34	need to read and may have to fill out again .	9/5/2025 3:31 PM
35	Cost of a licence?	9/2/2025 9:28 AM
36	There was a statement that trailers/ RVs can not be rented out , however , can trailers be rented out to be used in other locations? such as on RVEASY?	9/2/2025 8:38 AM
37	I have had extensive experience with the STR issue on Salt Spring Island in BC. They have proven to be almost impossible to control, use up valuable resources at the expense of local taxpayers, do not benefit local merchants to any significant degree since people show up with all their supplies already purchased. Renters tend to show up unaware of local issues such as fire bans, water supply resources, noise restraints, etc. These STRds benefit only a few owners, tend to have severe negative effects on direct neighbours, all at the financial expense of all local taxpayers. I am strongly opposed to the concept of STRs unless the rental owners are immediately available to address issues and responsible for the entire costs of implementing and enforcing this program.	8/30/2025 1:42 PM

From: [Roger Watt](#)
To: [Florence Witherspoon](#)
Subject: STR draft
Date: Thursday, July 31, 2025 9:45:27 AM

3.3. No Person shall,
3.3.1. transfer or assign a Short-Term Rental Licence;

Should there be something elsewhere in the draft that explicitly states that the licence terminates upon a change in ownership of the property?

From: [Roger Watt](#)
To: [Florence Witherspoon](#)
Subject: STR meeting July 29
Date: Thursday, July 31, 2025 8:54:57 AM

I watched with interest the discussion about the work required both by staff and by owners, the perceived impact of the licence fee, and the various schemes that were suggested to make things “less onerous”. To me, they just seemed to make things more complicated.

It occurs to me that there might be a simpler alternative ...

In 10.1, make the period of the license be three years instead of one. One third of the application-processing workload for staff, and it makes the owner’s the perception of the fee less onerous.

Also, in 14.6, make the demerit-retention period be three years. Being less forgiving gives the Township better ability to deal with “bad” owners.

FWIW.

From: [Roger Watt](#)
To: [Florence Witherspoon](#)
Subject: Re: STR 3.3.1
Date: Thursday, July 31, 2025 2:30:27 PM

Should there be something elsewhere in the draft that explicitly states that the licence terminates upon a change in ownership of the property?

Hmmm. That would be disruptive to “business continuity” if the owner is selling their property to somebody who wants to continue operating it as a STR.

Perhaps it might be better/simpler to extend 3.3.1 by adding “without the written permission of the Manager” (who, of course, may reject or impose conditions as per 1.14).

Sept. 17, 2025

Short-Term Rental Licensing By-Law review

We are a registered BCIN Designer as well as an HCRA/Tarion registered builder and we will have to interact with the proposed by-law in order to implement it's requirements. We are also a STR owner in Port Albert. We reviewed the proposed ACW Township Short Term Rental By-Law and have the following comments for your consideration.

General

We listened to the STR committee meeting(s) with interest and can see that there are still some items undetermined like whether it is a 1 time fee or yearly contribution.

During your committee meeting we heard this program described as a revenue generating mechanism. This should be a revenue neutral venture. The revenue generation is provided by the guests who stay and spend their money in our communities. It should not penalize the operators and businesses that are attempting to improve the visibility of the tourist destination. If it is intended to be revenue generating, then you need to create a DMO similar to what Kincardine is considering so that the money can go back into tourism marketing for the area.

There are a number of concerns with the program's ability to support itself (revenue neutral) and it does not appear that the municipality has accurately or adequately considered:

Municipal

- Cost for program setup
- Initial implementation including the application reviews – this must be done by a qualified person who at this point would be the Twp office, plans examiner. The volume of work will require more staff and they are currently difficult to find. There are requirements to not only ensure that the buildings being licensed are safe but meet the requirements of the Ontario Building Code, By-Laws, Septic requirements, site plan etc. What if the dwellings have renovations and additions that were not initially permitted? Will they be denied? Who is going to review these standards? And who will complete inspections if needed? (ie: stairs, beams, outbuildings, fire pits, unpermitted builds? Are properties grandfathered which will incur liability?
- Ongoing staffing needs for bylaw enforcement and cost to police the offenders
- Reviews for new applications

Applicants

- Cost for the homeowner to verify that the building meets the requirements of the OBC, zoning, septic, STR requirements as well as exiting, fire alarm and prevention.

- Ongoing cost of program maintenance

This will ultimately effect the cost of the program operation and the fees that are charged to administrate the program. It would be unreasonable to implement the program and then charge considerably higher fees in subsequent years to cover an initial shortfall. If anything there should be an incentive for the good actors.

During the meeting they estimated \$350 for the application which is reasonable however, there is no way that covers all of the required inputs for this process, admin. paperwork if your lucky. The idea of a revenue generating mechanism, at least in the first year should be revisited. As well, a lower first year fee, means the more likely you will be to get better participation.

From the meetings it appears that the majority of complaints are coming from about 6 properties who are repeat offenders and are driving the creation of this by-law. They appear to be the same year over year. In this case you are going to an enourmous amount of effort and expense in order to rectify what is essentially a failure in policing and by-law enforcement. There are by-laws in place to prevent many of the violations that you appear to be trying to address with this STR by-law. Where there are existing by-laws in place, they should always govern instead of the STR by-law refer back to the existing. Address the currently known offenders and you may not have a need to implement such an expensive, restrictive and administratively heavy regulation.

Example of Irregular behavior

The best way to ensure that people are not disturbing the neighbours is for the owners to provide contact information for short term rentals to the neighbours.

When we first purchased our property, before we even stayed there, we went around to all the neighbours and gave them our name and telephone numbers just in case there was ever an issue or if they needed something they would have our contact information. We subsequently listed our property with AirBnB and accepted rentals for a limited number of weeks during the season. My guess is that this represents the vast majority of rentals, a limited income to assist in paying the expenses for a second (cottage) property. We are in Port Albert and when we moved in, a couple of the neighbours said "if you don't like loud music and parties you likely shouldn't move to Port Albert", it was tongue in cheek but we presumed we were an average household. About the 3rd year we were there we had the kids and friends up for the weekend and we all had a party. The neighbour across the street doesn't like parties (unbenounced to us) and instead of coming over or calling us to let us know there was noise coming from our place, he decided to call AirBnB, councellors, the mayor, bylaw enforcement etc. It want until the next day when we got a call from AirBnB that we even knew there was a concern. We went around to all the neighbours to appologise in case we were a disturbance but only 1 seemed to be concerned. We asked why he didn't come to us rather than calling all the agencies who weren't even involved. I believe he would act the same again. In any case use that as an example and I caution you that this is the type of mentality you will be dealing with. You need to be more precise in your wording and ability to quantify and measure criteria or you will be forever chasing these types of complaints.

By-law

Port Albert and most of the costal residences are seasonal and people come to relax and let loose a bit. Be careful not to implement policies that are so restrictive that you limit the access of people who may not otherwise have the opportunity to enjoy ACW without renting. Similarly, do not make the requirements so onerous that people stop offering their properties for rent and thereby deny the would be holiday makers and perhaps drive out residents that may have resided in ACW for generations. Municipalities like Goderich and Kincardine have an industrial base and need a continuous and reasonably priced stock of housing to support business activities however, ACW is predominantly agriculture and costal communities and we would be shooting ourselves in the foot if we choose to implement a by-law which predominantly restricts the access of holidaymakers to our communities.

What responsibilities and obligations does the township have in providing this lisenze?
(Timeframes, duty to investigate, duty to be fail and impartial etc.)

Who has to register? I am sure there are many residences that rent out their property for a few days or weeks a year. Consider an exemption or Casual STR. 2 tier system. Based on the renter's insurance (ours allows up to 5 weeks) for STRs under 6 weeks per year and a reduced list of registration obligations, at a minimal cost so that you can add the name to a list for monitoring purposes.

There are no registration fees identified. Recommend a low value for registration and a greater cost for infractions. Recommend a good behavior reduction in yearly registration fees.

1.8. "Complaint" – there should be a method of registering complaints either by an on line form or voicemail translated to text so there is a record that can be referred to especially if the complaint is to "be used for enforcement purposes, including the assessment of demerit points"

1.9. "Dwelling" attempting to eliminate trailer and mobile home is unreasonable as there are numerous examples of these forming part of or accessory to a dwelling (under separate structure) within ACW. Consider secondary dwellings or garden suites. The zoning by-law By-law 32-2008 recognizes mobile home as a dwelling

1.11. "Habitable Room" excluding an unheated porch or veranda is unreasonable recognizing that seasonal dwellings do not require heat.

1.24. "Renter" any individual who is named in the rental agreement and is responsible for the use of the Premises during the rental period. Renters are considered overnight occupants. Do we need to provide rental agreements to guests? This will not happen it is onerous.

2. STATEMENT OF INTENT

"The responsibility for adherence to the regulations are primarily with the Owner of the Short-Term Rental, with minimal need for interference from the Municipality" In most cases owners do not know or do not wish to know the requirements for the OBC or septic etc. You are going to have to inspect each place before lisenzing to ensure consistency and accuracy.

3.2.2 travel trailer unless it is located within a permanent structure or forms part of a seasonal dwelling. Bylaw 3.28.9 permits this (for no more than two weeks per year).

3.2.3 who is going to determine if a unit is unlawful. And unlawful under what terms? OBC? Presumably each unit is going to have to be inspected by a capable individual? This will either be the municipality or a registered professional (BCIN Designer, Architect, Engineer)

5.12. Proof of insurance – Why is the bylaw dictating how much insurance coverage a person or business has? You just need proof that the operator is insured.

5.13 if it is not professionally prepared, how do you know it's accurate? It needs to be prepared to scale especially for the purpose of parking, yard encroachments and access. As a simple example, consider the case where the building is closer than 4' to the property line and therefore for fire safety may not have windows or unprotected openings according to the OBC. How is a homeowner to determine if unsafe conditions exist and present a risk to like safety? If you license it, do you not accept liability? It is fine to "say" you don't but the court will not find that you have provided due diligence especially if the inspectors and approvers and municipal inspections are one in the same.

5.14 an interior site plan is called a floor plan or floor layout. How do you know that the exit and life safety requirements are acceptable per building code if it is not professionally prepared or the municipality inspects?

5.15 you are asking for a parking management plan in accordance with the by-law and to the satisfaction of the municipality. Who is going to verify this? If it is not completed by a professional how are you going to ensure it is accurate and meets the requirements?

5.19. It is hard enough to get an agreement to rent let alone acknowledge the individual municipal requirements? AirBnB does not require this in which case no tenants will provide this "sworn declaration".

5.19.4. This is ridiculous especially without engaging a professional to provide a condition assessment of the home. Most homes have OBC deficiencies unless they are new and if they contain deficiencies does that mean they will not be licensed? You will have no registrations? No home owner will be able to determine this. I wouldn't sign this and I am a registered professional

5.19.5. Again, this is unreasonable especially without engaging a professional to provide a fire code assessment of the home.

5.19.6. If a renter doesn't have the code of conduct at the time of rental (See AirBnB) then this cant be accomplished. The best you can ask for is a duty to inform. Often times owners and renters do not meet each other.

5.20.3. This is putting all the responsibility on the owner and without having the property professionally assessed could not possibly make this statement. The municipality as part of the approval and inspection process in the absence of a professional's liability will, by default become responsible and accept liability.

6.1 maximum occupancy shall be determined by the septic system capacity, based on bedrooms per by-law

6.4. Children 12 and under still use the facilities and create pressure on the septic. This means you could have 5 couples (10 ppl) and an unlimited number of children under 12. Needs review

7 Parking management plan

7.1 who determines if and where the parking spaces are permitted? The bylaw does not define number of parking spaces for a “short term rental” it does speak to a bed-and-breakfast establishment but that’s not what this is. Need to define parking spaces required.

7.2 From the bylaw 3.28.10 parking areas are permitted in an interior side yard and a rear yard, but not a front yard or an exterior side yard

Where did 3m x 1.5m come from? The current ACW By-Law does not include a size for a standard parking space. I reached out to the Huron County planner Meghan Tydd-Hrynyk mtydd-hrynyk@huroncounty.ca who conferred with the municipal CBO and provided the following commentary with respect to tandem parking “I spoke with our CBO as well. It would depend if they are stand alone units. It would be challenging to maneuver cars if they are not staying together. For example, if someone was renting the whole house, she is ok with tandem parking but if there are multiple units that are rented by different people, logistically that would not be ideal.” I am attaching the Huron County parking schedule illustration showing a minimum parking space size (90 degree angle) of **2.7m x 5.5m**

8.7. Location and illumination levels can be confirmed upon approval and inspection but not ongoing. Who will police “Maintain the Short-Term Rental in a clean and sanitary condition” property standards?

9. REVIEW, REFUSAL, AND REVOCATION OF REGISTRATION based on the above I think you are drastically underestimating what you are asking for from both the licensee and the manager

9.4. What kind of “ terms and conditions” must be identified within the by-law like occupancy.

12.2.2. What if the fine or demerits were issued in error?

12.3. What is the appeal fee? Not set out in schedule A

12.4. The Licensing Officer **MUST** permit the Licensee to continue operation during the appeals process ...

13.1.1. What are the timeframes for compliance for each type of infraction? (I.e. Parking, life safety, OBC, Fire, singing etc.)

13.1.2. This work is being done on behalf of the licensee by the municipality and charged on the tax account. Are there people qualified to do the work and how are they selected? Public tender or appointment process in conformance with the Municipal Procurement Policy?

14.2.1. The expiry of the **period** for appealing a fine imposed pursuant to Part I or Part III of the Provincial Offences Act should be identified in the by-law

14.6 Demerit

If a building is registered as a short term rental and the owners (residents) of the property contravene any of the items laid out in the infraction matrix is the property still subject to demerit points and fines? (see my **Example of Irregular behavior** above)

How will you know complaints are against renters and not owner occupants?

Each of these infractions are going to have to be made on a case by case basis. Who is going to police all these things?

Examples:

- 1 Exceed permitted Occupancy – Need to prove this not just heresay
- 3 Non-availability of Responsible Person or Alternate Responsible Person – Again this must be proven
- 4 Property Standards By-law 46-2018 Complaint or Conviction related to Premises – A complaint should not result in a demerit, only conviction
- 5 Noise By-law 64-2024 Complaint or Conviction related to Premises – Again, a complaint should not result in a demerit, only conviction. The noise needs to be quantifiable (ie. Decibel level at given time)
- 6 Open Air Burning By-law 14-2019 Complaint or Conviction related to Premises – Again, a complaint should not result in a demerit, only conviction
- 8 Building Code Act Order/Conviction – Infractions occur, only a conviction as a result of an order should result in demerit
- 9 Same as 8
- 10 Waste Collection Infraction – Again this should only be as a result of a property standards violation.

16.1.4. – Are all these documents to be kept on site? This requirement is unclear and may be unreasonable

17.3. – You are proposing that you are not going to prohibit the owner from gaining a licence which would be reasonable since this is a Short-Term Rental Licensing By-Law but you intend to try and prevent them from using their property for up to 2 years if they rent without a licence? No chance, this is unenforceable. Needs review.

Renters code of conduct.

5. max number of occupants should be based on septic which is based on bedrooms

6 a - Loud Music. Need to quantify this with what is loud – decibel rating required

b. Need to quantify no of people and excessive noise and disruptive behaviour. We have a neighbour who will complain just because it is an STR but our neighbours throw parties all the time. Same standards apply (See Example of Irregular behavior)

c. late evening early morning – this is governed by the noise by-law, not heresay

d. Yelling, shouting, singing or conversing loudly. This sounds like a scene from Footloose what about dancing? I believe I understand the intent but these restrictions MUST be quantifiable. These proposed restrictions are very dangerous and you need to rethink these descriptions.

Nobody is going to sign the code of conduct. It is up to the homeowner to enforce.

Application

D. Insurance - Why is the bylaw dictating how much insurance coverage a person or business has. You just need proof that the operator is insured. Where did the min insurance value of 2m come from?

F. Site Plan and Parking Management Plan What are the criteria for site plan see commentary above. Site plans should be to scale. How can you determine if they are accurate?

G. Building Layout and Fire Safety Plan a FSP would typically be displayed on the wall of the dwelling and would include fire evacuation plan and gathering point etc. Presume you require this for all floors being occupied? What are the criteria for "exit" ie. Does the exit width need to meet the requirement required in the OBC or this is just to show where the exits are? What about travel distances and basement exits if windows are used?

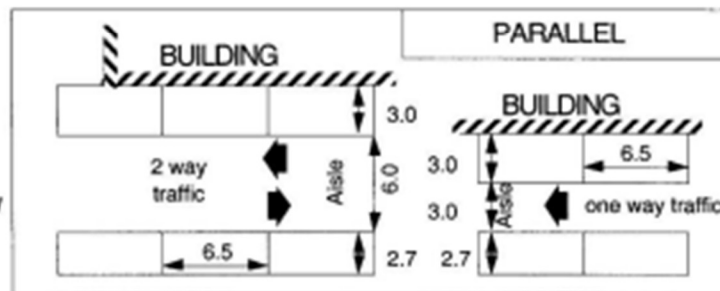
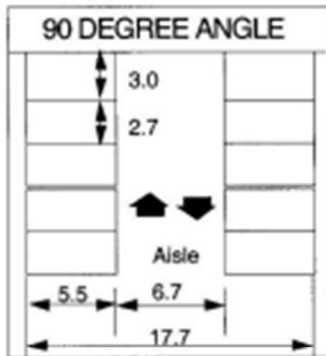
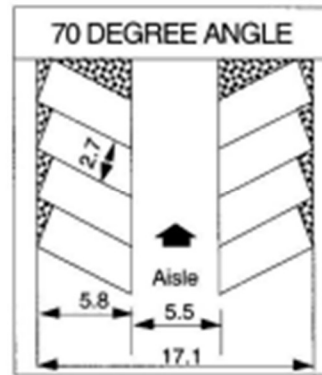
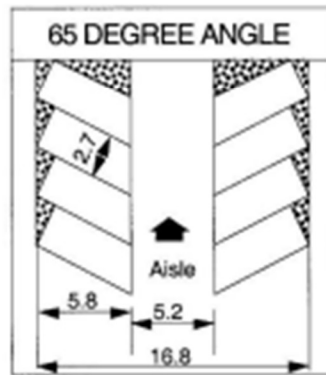
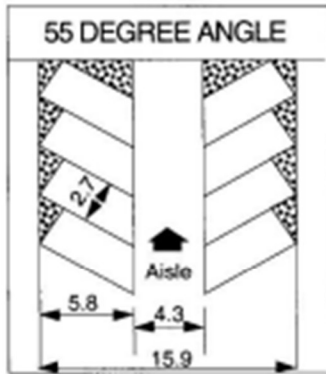
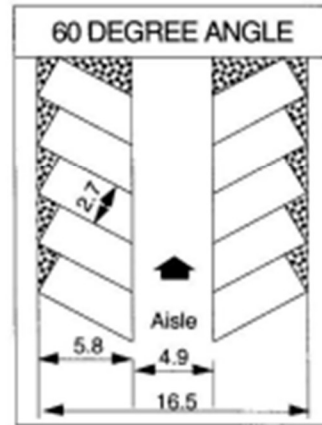
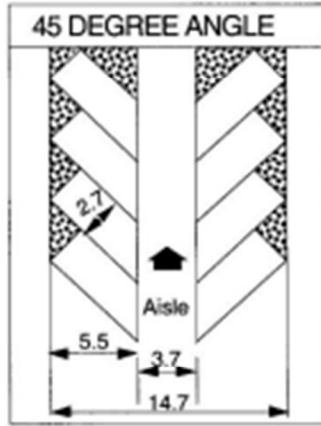
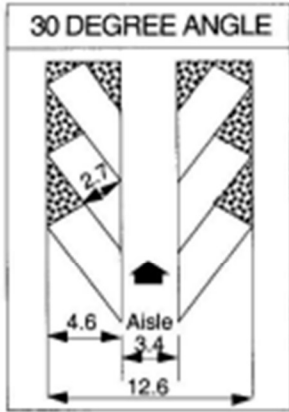
J. Payment of Fees No fees included

K. Indemnity Agreement the twp is held harmless as long as it acts in accordance with the rules of the STA bylaw but then it states that "The Applicant shall give the Township of Ashfield-Colborne-Wawanosh notice of any liability, claim, demand for which the Applicant may be liable within 5 days of such liability." These statements appear to be contradictory, it should be one or the other.

L. Declaration please note the concerns with regard to the declaration as outlined in Section 5 above.

What are the township responsibilities in providing this lisenace?

APPENDIX 5
Illustration Of Parking Area Regulations
Requirements by Configuration*



* THE ILLUSTRATIONS ARE FOR CONVENIENCE ONLY AND DO NOT FORM PART OF THIS BY-LAW

Kenneth Brindley
33856 Market Road
Goderich, ON N7A 3X9

The following questions and comments pertain to several topics that are most concerning to me in my situation, regarding short-term rentals.

During the open house at Kingsbridge Centre on September 20th, it was observed that Market Road was not included on the displayed map.

- Does this suggest that the mandatory licensing for short-term rentals does not apply to the subdivision accessed by Market Road?
- Are all the subdivisions that are accessed by private roads exempt from this proposed By-law?

This is quite confusing to me and requires clarification.

Road

Market Road, which I own, connects Highway 21 to the roads, within the Plan 574 subdivision. It has over 30 seasonal recreational lots. The lot owners do not own the road, but have a deeded right of passage and re-passage for their own use. Therefore, operating a rental business or using the road beyond what is specified in the wording of their deed, would be an overburden.

Currently, there is no road maintenance agreement in place for spring to fall use. There is no infrastructure in place for winter use.

Furthermore, in the past, when MTO was asked about a zoning by-law amendment, the Corridor Control Office sent the attached letter dated July 8, 2004, addressed to Mr. Mark Becker, Clerk for the Township of Ashfield-Colborne-Wawanosh. It notes that to secure access to Highway 21, the existing private road connecting the highway to the subdivision must be converted into a public road by the municipality.

Additionally, it is crucial to keep all roadways clear of vehicles at all times to ensure that fire and emergency vehicles can access the area.

Licensing

The new licensing By-law will grant property owners the right to operate a business.

- Can a business be operated in a recreational subdivision?
- Will this By-law establish a precedent for other types of businesses to operate within the subdivision?
- What liability does this impose on the Township?

Many times, in the past, the township has passed or changed Zoning and Bylaws, which have considerably increased the burden of many problems in our situation.

Rental

- The handout refers to rental up to 30 nights. What defines rentals after 30 nights?
- Are sub-rentals allowed?
- The handout refers to an owner-occupied short-term rental. What precisely is that?
- Maximum occupancy limits: what has been considered?

We trust that all of the following factors have been duly considered.

- ❖ Usable lot space - for people, tents, camping trailers, bunkies & etc.
 - ❖ Square footage of the cottage
 - ❖ Septic system capacity and an overflow plan
 - ❖ Parking lot capacity – preventing overflow onto roadways or right-of-way
 - ❖ Distance between neighbouring cottages
-
- Occupancy Limits: How do they apply to infractions on private rights-of-way?
 - How will this be handled with short-term rentals?

Garbage

- Currently, Any Day is Garbage Day at Highway 21 during cottage season.

Demerit Point

- How will this apply to infractions that happen on private right-of-way?
- Who will enforce the regulations?

On several previous occasions, the OPP and the Township have informed us that they do not have jurisdiction over private property.

Parking

- How is parking or anything on a private right-of-way going to be enforced?

We are now experiencing parking issues on Hunter Road, Market Road, and Grace Road in the Plan 574 subdivision. Parking should be on the cottage lot, not on the road, and rental tenants are making the problem worse.

Septic System & Well

- Why aren't kids 12 and under included in the allowed number of people?

Activities such as showering, leaving tapes on, over flushing, and similar actions also, and perhaps even more significantly, contribute to overburdening the septic system.

- How will concerns regarding sewage and wells be addressed?
- How often must a rental property have its water tested to ensure it is potable?

Insurance

- In today's legal environment, \$2 million is insufficient, especially when private roads are involved.
- Whose liability insurance will cover any accidents on a private road or neighbouring properties, including those involving private individuals, whether walking or in an automobile, for which the renter may be responsible for? Will the cottage property owner's policy cover the renter?

Charging a fee or licensing fee will be establish a liability and responsibility for the township.

SUMMARY

The handouts provided by the township at the open house state that the Committee's mandate is to produce a well-researched draft licensing by law. Therefore, unless the displayed map is accurate, it seems that further research is required.

Although there are other questions and concerns, the above topics have a significant impact on our property and are a major concern for us. Therefore, I would appreciate your attention in answering our questions. All of these topics are quite burdensome given our situation.

I would be happy to discuss these concerns further with the STR Committee, hoping their decisions don't worsen my situation.

Thank you,

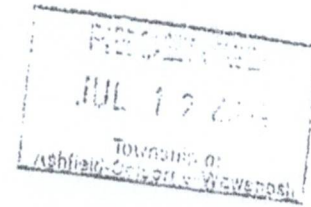
A handwritten signature in cursive script that reads "Kenneth Brindley". The signature is written in black ink and is positioned below the typed name.

Kenneth Brindley

Corridor Control Office
659 Exeter Road
London, ONT
N6E 1L3
Telephone: (519) 873-4597
Fax: (519) 873-4600

July 8, 2004

Mark Becker, Clerk
Township of Ashfield-Colborne-Wawanosh
RR5, Goderich, Ontario
N7A 3Y2



RE: Applicant: Unknown
Submission No.: ZBA-C 02/04
Lot 12, Concession BFC
County of Huron
Township of Ashfield-Colborne-Wawanosh - Highway 21

The ministry has completed its review of the above noted amendment. The amendment has been considered and reviewed in accordance with the requirements of our highway access control policies and the Public Transportation and Highway Improvement Act. The following outlines our comments.

In order to secure access to Highway 21, the current private road, which connects the highway to the subdivision, must be opened as a public road by the municipality. For further information regarding this issue, please advise the owner to contact Mr. Bob Houston, Corridor Management Officer at the MTO Operational Services - Owen Sound (1450 Seventh Avenue East, Owen Sound, Ontario N4K 2Z1 Phone: 519-372-4045) to discuss MTO's permit requirements and obtain the necessary applications.

We would appreciate being notified should this amendment obtain approval from council.

Should you have any questions, please contact our office.

Shawn McGuire
Regional Development Review
Planning and Design Section
Southwestern Region, London

c. V. Minassian - Owen Sound Operational Services

Attn: Short-Term Rental Committee

Re: Draft Short-Term Rental Bylaw

Introduction

I have lived full-time in ACW and rented out four cottages on my property for nine years. In all that time, not a single complaint has been made against me or my renters. We live on site. We enforce strict rules. We care about our neighbours and our community.

And yet, under this draft bylaw, I and other responsible hosts like me, are treated like a problem to be eliminated and second-class citizens.

1. Exploiting a Real Crisis

On the [ACW website](#) and a [press release](#) you cited that the bylaw is "designed to balance the benefits of STRs in the community with the need to address concerns related to safety, neighbourhood compatibility, and **long-term housing availability.**"

However, linking this bylaw to the long-term housing crisis is misleading. Most properties in ACW that would require an STR license are seasonal and not equipped for year-round living. While supporting housing affordability is a worthy goal, using it to justify this bylaw implies an outcome that the bylaw cannot realistically achieve. Throughout all of your committee meetings, there has been no discussion of how this initiative would meaningfully address housing challenges. Including it as a rationale, risks giving the impression that this program is about helping with housing when, in practice, it does not. You are exploiting a very real problem in an attempt to enhance the legitimacy of this initiative.

2. A Manufactured Crisis

The data you cite in committee meetings is consistently shaped more by confirmation bias than objective analysis. The clerk indicated that results from the public feedback form showed approximately 1/3 respondents with positive opinions regarding STRs, 1/3 with negative feelings, and 1/3 without an opinion either way. [1] On a superficial level, it sounds like there is significant support for licensing, but in reality, it is the opposite.

Complainers Are Over-Represented in Surveys

- Empirical studies show that people with negative experiences are **2–3 times more likely to respond to surveys** than satisfied or neutral people.
- This creates **self-selection bias**: i.e.: feedback that is skewed toward those who are most upset.
- Even so, the STR feedback form showed only 1/3 opposed, 1/3 supportive, and 1/3 neutral. That means opposition is **absolutely not the majority view**.

(Source: Maguire, [Survey Methods: How Planning Practitioners Use Them](#); Dovetail, [What is self-selection bias and how can you avoid it?](#))

- Municipal surveys and feedback forms often capture only a **small, motivated slice of the population**.
- Unless specifically designed to be representative, they should not be treated as proof of majority opinion.

(Source: Utz, [Improving Consultation Measures at the Municipal Level](#))

You are calling this a crisis because complaints jumped from **two in one year to 16 the next**, in a community of approximately 5,900 residents.

At the January committee meeting, **you acknowledged that the data was poor and didn't necessarily suggest an increase**. You couldn't confirm with certainty how many incidents there were, whether they were all STR-related, or if they were all associated with the same handful of properties.[2] Councillor Anita Snobelen claimed a "1000% increase" [3] — with the committee literally admitting that people in specific communities had been directed to complain [4]. Mike Niglas at the January 28, 2025 meeting asserts that for every one complaint there are 10 more who don't [5]. That doesn't hold up when citizens have been literally directed to make complaints. Those 16 complaints do not mean 160 problems, or 160 complainants. It reflects a handful of persistent individuals making repeated complaints. Additionally, assumptions were made suggesting that bylaw enforcement efforts were ignored without any data to support the proposition and that 'working from memory'[6] is a solid foundation for decision making.

Without objective data, what you have presented is not evidence. It is a manufactured justification, shaped by bias and rationalized through convenience rather than grounded in fact. You have also admitted that you have not reviewed information from OPP [7] calls related to complaints. This data is available [8]. You only need to request it. Meaningful data worth examining would include:

- A breakdown of both OPP and Bylaw calls.
- The actual number of incidents (20 calls about one party is not the same as 20 calls about 20 separate parties).
- Whether and how complaints were resolved.
- A breakdown of complaints by type of property/user:
 - Renters.
 - Owners who were occupying their property at the time.
 - Absentee property owners operating AirBnBs or similar.

3. Complaint-Driven Enforcement Can Be Weaponized

- Studies show complaints are sometimes driven by **personal motives** rather than genuine problems.
- Systems that punish based on the number of complaints invite **abuse by neighbours with grudges**.
- Without safeguards, responsible STR operators are more vulnerable than owner-occupied cottages.

(Source: Birkeland et al., *BMJ Open Quality*)

You have built this draft bylaw on the assumption that complaints are always legitimate. At the open house our concerns were dismissed by Anita Snobelen with the naive statement “if you don’t break the rules, you won’t have a problem”. What happens when a neighbour with an axe to grind decides to use the system as a weapon?

One spurious, combined noise and occupancy complaint against an STR property early in the summer could mean losing a license for six months; having to return the summer’s deposits; and in my case with 4 cottages, destroying dozens of family vacations with irreparable logistical and financial loss. Anita Snobelen suggested: “Just don’t ask for deposits! I wouldn’t.” This demonstrates, at worst, contempt and indifference to those who operate STRs, a lack of care and concern for all those affected, and at best her complete lack of understanding of how STRs run (you cannot hold a reservation without a deposit). The decision to engage in a conversation on an individual level rather than an open community forum, communicates to me the unwillingness for council to be informed and accountable with the inevitable outcome being inconsistency in communication of information to the public.

For some STR owners in our community, the loss of their license for six months would decimate their livelihood and for others make maintaining their family cottage impossible.

How is this fair when there are zero consequences with a broken bylaw enforcement system for the same complaints against owner-occupied neighbours? The STR Licensing becomes a weapon and powerful tool for those who would like to get rid of all rentals (not just the problem ones) and for neighbours who want payback for perceived slights or fear of cultural differences.

As an STR owner, I face far greater risks for the same alleged behaviour. A complaint against my neighbour might result in a warning, but a complaint against me could jeopardize my license and income. That imbalance makes me think twice before reporting issues like fireworks, dangerous dogs, or trespassing — for fear of retaliation and the much harsher consequences that only STR owners face. That is not fairness. This approach reinforces the perception that the real goal is to get rid of as many STRs as possible.

4. Real Problems but Wrong Target

If you were truly targeting “party houses,” you would be seriously exploring alternate solutions like:

- Hiring a bylaw officer to work evenings and weekends when the majority of complaints come in.
- Enhance current bylaw with enforced and graduated fines (e.g. noise fine minimums: 1st offence \$750, 2nd offence \$2500, 3rd offence \$5000).
- Pausing the initiative so that you could collect real data so that any changes are based on making a system fair for all, rather than satisfying one group of vocal residents.
- A **robust and documented system** for resolving complaints without, or at least, prior to assigning demerits.
- A minimum one-week stay (as Muskoka Lakes requires) to encourage family vacations.
- Licensing for rentals shorter than one week to avoid the weekend and long-weekend partiers.

All options should be explored through the lens of cost–benefit analysis, equity, and **the least intrusive means of achieving the stated objective**. Instead, you’re creating a narrow, invasive, punitive system without full and proper consideration of the consequences. Your current plan pits neighbour against neighbour and puts responsible

operators at constant risk, all while ***owner-occupied cottages get away with the very behaviour you claim to oppose.***

Personally, I have had to deal with owner-occupying neighbours who:

- Throw an annual giant Labour Day party with a live band until 2 a.m. every year so that I can't rent folks who want a quiet family vacation.
- Local dog owners allow their animals to bite, scratch, bark for hours, and defecate on my property. Every spring, I collect piles of discarded dog-waste bags tossed onto my cottage lawns over the winter because 'it's just a rental,' and they think "it's just a rental," so respect and responsibility don't apply.
- Neighbour trespassers who party on our rental property, terrifying my renters and putting us personally at risk by having to confront drunken people in the dark. Because it's a rental, locals seem to think both myself and the occupiers are not entitled to privacy.
- Owner-occupied cottages blasting music night and day, every weekend for years on end disrupting the ability of all owner-occupied cottages on our lane to enjoy our properties. Calling the police repeatedly was the only thing that stopped them.

Not one of those problems came from STRs. Yet when an owner-occupier is the subject of a complaint, they still get to enjoy their property as they intended. If the same complaint is made against me, I risk losing the right to use my property as I intended — to rent it responsibly to guests who are themselves responsible and considerate of the rights of others.

At the open house, Councilor Anita Snobelen argued that this licensing system is fair because it shifts the cost of OPP calls from the general tax base to STR owners – where you allege *all* nuisance complaints come from. Mike Niglas at the January 28, 2025 meeting asserts that people don't complain about STRs because 'they know the bylaw has no teeth'[9], then same is true regarding complaints against owner-occupied cottages. Unless you can provide both the number of calls attended by the OPP and the percentage attributable to STRs versus owner-occupied properties, this argument cannot be justified.

5. The Core of the Program

Throughout your meetings you skim over how the bylaw will actually be implemented and enforced, and when you do touch on it, you swing back and forth between extremes calling for more accountability for the program manager, other times less. Even basic definitions of

‘unresolved’ complaint versus ‘substantiated’ complaint are missing. Yet this is the very core of the program.

The intent is to replace what you acknowledge is a broken system of bylaw enforcement. But unless enforcement is clear, fair, transparent and accountable, the rest of the bylaw’s fees, rules, and restrictions are irrelevant.

What you have proposed simply risks replacing one broken system with another, only this time with far greater financial costs and disruptive impacts for responsible STR owners and their guests.

The draft bylaw is missing its substantive core: the rules that govern how the licensing manager will substantiate complaints, prove violations, and apply enforcement fairly. Without that, STR owners have no reason to buy in, because there is no assurance that the system will operate with accountability, objectivity or consistency.

How can this bylaw claim to manage complaints fairly when some complainants’ real goal is the elimination of STRs and the return of all properties to owner-occupation? What will qualify as objective evidence? How will “he said/she said” situations be handled? If three neighbours submit noise complaints, is that automatically considered proof?

With the bar for complaints set so low and no formal process for investigation, there is a real possibility of collusion or outright fabrication among disgruntled property owners, especially given the hostility some residents have already expressed toward STRs and those who operate them. Will demerits still be issued if accusations cannot be objectively substantiated?

Consider these examples:

- Garbage complaints: Trash is left on the beach and days later, with no evidence of who left it, an STR owner has been blamed because it’s the easiest assumption.
- Noise complaints: A neighbour reports a noise violation without ever attempting to resolve it directly, despite the fact that they know who the owners are, they have the STR contact information and it is publicly available online. Will you require them to prove that they tried to resolve the issue before contacting bylaw? Will you require them to prove that there was unacceptable noise in an objective way?

If you intend to hold STR operators accountable, then fairness demands an equally rigorous standard of proof. Otherwise, you’re simply empowering those who want STRs eliminated to use the complaint process as their tool.

6. The Real Target

In your committee meetings, you've stated that the goal of this program is to catch repeat offenders who refuse to change their behaviour after multiple complaints. But the real outcome, (and I believe, the underlying intent) is to drastically reduce the number of STRs in our community, regardless of whether they are responsibly operated or not. If I can lose my license for an entire season because of one bad evening after nine years of respectful, complaint-free renting, you are not targeting problem properties; you are targeting all STRs.

You've set the bar so low for what qualifies as a noise complaint "yelling, shouting, singing, or **conversing loudly**", that enforcement becomes entirely subjective and open to abuse. If the threshold for a conviction is simply, "I had to close my windows," then every owner-occupied cottage on my street would have lost the right to use their property at some point this summer. There needs to be some tolerance for ordinary life. Tolerance for families and friends sitting around a fire, talking, laughing, and *being human*.

You've referenced using an American app to identify potential unlicensed STRs by scouring AirB&B, VRBO, social media and the general web for local cottage advertisements. The basic subscription, at a cost of \$5000/year, will not help to shut down the 'bad actors', but will only track down underground STRs in order to collect licensing fees in a money grab, collect unpaid taxes from one unfairly targeted segment of property owners [10], and discourage rentals in general.

Nowhere in the draft bylaws have you outlined how complaints will be managed any differently or more effectively than under ACW's current bylaw enforcement. In fact, your committee has openly supported the idea that not all complaints need to be investigated, substantiated, or proven — because it's "less time consuming" for staff. You have even discussed wording the bylaws specifically to avoid the obligation to investigate.

How can I have confidence in a system built this way? You propose demerits for "unresolved" complaints yet provide no definition of what "unresolved" means, described no process for resolution or substantiation, and no safeguards against subjective decision-making. Instead, the draft leaves these judgments to the sole discretion of a program manager, within bylaws deliberately designed to avoid an obligation to prove a complaint's validity.

7. The Stakes

Your 'learn-as-you-go' approach is not sufficient. The stakes for some are their livelihood. For others it's the trust and friendships built with families who come back year after year. And it's their contribution to local businesses — from the Book Barn to Coastal Coffee to

the Blyth Festival that is at stake. In all of your meetings, **how to protect responsible STR owners from illegitimate complaints**, and infrequent but honest mistakes is never discussed.

If you refuse and/or are unable to support your bylaw with real data, real measures to protect responsible STR owners, and a less onerous or alternate system to register owners and manage complaints, you will not achieve your goal. You will find that many will:

- Stop renting, resulting in a negative impact on the businesses that are supported by those visitors.
- Stop renting and give up their family cottages.
- Go underground and not apply for licensing at all.
- Pit neighbour against neighbour with some people vowing to report every owner-occupied infraction to make a point.
- Pit neighbour against neighbour by weaponizing complaints.
- Pit neighbour against neighbour for those who just want to eliminate all STRs so that the 'character of **their** cottage communities' can remain the same: occupied by the inheritors of generational wealth.

You think this bylaw is fair? It is not. It is built on poor data, misleading information, bad faith complaints, and double standards. It will punish responsible operators while doing little to curb the very issues you say you want to address.

Respectfully, but with deep frustration,
Mary-Lynne Snedden

Timestamps

1. [October 29, 2024 ~timestamp: 22:07](#)
2. [February 25, 2025 ~timestamp 49:32](#)
3. [February 25, 2025 ~timestamp 49:09](#)
4. [January 28, 2025 ~timestamp 5:07](#)
5. [January 28, 2025 ~timestamp 4:37](#)
6. [January 28, 2025 ~timestamp 3:35](#)
7. [January 28, 2025 ~timestamp 9:58](#)
8. [October 29, 2024 ~timestamp: 38:33](#)
9. [January 28, 2025 ~timestamp 3:48](#)
10. [February 25, 2025 ~timestamp 6:32](#)