# **Submitting a Complaint**

All complaints are addressed as quickly as possible and in an impartial manner. Our goal is to achieve compliance with the municipal by-laws.

Municipal Law Enforcement Officers work on a complaint basis. When a complaint is received, an officer will investigate whether the complaint is a contravention to the by-law.

The volume of complaints fluctuates on a seasonal basis, thus the department coverage also fluctuates. During the summer, the department hires a number of summer students to assist with the influx of complaints received. Please visit our **By-law Coverage** web page for seasonal hours of operation. It is advisable to call By-law when an issue is occurring to obtain the best evidence.

To submit a formal complaint to the Township, you will be asked to provide the following information:

- · Complete details of complaint.
- Is the property a Short Term Rental?
- Where is the activity happening? (accurate address of property).
- Contact details for complainant (name, address, telephone). This allows the complainant to call in and follow-up with the action taken at the property.

Complainants personal details provided to the Municipal Law Enforcement Department are kept confidential according to the Municipal Freedom of Information and Protection of Privacy Act.

## **Enforcement and Entry**

Municipal Law Enforcement Officers enforce the Township By-laws. When a complaint is received, it is investigated to determine if a by-law violation exists or not. The appropriate action will then be taken to resolve the matter. An Officer may at any time, enter onto land for the purpose of carrying out an inspection to determine whether or not the by-laws are being obeyed.

If the property is known to be a Short Term Rental then officers will proceed with the "Strict Enforcement Policy". If there is sufficient evidence the renter and property owner will be issued a charge

In many cases, the sound producing activity will have ceased prior to an officer's arrival. In those cases, the offender may be educated about the Noise Control By-law to deter the activity from happening again.

Typically, a warning is sufficient to stop the noise producing activity. If required, the Officer may issue a charge under the Noise Control By-law, or depending on the circumstances, a Summons to Court may be issued.

Alternatively, a Ticket of Summons to Appear in Court could be issued with fines ranging between \$300.00 to \$100,000.00.

### **Contact Information**

This information brochure has been prepared for general information only. For specific information, please refer to the Township By-laws:

#### www.tiny.ca

If you have questions about the by-laws, please feel free to contact the By-law Department at:

#### **Township of Tiny**

130 Balm Beach Road West Tiny, Ontario L0L 2J0 PH: (705) 526-4136 FX: (705) 526-2372

BylawComplaints@tiny.ca

Revised: April 29, 2021



# #21-028 Noise Control in the Township of Tiny



This Information brochure has been prepared for convenient reference only. For specific information, please refer to the Township By-laws.

### **Noise**

Noise is a "sound that is of such a volume or nature at a point of reception that it disturbs or is likely to disturb the inhabitants of the Township."

## **General Prohibitions**

In the Township of Tiny, "no person shall emit, cause or permit the emission of noise resulting from any activity listed in Schedule A, if clearly audible from the point of reception."

The following are some of the activities listed in Schedule "A" in the Noise Control By-law which are prohibited 24 hours a day:

- The operation of any electrical device intended for the production, reproduction or amplification of sound;
- The operation of a stereo or other electronic device designed to amplify sound in, or on a motor vehicle in such a way that the sound can be easily heard outside the motor vehicle;
- Persistent barking, calling, or whining made by any domestic pet for the purpose other than agriculture;
- Ring bells, blow or sound any horn, yelling, shouting, hooting, whistling or singing;
- Any unwanted or meaningless sound that in the opinion of the Officer is likely to disturb the inhabitants of the Township;
- Several other noises are specifically prohibited in the Noise Control By-law.

## **Prohibitions by Time**

Many sound producing activities are permitted to make noise during specific daytime hours.

The following activities are **PERMITTED** during the established time periods:

- 1. The sounds from a Woodchipping Establishment:
  - Monday to Saturday- 7am-7pm
  - Sunday- not permitted
- 2. *Construction* or maintenance activities, other than snow removal:
  - Monday to Friday- 7am-8pm
  - Saturday, Sunday, Stat Holidays 9am-8pm
- 3. The operation of *Construction Equipment*:
  - Monday to Friday- 7am-8pm
  - Saturday, Sunday, Stat Holidays 9am-8pm
- 4. Domestic Tool
  - o Monday to Friday 7am-9pm
  - o Saturday, Sunday, Stat Holidays 9am-8pm
- 5. Lawn Maintenance Equipment
  - ° Monday to Friday 7am-9pm
  - o Saturday, Sunday, Stat Holidays 9am-8pm



## **General Exemptions**

The following activities are considered exempt from the provisions of the Noise Control By-law:

- The sirens or noises associated with essential services, all activities of the Township, the County of Simcoe, the Province of Ontario and any utility provider.
- 2. Parades, activities or special events permitted by Council;
- The use of vehicles, equipment and construction equipment when utilized for the clearing of snow on public and private property;
- 4. The noise caused by farm equipment performing any farm operation;
- 5. The ringing of bells, chimes or clocks associated with religious or public buildings;
- Generators for the purpose of power outages.

## **Exemptions by Council**

Anyone may make an application to Council to be granted an exemption from any of the provisions of the Noise Control By-law. The Township of Tiny Council may refuse to grant an exemption, grant the exemption with lesser effects or grant the requested exemption. An exemption granted shall specify the time period during which it is in effect and may contain terms and conditions which the Township deems appropriate.