

Good afternoon, I'm Terry Kellar, Chair of the STA Committee of the Blue Mountain Ratepayers Association. I reside on Lucille Wheeler Cres.

The Staff report being presented today is a very large document and the time allowances permit me to only address a few of the issues it presents.

The STA Bylaws were established in response to a large outcry in the community regarding the disruptive nature of these rental sites in residential areas. The 3 primary reasons were to ensure the safety of rental customers (electrical, fire etc.), comfort (adequate facilities) and to protect the neighbours and neighbourhoods from disturbances such as noise, parking, garbage etc. Any Bylaw, OP or Zoning changes need to reference and adhere to these established foundations.

We do applaud the staff and council's efforts to make changes to correct previous errors. We concur with the recommendation to immediately revoke the 9 licenses in violation of the 120 meter separation and to ensure no further licenses will be allowed in these circumstances.

Regarding the rental capacity allowed for Legal non-conforming (Grandfathered) licensing, it is clear that the Bylaw allows for 2 persons per bedroom plus a possible additional two in a sleeping area and only one sleeping area is permitted. We agree with the calculations on capacity to include actual bedroom count and ensuring parking availability.

We agree that changes need to be made for the CRU rentals but we are not sure that forcing all the individual owners to give up the right to rent their property over to a established large operator is the right way to do it.

It is disappointing to us that we are once again revisiting some issues that have been resolved in the past, for instance the role of the RP.

Why does the industry push, promote, and demand an enhanced role for their employees regarding the RP function. There is an obvious benefit to the owners if consequences are eliminated, reduced or delayed regarding the disruptive activities of their renters. All we need to do if take a look at the photo taken of the front of an STA on Settlers Way on March 3 this year to understand to what our residential neighbourhoods are still being subjected. The question of the RPs role has been reviewed and resolved in the past by this Council and received concurrence from the OPP. Who keeps pushing this issue?

According to the report, Council and the STA operators worked together to implement the RP system but it doesn't acknowledge that the public never supported the notion that an untrained, unregistered, private employee of the STA operator would respond in place of an independent, professionally trained OPP officer to security issues and/or noise complaints by unruly guest staying at an STA.

Now staff is recommending that it be mandated that residents MUST call the Bylaw department who will in turn notify the RP to attend to the complaint. If residents do not comply, demerit points will NOT be assigned. That totally defeats the purpose of the STA licensing bylaw by punishing the residents and not the operator. Yet every other resident in our town who doesn't live close to an STA can receive Police assistance and the offenders will be ticketed. Who benefits from this change? Not the residents who were disturbed! The RP works for the STA operator so owes no 'duty of care' to the nearby citizens who made the complaint. The RP will never admit that there was a problem, which would raise the possibility of a fine and demerit points against the owner. The residents are left with no solution as the same event can happen over and over again with new renters and no consequence to the owners. To date no operator has lost his/her license however the fear of that consequence has resulted in reduced noise charges as noted in the report and an improved circumstance for residents. Therefore we suggest that no change be made at this time to the current reporting system for noise issues.

This report proposes a new method of assessing demerit points for noise complaints. Currently demerit points are not assigned until a conviction is registered in provincial court against the noisy renters but under the proposed procedure a charge will be laid against the owner which will be taken to provincial court also. Now we would need two convictions before the Town is allowed to take any actions against the owner. The system in place now doesn't adequately serve the residents properly as last year's noise statics show 42 complaints and only 2 charges ... 40 times people were disturbed and no consequences. With these proposals there is more likelihood they can get off with a technically and less likelihood of consequences to owners.

We are all aware of the improvement regarding noise and other STA issues since the demerit system has been enforced. On Page 3 of the report it is noted that since "2014 statistics have shown a decline in noise complaints that appear directly related to the demerit point system in place. So why would we want to weaken it. This proposal does not meet the purpose of the bylaw and along with the proposed changes to the RP process will **destroy** the demerit point program.

Please protect our residential neighbourhoods and not accept the proposed change to the RP and Demerit points systems.

I have only addressed a few areas of this report which we feel are the most urgent we hope that we have a opportunity to address the rest of our concerns in the report at the scheduled meeting in weeks to come.