

Township of South Frontenac

Staff Report



To: Council

Prepared by: Office of the Clerk

Date of Meeting: May 16, 2023

Subject: **By-law Enforcement and Short-Term Rental Survey Summary**

Summary

The purpose of the report is to provide Council with a summary of the By-law Enforcement and Short-Term Rental Survey results. The Report also provides information regarding proposed next steps in relation to By-law Enforcement and short-term rental accommodation concerns.

Recommendation

This report is for information.

Background

At the June 21, 2022 Council meeting, a report regarding [Noise By-law Background Information](#) was presented which proposed public consultation in the form of a survey to receive additional information regarding by-law enforcement concerns.

Discussion/Analysis

Between February 15, 2023 and March 31, 2023, there was an opportunity for those interested to complete the By-law Enforcement and Short-Term Rental Survey. Advertisement regarding the survey occurred via a notice included as part of the tax bill package, roadside signage, social media posts and the Township website. The survey was hosted on the SurveyMonkey platform. A total of 1,345 responses to the survey were received. A summary of the survey results are attached to the Report as Exhibit A.

Summary of Survey Questions 1., 2. and 3.:

The results of survey questions 1., 2., and 3. provided information regarding survey respondents residency status, the district in which the respondent resides as well as the length of time in which the respondent has lived in the Township of South Frontenac. Nearly seventy percent of survey respondents indicated that they are permanent (year-round) residents of the Township. Additionally, close to eighty percent of survey respondents have lived in the Township for more than five years.

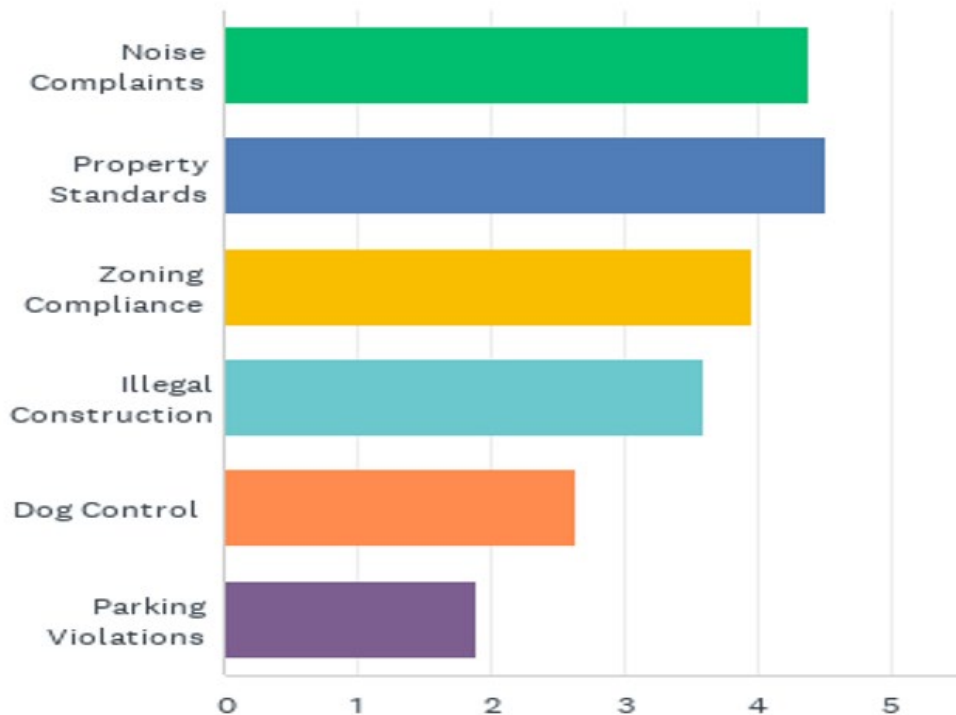
Summary of Survey Question 4.:

The results of survey question 4. provided an overview of the level of satisfaction regarding the By-law Enforcement program in the Township. In general terms, fourteen percent of the survey respondents were dissatisfied with By-law Enforcement services while approximately sixty-five percent of survey respondents indicated that they viewed the By-law Enforcement program in a neutral or satisfactory light.

It is worthy to note that approximately twenty percent of survey respondents indicated that they did not have adequate knowledge of By-law Enforcement services in the Township to provide an opinion on the matter. This could suggest that there is an opportunity to further promote or reinforce the By-law Enforcement services or programs available to residents.

Summary of Survey Question 5.:

The results of survey question 5. provided information regarding the ranking of enforcement areas in terms of importance. Question 5. demonstrated that approximately fifty-two percent of survey respondents ranked noise complaints as either their primary or secondary area of importance. Similarly, seventy-nine percent of survey respondents ranked property standards as one of their top-three areas of importance. Finally, it is evident that Zoning By-law compliance and Illegal construction was of importance to survey respondents.



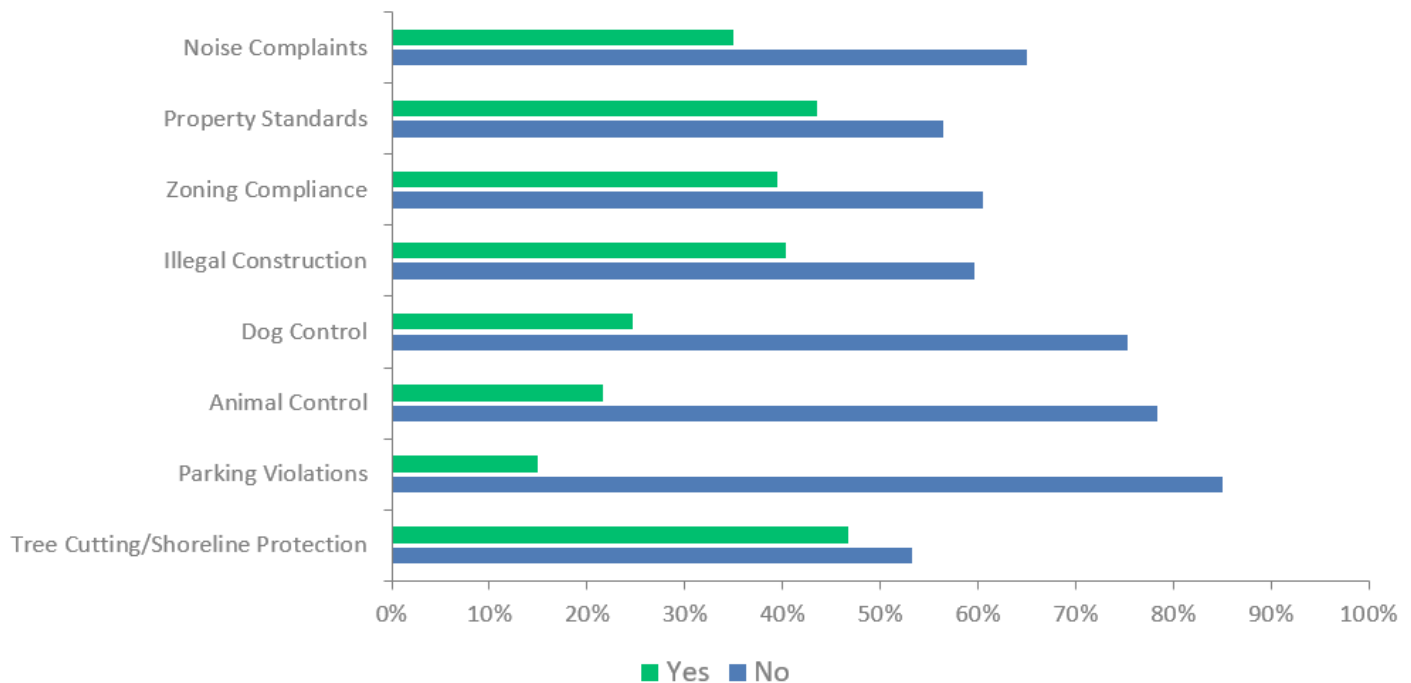
Please note that while the Township does not have a Property Standards By-law in place, the term “property standards” was utilized in the survey rather than referencing the Township – Safe Property By-law as the term “property standards” is recognizable.

Summary of Survey Question 6.:

In regard to the results of survey question 6., Thirty five (35) to forty three (43) percent of survey respondents believe that enhanced enforcement is required to address noise, property standards, zoning compliance and illegal construction concerns.

Further, forty-six percent of survey respondents felt that enhanced enforcement regarding tree cutting and shoreline protection is required. Development Services is currently in the process of collaborating on a Community Planning Permit System which would assist in addressing these concerns.

It is important to note that it is not surprising to see the percentages that reflect from fifty-three (53) up to eighty five (85) percent of survey respondents that did not feel that enhanced enforcement was required.



Summary of Survey Question 7.:

The results of survey question 7. provided information regarding whether a violation of a by-law impacted the quality of life of the survey respondent. Just over one-third of survey respondents indicated that a by-law issue impacted their quality of life.

Summary of Survey Question 8.:

The results of survey question 8. provided data regarding whether a survey respondent submitted a by-law complaint to the Township regarding issue impacting their quality of life. Approximately eighty percent of survey respondents indicated that they did not submit a complaint to the Township regarding a by-law concern.

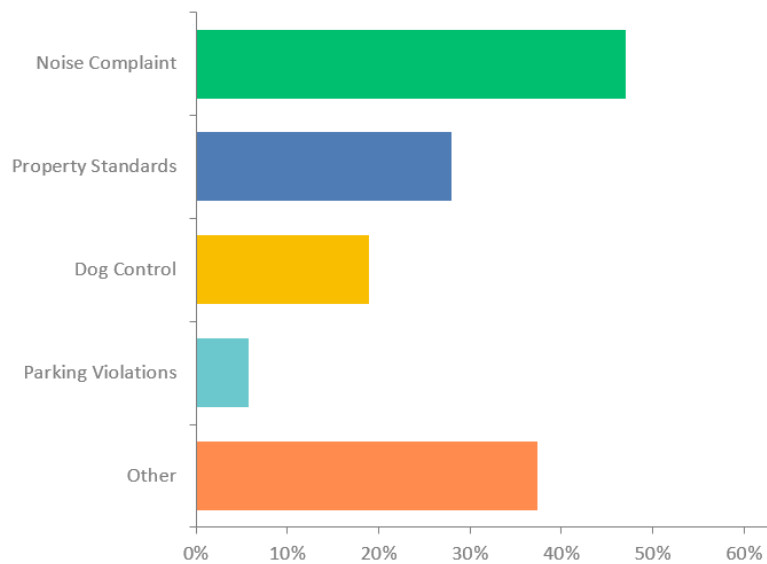
The data could further suggest that additional outreach is required to raise awareness regarding the current Township By-law Enforcement programs as only 266 of the 480 respondents who noted that a by-law issue impacted their quality of life submitted a formal complaint.

Summary of Survey Question 9.:

The results of survey question 9. provided information regarding the nature of the submitted by-law complaints. 465 survey respondents responded to question 9 (or 35% (thirty five percent) of those who completed the survey). And provided 638 responses as multiple choices could be selected. The number of respondents is consistent with the data stemming from question 7.

It is worthy to note that seventy-five percent of complaints were related to either noise or property standards concerns which reinforces the data provided by question 5.

Answered: 465 Skipped: 880



Summary of Survey Question 10.:

The results of survey question 10. provide further clarification regarding the frequency in which survey respondents were impacted by a by-law issue.

A review of question 10. can indicate the need to increase awareness of current Township By-law Enforcement programs or a low occurrence of infractions within the Township. Additionally, it is important to remember that not all complaints received are necessarily a legitimate by-law violation.

Q10: How many issues have you experienced over the last three years?

Answered: 465 Skipped: 880

ANSWER CHOICES	RESPONSES	
1	21.51%	100
Between 2 and 5	44.95%	209
Between 6 and 10	15.91%	74
More than 10	17.63%	82
TOTAL		465

Summary of Survey Question 11.:

Survey question 11. sought to gauge whether survey respondents believe that short-term rental accommodations should be permitted in the Township. Nearly eighty percent of survey respondents noted that they were supportive of short-term rental accommodations being permitted.

Summary of Survey Question 12.:

The results of survey question 12. provided information regarding whether survey respondents felt that short-term rental accommodations in the Township should be regulated by a licensing program.

Upon review of the data, the results of question 12. demonstrate a 50-50 split between those in support of short-term rental accommodation licensing and those who are either opposed or undecided.

Summary of Survey Question 13.:

The data stemming from question 13. illustrates what survey respondents believe are key components to a short-term rental licensing program.

It is evident that survey respondents believe that owner responsibility and establishing a code of conduct for renters were of upmost importance. Additionally, addressing noise complaints and solid waste issues were also of high importance.

Q13: What do you see as the main benefits to licensing short-term rentals? (Check all that apply)

Answered: 1065 ; 280

ANSWER CHOICES	RESPONSES	
Address noise complaints	67.04%	714
Address property standards issues	48.83%	520
Promote fire protection	45.92%	489
Address building code concerns	32.39%	345
Ensure proper garbage and recycling collection	57.75%	615
Ensure owner responsibility	83.38%	888
Establish a Code of Conduct for Renters	69.58%	741
Ensure a property is not rented year-round	27.04%	288
TOTAL		4600

Current Status and Next Steps:

Over the course of the past year, the Township has allocated considerable resources to its By-law Enforcement program. The Township is in a position to effectively investigate and address By-law Enforcement concerns.

The Township now has the ability to issue administrative monetary penalties in relation to violation of the following By-laws: Dog Control By-law, Noise By-law, Safe Property By-law, Trailer Licensing By-law and the Waste Management By-law. Furthermore, provisions within the Noise By-law and Waste Management By-law permit administrative monetary penalties to be issued directly to the property owner or director of the corporation in an effort to increase owner responsibility.

Township staff have worked very closely with Frontenac Municipal Law Enforcement to ensure that the necessary processes are in place to effectively investigate by-law complaints.

In light of the survey results, staff are also taking steps to raise awareness regarding the By-law Enforcement programs and services currently in place. Recently, the Township has included information in the Frontenac News and on social media regarding adherence to the Noise By-law.

The following represents an example of the advertising campaign:

“Noise By-law Enforcement

This May long weekend, be a good neighbour. While you're outdoors having fun with family and friends, please keep noise levels reasonable. To report a noise violation, call 613-541-3213 and leave a message with details and a call back number.”



Staff believe that the tools currently available to the Township will better position the municipality to be able to address by-law concerns in general. Further, the initial feedback received in relation to short-term rental accommodations points to enforcement enabled through existing by-laws. Staff are recommending that information continue to be gathered over the upcoming summer which will provide an opportunity to determine if additional by-law enforcement tools are required including consideration of short-term accommodations licensing to support the quality of life for residents.

The Township requests that residents submit By-law complaints by calling 613-541-3213.

Financial Implications

None.

Relationship to Strategic Plans

- Not applicable to this report.
- This initiative is supported by the following priorities of the 2019-2022 Strategic Plan.

- Priority: Choose an item.

Notice/Consultation

- Chief Administrative Officer
- Deputy Clerk
- Executive Assistant/Communications Officer

Attachments

Exhibit A – By-law Enforcement and Short-Term Rental Survey Summary

Approvals

Submitted By:



James Thompson
Clerk

Approved By:



Louise Fragnito, CPA, CGA
Chief Administrative Officer