



BY-LAW ENFORCEMENT

By-laws are created to address issues and concerns of the local community. The role of the By-law Enforcement Officer includes education, investigation and enforcement of all By-laws within the Township of Muskoka Lakes.

BEFORE SUBMITTING A COMPLAINT

It is always best if neighbours can respectfully resolve their issues without the need for By-law Enforcement. If possible, discuss the problem with your neighbour. Remember to focus on the issue, listen to their concerns, and look for mutually beneficial solutions.

If your efforts to resolve the matter with your neighbour have been unsuccessful, the Township's By-law Enforcement team may be able to assist in resolving the issue. Contact the By-law Enforcement Team to learn about the Township's By-laws and if they apply to your situation.

BY-LAW INFORMATION & GENERAL INQUIRIES

Call 705-765-3156 to speak to the By-law Officer or email bylaw@muskokalakes.ca.

PROCESS FOR SUBMITTING A COMPLAINT

1. Website on-line form at www.muskokalakes.ca.
2. Mail, Email, Fax or Hand Deliver complaint to the Township of Muskoka Lakes Office
 - a. Mailing Address: PO Box 129, 1 Bailey Street, Port Carling, ON P0B 1J0
 - b. Fax: (705) 765-6755
 - c. E-Mail: bylaw@muskokalakes.ca

AFTER HOURS:

- a. Complete on-line form or email complaint to bylaw@muskokalakes.ca.
- b. Call (705) 765-3156 – Answering service is available 24/7.

ONCE A COMPLAINT HAS BEEN RECEIVED

The By-law Officer will contact complainant via phone or e-mail to:

- a. Obtain more information to complete the investigation.
- b. Relay information to complainant regarding any action taken.

REGULATORY BY-LAW'S ENFORCED

- Parking
- Noise
- Signage
- Property Standards
- Zoning
- Mobile Business Licensing
- Site Alteration
- Tree Cutting
- Fire Arms
- Prohibited Animals
- Dark Sky
- ATV Use
- Public Docks

BURNING & FIREWORKS BY-LAW'S

Call 911 in the event of an emergency.

Please call 705-765-3156 (answering service is available 24/7) to report a Burning and Fireworks By-law complaint.

CALL THE ONTARIO PROVINCIAL POLICE AT **1-888-310-1122** FOR COMPLAINTS RELATED TO PUBLIC NUISANCE, PROPERTY DAMAGE, VANDALISM, PUBLIC CONSUMPTION OF ALCOHOL, TRAFFIC AND CRIMINAL ACTIVITIES.

FREQUENTLY ASKED QUESTIONS

NOISE

THERE ARE LOUD BOATS ON THE LAKE/RIVER EARLY IN THE MORNING, WHO DO I CALL TO FILE A NOISE COMPLAINT?

Boats and vessels on the water are regulated under the federal jurisdiction of Transport Canada. Please call Transport Canada at 1-866-995-9737. Boats and vessels on the water are not regulated by the Township's noise by-law.

MY NEIGHBOURS DOG BARKS CONSTANTLY, WHAT CAN I DO?

In order for the barking to be a violation, the dog must bark for 30 or more consecutive minutes. A complaint can be filed with the by-law department and an officer will attend and caution the dog owner. If the barking continues, the complainant will be asked to keep a noise log, provide a witness statement and attend court as a witness.

I AM PLANNING A GATHERING AT MY COTTAGE, WHAT TIME DOES THE NOISE BY-LAW REQUIRE THE NOISE TO STOP?

The noise by-law requires all amplified sound, music or loud voices to cease at 11:00 p.m. After 11:00 p.m. noise must not trespass from your property to another.

PROPERTY STANDARDS

MY NEIGHBOUR BUILT A FENCE, ARE THERE ANY BY-LAWS REGULATING A FENCE?

The Township does not regulate the height or location of fences. If there is a dispute between property owners about the location of a fence, it is a civil matter between property owners.

MY NEIGHBOUR HAS JUNK, OLD CARS AND GARBAGE IN THEIR YARD, WHAT CAN I DO?

The Township has a property standards by-law, it requires the exterior of buildings and yards be maintained to a minimum standard. Orders requiring the property owner to clean up or remove items may be issued for non-compliance.

SITE ALTERATIONS

A PROPERTY OWNER HAS DONE LANDSCAPING AND SITE ALTERATIONS ON HIS/HER PROPERTY WITHIN 200 FEET OF A NAVIGABLE WATERWAY, WHAT CAN BE DONE?

The Township has a site alteration by-law that regulates land within 200 feet of the water. A complaint should be filed with the by-law department for investigation.

TREE CUTTING

A PROPERTY OWNER HAS CUT TREES WITHIN 200 FEET OF A NAVIGABLE WATERWAY, WHAT CAN BE DONE?

The Township has a tree preservation by-law that regulates the cutting of trees within 200 feet of the water. A complaint should be filed with the by-law department for investigation.

ZONING

AN ADJACENT PROPERTY OWNER HAS BLOCKED ACCESS TO MY COTTAGE ON A PRIVATE RIGHT OF WAY, WHO SHOULD I CONTACT?

The Township does not have jurisdiction over private property right of ways or access rights, you should contact a legal professional for advice.

THE COTTAGE NEXT DOOR IS RENTED OUT EVERY WEEKEND BY DIFFERENT PEOPLE, WHAT CAN BE DONE?

There is nothing restricting a property owner from renting a cottage on a long or short term basis, however the renters must comply with all by-laws such as burning, noise, fireworks and parking.