



NOISE NOTES

(The process below typically applies to dog barking and construction noise)

The City of London recognizes that at certain times, noise can negatively impact our quality of life and disturb household activities. When Municipal Law Enforcement Services (MLES) becomes involved, we hope that a resolution may be achieved which is satisfactory to all parties.

When a neighbourhood complaint is received regarding excessive noise such as construction noise outside of the exemption period or persistent noise such as barking dogs the process described below is used.

- A notice from MLES is sent to the owner/occupant of the property where the concern is located. Sometimes, an owner/occupant may not be aware of a problem and receipt of notice will correct the issue.
- At the same time a notice and log sheet is sent to the complainant from MLES. At this stage, all information with respect to the complainant (i.e. name, address) is kept strictly confidential. However, if the noise continues to negatively impact you, the City will require their involvement and cooperation to help bring closure to this matter.
- In order to gather evidence with respect to the noise which has been brought to our attention, the complainant is required to record the following information in the prescribed format:
 - type of noise which is disturbing (i.e. dog barking, machinery)
 - how the noise is disturbing (i.e. trying to sleep)
 - the location on their property when the noise disturbed
 - visual information about the source of noise (observed dog barking, type of dog)
 - time of day noise disturbed
 - how long the noise disturbed
- Once the complainant has gathered the above information as prescribed in the notice, they are requested to contact our office to discuss enforcement action. ***Please note, that a formal complaint must be registered and notices sent out by MLES in order to proceed with enforcement action.*** This ensures the occupant/owner has ample opportunity to take mitigating measures.
- The information collected will be entered as evidence if by-law charges commence. The complainant will be required to testify in court on the evidence collected in the presence of the occupant/owner of the property from which the noise has disturbed them. The complainant may also be asked questions by the alleged violator or their legal representative with respect to the evidence collected.

At the discretion of Municipal Law Enforcement Services the same process may be applied to other noise disturbances as well.

We hope this information has been of assistance to you and has clarified the City of London's role in assisting citizens in resolving neighbourhood noise issues.