

## Township of North Kawartha

280 Burleigh Street, PO Box 550, Apsley, ON K0L 1A0  
Tel: 705-656-4445 | 1-800-755-6931 | Fax: 705-656-4446  
[www.northkawartha.ca](http://www.northkawartha.ca)

### Committee Report

To: Short Term Rental Advisory Committee  
From: Edward Hilton, Economic Development Officer  
Date: June 3, 2025  
Subject: Short-Term Rental Enforcement Costs

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#### Trent Lakes Bylaw Enforcement

<https://www.trentlakes.ca/build/by-laws-and-enforcement/>

The Municipality of Trent Lakes uses TAS-Page Communication Services to manage its complaint line. This service also handles after-hours fire and roads dispatch for the municipality.

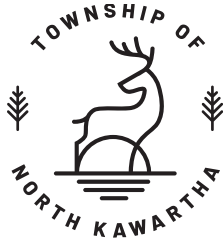
Time-sensitive complaints, such as those related to noise, fire, or fireworks, are forwarded by TAS-Page to Maxama Protection Inc., a private enforcement company based in Peterborough. Maxama typically responds within 24 hours. This service appears to be limited to after-hours response only.

For non-urgent complaints, TAS-Page directs individuals to submit an online complaint form. These are reviewed and investigated by municipal staff during regular office hours.

According to the November 18, 2024 Special Council Meeting Budget Agenda (<https://trentlakes.civicweb.net/filepro/document/121100/Special%20Council%20Meeting%20-%202018%20Nov%202024%20-%20Budget%20-%20Agenda%20-%20Pdf.pdf>)

- The proposed 2025 budget for contracted services is \$54,410, representing approximately 38% of the total by-law enforcement budget of \$142,325.85.

In the March 4, 2025 Report to Council (Short-Term Rental Working Group: Mandatory Registration By-law), the STRA Registration Program allocates \$28,017 for enforcement, administrative wages, and potential legal costs. The same report anticipates \$29,000 in registration revenue for 2025, though it notes that compliance rates are uncertain. This suggests that enforcement costs may have been estimated or pro-rated specifically for STRs in an effort to keep the program revenue-neutral.



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### **MLEO Hourly Costs**

Estimated costs for MLEO (Municipal Law Enforcement Officer) services range from approximately \$40 to \$125 per hour, per officer, depending on the service provider:

- \$40/hour typically reflects the low end of the cost estimates using contracted private by-law enforcement services
- \$125/hour reflects the high end of the cost estimates pay duty policing services

These estimates are based on previous quotes, contracted service rates, and budget figures from other municipalities related to MLEO costs. They do not include additional expenses such as mileage, administrative overhead, or statutory holiday premiums (e.g., Canada Day), which may apply depending on the service agreement

A clearly defined on-site response time is essential for accurately refining enforcement cost estimates over the year. Additionally, the scope and budget will depend on the desired coverage period, for example, evenings and weekends year-round, or limited to a specific period (for example, between the May long weekend and Labour Day).

The Township would also need to evaluate risk factors related to response protocols, particularly whether a two-person response is required or advisable from a risk management perspective, as this will significantly impact staffing requirements and total program costs.