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Building and By Law Department

TO: Mayor and Members of City Council

FROM: Grant Ziliotto, Manager of Municipal Law Enforcement, Licensing & Animal Services

DATE: January 22, 2020

SUBJECT: Municipal Ombuds Office - OGG Complaint against Burlington – MUN-347-0918

Recommendations from OGG Complaint against Burlington – MUN-347-0918

From the conclusions and recommendations regarding the enforcement of By-law 19-2003 with respect to NPC-216 guidelines, more specifically with regards to residential air conditioning noise.

Below is outlining the next steps that will be taken by the Municipal Law Enforcement team.

- Certify certain staff and purchase decibel level reading equipment. Allocate a yearly budget for technical training and the maintenance and calibration of the decibel level reading equipment as the by-law states below;
 - ***Enforcement 20. Such municipal law enforcement officer(s) or constable(s), as are necessary for enforcement of this by-law who do not possess a certificate shall only enforce the portions of this by-law where sound level measurements are not required.***
- Staff will attend the said property in question and conduct the appropriate sounds test to evaluate the noise from the neighboring property's air conditioning unit;
- Specifically, to complaint MUN-347-0918, after investigating and conducting the appropriate sound test to evaluate the neighbor's air conditioning unit, should the air conditioning unit be found to be in violation of Municipal Noise By-law 19-2003 provisions which are derived from Schedule 4 - Publications 9. NPC-216, the appropriate enforcement will be taken to bring the air conditioning unit into compliance.

Sincerely,

Grant Ziliotto
Manager of Municipal Law Enforcement, Licensing & Animal Services
Building and By-law Department