

To: City Councillors of London, Ontario  
email: councilagenda@london.ca

From: Susanne Sutherland, 19 The Ridgeway, London, ON

Date: 4 April 2022

Please add to the written agenda regarding STR's.

Dear Councillors:

I am the neighbour of an AirBnB, 21-23 The Ridgeway, owned by Cathy Garrard and Raphael Metron, located in a near downtown neighbourhood. There is a mixture of owners and renters in this area. Owners, Cathy Garrard and Raphael Metron, take much better care of their property than the professional property management on homes across the street, which have long term renters. Our neighbourhood has constant issues from tenants of these properties usually related to noise and garbage. I have only encountered one issue concerning guests of the AirBnB. These guests were involved in a domestic disturbance.

AirBnB handled the situation within hours and the guests were escorted off the property by the owners. I have also had a wonderful opportunity to meet some of the neighbouring guests and have become personal friends with some of them.

I respect the pride of ownership especially the property maintenance that my neighbours put into their AirBnB property and I hope this letter helps in your decision making.

Sincerely,

Susanne Sutherland