

Community and Protective Services Committee

My husband and I just read the London Free Press article about a plan proposed to have the City take over noise complaints: <https://lfpres.com/news/local-news/too-loud-and-too-much-city-police-may-stop-handling-noise-complaints>

We encourage the City to go ahead with any pilot program that will result in better enforcement of the City's noise bylaw.

We go through periods of having sleep interrupted for days in a row, or several times a night. And no, we can't always get hold of City bylaw or police, and sometimes don't have the energy to even get up to do those calls. Earplugs again ... but why should we have to do that? Disrupted sleep wrecks the next day.

These last few months we have had ongoing noise problems coming from one particular house. We hear their boom box and loud voices inside our house, with windows closed, and through the white noise waves tape we use every night. We have called both the City bylaw people during the Friday and Saturday times available, and the police at other times. Neither has ever gotten back to us, even when we've asked them too. And honestly, I'm too tired (and working) and cannot get in touch with the police during daytime hours to find out what their community something or other unit can do.

The City webpages has a place to email complaints, but it's not monitored all the time. According to the notes I keep, I found that out on Friday, July 1 - Canada Day - around 5:00 p.m. And the City's noise bylaw phone line wasn't working at all ... I guess staff had the holiday ... but there was no mention of that on a message when I called through twice after 7:00 p.m. At 9:00 and 9:30 p.m. I tried the police line at 661-5670, and each time got a disconnect after 20 rings.

There is one particular house from which all the noise is coming these days, but there have been others over time. During last summer and fall the parties and noise came from another place ... the culmination being a Halloween party where people were arriving already drunk just across the street from our place. How do I know already drunk? Immediate vomiting on the sidewalk. During these months, with calls from three different neighbours, fines for the guys got worked up to about \$1,000 before they finally knocked off the noise. On one occasion after that, when one of the guys was walking by our place with friends the one friend yelled at me because his friends had had fines and "had to work extra hours to pay". It's amazing how a young guy thinks any white haired, older woman is fair game to just yell at. More amazing to think I care that his friend had to work extra hours to pay a fine.

These are just two of the *ongoing* situations we've had. There are also the student idiots who have their friends arrive at 1:00 a.m. or 5:00 a.m. car sound systems blaring ... something I point out to them their parents would not have let them get away with.

Police are busy, and overworked. If London can borrow strategies from other municipalities to have a faster, more effective system in place for handling noise complaints ... get on with it.

Sincerely,

Maureen Temme