

Introduction:

Following the Ward 8 Town Hall on January 15, 2025, hosted by Councillor Sizer, the City of Greater Sudbury has prepared this Frequently Asked Questions (FAQ) document. The meeting, open to the public and residents of Ward 8, addressed concerns regarding rooming houses and disturbances in the Bonaventure Court, Landreville Drive, and Richelieu Court neighbourhoods in New Sudbury. The meeting featured a panel of City staff from Building Services, Planning Services, Fire Services, By-Law Services, and members of the Greater Sudbury Police Service (GSPS). The panel shared their respective policies, laws, regulations and perspectives on the concerns raised by residents. The following FAQ document compiles questions submitted by residents both prior to and during the meeting, with duplicate questions summarized into one. It aims to provide residents with the information and resources to make informed decisions.

By-Law Services

1. **What is the customer service standard/policy/procedure for responding to public complaints directed to By-Law Services? Does this apply to other departments such as Building or Waste Services?**
 - ANSWER: The City of Greater Sudbury has a [customer service policy](#) with a service level commitment of returning a request for callback within two business days. In relation to by-law complaints, the investigation may be in the beginning stages and there may not be any new information to share. There is an internal policy that each complainant should receive an update once the course of the investigation is determined and/or at the case completion.
2. **How does the City plan to communicate with residents about By-law enforcement in this neighbourhood?**
 - ANSWER: When a resident of the community makes a complaint, they will be provided with an update on the response from the By-Law department. Complainants can request correspondence over the phone or via email. Further information sharing may be provided by the Ward Councillor, should there be a larger impact on the residents in one area of the community.
3. **Some residents claim they have been told by By-Law Officers to stop reporting complaints about issues such as unmaintained lawns. How does the City address these concerns?**
 - ANSWER: The By-Law department responds to every complaint that is registered. If a resident receives this type of response, we hope it will be brought to the attention of the management team.
4. **Is there a requirement to provide the complainant with information about ongoing investigations or resolutions?**
 - ANSWER: There is an internal policy that each complainant should receive an update once the course of the investigation is determined and/or at the time of case closure if the complaint is unfounded. There may be some information that cannot be shared due to privacy laws.
5. **Why are some by-law complaints being closed without a solution being reached (e.g., parking on front lawns)?**

- ANSWER: In some cases, the complaint may be a duplicate and it is merged with the current file being maintained by the officer. For ease of officer notes, photos and file attachments, one Customer Relationship Management (CRM) complaint is chosen to be kept open, and subsequent complaints are merged provided the complaint is for the same issue and address. When merged, the CRM database sends an automatic email message to the complainant's email to advise them of their complaint being closed. In that email it does explain that a closed CRM may be a result of duplication, and your complaint may still be active.
- 6. What is the role of the By-Law department in monitoring contraventions of municipal by-laws, and how can this help residents?**
- ANSWER: When a by-law complaint is registered with the City of Greater Sudbury, the officer will investigate and may educate the property owner on the issue of non-compliance. If required, the officer will order the property owner to complete the work required to meet compliance with the by-law and monitor the property for compliance within the allotted timeframe. Should there be non-compliance after the compliance date has lapsed, the officer can have the work completed on behalf of the property owner. However, residents play a vital role in reporting issues in their neighbourhoods, and officers do not patrol areas looking for violations.
- 7. How many By-Law Enforcement Officers are employed by the City to enforce parking infractions and building permit violations in residential areas?**
- ANSWER: There are nine full-time By-Law Officers and four part-time By-Law Officers responsible for 12 Wards who respond to all by-law complaints such as noise, property standards, clearing of yards, business licensing, taxi and vehicle for hire, animal related complaints, zoning, and parking enforcement. In 2023, the officers responded to 16,000 complaints. Building Services has a newly approved position to respond to property owners doing construction and renovations without the required building permits.
- 8. With the municipality conducting an organizational review and restructure, is there consideration being given to enhancing the By-Law Department and hiring more staff?**
- ANSWER: No, not at this time. Council provides the direction for service level or staffing level increases as they see necessary to meet the needs of our community. Case numbers and response time are assessed annually. Where a need exists, Council must approve staffing or service level increases.
- 9. How does the City differentiate between legitimate complaints and those rooted in misconceptions?**
- ANSWER: Each complaint is investigated to determine its legitimacy. Where there are investigations that result in a lack of findings or where there is no evidence of violations this information will be shared with complainants. These unfounded complaints are an opportunity to provide education to both the property owners and the complainants.
- 10. How can landlords enforce by-laws onto their tenants/are landlords required to educate tenants about by-laws related to garbage, property maintenance, and parking?**
- ANSWER: The landlord is responsible for educating their tenants on [municipal by-laws](#). There are enforcement options available to hold both the tenant and property owner responsible for compliance. Landlords have mechanisms for dealing with problem tenants under the [authority of the Residential Tenancies Act](#).

11. How does the City enforce by-laws for absentee landlords who do not pay municipal taxes?

- ANSWER: [Revenue Services](#) has legislation available that allows for the enforcement of penalties and interest when taxes are not paid on the due dates. There is also legislation that allows collection action to be taken once a property has taxes outstanding in two or more years on December 31. Should property taxes remain unpaid, the City can proceed with a sale of land by public tender.

12. Does the City plan to introduce new by-laws addressing absentee landlords who neglect their properties?

- ANSWER: There are [municipal by-laws](#) in place to deal with many of the issues that come from neglecting a property. The [Property Standards](#) and [Clearing of Yards](#) by-laws have provisions for the standard of care required on a property. The legislation also provides the By-Law department with the authority to have the work completed at the expense of the property owners should there be non-compliance with the orders. There are provisions to deal with repeat offenders, application of user fees to act as a deterrent, and any costs incurred by the City can be placed on the tax roll of the property.

13. How does the City balance concerns about property standards with ensuring all residents are treated fairly?

- ANSWER: The By-Law department aims to achieve compliance with [municipal by-laws](#). When a complaint is received, the officer may begin by providing the tenant/owner with education about the by-law and ways to comply. If education is unsuccessful, various enforcement options are considered.

14. What are the by-laws and associated fines for parking multiple vehicles on lawns and streets (in both winter and summer)?

- ANSWER: There are three by-laws at play in your question.
 - 1. [The Zoning By-law](#)** requires vehicles to be parked on certain surfaces and requires a certain percentage of your front yard to be maintained as lawn/landscaped space. There are no set fines for Zoning By-law violations. For enforcement of the By-law, the City needs to bring the person(s) to court by way of summons.
Fines: In accordance with Section 67 of the [Planning Act, RSO, 1990](#), c.P. 13 every person convicted of a violation of this By-law is liable, on first conviction to a fine of not more than \$25,000 and on the subsequent conviction to a fine of not more than \$10,000 for each day or part thereof upon which the contravention has continued after the day on which the person was first convicted. In accordance with Section 67 of the [Planning Act, RSO, 1990](#), c.P. 13 every director or officer of any corporation convicted of a violation of this By-law is liable, on first conviction to a fine of not more than \$50,000 and on a subsequent conviction to a fine of not more than \$25,000 for each day or part thereof upon which the contravention has continued after the day on which the corporation was first convicted.
 - 2. [The Unauthorized Area Parking By-law 2022-133](#)** requires vehicles to be parked in driveways, not on the lawn.
The set Fine is \$350, plus \$80 for the Victim Fine Surcharge = \$430.00. Where we are not able to get compliance by issuing set fines, we may be able to prosecute in court

where we can request a higher fine if convicted, up to \$5,000 under the [Provincial Offences Act](#).

3. The [Traffic and Parking By-law](#) states that there may be more than one violation where vehicles are parked on the street, such as but not limited to; parked overnight during winter months, parked too close to driveways, parked too close to intersections or fire hydrants. **Parking tickets** range from \$30 for general parking violations to \$75 for parking overnight during winter months.

15. What are the by-laws and associated fines for parking on others' property without permission?

- ANSWER: **The [Traffic and Parking Bylaw](#)**. If a vehicle is found to be parked on private property without permission, the associated **Fine** is a parking ticket of \$30.

16. What are the by-laws and associated fines for parking commercial vehicles, such as delivery vehicles or buses, in residential areas?

- ANSWER: There are two by-laws at play in your question.

1. The [Zoning By-law](#) prohibits commercial vehicles of a certain weight and type from parking on residential properties. Commercial Vehicles are defined in the Zoning By-law as follows: A vehicle having permanently attached thereto a truck or delivery body and includes ambulances, hearses, casket wagons, fire apparatus, tow trucks, buses, tractors used for hauling purposes on the highways and construction equipment which is self-propelled or designed to be towed. Further, the Zoning By-law, Sec **5.4.5 Parking of Commercial Vehicles on Residential Lots** states;

a) The parking or storage outdoors of one commercial vehicle per dwelling unit is permitted on any residential lot, provided that such vehicle:

- i) Has a registered gross vehicle weight of 4,500 kilograms or less and a height of 2.2 metres or less; and,
- ii) Is owned or operated by the owner or occupant of the dwelling unit.

b) Notwithstanding Section 5.4.5(a) above:

- i) In all Residential (R) Zones, Rural Shoreline (RS) and Seasonal Limited Service (SLS) Zones, the parking of a commercial vehicle that is used for the primary purpose of transporting more than 12 persons for remuneration shall not be permitted.
- ii) If the commercial vehicle is a school bus, it may exceed a registered gross vehicle weight of 4,500 kilograms and may exceed the height of 2.2 metres within the Agricultural (A) and Rural (RU) Zones. (By-law 2011-49Z)
- (iii) The parking of one commercial vehicle that is a tow truck and exceeds a registered gross vehicle weight of 4,500 kilograms and exceeds the height of 2.2 metres is permitted within the Agricultural (A) and Rural (RU) Zones." (By-law 2021-53Z).

School buses are not defined as commercial vehicles in the [Traffic and Parking By-law](#) and can park on the street for up to four hours where commercial vehicles have a maximum of two hours on street. However, school buses cannot be kept on most residential properties unless zoned appropriately such as Agricultural zoned.

There are no set fines for [Zoning By-law](#) violations. For enforcement of the By-law the City needs to bring the person(s) to court by way of summons.

Fines: In accordance with Section 67 of the [Planning Act, RSO, 1990, c.P. 13](#) every person convicted of a violation of this By-law is liable, on first conviction to a fine of not more than \$25,000 and on the subsequent conviction to a fine of not more than \$10,000 for each day or part thereof upon which the contravention has continued after the day on which the person was first convicted.

In accordance with Section 67 of the [Planning Act, RSO, 1990, c.P. 13](#) every director or officer of any corporation convicted of a violation of this By-law is liable, on first conviction to a fine of not more than \$50,000 and on a subsequent conviction to a fine of not more than \$25,000 for each day or part thereof upon which the contravention has continued after the day on which the corporation was first convicted.

2. The Traffic and Parking By-law states that there may be more than one violation where commercial vehicles are parked on the street. **Parking tickets** range from \$30 for general parking violations to \$75 for parking overnight during winter months.

17. What are the by-laws and associated fines for idling vehicles?

- ANSWER: [Idling Control By-law 2013-194](#). The By-law has been recently amended, and the set Fines are not approved yet. The City is seeking approval for set fines that range between \$100 and \$500 per offence. Further, where we are not able to get compliance by issuing set fines, we may be able to prosecute in court where we can request a higher fine if convicted, up to \$5,000 under the [Provincial Offences Act](#).

18. What are the by-laws and associated fines for removing dirt and weeds from the yard?

- ANSWER: [The Clearing of Yards By-law](#). The By-law addresses the max height of grass and there is no offence for having weeds on your property provided they are kept below the max height of 20 cm. The set **Fines** for the [Clearing of Yards By-law](#) range from \$150 to \$300 for each offence.

19. What are the by-laws and associated fines for property maintenance standards?

- ANSWER: [The Property Standards By-law](#) and [Clearing of Yards By-law](#). The set **Fines** range from \$150 to \$300 for each offence. However, it is often more beneficial to achieve compliance through orders and the application of user fees, which require the property owner to cover all associated costs as they are added to the tax roll. This approach is preferable to taking someone to court, a process that can take up to a year to resolve and may result in fines that are less than the cost of hiring a contractor and applying non-compliance user fees to the tax roll.

20. What are the by-laws and associated fines for noise and music?

- ANSWER: [The Noise By-law 2018-29](#). **Set Fines** are approximately \$350 for each offence.

21. What are the by-laws and associated fines for fireworks and the times they can be set off?

- ANSWER: [By-law 2011-100, Sale and Discharge of Fireworks](#). Fireworks can be sold only up to the proceeding days of the holiday and are permitted to be discharged only on the holiday. **Set Fines** range from \$250 to \$550 for each offence.

22. What are the by-laws and associated fines for littering?

- ANSWER: There are [several by-laws](#) that may be applicable depending on the situation. [The Parks By-law](#) has provisions for littering in parks, [the Fouling of Roads By-law](#) for

depositing waste on the roads, [the Clearing of Yards By-law](#) for depositing waste on someone else's property, and [the Waste By-law](#) for illegal dumping and littering on City property. Fines range from \$200 to \$550.

23. What are the most common by-law infractions occurring in the area?

- ANSWER: The defined area is not specific enough to provide a response. However, based on annual statistics, the City receives the largest number of complaints in the following categories: Property Standards, Clearing of Yards, Animal Control, and Parking.

24. How many public complaints have been received in 2023-2024 regarding landlords violating parking restrictions and building codes?

- ANSWER: The By-Law department responded to 3,360 parking complaints in 2023. This data is for the whole City of Greater Sudbury and does not indicate whether the parking complaint is related to a rental property, municipal property, etc.

25. How can someone submit a noise complaint?

- ANSWER: Any by-law complaint can be submitted by calling **311** or emailing 311@greatersudbury.ca.

26. How can the garbage By-law be enforced when some residents leave garbage out for days or weeks?

- ANSWER: [The Clearing of Yards By-law](#) requires garbage to be stored on private property to be kept in approved containers. Households eligible for roadside collection must place waste at the collection location during specified times on the scheduled collection dates

27. How is the City addressing garbage-related wildlife issues and excess garbage being stored in garages and sheds?

- ANSWER: Complaints should be lodged as soon as possible to prevent wildlife concerns, and the By-Law department can apply the [Clearing of Yards By-law](#) where owners are provided with a notice to clear the garbage by a specific compliance date. If the waste is not cleared, the City can hire a contractor to clean the property, and **all associated costs shall be placed on the tax roll**. There are provisions for repeat offenders which shorten the time to comply to five days and increased user fees applied for non-compliance and officer inspections.

28. What is the City prepared to do to address issues such as excessive residents in single homes, noise disturbances, uncut grass, and winter sidewalk maintenance?

- ANSWER: The City investigates each complaint that is received and will take necessary and appropriate actions to achieve compliance. In some cases, compliance is met using education. Other times enforcement may be required which can include placing orders on a property, fining someone with a provincial offence notice (ticket), summoning a property owner to court to answer to the charge, or having the work contracted out on behalf of the property owner. **All complaints can be directed to 311.**

29. Are there plans to introduce more proactive monitoring of neighbourhoods for parking and building permit violations?

- ANSWER: In order to conduct parking enforcement in a more proactive manner, a service level increase would be required which would require direction and approval from City Council as it would need more resourcing.

30. What are the key safety concerns in the area, and how is the City addressing them?

- ANSWER: The City cannot identify any safety concerns at this time. When the City receives a complaint of a safety issue or concern it will be investigated and addressed by the appropriate departments and/or agencies. Appropriate enforcement will be taken to ensure that the safety concern is mitigated.

Building & Planning

- 1. What is the zoning for these properties/in this neighbourhood?**
 - ANSWER: Zoning information can be found [HERE](#).
- 2. What are the regulations based on this zoning?**
 - ANSWER: Zoning and regulation information can be found [HERE](#).
- 3. How are these properties being taxed?**
 - ANSWER: This varies from property to property based on the tax classification set by the [Municipal Property Assessment Corporation \(MPAC\)](#). If the property is a residential property with six or less units (self-contained units), it would be classified as a residential property and taxed at the residential tax rate. If the property is a multi-unit property with seven or more units (self-contained units), it would be classified as multi-residential and taxed at the appropriate rate. There is also a classification for new multi-residential which is for properties with seven or more units and is newer construction, in which case it is taxed at the residential tax rate.
- 4. There was a covenant agreement between The Bonaventure Development Company Ltd. and buyers/builders/homeowners. Why were absentee owners/landlords/builders able to break this agreement, and how can this be rectified?**
 - ANSWER: The City does not monitor or enforce covenant agreements.
- 5. Does the City play a role in enforcing such agreements?**
 - ANSWER: No, the City does not enforce covenant agreements.
- 6. Can the site planning agreement for the neighbourhood be provided to residents?**
 - ANSWER: There isn't a site plan agreement for this neighbourhood. The subdivision agreement is registered on title.
- 7. What is required for a bedroom to be considered "legal?" What type of windows, doors, sensors, etc.?**
 - ANSWER: Under the [Ontario Building Code \(OBC\)](#), there are minimum requirements for room size, ceiling heights, smoke alarms, travel distances to exits, egress from bedrooms as well as window area for natural lighting, and means of egress in a basement bedroom. The [OBC](#) has these minimum requirements for bedrooms, however they are different based on whether it is a newly built home or older home that is being renovated and whether the bedroom in question is part of a secondary residential unit (apartment) within an existing single-family dwelling.
- 8. When are you closing building permits that have been ongoing? (Contractors that haven't completed final inspections.)**
 - ANSWER: Responsibility for completing or asking for a final inspection under the current [OBC](#) is the responsibility of the applicant. The current [OBC](#) does make a final inspection mandatory. The City works on completing open permits as time permits in the off-season and are currently working on a process/procedure to reduce open files as part of one of the [54 Calls for Action](#) from Council's [Future Ready Development Committee](#).

There is also an [Ontario Large Municipalities Chief Building Officials \(OLMCBO\)](#) group with City of Greater Sudbury representation which is lobbying the [Ministry of Municipal Affairs and Housing](#) to make final inspections mandatory inspections to assist in reducing the number of open building permits for reasons of open liability for all Ontario municipalities.

9. How long can a building permit stay open?

- ANSWER: There is currently no time limit on how long a building permit can stay open under the [OBC](#). However, when lawyers undertake property searches through Building Services, the purchasing lawyers often require any open building permits to be completed prior to the sales transaction taking place. At that time Building Services will be reengaged to complete the building Permit files to provide clear title.

10. There have been several decks built that either did not have a permit or are not to code. What is being done to investigate and rectify this?

- ANSWER: When Building Services becomes aware of any infractions through a site inspection, orders are issued under the [OBC](#) to bring them into compliance.

11. Homes are not being completed and finished to the standards that the neighbourhood expects. Is there any way to enforce this?

- ANSWER: Aesthetics are not covered by the [OBC](#) or [Planning Act](#) other than the standards referenced under the [Property Standards By-law](#). [OBC](#) regulates standards for fire, life safety and structural adequacy, and that is what is reviewed and enforced.

12. Why was the “Investor” who bought multiple houses allowed to rent rooms to so many students in a family-zoned neighbourhood?

- ANSWER: The City can react only when we receive a complaint or are made aware of a potential infraction. At that point, the City can do an inspection if granted access, to confirm if they are renting these rooms and are exceeding the threshold of multi-unit apartments under the [OBC](#) or “shared housing” as defined under the [Zoning By-law 2010-100Z](#). If they are found to be in violation of the [OBC](#) or [By-law](#), the City will issue orders to comply under the [OBC](#) to bring them into compliance to both regulations.

13. Does the City have information on the owners of these properties?

- ANSWER: Yes, the City does have this information from the tax roll, [MPAC data](#) as well as information obtained from the Land Registry, all of which is subject to privacy provisions under [Ontario Municipal Freedom of Information and Protection of Privacy Act \(OMFIPPA\)](#).

14. How many houses in this neighbourhood are locally owned, and how many are registered to out-of-town owners?

- ANSWER: The City holds a tremendous amount of personal information and has strict limitations on its use, we must adhere to MFIPPA and other legislation that dictates what that information can be used for. Ownership details available to the City does not necessarily confirm where the building owner is physically located.

15. Have any landlords been charged with infractions or offenses?

- ANSWER: We do not have the ability to ascertain this information as charges are not broken down by the type of complaint or if it was a result of the owner being a landlord.

16. Are landlords required to repair damage, such as to lawns used for parking?

- ANSWER: Yes, the [Zoning By-law](#) requires a certain amount of landscaped front yard, and the [Clearing of Yards By-law](#) requires lawns to be restored and not be rutted.
- 17. Are landlords being advised or required to retrofit their houses to comply with legal rental regulations?**
- ANSWER: Landlords are not required to retrofit their houses to comply with legal rental regulations unless a tenant files a complaint under the [Ontario Residential Tenancies Act, 2006, S.O. 2006, c. 17](#). If a landlord chooses to obtain a building permit, any items activated under the [OBC](#) or the [Ontario Fire Code](#) would require inspections and clearance for final approval, sometimes for continued occupancy or use. Complaints under the [Landlord and Tenant Act](#) are investigated by Provincial enforcement staff.
- 18. How is the City protecting property values in neighbourhoods affected by rooming houses?**
- ANSWER: See the answer to question 21 regarding property assessment.
- 19. Will property taxes be recalculated for homes that have lost value due to the presence of illegal rooming houses?**
- ANSWER: Property taxes are based on the current value assessment as determined by [MPAC](#). Currently, the value assessments being used for tax purposes are based on property values as of January 1, 2016, until the Province orders a province-wide reassessment. Current value assessments are based on several criteria including market value.
- 20. How many tenants (related or not) are allowed to live in a rental “family-zoned” home?**
- ANSWER: The number of tenants allowed to live in a rental "family-zoned" home is not regulated, provided that the building code and fire code requirements are met. Consequently, there are no plans to introduce new regulations. Additionally, the [Zoning By-law 2010-100Z](#) allows for "guest rooms" under General Provisions Section 4.11(a), which permits accommodations for up to two persons in any dwelling unit. These guests, or boarders, may or may not take meals with the family unit as defined by the Accessory Guest Room provision.
- 21. Is there a plan to introduce any new regulations on the number of occupants in a home?**
- ANSWER: Currently there is nothing in the [OBC](#) to introduce new regulations on the number of occupants in a home (single family dwelling).
- 22. When investigating how many tenants are rooming in a home, can you verify or “cross-check” mailing addresses to determine the number of people residing there?**
- ANSWER: The City does not have the authority to verify this information with tenants, and we must adhere to MFIPPA and other legislation that dictates what that information can be used for.
- 23. Is there a maximum number of rental homes allowed in a family-zoned neighbourhood?**
- ANSWER: Currently there is not a maximum number of rental homes in a family-zoned neighbourhood.
- 24. Is there a way to regulate this or introduce regulations?**
- ANSWER: Currently there is not a way regulate the number of rental homes in a family-zoned neighbourhood.
- 25. Are these homes considered rooming houses?**

- ANSWER: To be considered a rooming house, the home would need to meet the definition of “shared housing” in [Zoning By-law 2010-100z](#) or multi-unit residential building under the [OBC](#).
- 26. What is the official definition of a rooming house?**
- ANSWER: Shared Housing (formerly Rooming House) - ([By-laws 2018-180Z, 2023-61Z](#));
 - i. *A building or part thereof which contains one or more guest rooms as the main use thereof which may include a shared kitchen and where accommodation, with or without meals, is provided for gain or profit, but does not include a hotel, motel, group home type 1, group home type 2, retirement home or any dwelling or institutional use.*
- 27. Has the number of rooming houses across the city increased in recent years?**
- ANSWER: Building Services has not issued a single new rooming house permit in the last five years.
- 28. What evidence is required for the City to take action against illegal rooming houses?**
- ANSWER: There would need to be sufficient evidence of a violation, and where there is evidence to support a charge, this does not mean there will be a successful prosecution. We would rely on our prosecutors to move the case through the legal process, and we are subject to case law relating to other decisions of similar situations. Evidence may be statements from building inspectors, fire prevention officers, tenants, residents and anyone else needed to provide evidence.
- 29. Would a photo of the interior of a basement or garage suffice as evidence of illegal room rentals or unauthorized renovations?**
- ANSWER: See the answer to question 28.
- 30. Would copies of online rental ads (e.g., Facebook Marketplace or Kijiji) be accepted as proof of illegal rooming housing, and if so, to whom should they be sent?**
- ANSWER: See the answer to question 28.
- 31. Does the City have policies or partnerships in place to address student housing needs, including support for safe and legal housing options?**
- ANSWER: The City has recently adopted a [Housing Supply Strategy](#).
- 32. What long-term strategies are in place to balance the need for student housing with the rights and concerns of permanent residents?**
- ANSWER: The City has recently adopted a [Housing Supply Strategy](#).
- 33. When meeting with students at the post-secondary schools, was housing at the old Falconbridge Extencicare facility recommended to them?**
- ANSWER: This information is available on Cambrian College’s [website for off-campus housing resources](#).
- 34. What happens when the housing crisis is over and properties are left in a state of disarray and disrepair?**
- ANSWER: The By-Law department would address any concerns through the [Property Standards By-law](#) and [Clearing of Yards By-law](#) on a complaint basis. Building Services would investigate any complaints received to ensure compliance with the [OBC](#) regarding fire safety, life safety, and structural adequacy. If violations are found, they would act accordingly by issuing orders to Remedy Unsafe Conditions under the [OBC Act](#).

35. As the housing strategy unfolds, will public meetings be held to allow for discussion and concerns?
- ANSWER: Yes, the City will be creating a housing working group that will include public participation. More information is to be announced.
36. Will you consider including residents in your committee and monitoring “adverse impacts on residents” as a performance measure?
- ANSWER: Yes. See answer to question 35.
37. Has the City consulted with other municipalities on addressing similar issues? (I.e. Barrie is asking By-Law officers to be proactive rather than reactive, and Kitchener is updating by-laws to limit the number of family members to one person per bedroom.)
- ANSWER: We are always consulting with other municipalities on best practices and experiences. Sometimes those examples help the City to refine its processes and by-laws.
38. Are there any planned changes to the Landlord and Tenant Act to better protect private homeowners?
- ANSWER: [The Residential Tenancies Act](#) is a Provincial Regulation.
39. Regarding the letter submitted by Naomi Grant, Chair of the Coalition for Affordable Housing, recommending the removal of all parking restrictions for affordable housing, do you intend to support this proposal?
- ANSWER: The removal of all parking restrictions is not being considered by the City at this time.
40. What is the timeline for implementing solutions to address these issues, and how will the community be involved in the process?
- ANSWER: [The Housing Supply Strategy](#) includes an implementation plan.
41. How will the City monitor the effectiveness of these solutions, and is there a dedicated budget for this effort?
- ANSWER: Monitoring is included in the [Housing Supply Strategy](#) implementation plan.

City of Greater Sudbury – General Questions:

1. Were landlords notified about this town hall?
 - ANSWER: Flyers were hand delivered within the neighborhoods affected.
2. What steps is the City taking to educate residents about the importance of inclusivity and respecting diversity in neighbourhoods?
 - ANSWER: The City is actively promoting inclusivity and respect for diversity through various initiatives such as the [Greater Together](#) campaign and the [Sudbury Local Immigration Partnership \(SLIP\)](#) Council collaborated to address newcomer issues. The City and supporting organizations also work with employers to integrate newcomers by encouraging mentorship, providing support suggestions, and fostering relationships with settlement services. Additionally, SLIP has published [success stories of newcomers](#) in the community.

Greater Sudbury Police Service

Preface to Responses

The Greater Sudbury Police Service (GSPS) is fully committed to working collaboratively with residents to address the concerns raised during this town hall meeting. Our mission is to ensure that every member of our community feels safe and secure. To achieve this, we continue to partner with key municipal services such as Fire Services, By-Law Services, and other city officials to provide a comprehensive approach to community safety.

We strongly emphasize the importance of community involvement in helping us address these issues effectively. Residents are encouraged to capture as much information as possible when reporting incidents. Details such as vehicle license plates, make, model, driver descriptions, times of occurrence, and any available photos or camera footage can significantly assist our officers in identifying offenders and determining appropriate responses, whether through education or enforcement.

For emergencies that pose an imminent threat to public safety, always call 911 immediately. For non-urgent matters, residents can contact our non-emergency line at 705-675-9171 or use the convenient [CopLogic](#) online reporting tool available through our website.

As part of our response to these concerns, GSPS has deployed officers for focused patrols in the area. This strategic initiative is designed to increase visibility and deter unwanted behaviours. Additionally, we are excited to announce that the [Citizens on Patrol Program \(COPS\)](#) is now fully active. Residents can expect to see COPS members in the area over the coming weeks. These dedicated volunteers provide an important presence in the community, observing and reporting concerns to GSPS while assisting in deterring unwanted behaviour. The effectiveness of the COPS program lies in its ability to foster stronger community ties and enhance public safety through a proactive and visible presence.

When we look at the data for this specific area of our community, overall, when comparing the one-year periods of 24Jan23-23Jan24 to 24Jan24-23Jan25, this area has seen an 82 per cent decrease in calls for service; 233 calls in 2023 compared to 42 in 2024. The calls for service include Criminal, Traffic, Noise Social Disorder etc., that require a police response.

Between January 24, 2023, and January 23, 2024, 30 traffic complaints were reported in the area analyzed, with 14 of those complaints specifically linked to Bonaventure Court, Landreville Drive, and Richelieu Court. In the more recent period from January 24, 2024, to January 23, 2025, traffic complaints in the same area dropped significantly to just 10 complaints—a 67 per cent decrease—with only three complaints directly linked to Bonaventure Court, Landreville Drive, and Richelieu Court.

These trends suggest that targeted enforcement and proactive measures have contributed to a noticeable reduction in traffic complaints in this area while increasing enforcement activity where needed.

By working together, we can ensure that Greater Sudbury remains a safe and welcoming place for all. Your cooperation in reporting concerns and engaging with our officers and COPS members is vital to our success in addressing these issues. Thank you for your commitment to making our community safer.

1. What steps can be taken to address concerns about tenants speeding in the neighbourhood?

- ANSWER: Residents are encouraged to report instances of speeding to GSPS by calling the non-emergency line (705-675-9171) or using the [online reporting tool](#). When

reporting, provide as much detail as possible, including the vehicle's license plate, make, model, colour, driver description, and times of occurrence. Any available video footage or photographs can also assist police in identifying offenders. GSPS can engage with offenders through education or enforcement, where appropriate. Additionally, residents can contact **311** to request traffic-calming measures such as speed bumps or signage. The [COPS program](#) can also support community monitoring efforts.

2. What steps can be taken to address concerns about tenants driving vehicles with excessive noise?

- ANSWER: Excessive vehicle noise caused by loud exhaust systems or squealing tires falls under the [Ontario Highway Traffic Act](#) and is enforceable by GSPS. Residents should report such incidents with details, including license plates, vehicle descriptions, and any available video footage or photos. Police can follow up to educate offenders on the regulations or take enforcement action. For noise not occurring on the roadway—such as loud music or revving engines in driveways—residents should contact **311 By-Law Services**, as these matters fall under local noise by-laws. [The COPS program](#) can also support community monitoring efforts.

3. What steps can be taken to address concerns about tenants doing “donuts” in the cul-de-sac?

- ANSWER: “Donuts” and similar stunt driving behaviours are regulated under the [Ontario Highway Traffic Act](#) and are enforceable by GSPS. Residents should report these incidents promptly, including as many details as possible (license plates, vehicle descriptions, driver appearances, and any camera footage or photos). [The COPS program](#) can assist by monitoring high-frequency incident areas. Police can engage offenders with education on the dangers of such behaviour or pursue enforcement measures.

4. What steps can be taken to address concerns about tenants not clearing snow off vehicles before driving?

- ANSWER: Driving with obstructed visibility due to snow or ice is a violation under the [Ontario Highway Traffic Act](#). Residents should report specific incidents to GSPS with detailed descriptions, including the vehicle's license plate and driver. GSPS can take enforcement action or provide education to ensure compliance. If improperly parked vehicles with snow are creating hazards, residents should also notify **311**.

5. What steps can be taken to address concerns about tenants driving without lights at night?

- ANSWER: Driving without lights is a safety violation. Residents should report incidents to GSPS, providing vehicle details such as license plate, make, model, and colour, as well as the time and location. Camera footage or photographs can be invaluable in identifying offenders. Police will take appropriate action, which may include education or enforcement.

6. What steps can be taken to address concerns about tenants who have cars with tinted windows?

- ANSWER: Excessive window tinting may violate the [Ontario Highway Traffic Act](#). Residents should report such vehicles to GSPS with details such as license plates, make and model of the vehicle, and any supporting photos. Police will investigate and determine if the tint exceeds allowable limits. Offenders can be educated on the regulations or fined as necessary.

- 7. What steps can be taken to address concerns about tenants smoking marijuana outside and in vehicles, particularly in front of children?**
- ANSWER: While personal marijuana use is legal, smoking in vehicles or in the presence of children can raise safety and health concerns. Residents should report these incidents to GSPS with as much detail as possible, including vehicle descriptions, license plates, and times of occurrence. Police can address impaired driving concerns through enforcement or public education. For public consumption-related issues, residents should contact **311**, which handles municipal regulations on public behaviour.
- 8. What steps can be taken to address concerns about tenants driving without seatbelts or appropriate child seats, sometimes with children on laps?**
- ANSWER: Driving without proper restraints is a serious safety violation. Residents should report such incidents to GSPS, providing details like vehicle license plates, make, model, and descriptions of the occupants. If possible, capture photos or video footage to assist police. GSPS will educate offenders on safety requirements and enforce child restraint and seatbelt laws as needed.
- 9. What steps can be taken to address concerns about tenants changing license plates on vehicles frequently?**
- ANSWER: Frequent license plate changes may indicate suspicious or illegal activity. Residents should report these observations to GSPS, providing as much detail as possible, such as vehicle descriptions, plate numbers, and any supporting evidence like photos or video footage. Police will investigate and take action if necessary.
- 10. Are there plans to introduce speed bumps, traffic cameras, or additional signage to slow down traffic?**
- GSPS ANSWER: Requests for traffic-calming measures, including speed bumps, signage, or cameras, should be directed to **311**, which coordinates with the City of Greater Sudbury's traffic department. Residents are encouraged to provide details about problem areas and any recurring issues observed. GSPS supports these initiatives by providing data on speeding trends and collaborating with municipal partners. [The COPS program](#) can also assist in identifying areas requiring attention based on community concerns.
 - CITY OF GREATER SUDBURY ANSWER: A request was made for [traffic calming measures](#) to be installed on Landreville Drive in the summer of 2024. The road was evaluated under the City's traffic calming policy and qualifies for traffic calming. This street will be included in the priority ranking for traffic calming which will be presented to the Operations Committee in Q3.
- 11. It has become unsafe for children to play outside on the street due to the influx of vehicles and speeding. What measures can be implemented to improve safety?**
- GSPS ANSWER: Residents can report concerns to GSPS and **311**, providing detailed observations such as times of high traffic, vehicle descriptions, and video footage. GSPS will increase patrols and [the COPS program](#) can assist with community monitoring. Residents should also advocate for traffic-calming measures through **311**.
 - CITY OF GREATER SUDBURY ANSWER: See answer to question 10 for traffic calming measures.
- 12. How often does GSPS patrol the area?**

- ANSWER: Patrol frequencies depend on reported incidents and community needs. Residents are encouraged to report concerns to GSPS with as much detail as possible, including photos or video evidence, to assist with prioritizing resources. [The COPS program](#) also provides additional patrols, increasing visibility and safety in areas of concern.

13. Is there a proposal for increased police presence or community policing to address safety concerns?

- ANSWER: GSPS regularly assesses the need for increased presence based on community feedback. [The COPS program](#) is a key initiative that enhances community policing. Residents are encouraged to collaborate with COPS by reporting concerns and providing detailed information, such as vehicle and driver descriptions or any supporting evidence, to address issues effectively.

14. Some residents claim they have been told by Police dispatch not to concern themselves with driveway blockages unless there is an emergency. Can you clarify the guidance for these types of situations?

- ANSWER: Driveway blockages are typically a by-law enforcement matter due to it being a parking enforcement incident. Residents should report these incidents to **311** and provide details such as vehicle license plates, make, model, and photos if available. Police may become involved if the situation escalates or if the blockage causes an **immediate safety concern** or involves criminal behaviour, such as threats or harassment. For non-emergency assistance, you can contact the Greater Sudbury Police Service's non-emergency line at **705-675-9171**. To help resolve the issue efficiently, you should document the incidents by taking photos or videos of the vehicle blocking your driveway and note the license plate and times of occurrence. Providing this evidence can assist By-Law Services or police in addressing the issue.

15. Has there been an increase in crime, reported incidents, or public disturbances in the area, and what is being done to reduce this?

- ANSWER: As mentioned above, our data indicates an 82 per cent decrease in calls for service in 2024 from 2023. That said, GSPS continually monitors trends and adjusts resources accordingly. Residents should report concerns with as much detail as possible, such as vehicle descriptions, license plates, and supporting evidence like video footage. Non-criminal disturbances, such as noise or parking violations, should be directed to **311**. [The COPS program](#) enhances monitoring and addresses concerns proactively.

16. How should residents and community groups report incidents effectively?

- ANSWER: Residents can report incidents using the following methods:
 - i. For police-related matters, call the GSPS non-emergency line at **705-675-9171** or use the [CopLogic online reporting tool](#). Include detailed information such as license plates, vehicle descriptions, driver appearances, times, and any camera footage.
 - ii. For non-police matters, such as noise complaints, driveway blockages, or parking violations, contact **311**.
 - iii. Use **911** only for emergencies.

Conclusion

GSPS is dedicated to ensuring the safety and security of all residents. Through focused patrols, the fully operational [COPS program](#), and collaboration with our municipal partners, we are addressing your concerns proactively.

We encourage residents to report **emergencies to 911**, non-urgent matters to the **non-emergency line at 705-675-9171**, or via the [CopLogic online reporting tool](#). Providing detailed information, such as license plates, vehicle descriptions, and photos or footage, is essential to our efforts.

Together, with your support and engagement, we can create a safer and more inclusive community. Thank you for partnering with us to make Greater Sudbury a better place for all.

Cambrian College

- 1. Why doesn't Cambrian have enough housing for so many students? Should they not have a percentage of housing available for the number of students they accept?**
 - ANSWER: Cambrian College has a [Student Residence](#) of approximately 677 units. In addition, over the past two years, Cambrian has also reserved up to 80 additional beds in the student residence of the University of Sudbury (U of S) to provide extra capacity. So far, no more than 30 of those extra beds at the U of S have been used by our students, who prefer to live in the community.
- 2. Allegedly there are vacancies within the Cambrian College residence buildings. Have these vacancies been presented to the students living in these homes?**
 - ANSWER: Every semester, we do have capacity in our [Student Residence](#). However, many of our students prefer to live in the community where they believe housing will be cheaper.
- 3. Would living in residence be cheaper than some of the listings that have been seen online for \$4,000+ a month/house?**
 - ANSWER: It costs approximately \$1,000 a month to live in [Student Residence](#) for a typical academic year (September to April). Many of our students would prefer to live in the community where they believe it will be less expensive by sharing rental costs with other students. We cannot control where students choose to live.
- 4. Is there anything that Cambrian can do to educate their students about by-laws and their obligations as a tenant?**
 - ANSWER: We have a [webpage devoted to off-campus housing](#), and we inform students of this page as part of their orientation before and during their arrival. This page contains information on tenant rights and responsibilities. We are in the process of updating that page to include more information about the City's by-laws and what students can do to be good tenants and good neighbours.
- 5. When students apply to Cambrian and get accepted, do they receive information on housing options available to them in the city?**
 - ANSWER: Yes, they do.