

# STATEMENT

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## Statement on Bylaw Noise Complaint – Business Downtown Nanaimo

It was recently brought to the attention of Mayor and Council that there have been several noise complaints to the City of Nanaimo Bylaw Department regarding a downtown business. A variety of complaints from the public or businesses, regarding noise and many other bylaw infractions are a regular occurrence in the Bylaw Department. Council would only be made aware of these complaints if the matter needed to come before Council for further direction to what is covered in the pertinent bylaw, or the bylaw processes.

In the instance of the business and the noise complaint, and/or any other instance of a noise complaint received; where this noise disturbs the quiet, peace, rest, enjoyment, comfort or convenience of the neighbourhood or persons in the vicinity, City staff initiate an investigation into the matter. First steps include education, mediation, and/or enforcement actions. Legal action is something the City does not take lightly; however, it is a necessary approach when reasonable efforts to reach a compromise or achieve compliance is unattainable or rebuffed. The processes followed by our Bylaw Department are an attempt to achieve a compromise that enables all parties to enjoy their experiences at home, at work or at play.

Nanaimo City Council is proud to host and support various festivals, events, businesses and entertainment throughout Nanaimo and will continue to do so. We ask that the citizens of Nanaimo and businesses continue to do their part to be kind, respectful, and work together to be good neighbours, in good neighbourhoods, for the enjoyment of all.

Leonard Krog, Mayor, City of Nanaimo

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