



# Who to Call?

## Short-Term Rental Accommodations (STRA)

### Step 1

Concerns regarding a licensed STRA in Orillia should first be directed to the responsible person listed for each location. [View the full list of responsible persons](#) >

If a complaint is filed with the responsible person and no action is taken, please see below for a list of agencies to contact to report various types of concerns.

### Step 2 (If Required)

| Concern                                                                                                          | Contact                 | Phone          |
|------------------------------------------------------------------------------------------------------------------|-------------------------|----------------|
| Licensed STRA exceeding maximum occupancy limits (between 10 p.m. – 7 a.m.)                                      | Orillia By-law          | 705-325-2313   |
| Noise issues (between 10 p.m. – 7 a.m.)                                                                          | OPP Non-emergency line  | 1-888-310-1122 |
| Canine control issues                                                                                            | Orillia Animal Control  | 705-325-2110   |
| Parking issues                                                                                                   | Orillia By-law          | 705-325-2313   |
| Outdoor burning concerns                                                                                         | Orillia Fire Department | 705-325-5201   |
| Operation of an STRA not listed on the list of licensed locations or general questions/concerns not listed above | Orillia By-law          | 705-325-2313   |