

Whistler, BC
July 18th, 2022

RMOW
Mayor and Council
RE: Noise Complaints

Hello Mayor and Council,

I live in the Strata Plan LMS 2656, known as Montebello 1 adjacent to the Whistler Racket Club. Our owners have complained to bylaw services numerous times over the past 2-1/2 years regarding noise complaints from this property. To date, the problem persists, and we are being harassed day and night by loud disturbances. Bylaw services have worked to find a solution that works for both parties, but the situation continues out of control. I am including three recent complaints from myself and others below:

File: WP22-3230 July 5th

Good morning.

My wife and I were wakened at 2:20 am this morning by loud noises emanating from the WRC. People were screaming, yelling, whooping and one person was bouncing a basketball and shooting hoops (in the dark!). The group (estimated at 6-10 people) was obviously intoxicated and very loud and the noise continued until 3:00 am. They must have had access to alcohol &/or drugs before they burst out of the clubhouse at approximately 2:25 when we were suddenly wakened. I was able to reach the RCMP nonemergency line after an unusually short wait of less than 20 minutes. This is the third time in as many weeks that we were disturbed by loud noises in the late evening and early morning. We urgently need this situation to be dealt with as the unpredictability of this operation is leading to increased anxiety, not to mention lost sleep.

Before we take further steps to protect ourselves, we would like to know what has been done (or will be done) to mitigate this situation. The noise and disruption from this establishment is only getting worse (both day and night) and positive steps are necessary to quell these disturbances.

File 16592, July 15th

I have been trying to put up with the morning aerobic classes in the tennis bubble for the past 2 weeks but this morning I have just had enough. Every morning I am woken around 6am (5.30am the other morning) with them setting up or dropping boxes for the class. Then it follows at 6.50am - 7.30 with the class, the instructors loud voice and then today music. I welcome you to come visit between these hours to view how loud the noise is from this bubble.

The BYLAW clearly states that there is to be no noise before 8am. How are you allowing them to continue to run classes in the tennis bubble this early in the morning? I have made several complaints over the spring/summer, and this still continues to wake my household up. They did lower the music, but it is still super loud, and I suggest the class to be moved out of the bubble to the multi purpose room.

FILE No WP22-3512, July 18th

My wife and I were awakened at 2:20 am this morning (July18) by a loud disturbance on the grounds of the Whistler Racket Club. There were loud voices, squealing, laughing and other rowdy noises. To add to the din a dog was also present and barked from time to time. Also, someone was bouncing a basketball and shooting hoops. This was almost identical to the disturbance I reported July 5th (File WP22-3230). I was able to get through to the RCMP at about 2:40 and the noise continued until approximately 2:50. This has to stop. No one should have to put up with this kind of unpredictable activity as it puts a strain on our mental health. We put up with the din of pickle ball and basketball during the hours between 8:00am and 10:00pm as well as screaming and cheering during that time. Now we don't know if we will be rudely awakened in the middle of the night.

It is incumbent upon the operators to maintain the safety, peace and quiet on this property. It is time to take serious measures to stop this kind of activity.

I will be submitting a formal letter of complaint to Mayor and Council.

Please act on this immediately and let me know the steps taken to quell this permanently.

As you will note, the issues are causing severe stress among our owners.

We ask you to intervene and take strong steps to make our neighbourhood liveable again.

Respectfully
Robert Cessford
4611 Montebello Pl.