



POLICIES & PROCESSES

NOISE COMPLAINTS

Please be reminded you live in a multi-family building that has been constructed with noise dampening and sound absorbing material. This does not mean you will never be able to hear your neighbours in some fashion. Quiet time is 10pm to 7am weekdays and 10pm to 9am on weekends and holidays. Concerns that would not be considered By-law infractions include:

- Occasional Barking
- Children at Play
- Crying Infants
- Footsteps/Walking sounds
- Use of Appliances. (toilet, laundry, vacuum, etc.)

Concerns that would be considered By-law infractions include, but may not be limited to:

- Loud Parties/Music
- Incessant Barking
- Excessive or intentional banging/stomping

As noise can be subjective you will be required to provide proof of any reported incident before follow-up can be initiated. If you are experiencing a noise concern please provide a recording of the incident to Gateway Condos who will in turn review this with you and determine if the complaint can be validated.

- If it can be, Gateway Condos will inform you of the steps involved in how the complaints will be addressed and your responsibilities to continue to inform them should issues persist.
- If the complaint cannot be validated then Gateway Condos will inform you accordingly and suggest you consider seeking mediation to address your concerns with your neighbour.

It's important that all owners keep in mind you are neighbors, you are encouraged to be mindful of other residents and where able to amicably discuss and solve issues amongst yourselves.

Gateway Condos will not involve themselves in personal disputes, if you request dispute resolution you will be directed to seek mediation. Questions and concerns can be sent via email to info@trumanhomes.com.

Please use your discretion before filing a complaint.

Sincerely,
Gateway Condos