



STAFF REPORT #C2022-22
Standing Committee: 6/13/2022
Council: 6/27/2022
Amendments: No

Submitted to: Development and Operations Standing Committee | Council
Submitted by: Amanda Fone, Licensing and Compliance Officer
Subject: Short-Term Accommodation Review and Next Steps

PURPOSE

This report intends to:

- i. respond to a referral from Council on November 23, 2020, requesting staff further consider comments received from the public and Standing Committee at the November 9, 2020 meeting;
- ii. provide information as it relates to short-term accommodations;
- iii. outline options to consider for addressing short-term accommodations; and
- iv. identify next steps, including public consultation.

RECOMMENDATION

THAT Staff Report No. C2022-22, dated June 13, 2022, short-term accommodation review and next steps be received for information;

AND THAT staff be directed to prepare and initiate public consultations to obtain input regarding how to address the future of short-term accommodations as outlined in this report;

AND THAT Council direct staff to report back on the results of the public consultation and recommended options, based on public feedback, best practices and/or any other critical consideration, for addressing short-term accommodations in the Town of Collingwood.

AMENDMENTS

None.

1. BACKGROUND

At the Development & Operations Services Standing Committee meeting on November 9, 2020, Staff presented "[P2020-25 Short Term Accommodation](#)" recommending the Town adopt a Licensing Program to regulate short-term accommodations (henceforth known as "STAs").

Members of the public expressed concern about the increasing population of Collingwood and the effects STAs may have on affordable housing and the broader community. It was suggested by a resident that the Town should instead strengthen enforcement and existing rules with respect to bed and breakfasts and that staff should launch a public discussion on the matter.

Standing Committee members also posed questions regarding enforcement, the number of legal and illegal STAs in the community, and the intended public consultation process. It was suggested that a white paper be prepared to support a public discussion on the topic.

As such, a resolution was passed by Standing Committee directing staff to investigate the prevalence of STAs in the Town and report back with options to implement a Licensing Program for public comment and Council's review. Although Standing Committee provided approval in principle for staff to develop a licensing program and draft a STA Licensing By-law to regulate the use of STAs, it was understood that further research and consultation with the public were required to identify whether a licensing program is warranted.

On November 23, 2020, Council referred Staff Report P2020-25 back to staff to further consider comments received from the public and Standing Committee to date.

Further, as part of the 2021 budget, Council approved the hiring of 1.0 FTE Licensing Officer to assist with addressing STAs in the Town and support other initiatives, such as a review of the licencing of taxis / ride share services, and business licensing. The Licensing Officer was onboarded in November 2021.

2. INPUT FROM OTHER SOURCES

This report was forwarded to Department Heads on May 27, 2022 for review and it was recommended to proceed to Standing Committee for consideration.

3. APPLICABLE POLICY OR LEGISLATION

Town of Collingwood Zoning By-law No. 2010-040

Municipal Act, 2001, S.O. 2001, c. 25

Planning Act, R.S.O. 1990, c. P.13

Building Code Act, 1992, S.O. 1992, c. 23

Fire Prevention and Protection Act, 1997, S. O. 1997, c. 4

Provincial Offences Act, R.S.O. 1990, c. P.33

The Town of Collingwood's [Community Based Strategic Plan](#) identifies the Town's Strategic Vision as "People Thrive Here – Live More Now", a place where residents and visitors are offered a healthy lifestyle of activities in beautiful and safe setting. The Strategic Plan also acknowledges the Town as a destination for tourists and seasonal residents across Ontario. One of the opportunities identified of average importance was the deployment of asset sales and improved finances for the betterment of the community through new revenue sources, such as an accommodation fee or STA licensing.

Consideration for regulating STAs within the Town also ties into the [Economic Development Action Plan](#)'s Objective 2.1 – to promote Collingwood's better lifestyle. Specifically, this objective identifies three key priorities that would constitute a shift from traditional tourism marketing, to marketing the lifestyle experiences that are most relevant to Collingwood's residents and businesses, including:

1. Grow participant spending and satisfaction with experiences that celebrate Collingwood's Live More Now lifestyle;
2. Increase revenue stemming from the broader tourism, hospitality, culture and retail sectors; and
3. Grow awareness of and interest in working and investing in Collingwood.

To achieve these priorities, one of the recommended actions is to consider levying a Municipal Accommodation Tax (MAT) in the longer term to help fund infrastructure and product-development efforts.

4. ANALYSIS

1.0 | Introduction

Like many Ontario municipalities, the Town of Collingwood has seen significant growth in the number of STAs. It is recognized that challenges exist with enforcing current regulations and that issues associated with the increase of STAs need to be addressed by the Town.

In the absence of provincial legislation, municipalities across Ontario have adopted various methods of governing STAs. While other municipal approaches and best practices will be considered, it is important to ensure that the unique needs and circumstances of residents in the Town of Collingwood are the focus. It is important to note that should the Government of Ontario enact legislation governing STAs since most municipalities have done so at the local level, there may be fewer options available to address STAs in Collingwood than are offered in this report.

This report intends to provide an overview of:

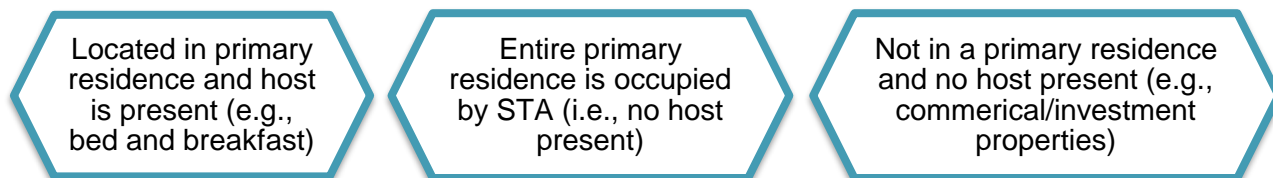
- The Town's current regulations and enforcement relating to STAs;
- Potential impacts and considerations of the impact of STAs on communities;
- An overview of options that the Town could consider to address STAs;
- Examples of other municipal approaches; and
- An outline of next steps, including a public consultation.

2.0 | Background

"Sharing economy" is an umbrella term that describes a wide range of economic activities that have been made possible by technology (Ministry of Finance, Sharing Economy Framework, 2018). Sharing economy firms offer individuals the opportunity to engage in new economic activities through online marketplaces, such as STAs and ride-sourcing (e.g., Uber or Lyft), both as traditional customers and as providers (CSA Group, 2017).

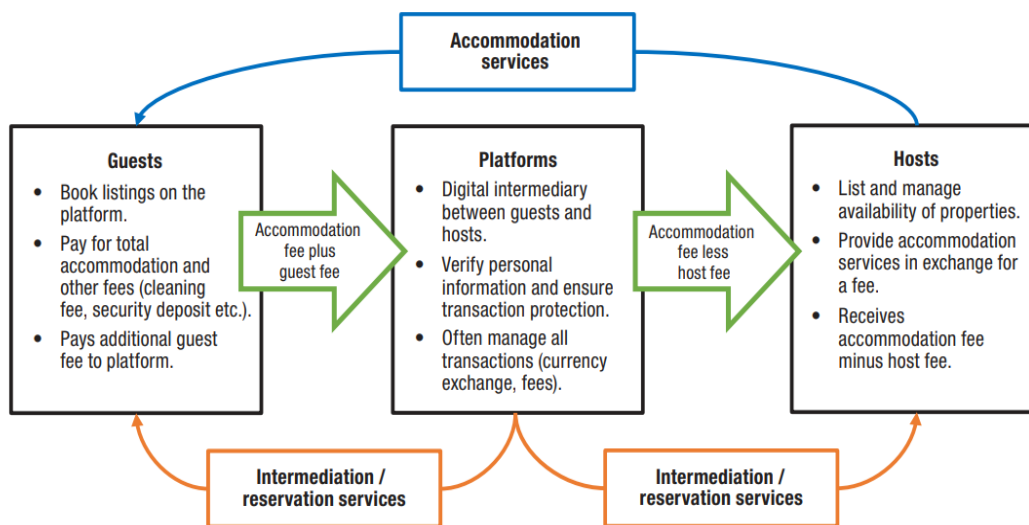
The advent and popularity of online platforms, including Airbnb, HomeAway, VRBO (Vacation Rentals by Owner), Flipkey, Homestay and Booking.com, have contributed to the availability and ease of STAs in municipalities across the world. This type of rental is referred to as a

“short-term accommodation” and is generally understood to refer to private individuals renting out all or part of their residences for short periods (e.g., 30 days or less) in exchange for a fee. Generally, STAs can be grouped into three categories:



Hosts, being one of the three main actors involved in STAs, are responsible for offering the STA service and for listing their property on an online platform in exchange for a share of the rental revenue (i.e., host fee). Guests are charged this fee in exchange for the use of the STA services. Online platforms maintain digital applications that facilitate the STA reservations and payment processing between hosts and guests (Statistics Canada, 2019). Figure 1 below from Statistics Canada illustrates the relationships between these actors:

Figure 1
Relationship between actors involved in a private short-term accommodation rental transaction



Source: Statistics Canada (2019), Measuring private short-term accommodation in Canada

The STA market had seen tremendous growth in its share of the tourism market. According to a report by CBRE1 (2017), for example, Airbnb has grown globally from 21,000 guests in 2009 to over 80 million in 2016. In Canada, if Airbnb listings are combined with hotel accommodations, Airbnb accounted for roughly 18% of total traveller accommodation in 2016, which is almost double the market share from 2015 (CBRE, 2017; Ryerson University, 2016).

All hospitality industries have been hit hard by the COVID-19 pandemic due to the restrictions on non-essential travel to Canada and border closures. Hotel occupancy and the overall demand for accommodation services remained very low during this period, with economic activity in the accommodation services subsector 38% lower in November 2020 compared with pre-pandemic levels (Statistics Canada, 2021).

Nevertheless, the emergence of STAs in private dwellings through online rental platforms has changed the landscape of the hospitality industry. In doing so, this new industry has created both opportunities and challenges for residents of the Town of Collingwood.

In the absence of Provincial regulation, each municipality across Ontario must define and determine its approach to addressing STAs. Based on research, staff have noted that few municipalities are prohibiting STAs outright. Most are considering STAs to be a form of residential use and are regulating either through a Zoning By-law and/or licencing through a by-law passed pursuant to the *Municipal Act, 2001*.

3.0 | Town Context

Generally, a STA is defined as a type of rental that takes place in a residential unit over a short period (i.e., typically 30 days or less). Long-term rentals, in contrast, are rentals of longer durations (i.e., 31 days or more). The Town's [Zoning By-law No. 2010-40](#) sets out the following definition for STAs:

Short Term Accommodation means “*the use of a dwelling unit, or any part thereof, that is operating or offering a place of temporary residence, lodging or occupancy by way of concession, permit, lease, licence, rental agreement or similar commercial arrangement for any period of 30 consecutive calendar days or less, throughout all or any part of a calendar year.*”

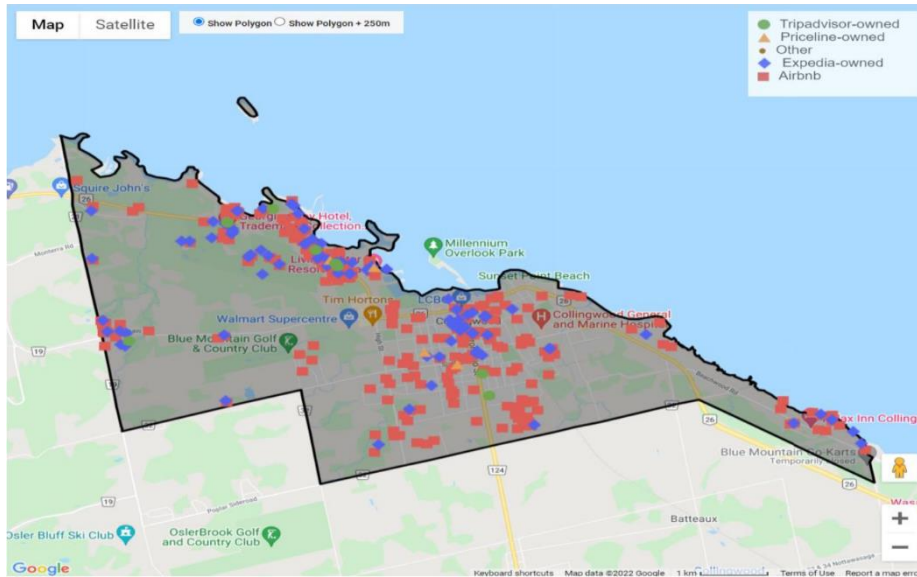
Currently, the Town prohibits STAs apart from bed and breakfast establishments through our Zoning By-law (as defined below). Specifically, subsection 4.22.2 states “*Except for a bed and breakfast, no dwelling unit shall be used as short-term accommodation.*”

There are several conditions set out in s. 4.25 of the Zoning By-law that must be met in order to operate a bed and breakfast establishment, including that a bed and breakfast must be located in a single-detached dwelling (4.25.2), in which not more than 3 rooms are offered for rent (4.25.3), and at least one bedroom is available for the exclusive use of the owner of the dwelling which must be occupied on a full-time basis (4.25.5).

Bed and Breakfast means “*a type of home occupation engaged in providing short-term accommodation*” – Collingwood’s Zoning By-law No. 2010-40.

For greater clarity, *the only form of STA currently permitted within a residential zone in Collingwood is a bed and breakfast.*

The exact number of STAs within the Town of Collingwood is unknown, however, a review of various online rental platforms (e.g., Airbnb, VRBO and Flipkey) by a third-party provider identifies approximately 300 active STAs, the majority of which are located within the central and western parts of Collingwood.



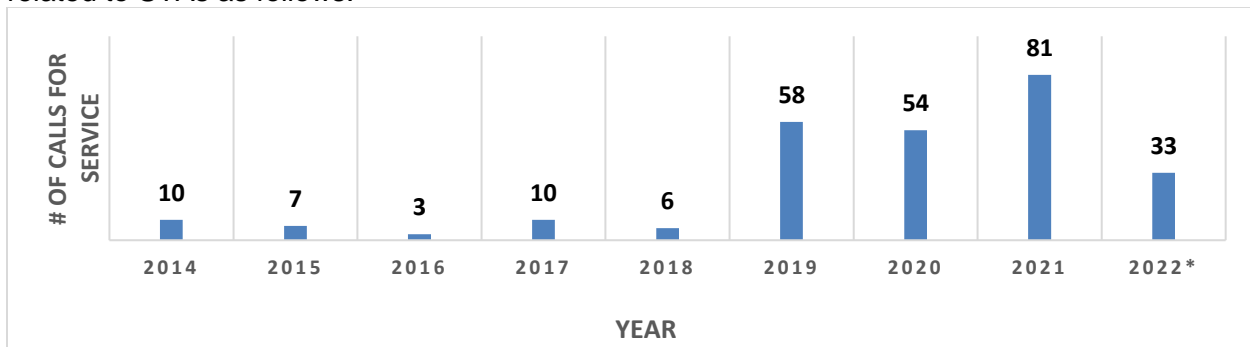
Source: govService, Host Compliance Collingwood Presentation (February 2022)

Further research must be conducted to provide a more precise reflection of the type of rentals and the exact number of STAs. To obtain this information and to help staff fully understand the extent of the issue, a Request for Proposal (RFP) has been prepared to seek a third-party service provider that specializes in STA monitoring and compliance. The successful candidate will be responsible for monitoring the 60+ online platforms to generate an inventory of active STAs within the boundaries of the Town. The submission deadline for the RFP is June 20, 2022. Staff intend to expedite the implementation of the third party solution but anticipate that it will require a couple of months before it is fully operational. Therefore, the full data breakdown provided by the solution will be available for the next report to Council (see *section 6.0 for next steps*).

Enforcement

Between March 2020 and July 2021, the By-law Services Division was operating under an [Alternative Services Protocol](#) due to the COVID-19 pandemic. As such, enforcement of many municipal by-laws, including the prohibition on STAs, remained a low priority. While operations have now returned to normal, in accordance with the current standards for enforcement set by Council, STAs are still within the [Reactive Service Level](#) where a case is initiated upon the receipt of a valid complaint (i.e., no proactive enforcement based on current resources).

Between 2014 and 2022, the By-Law Services Division received a total of **263** calls for service related to STAs as follows:



*stats include up to June 1, 2022.

While the number of calls for service has increased over time, there is a recognition that this growth may be in part due to a combination of improved awareness of both staff and the public of STAs and online rental platforms. Given the potential of approximately 300 illegal STAs within Collingwood, there remains a concern about how current regulations could be effectively enforced with the resources available.

If the current situation is maintained, complaints would continue to be investigated and prosecuted on an ad hoc basis. From staff's perspective, a reactive-based enforcement approach takes a passive stance towards any possible violations, which are further aggravated by the large amounts of money to be made by hosts, relatively low penalties, and high costs and resources required for enforcement.

As COVID-19 public health restrictions are removed and the tourism industry re-gains popularity, it is likely that complaints regarding illegal STAs will continue to increase. Given the overall high volume of by-law related issues, resource constraints and limited enforcement tools, there is concern the By-law Services Division will not be able to keep up with situation within the current framework.

4.0 | Potential Benefits and Challenges of STAs

The following section identifies the possible benefits and challenges to communities related to STAs.

4.1 | Benefits

STAs can have a positive impact on communities, in that they can provide income-earning possibilities for residents, broader accommodation offerings for visitors and greater dispersion of tourist dollars to support local businesses if permitted to operate.

A) Economic Opportunities

STA online platforms have empowered individuals to participate in the tourism market as entrepreneurs of their own homes (Airbnb, 2017; Davidson, 2016).

For some residents, the ability to generate additional income by renting out all or part of their home as a STA could make living in their residence more affordable and reduce the likelihood of economic hardship or displacement (Sustainable Economies Law Center, 2016). For example, a recent study (Jeon et al. 2019) found that in 2016 approximately 2-3% of all Canadian workers primarily rely on this type of income, as it represents more than 89% of their total earnings (Statistics Canada, 2020).

For other residents, the opportunity to supplement their salaries by directly benefiting from tourist dollars could offset the cost of a vacation property, adding to their quality of life (Sustainable Economies Law Center, 2016). Regardless, STAs offer hosts financial opportunities and provide a means to make efficient use of space that may be otherwise unused or unoccupied.

To support hosts, municipalities could aim to limit costs or barriers for residents to operate STAs. For example, simply registering with the municipality for recordkeeping purposes is less burdensome for hosts compared to what may be required to obtain a licence (i.e., since there are usually conditions attached to licences that must be met and adhered to).

B) Expanded Accommodation Options

It is important to recognize that in a tourist destination (such as Collingwood), offering STAs may provide a more flexible alternative to traditional accommodation types (i.e., hotels and motels). Since the lodgings offered through STAs can vary based on the host property, visitors have access to a wide range of options and features that can better suit their needs. For instance, individuals moving to a municipality may be looking to experience the local area, while looking for permanent accommodations. Additional amenities, such as a full kitchen, may not be offered by other accommodation types but could be of interest or a necessity for certain travellers.

The locations of STAs may also be advantageous compared to traditional accommodations, which can be restricted by the municipality's zoning to certain areas (e.g., only in commercial zones). STAs can enable guests to be closer to family members that they are visiting, for example, since they are typically located in residential zones. Further, STAs may offer lower-cost alternatives, which could provide more affordable options for travellers (e.g., larger families, students, etc.).

C) Increased Tourism

Some municipalities have seen the benefit of increased tourism as a result of permitting STAs in addition to traditional hotels/motels. Municipalities may lack or have a short supply of temporary lodging for tourists, which could be fulfilled by the availability of STAs. If permitted, hosts can make use of online rental platforms to encourage visitors to the community by offering a wide selection of accommodation types at a range of prices. Local economic activity could see a direct benefit from an increase in the number of visitors and tourist dollars spent at local businesses (e.g., restaurants and shops).

STAs also allow visitors to experience what it is like to live locally in the municipality, seeing as most hosts, apart from commercial ones, operate out of their primary residences. As noted previously, other accommodation types may be restricted to commercial zones and so the location of STAs can be an enticing feature for visitors looking to explore a specific neighbourhood. Some hosts may even enhance and individualize their guests' experiences by providing guidance regarding local events and areas of interest. It is these unique components of STAs that can appeal to many tourists and can generate memorable visitor experiences that may not be possible with other accommodation types.

To balance the interests of residents and visitors, municipalities can consider restricting STAs to certain neighbourhoods/zoning areas through zoning by-law provisions. Licencing can also provide the means to ensure hosts comply with specified conditions/relevant by-laws (e.g., noise) given the ability to revoke licences or issue penalties/fines (if prescribed in the licencing by-law). Alternatively, to bolster the available STAs and encourage additional accommodation options, municipalities could reduce or limit barriers for residents to become hosts.

4.2 | Challenges

Notwithstanding the benefits identified above, STAs can create community challenges in that they may reduce the stock of available and affordable rental units/housing, unfairly compete with traditional accommodation types, disrupt neighbourhood quality of life and create enforcement challenges. To address some of these challenges when permitting STAs, municipalities have adopted various approaches as identified below and in the following "Options" section.

A) Affordable/Available Long-Term Rentals and Housing Options

There is a concern that STAs may take long-term rental units off the market, ultimately reducing the supply of available and affordable housing in the community. For example, STA platforms may provide property owners with the ability to make more money than renting on the long-term market. The monetary incentive to shift the use of housing from long-term residential use to a STA use may further increase housing and rental prices and lead to a smaller stock of available long-term rentals/housing options.

Encouraging more housing options, including affordable housing, was identified as a key opportunity in the [What We Heard Report #2 Official Plan Update \(July 2020\)](#). While it is critical to recognize the issues of housing affordability in the community, it is equally important to acknowledge that it has a scope much broader than the effects of STAs and what this research can offer. The [Affordable Housing Task Force](#) has been established to advise Council and take leadership on the specific matters relating to affordable housing in the community.

Since the nature of STA use is for a short period (i.e., less than 30 consecutive days), it is recognized that this would not be suitable for providing long-term solutions for those in need of housing. However, in an attempt to protect the long-term affordable housing supply, many municipalities have permitted STAs in principal residences only or have placed a cap on the number of nights per year that a STA can be rented. The primary residence rule intends to discourage hosts from purchasing investment properties to be solely used for STAs (i.e., converting long-term rental properties into STAs). Placing a limit on the number of days is also aimed at curbing hotel-like operations that would go beyond residents sharing their homes occasionally so that long-term rentals are more profitable than STAs. Hosts who cannot make their units available year-round on STA platforms are then more likely to enter into long-term rental leases (Jamasi, 2017).

B) Traditional Accommodation Types

Hotels and motels have been recognized as commercial establishments primarily engaged in offering short-term lodging for a fee. These accommodation providers are expected to comply with several regulatory statutes aimed at upholding public safety including, but not limited to, the *Ontarians with Disabilities Act*, the *Taxation Act* and the *Workplace Safety and Insurance Act* (MaRS Solutions Lab, 2016). Traditional accommodation providers are also required by law to ensure that the *Ontario Building and Fire Code* are complied with, and appropriate liability insurance is provided (Jamasi, 2017).

Similarly, bed and breakfast establishments are planned uses within a dwelling (as set out in the Town's Zoning By-law) that would fall within the health and safety provisions of the Building and Fire Codes. For example, the maximum number of bedrooms permitted to be rented is three and one bedroom must be occupied by the principal resident. Under the Building Code, a change of use permit is required for a proposed bed and breakfast with greater than three bedrooms (as this would result in an increase in hazard), in addition to planning approvals as applicable (see Collingwood's [Building Bulletin](#) for additional detail). Dwellings that have five or more bedrooms are required to comply with the regulations for boarding, rooming, or lodging houses as defined by the Building and Fire Code.

Achieving a fair competitive marketplace requires similar services to be regulated comparably, however, STAs are not considered a planned or purpose-built use, and as such, are not subject to the same level of taxation or regulation as traditional accommodation providers (CSA Group, 2017). In the absence of regulations, STAs have challenged the traditional accommodation

market where private individuals (e.g., the operators of STAs) are offering a professional service that is not subject to the same level of provisions typically imposed on those providers (i.e., training, licensing, or other legal requirements). STA platforms have attempted to combat this issue by offering an online rating and review system, but in comparison to regulatory requirements, it is unknown whether this is sufficient to protect consumers. Further, there are concerns about the legitimacy and who is managing the rating/review system (Ducci, 2018).

There are concerns commonly expressed by traditional accommodation providers that STAs are taking advantage of different rules to operate at lower costs. Despite generating a similar level of burden on services (e.g., garbage collection, by-law enforcement, etc.) as other accommodation providers, STAs located in residential areas are only required to pay residential property taxes. Given residential property taxes are typically lower (e.g., 2021 Collingwood and Simcoe County residential [tax rates](#) were approximately 1.00 and 1.22 for commercial), this favourable environment can create an unfair advantage for operators of STAs.

Additionally, STAs may exert some downward pressure on hotel revenues, which can have negative economic impacts on the hospitality industry (Jamasi, Zohra, 2017). Harmonizing by-laws relating to traditional accommodations and STAs is a response aimed at improving fairness and could include licensing, or taxing bed and breakfasts and STAs in the same manner (Ministry of Finance, 2018, Home-Sharing Guide).

C) Public Safety

As noted above, traditional accommodation providers are required by law to ensure that rental units comply with certain regulatory requirements. However, most STAs are not legally obliged to follow such health and safety measures, which may expose guests, hosts and other residents to the risk and other potential issues. This raises important concerns about maintaining the safety and well-being of guests and those residing in the neighbourhoods of STA operators.

In the absence of statutory provisions and ongoing inspections by a qualified person, there are challenges to ensuring hosts of STAs provide adequate health and safety measures (MaRS Solutions Lab, 2016). There are concerns, for example, that STAs do not have the proper life-safety measures in place, such as smoke/carbon monoxide alarms, adequate exits, etc. Concerns have also been raised that hosts may not be providing the proper emergency information to their renters, creating a potentially serious safety hazard. For instance, guests may not be aware of fire/exit plans or proper safety precautions in condominiums.

Moreover, terms and conditions provided through platforms are often lengthy and contain language that may be sufficiently excessive to function as a strong deterrent for the average guest or host to read and understand them. As a result, guests and hosts may be unaware of the obligations that they have accepted and agreed to uphold (CSA Group, 2017). The lack of inspections may further perpetuate the concern that terms and conditions are not being complied with.

Platforms have attempted to address this issue using a rating/review system, but while these mechanisms provide useful information, they are not necessarily useful in the event of an emergency/incident (Ducci, 2018). This is often an important component of regulating STAs, and many jurisdictions have included health and safety standards or inspections as part of the eligibility criteria for a licence. Inspections ensure not only the safety of visitors in the event of an emergency, but they aim to protect the neighbouring residents and community in general from potential safety hazards.

D) Wider Community and Neighbourhood Impacts

The transient nature of STAs and frequency of visitors to the community may contribute to a general concern about impacts on communal property, neighbourhood cohesion and a loss of peace and enjoyment for neighbours.

Since visitors may not be informed of the municipality's by-laws, this can often impose an additional burden on the rest of the community. For example, STA host properties may be poorly maintained, with guests even damaging property, leaving behind excessive amounts of trash or parking illegally (e.g., blocking driveways). Common/shared areas may be misused or damaged by visitors who are not familiar with rules or may lack a sense of investment in the community.

In some cases, STAs may be used as party houses or may host an excessive number of guests, which can add to noise disruptions, excessive demand for parking, and disrespect for other properties. Renters may be involved in criminal behaviour, creating additional disturbances and/or insecurities for neighbours. In addition to parties, late-night arrivals can also create noise disturbances from vehicle traffic, unloading luggage, slamming car doors, etc., impacting overall neighbourhood peace and enjoyment. Regardless, an influx of STA guests may create a similar feeling to a hotel, which may generate concern among neighbours that the community feeling itself is eroding.

While the rating/review system used by rental platforms attempts to deal with troublesome guests and hosts, the anonymity of these platforms may make it challenging to deter problem users. Some jurisdictions have attempted to preserve neighbourhood cohesion by permitting STAs in primary residences only or limiting the total number of days or occupants permitted (Ditta, 2017). These provisions intend to preserve or reinstate the connection hosts feel to the community, with the hope that the issues identified above will be reduced or avoided. Practically speaking, the primary residence requirement ultimately limits individuals from renting STAs, since most individuals only take a few weeks of vacation per year.

Municipalities have also attempted to address this by adopting specific conditions attached to a licensing system. For example, a limit on the number of people allowed to stay at the property at any given time, or on the number of motor vehicles permitted (i.e., dependent on the number of permanent parking spots available on the property). Since most online platforms require hosts to provide details about the STA in their advertisement, this gives municipalities additional tools to proactively enforce these types of rules.

For non-emergency issues reported, some municipalities may require hosts to also be available 24/7 to immediately take corrective action and deal with issues such as excessive noise, garbage and parking. Other municipalities have offered residents the ability to easily report issues relating to STAs through a 24/7 available hotline that attempts to remedy issues outside of regular business hours of enforcement staff.

E) Enforcement

There are difficulties associated with enforcing a prohibition on STAs due to data limitations, strict evidentiary rules, and a lack of available and efficient enforcement tools/methods.

First, there are challenges with identifying host properties because of the lack of reliable data and anonymity of online listings (e.g., no property address). While rental platforms have indicated support for the concept of data sharing, concerns have been expressed about the

reliability and transparency of this data (Ditta, 2017). The lack of available data limits municipalities in their ability to understand and enforce regulations relating to STAs in the community.

To prevent guests from directly contacting hosts for arrangements, rental platforms employ a business model that anonymizes addresses and hosts' contact details. Hosts may use unique pictures in different listings or may include only interior pictures of the property, which adds to the complexity of locating STAs. Since some rental platforms do not require hosts to verify their identity before listing their STA, individuals have the ability to create fake accounts to avoid repercussions (Alini, 2018). The sheer effort required to manually identify, and track listings (including potentially duplicate advertisements on various rental websites) is time-consuming to collect/manage and may draw enforcement staff away from other community priorities. Many jurisdictions have sought a third-party solution to assist with identification and tracking of STAs; regardless, most of the work remains with enforcement staff to conduct.

If hosts are not willing to voluntarily comply with the Town's Zoning By-law, it is often difficult to obtain the necessary information to support a charge due to the type of provisions being enforced and the strict evidentiary rules for proceedings commenced in the Ontario Court of Justice. For example, to be successful in a court proceeding, the Town must be able to prove their case beyond a reasonable doubt. For the Town to prove that a property is being used other than in conformance with the Town's Zoning By-law, officers would typically need the renter to cooperate with their investigation and be willing to attend court to testify that they were using the property as a STA. Renters acting as witnesses for the prosecution may encounter challenges providing evidence or may be unable to/not willing to attend court. Even if proof is obtained, the process of shutting down an illegal STA is slow and cumbersome.

The Government of Ontario has recommended municipalities consider adopting regulatory modernization principles designed to reduce the burden on businesses when drafting regulations governing STAs. For example, one of the principles advocates for moving to risk-based inspections to "reduce the enforcement burden on businesses with a strong safety and compliance record, using accreditation to distinguish good actors from high-risk targets" (Ministry of Finance, 2018, Home-Sharing Guide). In response to the issues identified above and aligned with the province's advice, some municipalities have chosen to adopt a licensing system to enhance local data collection and facilitate enforcement. By requiring hosts to register, municipalities can also verify the identity of hosts to ensure that advertised STAs are legitimate. Lastly, a licensing process can reduce the reliance on traditional court procedures by providing enforcement tools (i.e., tickets and fines) related to matters that may not be currently subject to regulation, as well as a process for revoking permits for violations of the provisions.

5.0 | Options

In 2018, the Ontario Ministry of Finance published a [Home-Sharing Guide](#) for Ontario Municipalities to guide municipalities on issues concerning STAs. Several viable regulatory approaches to managing STAs, informed by the Home-Sharing Guide and other municipal practices (see *section 5.1 below*) have been noted throughout the section above. Since one single approach does not exist, the following table intends to summarize the various options that represent the most common approaches adopted by Ontario municipalities that could be leveraged to regulate STAs in the Town.

Option	Description
Regulatory Mechanisms	
Licence platforms	<ul style="list-style-type: none"> • Municipalities may require data from platforms to inform local policy development or may have an interest in prohibiting certain hosts from advertising on their platforms (i.e., if found in violation of the municipality's regulations). • It is important to note only a few jurisdictions chose to licence platforms (most instead licence hosts).
Licence hosts	<ul style="list-style-type: none"> • Municipalities may licence hosts to ensure compliance with specified conditions (e.g., health and safety requirements, noise, parking, etc.) • Locally managing the registration of hosts enables municipalities to maintain databases of STAs and other data that is relevant to enforcement, continuous policy improvement and creates a channel for communicating with hosts. • Provides enforcement tools through the ability to revoke licences and issue sanctions (e.g., penalties, fines, etc.). • Municipalities could consider licensing hosts of bed and breakfasts to establish a single licensing regime. • Municipalities could establish different types of licences (e.g., hosts operating from their principal residence and those using STA properties mainly for investment activity). • Licensing requirements must balance with the regulatory burden placed on hosts. • Provides a revenue stream to the municipality (i.e., licensing fees).
Licence only commercial hosts	<ul style="list-style-type: none"> • Municipalities may require hosts to obtain a licence if requesting to list a certain number of STAs (similar to that of a business licence). • Allows municipalities to impose additional conditions for hosts with more than one STA. For example, if a host is operating a STA for investment purposes and may wish to advertise multiple properties, a municipality may wish to locally apply similar conditions as are imposed on traditional accommodation types (i.e., hotels and motels). • Allows for residents to host an STA on infrequent occasions when they are away from their primary residence without having to obtain permission from the municipality. • Provides municipalities with information on those who rent their homes frequently. • Provides enforcement tools through the ability to revoke licences and issue sanctions (e.g., penalties, fines, etc.). • Provides a revenue stream to the municipality (i.e., licensing fees).
Host registration	<ul style="list-style-type: none"> • Municipalities may consider registering hosts as a means to track and gather information on STAs in the community. • Does not impose any conditions on residents who are interested in renting their homes.

Option	Description
	<ul style="list-style-type: none"> No revenue for the municipality generated through this option.
Zoning Restrictions	<ul style="list-style-type: none"> Municipalities may restrict or permit hosts to operate STAs as it relates to land use planning through a zoning by-law. Zoning by-laws contain specific and legally enforceable regulations and restrictions. For example, a zoning by-law could be used to restrict STAs to certain zoned areas (e.g., mixed-use zones), certain building types (e.g., single-detached dwellings) or to establish setback and parking requirements. Must conform to the objectives and policies of the municipality's Official Plan. No revenue for the municipality generated through this option.
Prohibit	<ul style="list-style-type: none"> Municipalities may choose to prohibit the operation of STAs in some capacity. Consideration should be given to the enforcement challenges associated with a partial or complete ban. STAs may move underground to avoid penalties, creating additional challenges for enforcement. No revenue for the municipality generated through this option.
No regulation/control	<ul style="list-style-type: none"> Municipalities may rely on existing by-laws, such as noise, parking and property standards, to mitigate concerns as they relate to STAs operating in their jurisdiction. Municipalities should consider the feasibility of addressing concerns related to STAs. Consideration should also be given to the additional enforcement challenges associated with enforcing the relevant by-laws. No revenue for the municipality generated through this option.
Other Considerations	
Limit rentals to principal residences	<ul style="list-style-type: none"> Municipalities may restrict STAs to principal residences with the intent to deter hosts from operating like other commercial accommodation types.
Limit the number of listings	<ul style="list-style-type: none"> Municipalities may limit the number of listings a host is permitted to advertise on rental platforms to deter commercial/investment-type activity.
Limit maximum number of consecutive days or total days per year	<ul style="list-style-type: none"> Municipalities may cap the number of consecutive days that a unit may be rented for or the total number of days per year (e.g., less than 30 days) to distinguish between units offering STAs and long-term rentals.
Limit the number of guests	<ul style="list-style-type: none"> Municipalities may set a maximum occupancy limit for all STA properties or establish a limit of guests correlated to the number of bedrooms.
Ineligible/prohibited list of buildings	<ul style="list-style-type: none"> Municipalities may identify certain buildings as ineligible to host STAs (e.g., if a host has repeated infractions, at the request of a condominium board, etc.)

Option	Description
Municipal Accommodation Tax	<ul style="list-style-type: none"> • Ontario Regulation 435/17: Transient Accommodation Tax under the <i>Municipal Act, 2001</i> provides municipalities with the flexibility to levy a tax on STAs, including the rate that hosts would be charged.

Generally, municipalities have the authority to establish regulatory provisions governing STAs through a zoning by-law under the *Planning Act*, or a licensing by-law under the *Municipal Act*. While zoning by-laws can be used to permit or restrict STAs to certain areas or require other site controls (e.g., parking, maximum number of occupants, separation distance, etc.), they cannot be used to require criteria be met outside of land use planning matters. Whereas a licensing by-law can require that broader conditions can be met prior to the issuance of a licence and while operating with one thereafter, such as addressing health and safety matters.

Municipalities can choose to adopt a combination of any of the above options (or other appropriate conditions) to achieve locally desired objectives. For example, there may be an interest in exempting bed and breakfasts from a STA licensing by-law if these establishments are already subject to existing regulations (e.g., zoning by-law provisions). Municipalities could also have an interest in imposing greater conditions through a licensing by-law that may otherwise not apply to bed and breakfasts (e.g., restrict hosts from operating in certain zones). In recognizing the importance of data collection, however, hosts of bed and breakfasts can be required to register with the municipality. This would implement a combination of a licensing and registration program to regulate STAs.

Additionally, municipalities can adopt a mixture of the above considerations to support intended policy outcomes. For instance, municipalities can choose to limit STAs to principal residences and restrict the total number of days per year a unit can be rented out. The condition restricting the number of days for STAs also reinforces the principal residence requirement by motivating residents to reside in that property for the remainder of the year (rather than leaving properties vacant) (MaRS Solutions Lab, 2016; Ministry of Finance, 2018, Home-Sharing Guide).

Further, municipalities could determine different types of STAs and establish unique conditions based on the amount of administration and enforcement that is desired for each category. For instance, municipalities could create different classes of licences based on considerations, such as whether the STA is operating as a bed and breakfast, or if a host is operating multiple STAs (i.e., as a commercial host).

It is evident that there are various approaches municipalities can adopt to regulate STAs based on the options identified above. For this reason, there is no single approach taken by Ontario municipalities. Each program is generally designed with aspects that are relevant to the particular community, driven by local objectives. Most Ontario municipalities have also undergone a comprehensive consultation process to identify and address challenges unique to their jurisdiction. Below intends to provide an overview of some neighbouring municipalities and those comparable to Collingwood.

5.1 | Municipal Examples

	Blue Mountain	Wasaga Beach	Orillia	Niagara-on-the-Lake	Whitchurch-Stouffville
<i>Licensing</i>	x	x		x	x
<i>Registration</i>		x		x	x
<i>Zoning</i>	x	x	x	x	
<i>Prohibition</i>					
<i>Limit rentals to principal residences</i>					
<i>Limit the number of listings</i>					
<i>Limit maximum number of consecutive days or total days per year</i>					
<i>Limit the number of guests</i>	x	x		x	x
<i>Ineligible/prohibited list of buildings</i>					
<i>Municipal Accommodation Tax</i>			x		

The **Town of Blue Mountains'** STA Licensing [By-law No. 2021-70](#) provides a system for the licensing of STA premises rented on a basis of fewer than 30 days. Schedule A establishes four licensing types:

- A. Short Term Rental Property Licence within the Exception Area (Schedule C);
- B. Short Term Rental Property Licence outside the Exception Area (Schedule D);
- C. Legal Non-Conforming Short Term Rental Property Licence (Schedule E); and
- D. Bed & Breakfast Licence (Schedule F).

Each licensing type has unique conditions that must be adhered to, in addition to the general terms and conditions. Some of these conditions include, operating in compliance with a renter's code (i.e., a document prepared by the host that sets out the roles and responsibilities of the renter, and identifies applicable Town By-laws), a parking management plan, occupancy requirements, fire safety plan, valid inspections, and proof of insurance. In addition, the host must be available 24/7 to attend the premise within half hour of being contacted by the Town. The By-law also establishes a demerit point system and applies the Administrative Monetary Penalty [By-law 2021-71](#) to support enforcement of the licensing system.

Specific areas of the Town of Blue Mountains are zoned to allow for licensed STA and Commercial Resort Unit use. Zoning [By-law No. 2021-59](#) establishes parking requirements and special provisions relating to separation requirements (120 metres from another STA), lot size and maximum number of occupants (among many other requirements) for STAs.

The **Town of Wasaga Beach** regulates STAs through Schedule 20 of their [Business Licensing By-Law No. 2019-26](#) and applicable Zoning By-law provisions. All tourist establishments and STAs must obtain a licence to operate. STAs are not permitted in residential zones, apart from bed and breakfast establishments. Wasaga Beach also establishes occupancy requirements of a maximum of two persons per sleeping area (in accordance with the Building Code and Fire Code), and hosts must obtain approval from the Fire Department if requesting an occupancy load of greater than ten. Hosts are required to keep a registration of all guests and related information (i.e., contact, date of arrival/departure, motor vehicle make and model) which must be available to the issuer of licences upon request. Additionally, the host must ensure adequate parking is provided in accordance with the Town's By-laws.

In the Town of Wasaga Beach's [Tourism Destination Management Plan](#) (August 2018), it was recommended to introduce a MAT for all STAs in the medium term (i.e., 2020/2021).

In July 2019, Council Committee (and further ratified by Council) in the **City of Orillia** approved staff's recommendation ([Report No. CD-19-11](#)) to maintain the status quo, meaning the City would continue to rely on existing legislation (i.e., the Fire Code as well as noise, dog control, and parking by-laws) to address concerns associated with STAs. It was identified by staff that the scale of STAs in Orillia was minimal in comparison to other municipalities, such as the Town of Blue Mountains (e.g., Orillia had approximately fifty STAs advertised at the time, which accounted for about twenty percent of all STAs in the Town of Blue Mountain). Additionally, there had only been isolated complaints related to eight properties over 2.5 years. These factors, among other items, led staff to ask Council to turn its mind to whether it is warranted for staff to devote time to administer and enforce a licensing regime for all STAs in their community. Thus, Council of the City of Orillia determined would not proceed with any amendments to the City's planning documents (Official Plan or Zoning By-law) or implement any form of licensing by-law to govern STAs.

The City of Orillia passed [By-Law 2019-120](#) to implement a mandatory four percent MAT effective September 1, 2020. The MAT applies to the purchase of the accommodations provided for a continuous period of 30 days or less.

All STAs within the **Town of Niagara-on-the-Lake** are required to be licensed in order to operate. By-law [No. 4634-13](#) for the licensing, regulating and governing of STAs sets out general provisions for all STAs and specific conditions based on the type (e.g., bed and breakfast, cottage rental, etc.) In December 2020, Council approved staff's updates to the STA licensing by-law (via [Report No. CS-20-027](#)) based on suggested changes from a local task force. The report also sought approval to acquire a third-party STA compliance and data collection service for a one-year pilot program, which was implemented on [July 12, 2021](#).

In the Niagara-on-the-Lake, it is a requirement for hosts to provide insurance and a site plan, display a valid licence number on their listings, ensure the STA is fully serviced by the municipality/region, fronts onto a public road, is inspected at a minimum every two years, among other conditions. Parking must also comply with the provisions of the Zoning By-law at the time of application, plus any additional requirements based on the type of licence being applied for. The maximum number of occupants within a STA is limited to two persons per bedroom, plus an additional two persons.

For all STAs, hosts must make several documents available to guests, such as copies of relevant Town by-laws (e.g., noise, public nuisance, Zoning By-law parking provisions), the approved floor plan, valid licence, Renter's Code of Conduct and Good Neighbour Agreement.

No STAs are permitted to host weddings, receptions or any other similar commercial activity and no liquor shall be provided to guests (in contravention of the *Liquor Licence Act*).

Additionally, each host in Niagara-on-the-Lake is required to maintain a daily registration of guests, which must be kept current and be available for inspection. The owner or property manager of the STA is required to respond to a complaint within forty-five minutes or fines may be applied.

Earlier this year, the Town of Niagara-on-the-Lake also [approved a two percent MAT](#), but this applies only to accommodations with five or more rooms (e.g., hotels, motels, resorts) with the funds going to a reserve fund for tourism infrastructure.

At the October 5, 2021, Council meeting in the **Town of Whitchurch-Stouffville**, staff were directed to undertake a review and to report back on a licensing program for approval and implementation. At the time, STAs were not regulated in the Town. On April 6, 2022, Council approved staff recommendations ([Report No. CS-006-22](#)) to enact a business licensing by-law to provide enforceable rules and regulations for a licensing program for STAs. It was explained by staff that the identification and controls offered through a licensing program would be a more effective tool than a complete prohibition of STAs. An outright ban would inevitably force STAs underground where it would be difficult to monitor and address public concerns. Staff noted, “[b]y incorporating ST[A]s as a business to be licensed by the Town, it provides Staff the tools necessary to regulate and govern it through a formal application process, defined rules, safety inspections, capacity limits, and significant fines for violations for non-compliance.” Staff did not recommend any changes to the Town’s Zoning By-law given the complexities/timeframes that would be required for amendments and the fact that the licensing by-law’s regulation of STAs would be effective on its own.

In addition to the general provisions of the Town of Whitchurch-Stouffville’s Business Licensing [By-law No. 2022-032](#), Schedule B sets out specific regulations for STAs. Some of these include occupancy limits, proof of insurance, health and safety requirements and parking restrictions. Hosts are also required to maintain a registration of their guest’s stay for one year, including contact information and a confirmation that the Short-Term Rental Code of Conduct was received.

6.0 Next Steps

As noted previously, many Ontario municipalities have undergone extensive public consultations in addressing STAs in their communities. Regardless, it is clear there is an acknowledgement among municipalities that online rental platforms will continue to exist, and as a result, many jurisdictions have moved away from a total ban to permitting through regulation.

As a foundational element for policy development, public consultation is a crucial component in the consideration of regulating STAs in the Town of Collingwood. Prior to providing a recommendation to Council regarding STAs, staff propose to solicit public input to help identify concerns and what actions the public thinks are needed. The goal will be to provide Council with a greater understanding of the community issues and to define key community objectives around managing STAs in a manner most suited to the community’s needs and concerns.

To gain a better understanding of thoughts surrounding STA use in the community, staff intend to conduct an online survey (*see Appendix A for draft*). The survey will serve as the foundation for an open house, with the intent of the open house being to validate the responses from the survey, to provide an opportunity for further input and to better inform regulatory options

presented to Council. The Licensing Officer will also be available to receive and respond to questions and comments about STAs.

Subject to Council direction, staff will roll out the public consultation in the Summer. Consultations will be promoted to the community and stakeholders through various mediums, including the Town’s website, media materials, social media, as well as print and digital promotional material.

Following engagement with the public, a report to Council will be prepared with options for regulating STAs, including recommendations, informed by the feedback received, best practices and/or any other critical consideration. Pending Council approval, staff will draft any necessary materials to support the implementation and rollout of STA regulations or other selected option. If a new by-law or by-law amendments are required, there will be an opportunity for further public review in Phase 3 prior to seeking Council’s final approval of the implementation tools.

Phase 1	Phase 2	Phase 3*	Phase 4*
<ul style="list-style-type: none"> ➤ Licensing Officer position filled ➤ Research and review of municipal best practices and jurisdictional scan ➤ Informational Staff Report presented to Council ➤ Council direction to consult the public on STAs 	<ul style="list-style-type: none"> ➤ Public consultation period ➤ Staff Report on public feedback and options for Council’s consideration ➤ Council decision on addressing STAs 	<ul style="list-style-type: none"> ➤ Draft STA by-law/applicable by-law amendments, if required ➤ Public and Council review of draft(s) ➤ Council approval of draft by-law/by-law amendments, if required 	<ul style="list-style-type: none"> ➤ Develop procedures and required supporting material ➤ Public education/communications strategy rollout ➤ Implementation
November 2021 to June 2022	July to December 2022	Timing TBD	Timing TBD

** Please note: Phases 3 and 4 are subject to Council’s decision around regulating STAs in Phase 2. For example, if the direction is to proceed with changes to the status quo, the extent to which by-law amendments and/or a new by-law is required to support the recommendation will largely dictate the timing expected to develop the necessary materials for implementation (e.g., zoning by-law amendments would require public notification, public notice and meetings under the Planning Act).*

Therefore, it is proposed that this matter proceeds to Phase 2, beginning with the launch of the survey to gather community feedback on regulating STAs in the Town of Collingwood. It is further recommended that this matter proceeds to the June 20, 2022, Council meeting for direction.

5. EFFECT ON TOWN FINANCES

Not applicable.

6. CONSIDERATIONS

- Community Based Strategic Plan: N/A or Explain: Progresses towards achieving CBSP Goal
- Climate Change / Sustainability: N/A or Explain: Choose an item.
- Accessibility: N/A or Explain: Choose an item.
- Communication / Engagement: N/A or Explain: Consultation Required
- Accountability / Transparency: N/A or Explain: Choose an item.

7. APPENDICES & OTHER RESOURCES

Appendix A	Short-Term Accommodation Draft Survey
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#	Resource
1	Town of Collingwood, Staff Report #P2020-25 Short Term Accommodation
2	Town of Collingwood, Community Based Strategic Plan
3	Town of Collingwood, Economic Development Action Plan
4	Town of Collingwood, Zoning By-law No. 2010-40
5	Town of Collingwood, By-law Enforcement During Covid-19 Pandemic: Alternative Services Protocol
6	Town of Collingwood, Municipal Law Enforcement Customer Service Policy
7	Town of Collingwood, What We Heard Report #2 Official Plan Update (July 2020)
8	Town of Collingwood Affordable Housing Task Force
9	Town of Collingwood, 2021 Tax Rates (By-law No. 2021-041)
10	Town of Collingwood, Building Bulletin – Bed & Breakfast: Criteria for Change of Use
11	Alini, Erica (2018), " Review of Airbnb horror stories finds 'multiple dangerous loopholes and scams' ", Global News
12	Airbnb (2017), Policy Tool Chest 2.0
13	CBRE (2017), An Overview of Airbnb and the Hotel Sector in Canada: A Focus on Host with Multiple Units
14	CSA Group (2017), The Rise of the Sharing Economy
15	Davidson, Nestor M. and John J. Infranca (2016), The Sharing Economy as an Urban Phenomenon , <i>Yale Law & Policy Review</i>
16	Ditta, Sara (2017), " What to do about Airbnb? Four things Ontario should consider in the move to regulate home-sharing ", Mowat Centre
17	Ducci, Francesco (2018), "Chapter: IX: Competition Law and Policy Issues in the Sharing Economy", Law and the "Sharing Economy": Regulating Online Market Platforms , University of Ottawa Press
18	Government of Ontario, Ontario Regulation 435/17: Transient Accommodation Tax
19	Jamasi, Zohra (2017), Regulating Airbnb and the Short-Term Rental Market , Canadian Centre for Policy Alternatives
20	MaRS Solutions Lab (2016), Shifting Perspectives: Redesigning Regulation for the Sharing Economy .
21	Ministry of Finance (2018), The Home-Sharing Guide for Ontario Municipalities
22	Ministry of Finance (2018), The Sharing Economy Framework
23	Ryerson University and HLT Advisory (2016), Airbnb... & the Impact on the Canadian Hotel Industry
24	Statistics Canada (2019), Measuring private short-term accommodation in Canada

25	Statistics Canada (2020), The impact of COVID-19 on the gig economy: Short- and long-term concerns
26	Statistics Canada (2021), Accommodation services reach a record high prior to the pandemic
27	Sustainable Economies Law Center (2016), Regulating Short-Term Rentals: A Guidebook for Equitable Policy
28	City of Orillia, Municipal Accommodation Tax By-Law 2019-120
29	City of Orillia, Staff Report No. CD-19-11
30	Town of Blue Mountains, Administrative Monetary Penalty By-law 2021-71
31	Town of Blue Mountains, STA Licensing By-law No. 2021-70
32	Town of Blue Mountains, Zoning By-law No. 2021-59
33	Town of Niagara-on-the-Lake, Niagara-on-the-Lake Launches Short Term Rental Compliance Program , Media Release (2021)
34	Town of Niagara-on-the-Lake, Special Council Meeting Minutes (January 31, 2022)
35	Town of Niagara-on-the-Lake, Staff Report No. CS-20-027
36	Town of Niagara-on-the-Lake, STR Licensing By-law No. 4634-13
37	Town of Wasaga Beach, Business Licensing By-Law #2019-26
38	Town of Wasaga Beach, Tourism Destination Management Plan (August 2018)
39	Town of Whitchurch-Stouffville, Staff Report No. CS-006-22
40	Town of Whitchurch-Stouffville, Business Licensing By-law No. 2022-032

SIGNATURES

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Short-Term Accommodation Draft Survey

PURPOSE

To develop a fulsome understanding of the current situation, including the challenges and benefits associated with short-term accommodations (STAs) in Collingwood, staff propose to survey the public to obtain input that will inform recommendations to Council on STAs.

Please note that the following is intended to provide an example of questions that could be asked on the survey. Thus, the order and wording in which the questions appear on the final survey will be altered. For example, the final survey will contain filtering questions that will direct respondents to the appropriate path of subsequent question(s) based on their response. This will avoid asking certain respondents questions that do not pertain to them (i.e., they are not questioned further on the topic) and will ask appropriate individuals more detailed follow-up questions on the matter.

DRAFT SURVEY QUESTIONS

Q1. What type of property/properties do you own in Collingwood? (Check all that apply)

- Empty lot/land
- Single-detached dwelling
- Duplex
- Condo/apartment style
- Townhouse
- Suite
- Other (please specify)
- I do not own a property in Collingwood

Q2. Do you own residential property/properties in Collingwood that is/are not your primary residence?

- No
- Yes, I own one residential property that I do not live in
- Yes, I own multiple residential properties

Q3. How familiar are you with STAs and online rental platforms (e.g., Airbnb, VRBO, HomeAway, etc.)?

- Very familiar
- Familiar
- Somewhat familiar
- Not at all familiar

Q4. Have you ever stayed at a STA? (Check all that apply)

- No
- Yes, in Collingwood
- Yes, outside of Collingwood

Q5. Have you ever listed your home or a room as a STA? (Check all that apply)

- Yes, in Collingwood
- Yes, outside of Collingwood
- No, but I would consider doing so if permitted
- No, and not considering it

APPENDIX A: Short-Term Accommodation Draft Survey

Q6. When you list a property as a STA, do you usually rent all or part of your home?

- All (i.e., entire house/apartment)
- Part (i.e., basement/room-only)
- Other (please specify)

Q7. In what way(s) do you think STAs benefit the community? (Check all that apply)

- Offers an alternative form of accommodation for tourists and visitors to the Town
- Provides additional income for hosts
- Makes use of underutilized residential dwellings
- Supports spending of tourist dollars in the community to support local businesses
- Offers a unique experience/quality of service
- Advantageous locations
- Other (please specify)
- No benefit
- Unsure

Q8. In what way(s) do you think STAs negatively affect the community? (Check all that apply)

- Reduces the inventory of units available for long-term rental
- Unfairly competes with traditional forms of accommodation (e.g., hotels and motels)
- Creates neighbourhood safety concerns
- Can produce excessive noise (e.g., special event gatherings, parties etc.)
- Generate parking concerns (e.g., spaces unavailable to permanent residents)
- Property is not maintained to a similar level as permanent residents
- Difficult to control/address resident concerns
- Other (please specify)
- No negative effect
- Unsure

Q9. Have you ever experienced an issue with a STA in your neighbourhood?

- Yes
- No
- Prefer not to say

Q10. If yes, what issues have you experienced with STAs? (Check all that apply)

- Parking issues
- Excessive noise
- Unruly behaviour
- Property maintenance concerns
- Increased neighbourhood traffic
- Vandalism and property damage
- Public safety concerns
- Other (please specify)
- None of the above

Q11. How often would you estimate these concerns have occurred?

- Rarely
- Sometimes
- Frequently

APPENDIX A: Short-Term Accommodation Draft Survey

Q12. Did you contact the Town about your concerns?

- Yes
- No
- Other (please specify)

Q13. Would you be comfortable with STAs in your neighbourhood?

- Yes
- No
- Yes, under certain conditions

Q14. Which of the following do you support in relation to STAs? (Check all that apply)

- Permit STAs without regulation (i.e., take no action, rely on existing by-laws such as noise and parking)
- Permit STAs with regulation (e.g., licensing)
- Permit STAs only in primary residences (i.e., the host does not have to be onsite during the rental period)
- Continue to permit STAs only in the form of bed and breakfasts (i.e., host must reside in the rental property during the rental period)
- Permit hosts to operate STAs for a limited number of days per year
- Permit STAs only if the number of occupants is limited
- Permit STAs only in certain areas (e.g., restrict their locations through zoning)
- Prohibit the operation of STAs
- Apply a municipal accommodation tax to STAs operating in Town
- Other limitations (please specify)
- Unsure/No opinion
- None of the above (i.e., I do not support STAs operating in residential neighbourhoods)

Q15. Please indicate the timing you would prefer in regulating the total number of nights a STA could be rented in a year:

- Maximum of 30 nights rented per year
- Maximum of 60 nights rented per year
- Maximum of 120 nights rented per year
- Maximum of 180 nights rented per year
- Unsure
- Other (please specify)
- None of the above (i.e., I do not support regulating the total number of nights a STA can be rented in a year)

Q16. Please indicate the timing you would prefer in regulating the minimum number of consecutive nights an STA could be rented:

- Minimum of 4 consecutive nights for a rental
- Minimum of 7 consecutive nights for a rental
- Minimum of 14 consecutive nights for a rental
- Minimum of 21 consecutive nights for a rental
- Unsure
- Other (please specify)
- None of the above (i.e., I do not support regulating the minimum number of consecutive nights)