



STAFF REPORT #C2023-05
Standing Committee 2/6/2023
Council 2/20/2023
Amendments: No

Submitted to: Strategic Initiatives Standing Committee | Council
Submitted by: Sara Almas, Director, Legislative Services/Clerk
Subject: Regulatory Options for Short-Term Accommodations

PURPOSE

The purpose of this report is to report back to Committee and Council regarding the findings of the Short-Term Accommodation (STAs) public consultation.

The report also seeks direction from Council to proceed with additional public consultation on the recommended regulatory approach for managing STAs in Collingwood.

RECOMMENDATION

THAT Staff Report No. C2023-05, dated February 6, 2022, "Regulatory Options for Short-Term Accommodations," be received for information;

AND THAT Council direct staff to prepare a follow-up staff report to be considered not later than May 2023, including potential next steps, draft by-laws and framework governing STAs as may be required based on the following suggested option:

Staff Recommendation: STA Licensing By-law (Enforcement Option A) be applied with the following Policy Options:

- Option #2 - Permit in Principal Residence (of the property owner) (includes B&Bs), and
- Option #3(a) - Permit in an accessory unit where the principal residence is occupied by the property owner.

AND FURTHER THAT Council support a further public consultation following the development of the draft STA licensing program, prior to final consideration and implementation.

SUMMARY OF OPTIONS

For ease of reference, the full list (including permutations thereof) of STA approaches include the following options:

Policy Options:

1. Permit B&Bs only (i.e., Maintain Existing Regulations)
2. Permit in Principal Residences (includes B&Bs) **(Staff Recommended)**
3. Permit in an accessory unit
 - a) Where the principal residence is occupied by the property owner **(Staff Recommended)**
 - b) Where the principal residence is occupied by a long-term tenant
4. Permit all STAs
5. Prohibit all STAs (including B&Bs)

Enforcement Options:

- A. Licensing By-law **(Staff Recommended)**
- B. Registration By-law
- C. Enhanced Enforcement

AMENDMENTS

None at this time.

1. BACKGROUND

Following the presentation of Staff Report #[P2020-25: Short Term Accommodation](#), which recommended the Town adopt a Licensing Program to manage STAs, staff were directed by Council at its meeting on November 23, 2020, to further consider and address comments received to date from the public and the Development and Operations Services Standing Committee.

On June 13, 2022, Committee received Staff Report #[C2022-22: Short-Term Accommodation Review and Next Steps](#), which provided an overview of the considerations and common approaches for addressing and managing STAs. Committee provided direction for staff to engage with the public to gather feedback with respect to STAs and to report back with recommendations. Council ratified the report and recommendations on June 27, 2022. Public consultation was subsequently developed and undertaken from July to October 2022.

This report summarizes the findings of the public consultation and provides an overview of the various options available to the Town to manage STAs based on the feedback received and other critical considerations (e.g., municipal best practices).

2. INPUT FROM OTHER SOURCES

This report was forwarded to Department Heads for review on January 23, 2023, and the content responds to the feedback received.

Legal advice was also sought from Miller Thomson regarding certain options in relation to legislative changes at the Provincial level, and confirmation that the greatest control will be

through a licensing regime as there are certain restrictions of what can be regulated through planning policies (i.e., Zoning By-law and Official Plan).

Public consultation is summarized in the analysis section of this report and Appendix 'B'.

3. APPLICABLE POLICY OR LEGISLATION

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

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

Town of Collingwood Community Based Strategic Plan (2020-2023)

Town of Collingwood Economic Development Action Plan (2020-2025)

4. ANALYSIS

Overview

Short-Term Accommodation in Collingwood

“Short-term accommodation” is defined under the Town’s Zoning By-law [No. 2010-40](#) (Zoning By-law) as the use of a dwelling unit that is operating or offering a place of temporary residence, lodging or occupancy for any period of 30 consecutive calendar days or less, throughout all or any part of a calendar year.

The Town’s Zoning By-law specifically sets out that “except for bed and breakfast, no dwelling unit shall be used as short-term accommodation” (subsection 4.22.2). In effect, the only type of STA currently permitted in the Town of Collingwood are bed and breakfasts (B&Bs).

B&Bs are a type of home occupation permitted as an STA in residential zones. The Zoning By-law establishes specific requirements to operate a B&B under section 4.25, such as the B&B must be within a single-detached dwelling, at least one bedroom must be available for the exclusive use of the proprietor, and appropriate parking spaces must be provided.

The Town’s Zoning By-law also recognizes and permits hotel and motel uses in certain commercial and industrial zones but not in any residential zones. Please note that this staff report is not contemplating any changes to the Town’s current regulations pertaining to hotels and motels under the Zoning By-law. The Short-Term Accommodation Review focuses on STAs and their impact on and within designated residential zones. Any changes required to uses in other zones (e.g., resort commercial, mixed-use, etc.) under the Zoning By-law, will be informed by the outcomes of this project and will form part of the current Official Plan Review and future Zoning By-law Amendments but may also be subject to regulations established by a Licensing By-law.

Apart from B&Bs, STAs generally can occur in three other forms, the first being when a resident rents their entire dwelling while they are away from their property. In this case, the property is used mainly as a residence and is rented only on a part-time/occasional basis when not occupied. Another type of STA exists where an entire dwelling is rented that does not have a full-time resident occupying it. In these cases, the property is purchased with no intent to reside in it, operating primarily as a STA to generate income. Lastly, an accessory unit could be used as an

STA within a primary dwelling and/or in a detached structure on the same property (such as a carriage house or above a detached garage).

The growing popularity of online rental platforms (e.g., Airbnb, Vacation Rental by Owner, Booking.com) has contributed to the ease and availability of STAs in the community and worldwide. Figure 1 below is a map of the Town showing the location and extent of the STA rental market in Collingwood.

As of January 31, 2023, the Town of Collingwood had **318** unique STA units advertised through 402 unique online listings. In this case, the number of listings exceeds that of the unique STAs because hosts can advertise their STA unit on multiple online rental platforms. Of these STAs:

- 89% occupied the entire home
- 12% occupied part of a home (similar to a traditional B&B)
- 70% occupied single-family homes
- 30% occupied multi-family dwellings

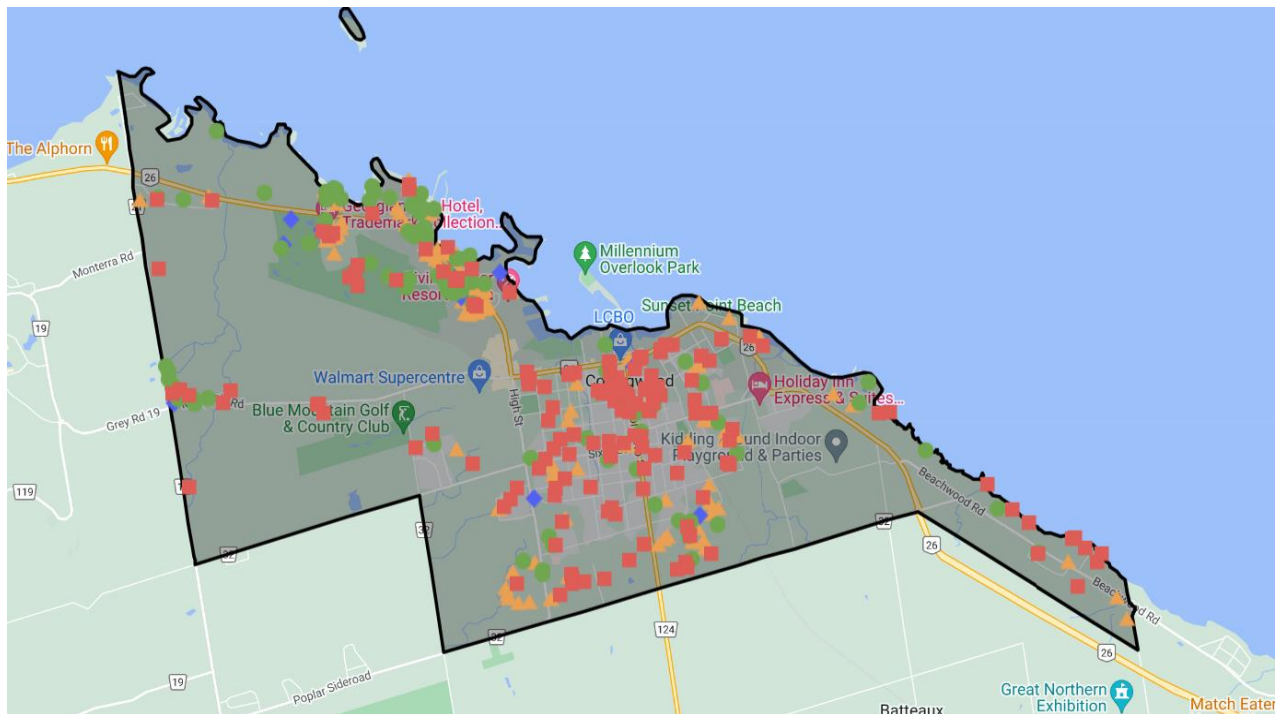


Figure 1: STAs in Collingwood (Source: Host Compliance)

Public Consultation

Overview

To better understand the community's thoughts and opinions surrounding STA use in Collingwood, staff launched a dedicated page on Engage Collingwood and solicited feedback using a survey that members of the public could complete between August 11 and September 30, 2022. A STA Open House was also held on September 14, 2022, to give the public an opportunity to ask questions and learn more about the STA Review.

The Survey and Open House were advertised through various channels, including the Town's social media platforms, local newspaper and radio ads, a media release, and newsfeed on

Engage. To build additional project awareness and promote the STA public consultation, staff ran the Town's booth at the Downtown Farmer's Market on August 20, 2022. Information cards, including a QR-code and weblink to the survey, were distributed at the Farmer's Market and made available at Town Hall and the Library Municipal Offices during the consultation period.

There was also an opportunity for the public to provide written submissions at any time during the public engagement and several individuals informally inquired about the initiative via email or phone. Appendices 'C', 'D' and 'E' collectively provide the written submissions received and are also summarized further below and in Appendix 'B'.

Outcome of Public Consultation

Overall, an analysis of all feedback received through the public consultation indicates various perspectives on managing STAs in Collingwood. However, based on all feedback received, there is support for permitting STAs (beyond B&B establishments, which are already permitted) and a shared understanding respecting the need for a balanced and fair approach to regulation to facilitate improved management and enforcement of STA concerns.

Summary of Survey Results

In total, 574 individuals participated in the survey (565 online and 9 paper), and over 1,400 individuals viewed the dedicated webpage. The survey also offered two open-ended questions, which received 514 total responses. These comments, in addition to survey responses, provide important insights into the community's thoughts, concerns, and preferences for managing STAs.

The vast majority of survey respondents (92%) indicated they were residents of Collingwood, either year-round or seasonal, and 91% of all respondents owned property in Town. 294 respondents (58%) noted owning a single-detached dwelling, and only 11% (54 respondents) had an accessory apartment. 48% of respondents (262) identified themselves as living close to a STA.

45 respondents (8%) indicated renting/hosting a property as a STA in Collingwood, compared to 115 respondents (21%) who hosted a STA in a property outside of Town. Of those who indicated currently hosting a STA in Town (22 respondents), the vast majority (15 respondents) specified that it was to help pay the cost of owning their principal residence (e.g., mortgage, taxes, maintenance, etc.)

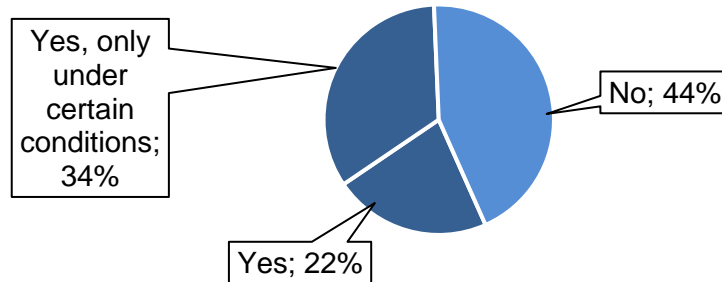
Respondents also noted a variety of benefits and challenges of STAs. The frequently noted benefits included supporting tourism and tourist spending at local businesses in Town and adding to Collingwood's supply and diversity of visitor accommodations. STAs were also highly recognized as creating opportunities for hosts to earn supplemental income to offset the cost of living/housing, contributing to affordability.

Neighbourhood issues were indicated as the most significant challenge, along with the need to address the affordability and availability of long-term rentals and housing in the community. Of respondents living near a STA in Town, 43% (200 respondents) indicated experiencing issues such as excessive noise, nuisances/unruly behaviour, parking, and garbage. There was also concern that STAs create a loss of enjoyment in the neighbourhoods due to the constant turnover of guests, leading some participants to suggest prohibiting all STAs in residential zones.

Enforcement of existing by-laws was noted as a challenge, with some suggesting improved fines/penalties for non-compliance and additional by-law resources/staff. Only 15% of survey respondents (81) contacted the Town about a concern relating to a STA, and 54% (44 respondents) noted their concern could not be adequately addressed.

The survey's qualitative and quantitative results showed that this is a divided issue in Town, with strong advocates supporting a variety of approaches. As shown in Figure 2, 308 respondents or 56%, support permitting STAs in Collingwood to some extent, and 44% did not feel comfortable allowing STAs.

Figure 2: Would you be comfortable with permitting STAs in Collingwood?



The primary question posed by staff, “*what action do you think the Town should take to address STAs?*” aimed to gather detailed information on what regulatory approaches/tools were supported by the community to manage STAs. This question was posed in two ways: participants could select all options they endorsed (i.e., check all that apply), and the second was where participants had to rank their top three preferences in order (i.e., first, second and third choice).

Four policy options were included as potential responses that participants could select. The table below illustrates the overall number of participants who indicated support for any policy option, as well as the number of respondents who ranked the specific policy option as their overall top choice (i.e., the most important action the Town should take to address STAs).

Policy Options	Overall # of respondents (%)	Overall # of respondents who ranked top choice (%)
Permit STAs with regulation (e.g., licensing)	184 (14.7%)	125 (24%)
Permit B&Bs only (i.e., status quo)	157 (12.6%)	91 (18%)
Prohibit STAs	114 (9.1%)	79 (15%)
Permit STAs without regulation (i.e., take no action, rely on other Town by-laws)	88 (7%)	64 (12%)

As indicated above, permitting STAs with regulation, such as licensing, received the most overall support out of all potential response options (184 respondents or 14.7%). When asked to rank their top three preferences, participants indicated further support for permitting STAs with regulation by selecting it as their overall top choice (125 respondents or 24%).

If STAs are regulated, there is also support for applying requirements such as maximum occupancy limits, a Municipal Accommodation Tax, and limits on the total number of STAs within a geographical area (e.g., density) and in certain building types (e.g., apartment style). Respondents prioritized regulatory tools such as licensing, building and fire inspections, health and safety standards, and noise/parking regulations.

The survey collected a large amount of additional data that will be useful for the initiative's next steps. The full results of the consultation can be reviewed in Appendix ‘B’. Appendix ‘C’ contains the full online survey questions and responses, and Appendix ‘D’ includes the written comments from paper surveys.

Summary of Open House

Approximately 50 individuals attended the Open House. Several guest speakers were invited to discuss important considerations for addressing STAs in Collingwood. Presentations and remarks were followed by an opportunity for the public to ask questions about the information or overall project.

During the discussion, a few young professionals indicated they require the additional income they obtain through STAs to afford their homes. Their preference for an STA was to enable the use of the accessory unit for family and friends from time to time versus having a long-term tenant and trying to manage the intricacies of the provincial *Residential Tenancies Act, 2006*.

Attendees also participated in an interactive activity, providing an opportunity to solicit further comments and perspectives from the community on STAs. At the end of the Open House, staff posed a question to attendees (similar to what was asked in the survey) “what approach should the Town take to address STAs?” The below table illustrates responses from individuals who participated in the activity.

Policy Options	Total
Permit STAs with regulation (e.g., regulate the total number of days a STA can be rented in a year, permit STAs in principal residences)	23 (~77%)
Permit STAs without further regulation (i.e., rely on existing by-laws, educate residents on local by-laws, how to be a good neighbour, etc.)	2 (~7%)
Continue to prohibit the operation of STAs & only allow B&Bs	5 (~17%)

As shown above, approximately 77% of attendees who participated in the Open House activity supported permitting STAs with regulation.

Summary of Other Public Feedback

Some residents provided additional written comments for consideration, which generally indicate support for having an STA licensing regime that provides greater controls to eliminate nuisances and maintain neighbourhood character. There was also a request for engaging neighbourhoods early in the application process or, at a minimum, ensuring that the locations of licensed STAs be made publicly available. The subsequent report will consider these items based on Council's decision on the future state of STAs.

Criteria for Managing STAs

Based on the feedback received during the public consultation and research of best practices for addressing STA concerns, staff have identified the following criteria as important considerations for any potential solution to manage STAs in Collingwood:

- **Minimize neighbourhood issues/respect neighbourhood character**
 - Any approach should reduce nuisances caused by STAs, aim to mitigate impacts on the livability of residential neighbourhoods and ensure that compatibility is achieved between STA uses and existing residential neighbourhoods.
- **Minimize effects on long-term rental/housing supply**
 - Any approach should aim to reduce the negative impacts of STAs on local long-term rental/housing affordability and supply, noting that the public consultation revealed that

some homeowners are using STAs to supplement income and improve the affordability of housing costs.

- **Protect the health and safety of residents and visitors**
 - Any approach should ensure that the well-being of residents and guests is prioritized.
- **Support tourism and opportunities for residents to earn supplementary income**
 - Any approach should acknowledge the Town's focus as a tourist destination and should support residents' ability to earn supplemental income to offset the cost of living/housing.
- **Establish a balanced and fair approach to regulation**
 - Any approach should limit over-regulation, consider existing by-laws and aim to create regulatory fairness among all accommodation providers in Town.
- **Improve compliance and enforcement**
 - Any approach should be easy to understand and inspire voluntary compliance to limit the need for additional enforcement resources to ensure adherence to by-laws.

Other Items to Consider

Bill 23: More Homes Built Faster Act

On November 28, 2022, the Government of Ontario's Bill 23: *More Homes Built Faster Act* received Royal Assent. The Bill amends or affects ten different pieces of legislation with the goal of supporting the construction of 1.5 million homes across the Province in the next ten years. The Bill is part of a longer-term plan to address recommendations of the Province's Housing Affordability Task Force and Ontario's Housing Supply Action Plan 2022-2023. While the full impacts of the Bill are only beginning to be understood by municipalities, three important aspects may have significant consequences for the STA landscape:

1. Up to 3 dwelling units are now permitted "as of right" on properties zoned for single, semi, or townhouse residential uses, provided that municipal water and sewer services are available to the property,
2. Site plan control cannot be applied to residential developments with fewer than ten units and can no longer control most exterior design elements, and
3. Development charge discounts are provided for rental units and accessory dwelling units are development charge ineligible.

The legislative changes do not appear to distinguish between primary and accessory residential units nor between short and long-term rentals. Staff would note that Bill 23 was not released at the time of public consultation on STAs and may change stakeholder perspectives. As such, staff suggest that the impacts of Bill 23 be re-evaluated in a future staff report once the chosen path forward for STAs is determined.

Municipal Accommodation Tax

Ontario Regulation 435/17: Transient Accommodation Tax under the *Municipal Act, 2001*: The transient accommodation tax authority allows each municipality that chooses to implement a transient accommodation tax to determine the types of STA the tax would apply to. Purchases that consist of accommodation that is not short-term in nature (30+ days) cannot be taxed.

The transient accommodation tax under the *Municipal Act, 2001* requires municipalities that choose to implement a transient accommodation tax to share a portion of their revenues from the tax with an "eligible tourism entity." The municipality would be required to share a minimum of

50% of the net revenues from the tax with one or more eligible not-for-profit tourism organizations chosen by the municipality.

Should a municipality choose to implement a transient accommodation tax, it has the flexibility to determine the design of the tax, including the tax rate.

Economic Development is investigating the implementation of a municipal accommodation tax (MAT) and the report is anticipated to come forward in the 2nd or 3rd quarter of 2023. If Council supports moving forward with a MAT, the anticipation is that it would apply to STAs. If this is approved, a portion of the revenues could also be allocated to offset the cost of a STA Licensing Program.

Explanation of Options

Why Regulate STAs?

In the absence of any Provincial legislation or regulation governing STAs, there is no standard way to regulate STAs in Ontario, and each municipality must determine its own approach. There are also restrictions as to what can be regulated through planning policies, such as the Zoning By-law.

As a result, most municipalities have adopted various combinations of regulatory and licencing tools since these offer the most effective and efficient method for locally managing and addressing any associated impacts with STAs. It is through a Licensing By-law where municipalities have the greatest ability to apply various requirements on licence holders. Only a limited number of municipalities in Ontario have entirely prohibited STAs, given the many challenges with enforcing a ban and the inability to apply requirements on STAs through licensing.

Described in detail below are several options for Council to consider with respect to regulating the future state of STAs in Collingwood.

For clarity, the options have been divided into two inter-related themes, **policy** and **enforcement**, first to establish how the Town wants to address STAs and then how the Town intends to enforce those provisions. Five policy options (#1-5) are described below, followed by three enforcement options (A-C).

The “Regulatory Approaches” section then identifies the recommended combination of policy and enforcement options, including various critical planning, financial and implementation implications.

Policy Options

Section 34 of the *Planning Act* gives the Town authority to regulate land uses through the Zoning By-law, including applying additional provisions to manage STAs. As summarized in Staff Report [#C2022-22](#), “Short-Term Accommodation Review and Next Steps,” there are a variety of approaches and combinations of options to manage STAs that municipalities can implement through zoning. Therefore, the feasibility of enforcing these options, the desired outcome and the resources required should form important considerations.

Staff note that any Zoning By-law amendment is a public process whereby a statutory public meeting is required, and any decision is subject to appeal to the Ontario Land Tribunal. Therefore, the Town will also need to consider the costs of defending any policy changes should it be subject to appeal and any potential delays in implementation that may stem.

Various policy options are discussed below based on public feedback and a review of municipal best practices. Individual options may be considered, or a mix of certain options.

Option #1: Permit B&Bs only (Maintain Existing Regulations)
Option #2: Permit STAs in Principal Residences (staff recommended)
Option #3: a) Permit STAs in an Accessory Unit where the principal residence is occupied by the property owner (staff recommended) b) Permit STAs in an Accessory Unit where the principal residence is occupied by a long-term tenant
Option #4: Permit all STAs
Option #5: Prohibit all STAs

- **Policy Option #1: Permit B&Bs only (Maintain Existing Regulations)**

Currently, in all residential zones, the only permitted STAs are in the form of B&Bs, limited to three guest rooms in a single-detached dwelling and subject to additional provisions under the Zoning By-law. A B&B is considered a home occupation (i.e., a home-based business carried on for gain or profit as an accessory use only) and intended to be operated by those residing within a dwelling unit.

Under the current Zoning By-law regulations, the operator of the B&B must demonstrate that the dwelling contains at least one bedroom available for the exclusive use of the primary resident. While this has been interpreted as requiring the owner to be present on-site when the dwelling unit is being used as a B&B, legal challenges exist under the current framework.

Enforcement of this requirement is currently challenging due to the ambiguity of the Town’s Zoning By-law. For example, By-law staff have received complaints where the owner claiming to be a legal B&B is not present at all during the rental. As such, consideration should be given to a licensing by-law that could establish, among other things, clear standards and inspection requirements for life safety issues and restrictions on advertising without a licence.

Under this option, there is no obligation for the Town to amend the zoning permissions for STAs, and existing policies could be maintained. However, this option may benefit from a review of existing regulations to clarify/update policies and regulations applicable to B&Bs, or to make it easier for residents to operate B&Bs (e.g., allowing a B&B to operate in an accessory unit).

- **Policy Option #2: Permit STAs in Principal Residences (*staff recommended*)**

This option would facilitate an extension of the STA use from rooms within a dwelling unit to allow the rental of an entire principal residence. A "Principal Residence" means a person’s permanent lodging place to which, whenever absent, they intend to return.

As a home-based business, the dwelling unit would be first and foremost required to be used as a residential dwelling, and the STA must not substantially alter the residential character of the property. The dwelling hosting the STA must be the principal residence of the property owner carrying on the home-based business use.

To further mitigate against impacts to neighbourhoods, provisions likely will be necessary (e.g., limit of one STA per property, health and safety requirements, code of conduct for renters,

responsible contact person, demerit point system for violations, etc.) that will require a regulatory regime, such as licensing, to implement. In addition, enforcing a principal residence approach would require a regulatory framework, such as licensing or registration, with procedures on how to determine/verify claims by property owners.

Some municipalities have restricted what types of dwellings can be used as a STA. For example, the Town currently permits B&Bs within single-detached dwelling units (i.e., the use is not currently permitted in a townhouse or apartment dwelling). Similar restrictions could extend to STAs.

Zoning could also be used as a tool to permit STAs in specific residential zones (e.g., R1, R2, etc.) where the use is deemed an appropriate fit.

- **Policy Option #3a: Permit STAs in an accessory unit where the principal residence is occupied by the property owner (*staff recommended*)**

This option would allow a property owner to operate a STA as a home-based business within an accessory unit, building or structure (i.e., attached or detached accessory unit) on their property.

As a home-based business, the STA must not substantially alter the residential character of the property and shall not detract from the primary use of the property. The unit hosting the STA must be within an accessory unit of the property where the property owner carrying on the home-based business use resides.

Similar to Policy Option #2, enforcement would require a regulatory framework, such as licensing, with procedures to address STA concerns (e.g., limit of one STA per property, property owner verification, responsible contact person, building and fire inspections, fines/penalties, etc.).

Further, zoning could also be used as a tool to permit STAs in accessory units in specific residential zones (e.g., R1, R2, etc.).

- **Policy Option #3b: Permit STAs in an accessory unit where the principal residence is occupied by a long-term tenant**

This option would expand the eligibility for primary residents (i.e., long-term tenants residing in principal residences) to operate a STA as a home-based business within an accessory unit, building or structure (i.e., attached or detached accessory unit) on the same property as their principal residence.

Similar to Policy Option #3a, as a home-based business, the STA must not substantially alter the residential character of the property and shall not detract from the primary use of the property. Under this option, the dwelling hosting the STA must be within an accessory unit of the property where the principal resident (e.g., long-term tenant) carrying on the home-based business use resides.

Similar to Options #2 and #3a above, enforcement would require a regulatory framework, such as licensing, with procedures to address STA concerns (e.g., limit of one STA per property, principal resident verification, responsible contact person, building and fire inspections, fines/penalties, etc.).

Additionally, zoning could be used as a tool to permit STAs in accessory units in specific residential zones (e.g., R1, R2, etc.).

- **Policy Option #4: Permit all STAs**

This option would allow any dwelling unit in a residential zone to be used as a STA. There would be no land use planning rationale to differentiate between a B&B and other types of STAs as it would be its own permitted use.

Since STAs would not be considered a home-based business (as in Policy Options #2 or #3), there would be no requirement for a STA operator to be the primary resident. Some municipalities have concluded that when a dwelling unit is offered primarily as a STA, this does not represent a residential use and is more commercial in nature (i.e., similar to a hotel or motel use). In this category of STAs, benefits may be experienced directly by the operator and not necessarily by residents or the community.

Enforcement challenges may arise due to the sheer number of STAs permitted to operate in Town. As a result, stricter enforcement measures may be required to address neighbourhood issues more likely to occur from absent property owners. For example, a regulatory regime, such as licensing, would be necessary to implement additional provisions (e.g., limit of one STA per property, responsible contact person, inspections, fines/penalties, etc.) to reduce neighbourhood nuisances and ensure community health and safety.

Additional zoning controls could be implemented under this option to address STA concerns, such as restricting STA operations to specific residential zones and/or dwelling types (e.g., only in a single-detached dwelling unit).

- **Policy Option #5: Prohibit all STAs**

This option would prohibit all STAs (including B&Bs) in residential zones through an amendment to the Zoning By-law.

For this outright prohibition to be effective, it is assumed Council would take a clear position that any requested amendment to the Zoning By-law would not generally be supported. However, this would not shut down B&Bs that currently exist in the Town as they would be considered legal non-conforming uses and permitted to continue operating.

Under this option, zoning could prohibit STAs only in certain zones (e.g., R1, R2, etc.).

As an alternative option, Council could consider prohibiting all forms of STAs but allow for open consideration of site-specific amendments, where STAs could be permitted on a case-by-case, pending criteria being met to minimize potential negative impacts. This alternative would not be an outright prohibition but would allow STAs through the additional evaluation of the land use planning merits provided for under the *Planning Act*.

Enforcement Options

The feasibility of enforcement can determine the effectiveness of any regulatory approach. It is necessary to find a cost-effective method of enforcement that achieves the desired goals of the community and supports the overall outcomes of the policy option. Although discussed in further detail below and in the “Regulatory Approaches” section, resource implications will be related to the implementation of any STA regulation.

In accordance with the current standards for enforcement set by Council, the service level for “Short Term Accommodation” falls within the Reactive Service Level, where a case is initiated

upon receiving a complaint. Accordingly, the following is a brief overview of the By-law Services Division complaint process as it relates to STAs:

1. Upon receiving a STA complaint, details from the complainant are recorded, and a case file is entered.
2. Using various investigation techniques/methods, by-law enforcement staff attempt to substantiate or confirm the alleged contravention – this may require multiple visits/inspections of a property.
3. Upon the complaint being substantiated*, the property owner is provided with a written notice of violation, and a compliance date is ordered, of which the operation of the illegal STA premises must cease to operate.
4. The By-law Services Division will conduct a follow up inspection(s) to ensure compliance with the Town's Zoning By-law.

* Note: If a complaint cannot be confirmed or substantiated, the occurrence would be closed and documented as unfounded.

The current process requires by-law staff to confirm the illegal use of the property before charges can be laid. Currently, when by-law staff receive a complaint regarding a STA, staff can ask individuals present on-site if they are renting the property short-term or look for potential signs that a temporary visitor is present (e.g., luggage, vehicles with out of province license plates, etc.) However, these do not prove or disprove a STA use. Further, the presence of an online advertisement for a STA may indicate an intent to operate one, but this does not confirm that use as a STA has occurred.

If the enforcement approach is maintained (i.e., Reactive Service Level), complaints will continue to be investigated and prosecuted ad hoc. From staff's perspective, a reactive-based enforcement approach takes a passive stance towards any possible violations and does not align with the community's expectations around enforcement. The current approach does not appear to deter property owners from contravening the Zoning By-law by renting or using their dwelling units as STAs that fall outside of the definition of a B&B. The process is often very time consuming and not always successful, as it relies on guests to cooperate with investigations and attend court to testify that they were using the property as a STA.

Based on the feedback gathered through the survey, there is an interest from the community in improving enforcement and dedicating additional resources to by-law enforcement. As Council is aware, the *Municipal Act 2001* allows Council to determine which services the municipality provides and to what extent (e.g., reactive or enhanced enforcement). Therefore, should Council desire any changes to the enforcement approach for STAs, the By-law Services Division would likely require additional resources or a change in the delivery of current services.

Without additional enforcement staffing resources and changes in operating hours (i.e., evenings and weekends), community expectations with respect to investigating STAs and resolving neighbourhood issues may not be met. As such, the following enforcement options are described below for consideration:

Enforcement Option A: Licensing By-law (+ Existing By-laws)
Enforcement Option B: Registration By-law (+ Existing By-laws)
Enforcement Option C: Enhanced Enforcement

- **Enforcement Option A: Licensing By-law**

Under this option, a licence would be required to operate a STA and/or a B&B in Town.

The *Municipal Act, 2001* allows municipalities to licence, regulate and govern any business, wholly or partly carried on within the municipality. Specifically, section 151 provides the authority to licence the operation of STAs. Sections 390 to 400 also enable the Town to pass by-laws imposing fees and charges for services or activities provided or done by or on behalf of the municipality.

In many municipalities, a Licensing By-law is used to assist in regulating STA matters not covered in the Zoning By-law. The complexity and scope of the licence system are usually informed by the local objectives aimed at addressing STA concerns. For example, any of the following options could form part of a STA Licensing By-law:

- Proof of principal residence (e.g., driver's licence or tax bill);
- Building and Fire Code inspections and their frequency (e.g., annual);
- Require a site plan and/or floor plan (e.g., showing the location of buildings and structures, safety equipment, occupancy load and dimensions of each room, etc.)
- Proof of insurance (i.e., liability);
- Regulate the maximum number of STAs operated by the same owner/on the same property;
- Require STA locations to be public knowledge;
- Regulate the total number of nights a STA could be rented in a year (e.g., maximum number of nights);
- Require STA hosts to post licence number in the STA advertisement;
- Establish different licensing classes (e.g., based on the size of the establishment to correspond with potential impact on the community);
- Fines/penalties/demerit points system to manage problematic hosts;
- Implementing/enforcing a Renter's Code of Conduct (i.e., sets out roles and responsibilities of the renter);
- Responsible person program (i.e., emergency contact person available to respond to issues within a short time frame); and
- Implementing licensing fees on the host (i.e., on an annual or multi-year basis)

A Licensing By-law identifies when the municipality may refuse to issue or renew a license and enables the suspension or revocation of a licence if infractions occur. For example, a licence can be issued conditional upon certain criteria (e.g., proof of fire plan, primary residency, etc.) and a requirement that the licence holder adheres to certain performance standards (e.g., maximum occupancy, availability of a contact person, etc.). An appeal option could be established through either a newly established committee, the use of an existing committee (such as the Committee of Adjustment, Property Standards Appeal Committee, etc.), or Council.

Some municipalities have also started to utilize other enforcement tools, such as Administrative Monetary Penalties (AMPs), as a system/method for enforcing compliance with municipal Licensing By-laws. AMPs are not new in Ontario and are used as an alternative way to promote compliance and adjudicate minor by-law infractions. Simply put, a financial penalty is imposed upon a person who contravened (or is said to have contravened) a Town by-law (Licensing, Parking etc.) and an AMPs system takes disputes out of the courtroom as a judicial process and moves them to a municipal office of hearing room as more of an administrative review process. Several other benefits are associated with an AMPs system, as opposed to the traditional POA

court system. Council could consider implementing an AMPs system in Collingwood to help promote and encourage compliance with a Licensing By-law.

Similar to Enforcement Option B, the resources required to facilitate this option would correspond to the complexity and extent of the STA licensing framework. If Council were to proceed with a Licensing By-law, this option would have the most significant increase in staff time and resources to administer the program compared to Enforcement Options B and C but may also provide the greatest opportunity for cost recovery. Preferably, revenue generated through the licensing and other ancillary fees would cover the cost associated with this staff complement and any additional resources required for enforcement.

Staff would suggest that the licence fee be set at a level that recovers, to the extent possible, the licensing framework's reoccurring costs so that the system users are funding the program's expenditures and the costs are not passed onto other residents. In addition, the license fee should be reasonable so that operators will willingly apply to the Town for a licence. For example, if the licence fee is set too high, this may deter operators from obtaining a licence, potentially increasing enforcement costs.

The table below outlines licensing fees charged by some municipalities. Licensing fees range from \$0 to \$1,500.00 annually. Other fees associated with licence applications (e.g., fire inspection, re-inspection) and administrative matters (e.g., set fines, appeals) are also prescribed by municipalities to support the licensing regime.

Municipality	Licence Fee
Town of Blue Mountains	<ul style="list-style-type: none"> • Application Submission Fee: \$55.00 • New STA Application (2-year term): \$2,300.00 • New B&B Application (2-year term Plus Planning Fees): \$550.00
Town of Wasaga Beach	<ul style="list-style-type: none"> • New application (1-4 Units): \$203.00 • Annual Renewal (1-4 Units): \$176.50 • New application (5-10 Units): \$426.00 • Annual Renewal (5-10 Units): \$298.50 • New application (11-19 Units): \$586.00 • Annual Renewal (11-19 Units): \$558.50 • New application (20+ Units): \$720.00 • Annual Renewal (20+ Units): \$720.00
Tiny Township	<ul style="list-style-type: none"> • Application (1-year term): \$1,500.00
Township of Ramara	<ul style="list-style-type: none"> • Application (1-year term): \$1,000.00
Township of Lake of Bays	<ul style="list-style-type: none"> • Class A – Application: \$400.00 • Class A – Annual Renewal: \$300.00 • Class B – Application: \$800.00 • Class B – Annual Renewal: \$700.00 • Class C – Application: \$1,000.00 • Class C – Annual Renewal: \$900.00
Town of Niagara-on-the-Lake	<ul style="list-style-type: none"> • Application (4-year term): \$274.00

Town of Huntsville	<ul style="list-style-type: none"> • Primary Residence – Application: \$500.00 • Primary Residence – Annual Renewal: \$250.00 • Secondary Residence – Application: \$750.00 • Secondary Residence – Annual Renewal: \$500.00
Town of Whitchurch-Stouffville	<ul style="list-style-type: none"> • Application: \$1,033.00 • Annual Renewal: \$826.00
Municipality of Grey Highlands	<ul style="list-style-type: none"> • Hosted Property (3-year term): \$0 • Un-hosted Property (3-year term): \$300.00
Town of Georgina	<ul style="list-style-type: none"> • Application: \$250.00 • Annual Renewal: \$150.00

As noted previously, 318 unique STAs are operating in Collingwood as of January 27, 2023. If we estimate that 300 of those STAs will comply and register for a licence and that the application fee averages \$750, this will potentially result in a total of \$225,000 collected from licensing fees alone (does not include amounts collected through fines/inspections).

Given many of the unknowns at this time with respect to the licensing framework, the financial implications will need to be more fully explored in the future, depending on the chosen path forward. However, based on other municipal experiences, it is anticipated that the implementation of a licensing system could initially exceed the projected revenue in the first year due to the additional staffing needs and operational costs (e.g., licensing, monitoring, and enforcement of STAs). Ongoing costs of the licensing system may be recovered through licensing and other ancillary fees.

In an effort to achieve full cost recovery through the licensing system, the associated fees could be adjusted in future years once revenues and expenses can be more accurately projected based on the uptake of STA licences and bylaw enforcement demand experienced in the initial year.

- **Enforcement Option B: Registration By-law**

Under this option, property owners interested in operating a STA would be required to comply with provisions established under a Registration By-law (in addition to other applicable Town By-laws such as noise, parking, zoning, etc.)

Once registered, a STA would remain signed up with the Town without needing to pay any renewal or other fees unless their registration is revoked. If revoked, a host would be required to register again, subject to all requirements and fees established under the By-law. Hosts that are not registered must not operate a STA in Town.

The Registration By-law would stipulate the conditions to refuse and revoke the registration of STAs and provide clear penalty options for those who are found in non-compliance with the requirements. Details on how and when to revoke registration based on compliance will be established along with the draft Registration By-law.

The scope and number of conditions/restrictions placed on STAs will impact the resources required to administer the Registration By-law. Further, the desired enforcement approach (i.e., reactive, enhanced, etc.) will influence what resources are required to enforce the Registration By-law (and other applicable By-laws) effectively. Details on financial implications are provided under the “Regulatory Approaches” section.

Below is a table of example registration fees charged by some municipalities relating to secondary suites/additional residential dwelling units. A complete cost recovery model including a one-time registration fee and other revenue (e.g., ticketing, inspections) may require a higher registration fee which could deter STA operators from registering with the Town and potentially increase costs for enforcement.

Municipality (Source)	Registration Fee
Barrie (Second Suite Registration By-law No. 2020-010)	<ul style="list-style-type: none"> • Registration: \$536.96
Guelph (Additional Residential Dwelling Unit Registration By-law No. 2021-20609)	<ul style="list-style-type: none"> • Existing (non-owner occupied): \$600 • Existing (owner occupied): \$300 • New (non-owner occupied): \$300 • New (owner occupied): \$150
Aurora (Second Suites Registration By-law No. 5221-10)	<ul style="list-style-type: none"> • Registration: \$150
Markham (Registration of Two-Unit Residential Occupancies By-law No. 2018-57)	<ul style="list-style-type: none"> • Registration: \$150

- **Enforcement Option C: Enhanced Enforcement**

Under this option, concerns with respect to STAs would be addressed using enhanced enforcement of Town by-laws (e.g., zoning, noise, parking, etc.).

An enhanced enforcement approach would allow by-law staff to respond to complaints on a higher priority, to manually (or using software) identify properties that are in violation of the Zoning By-law and follow up as required to ensure compliance with the Town’s By-laws. This could entail site visits/inspections to confirm addresses, contact with property owners, drafting/sending notices, and prosecuting non-compliance through the *Planning Act*.

Enhanced enforcement would not be possible with the By-law Services Division’s current staffing and resources, as the extent of STAs in Collingwood would require dedicated staff member(s) and potential changes in operating hours (i.e., evenings and weekends) so that certain actions can be taken at the time of the offence or shortly thereafter.

It is important to note that there may be useful or necessary provisions associated with one of the selected policy options that are not feasible to implement or enforce in the absence of a licensing program. For example, it may be difficult to distinguish when a dwelling is being used as a STA versus an owner hosting guests in the absence of reliable data.

Regulatory Approaches (RECOMMENDED OPTIONS)

Based on feedback from the public consultation and a review of municipal best practices and other important considerations, staff are recommending permitting STAs in principal residences as a home-based business (Policy Option #2) and in an accessory unit where the principal residence is occupied by the property owner (Policy Option #3). To guarantee a successful program staff are recommending that all STAs permitted by Council be regulated through a detailed licensing program (Enforcement Option A).

The following section highlights the combined policy and enforcement approaches recommended for consideration as well as how the recommended approach achieves the criteria defined above for managing STAs. A full analysis of other possible regulatory approaches is provided in Appendix 'A'.

Policy Option #2 (Principal Residences) + Enforcement Option A (Licensing)

Key Facts	<ul style="list-style-type: none"> • Entire principal residence for rent as a home-based business • Host likely not present during rental • Host must be the primary resident • Limit of one STA per property • B&Bs would continue to be permitted (i.e., this option expands the types of STAs permitted to operate) • Entire unit rentals with no primary resident would be only permitted long-term (e.g., minimum 31-day rental) • Hosts required to obtain a licence and comply with provisions under a Licensing By-law
Pros	<ul style="list-style-type: none"> • The use is secondary to the primary use of the property as a residence and must not substantially alter the residential character of the property • Permits individuals to rent their whole home on a part-time basis, provided that they can demonstrate that it remains their primary residence • Allows for greater monitoring and regulation of STAs (e.g., improved data collection, tools for enforcement, licence renewal requirements) as licences can be used to determine whether a STA is operating legally or not • Allows the Town to set additional standards and conditions that the Zoning By-law does not provide (e.g., compliance with Building and Fire Code, fines/demerit system, licensing fee, verification of principal residence claims, etc.) • May return some units to the long-term housing/rental supply if illegal STAs operations that do not qualify are ceased through enforcement or education (e.g., investor properties, accessory units) • Expanded opportunities for residents to generate income and make use of unoccupied space, even when away, impacting affordability • Avoids any uncertainty for property owners, as STAs would be permitted as home-based businesses in all principal residences within residentially zoned areas • Contributes to increase in tourism/economic growth (e.g., creates an increased supply of traveller accommodation, varying accommodation types, at different price points) • Allows visitors to experience the area like a local (e.g., cultural exchange)
Cons	<ul style="list-style-type: none"> • Problem houses may occur from mismanaged guests or disregard by some residents (e.g., if the resident is away) • Additional staff resources and costs associated with licensing and enforcement (e.g., to monitor and review applications, issuance of notices and/or laying of charges if property owners refuse to licence their units) • May require involvement from the building services division and/or fire department if it is determined that required permits and/or inspections were not completed (e.g., units that have been built/constructed without the appropriate permits) • May cause displacement of some long-term renters due to financial incentives of renting short-term (could consider a limit of one STA per property to reduce impacts)

	<ul style="list-style-type: none"> Increases business costs for STA operators if licensing fees/taxes are implemented Complexity and scope of the licensing program could delay implementation
Financial Impact	<ul style="list-style-type: none"> Provides licensing fees to off-set the cost required to administer and enforce the program A minimum of one administrative and one Municipal Law Enforcement Officer position would be required to administer and enforce the Registration By-law for STAs Should Council direct the By-law Services Division to expand hours of operation into the evenings and/or weekends to address STA concerns, a minimum of two Municipal Law Enforcement Officer positions would likely be required May require additional staffing resources for building and fire for proper implementation (depending on the requirements and number of STAs licenced)
Actions for Consideration	<ul style="list-style-type: none"> Drafting and implementation of a STA Licensing By-law Amendments to Zoning By-law to permit STAs as a home-based business Consider whether to permit STAs in principal residences as home-based businesses only in certain residential zones or areas of the Town Consider whether to permit within only certain types of residential units (e.g., only in single-detached dwellings) Consider whether to establish licensing classes/categories to differentiate between different types of uses (e.g., B&Bs, entire unit rentals where the owner is not present) Consider the implementation of an AMPs system to support licensing

Based on the public consultation and support for STAs, if Council approves the below approach in addition to the above, there would be a greater offset of costs and potentially greater than full cost recovery for a STA licensing program that could be used for other related programs such as affordable housing initiatives (particularly if a MAT is implemented in the future). The following recommendation also supports the current (and future) residents to continue a STA use as a means to supplement their income.

At this time, there is no conclusive research indicating whether prohibiting accessory units as STAs would return to the long-term rental inventory. As there is a concurrent consideration of Council to implement an Accessory Dwelling Unit program as an affordable housing initiative, for clarity, any unit approved under that program would not be eligible as an STA.

Policy Option #3a (Property Owner – Accessory Unit) + Enforcement Option A (Licensing)

Key Facts	<ul style="list-style-type: none"> Entire accessory unit or structure for rent as a home-based business Host must be the property owner Host could be present during the rental (i.e., in the principal residence) Limit of one STA per property Rental of principal residences would be only permitted long-term (e.g., minimum 31-day rental) Hosts required to obtain a licence and comply with provisions under a Licensing By-law
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<p>Pros</p>	<ul style="list-style-type: none"> • The use as a home-based business is secondary to the primary use of the property as a residence • May return some units to the long-term housing/rental supply if illegal STAs operations that do not qualify are ceased through enforcement or education (e.g., investor properties, main dwelling unit rentals) • Expanded opportunities for property owners to generate income and make use of unoccupied space, even when away, impacting affordability • Avoids any uncertainty for property owners, as STAs would not be permitted in principal residences but would be permitted only in accessory units • Allows for greater monitoring and regulation of STAs (e.g., improved data collection, tools for enforcement, licence renewal requirements) as licences can be used to determine whether a STA is operating legally or not • Allows the Town to set additional standards and conditions that the Zoning By-law does not provide (e.g., compliance with Building and Fire Code, fines/demerit system, licensing fee, verification of principal residence claims, etc.) • Allows visitors to experience the area like a local (e.g., cultural exchange)
<p>Cons</p>	<ul style="list-style-type: none"> • May cause displacement of some long-term renters due to financial incentives of renting short-term (a limit of one STA per property will be applied to reduce impacts) • Does not provide some residents with the ability to earn additional income (e.g., long-term tenants, some property owners may not have accessory units or space to accommodate one, etc.) • Less supply and fewer types of accommodations for visitors (e.g., due to limited supply, may not cater to larger families, etc.) • Limited economic advantages based on the availability of accessory units (e.g., could result in decreased tourism/tourist spending resulting from the limited supply) • Problem houses may occur from poor management or disregard by some property owners (e.g., if the owner is away from the main dwelling) • Additional staff resources and costs associated with licensing and enforcement (e.g., to monitor and review applications, issuance of notices and/or laying of charges if property owners refuse to licence their units) • May require involvement from the building services division and/or fire department if it is determined that required permits and/or inspections were not completed (e.g., accessory units that have been built/constructed without the appropriate permits) • Increases business costs for STA operators if licensing fees/taxes are implemented • Complexity and scope of the licensing program could delay implementation
<p>Financial Impact</p>	<ul style="list-style-type: none"> • Provides licensing fees to off-set the cost required to administer and enforce the program • A minimum of one administrative and one Municipal Law Enforcement Officer position would be required to administer and enforce a Licensing By-law for STAs during regular business hours

	<ul style="list-style-type: none"> • Should Council direct the By-law Services Division to expand hours of operation into the evenings and/or weekends to address STA concerns, a minimum of two Municipal Law Enforcement Officer positions would likely be required • May require additional staffing resources for building and fire for proper implementation (depending on the requirements and number of STAs licenced)
Actions for Consideration	<ul style="list-style-type: none"> • Drafting and implementation of a STA Licensing By-law • Amendments to Zoning By-law to permit STAs as a home-based business in accessory units where the principal residence is occupied by the property owner • Consider whether to permit STAs in accessory units as a home-based business only in certain residential zones or areas of the Town • Consider whether to permit within only certain types of accessory units (e.g., attached or detached) • Consider the implementation of an AMPs system for Licensing

The following outlines how this recommended approach achieves the criteria previously identified in the report as important considerations for any potential solution to manage STAs in Town:

<p>Minimize neighbourhood issues/respect neighbourhood character</p> <ul style="list-style-type: none"> • Provides greater monitoring of STAs and expanded regulatory tools to address nuisances and minimize neighbourhood impacts of STAs (e.g., host contact information, fines/penalties for violations, licence requirements) • In permitting STAs as a home-based business, the intent is for the residential function and neighbourhood integrity to be maintained (i.e., secondary to the principal residential use) • Removes non-resident owners from operating STAs in residential neighbourhoods (which was a concern among residents due to issues resulting from absentee owners) • Provides for penalties/fines and inspections to determine compliance (e.g., repeat offenders could have their licence revoked) • Additional requirements/restrictions could be imposed to address local concerns, such as adequate parking, licence caps, occupancy limits, application screening/review processes and property standards • Licensing approval process could involve requiring hosts to obtain written permission from the landlord/condominium board prior to obtaining a licence • Expanded resources to educate hosts and guests about rules and community expectations around STAs
<p>Minimize effect on long-term rental/housing supply</p> <ul style="list-style-type: none"> • Helps residents to generate income, making it more affordable to live in their primary residence • The use is secondary to the primary use of the property as a residence (i.e., permits individuals to rent their whole home or part of their unit on a part-time basis) • May return some rental units to the long-term rental/housing supply (i.e., non-resident properties)

<p>Protect the health and safety of residents and visitors</p> <ul style="list-style-type: none"> • As a home-based business, STAs would be required to have adequate water supply and sanitary sewage disposal services • Allows the Town to collect information for enforcement and safety purposes (e.g., fire safety, insurance, site plan and occupancy, etc.) • Additional requirements/restrictions could be imposed, such as building and fire inspections, occupancy limits, and property standards (i.e., an inspection can be considered a requirement of the licensing application process)
<p>Support tourism and opportunities for residents to earn supplementary income</p> <ul style="list-style-type: none"> • Expanded opportunities for residents to earn supplemental income • Contributes to increase in tourism/economic growth (e.g., creates an increased supply of traveller accommodation, varying accommodation types, at different price points) • A Municipal Accommodation Tax could be applied to STAs, which requires 50% of the revenue from the tax to be shared with one or more eligible tourism entities to be used for the exclusive purpose of promoting tourism.
<p>Establish a balanced and fair approach to regulation</p> <ul style="list-style-type: none"> • Allows residents the opportunity to make use of their unit when they may otherwise have no need for it (e.g., while away short-term) • Promotes consistency and fairness among accommodation providers in Town • Licensing fee could be implemented with the aim of making the program self-financing to prevent resources from being taken away from other community priorities/the tax base (i.e., fees charged would be limited to the cost of administering and enforcing the program) • Licensing classes could be established to simplify the licensing and regulation process while distinguishing between STA types (e.g., B&Bs) • Additional requirements/restrictions could be imposed (e.g., building and fire inspections, health and safety requirements, etc.) to better align regulatory standards with that of traditional accommodation types (e.g., hotels and motels) • A Municipal Accommodation Tax could also be implemented to improve fairness among those offering STA and traditional accommodations
<p>Improve compliance and enforcement</p> <ul style="list-style-type: none"> • Hosts must hold a valid licence prior to advertising a STA • Ability to revocation or suspension of the licence for non-compliance • Once implemented (i.e., all STAs are licenced), enforcement could focus on penalizing and potentially removing STAs that are most negatively impacting neighbourhoods

Conclusion / Next Steps

Based on the results of the public consultation and the number of existing illegal STAs, staff are recommending proceeding with a STA Licensing Program that would permit STAs in principal residences (which would also include B&Bs).

It is anticipated that a future report will be presented to Committee that includes details on a draft STA Licensing Program, the associated by-law amendments, and estimated financial impacts with respect to program implementation.

Prior to reporting back to Committee, staff’s initial step is to draft by-law amendments and licensing program framework based on Council feedback, the public feedback discussed in this report and other important considerations (e.g., best management practice policies). Staff will then engage the public and stakeholders on the proposed amendments and update the draft by-law amendments accordingly. This second public consultation will be critical to understanding the specific priorities of the community as it relates to Council’s direction.

Finally, following any potential updates to the draft by-law amendments, staff will initiate the formal by-law amendment process for Committee and Council to approve the proposed STA Licensing program and necessary planning policy changes such as any amendments to the Official Plan (OP) and Zoning By-law (ZBL).

If approved, Phase 4 would entail developing the necessary procedures and associated documents required to support the implementation of the STA Licensing Program in Collingwood. In addition, a communications plan will be produced as part of the implementation to notify and educate residents and visitors about the new regulations and provide information and supporting materials to individuals looking to obtain a STA licence.

Phase 1	Phase 2	Phase 3	Phase 4
<ul style="list-style-type: none"> ➤ Based on Council Recommendation, draft proposed licensing framework and OP and ZBL amendments/ requirements, including rules for STA’s such as number of days per year, number of occupants, parking requirements, number and proximity of STA’s in neighbourhoods, etc. 	<ul style="list-style-type: none"> ➤ Report back to Committee/Council for consideration of a draft licensing framework prior to public consultation and seek Council direction to pursue the necessary process for OP and ZBL amendments 	<ul style="list-style-type: none"> ➤ Staff Report including public feedback on the proposed licensing framework ➤ Council approve framework and the required by-law(s) ➤ Any required OP or ZBL amendments proceeding concurrently 	<ul style="list-style-type: none"> ➤ Necessary OP and ZB amendments approved ➤ Finalize procedures and required supporting material (e.g., licence application, renter’s code of conduct, etc.) ➤ Public education/ communications strategy rollout ➤ Implementation of STA Licensing Program
March/April 2023	April/May 2023	May/June 2023	TBD

5. EFFECT ON TOWN FINANCES

It is anticipated that approval of this Staff Report will not have a direct financial impact.

Until the desired regulatory framework is determined, estimating the financial and budgetary impact of managing STAs is premature. More information will be presented along with the draft by-laws in a future report to Council for consideration.

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: Enhances Accountability and Transparency

7. APPENDICES & OTHER RESOURCES

Appendix A	<i>Full Analysis of Combined Policy & Enforcement Options</i>
Appendix B	<i>Short-Term Accommodation Survey Results</i>
Appendix C	<i>Short-Term Accommodation Survey Online Responses Full Report</i>
Appendix D	<i>Written Survey Comments</i>
Appendix E	<i>Additional Written Submissions</i>

Resource 1	Staff Report #P2020-25 Short-Term Accommodation
Resource 2	Staff Report #C2022-22: Short-Term Accommodation Review and Next Steps
Resource 3	Zoning By-law No. 2010-40
Resource 4	Economic Development Action Plan
Resource 5	Open House Presentation

SIGNATURES

Prepared by:		Department Head:
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Input from:
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Lindsay Ayers, <i>Manager, Planning</i>
Brennan Kenny, <i>Manager, Economic Development</i>

APPENDIX A: Full Analysis of Combined Policy & Enforcement Options

The following section highlights the possible combined policy and enforcement approaches, including staff's recommendation (Policy Option #2 + Enforcement Option A and Policy Option #3a + Enforcement Option A). Note, in some circumstances, it may be appropriate to combine specific regulatory approaches to achieve the desired outcome for managing short-term accommodations (STAs).

	Enforcement Option A: Licensing	Enforcement Option B: Registration	Enforcement Option C: Enhanced Enforcement
Policy Option #1: Permit B&Bs only (Maintain Existing Regulations)	X	X	X

Policy Option #1 (B&Bs only) + Enforcement Option A (Licensing)

Key Facts	<ul style="list-style-type: none"> • Rooms in a dwelling permitted to rent as a STA • Host present during the rental period • Entire unit rentals would be only permitted long-term (e.g., minimum 31-day rental) • B&B operators required to obtain a licence and comply with provisions under a Licensing By-law
Pros	<ul style="list-style-type: none"> • No zoning (or minimal) changes required • The use is secondary to the primary residential use of the property • May return some units to the long-term housing/rental supply if illegal STAs operations that do not qualify as B&Bs (e.g., rental of an entire dwelling unit short-term) are ceased through enforcement or education • Proprietor is generally on-site to mitigate any neighbour impacts (i.e., noise, nuisance, parking) • Continues opportunities for residents to earn income and/or make use of unoccupied space where B&B provisions can be met • Allows for greater monitoring and regulation of STAs (e.g., improved data collection, tools for enforcement, licence renewal requirements) as licences can be used to determine whether a STA is operating legally or not • Allows the Town to set additional standards and conditions that the Zoning By-law does not provide (e.g., compliance with Building and Fire Code, fines/demerit system, licensing fee, etc.) • Allows the Town to establish set fines outside existing By-laws (e.g., Noise, Parking, etc.) • Avoids any uncertainty for property owners as non-owner occupied STAs would not be permitted • Allows visitors to experience the area like a local (e.g., cultural exchange)
Cons	<ul style="list-style-type: none"> • Additional staff resources and costs associated with licensing and enforcement (e.g., to monitor and review applications, issuance of notices and/or laying of charges if property owners refuse to licence their units) • In some cases it may be difficult to collect appropriate information and evidence to demonstrate/ prove non-compliance with the current Zoning By-law provisions • Additional staff resources and costs associated with licensing and enforcement (e.g., to monitor and review applications)

	<ul style="list-style-type: none"> • May have the effect of driving hosts to operate illegally, or some may choose to offer no rental at all • Increases business costs for B&B operators if licensing fees are implemented • Complexity and scope of the licensing program could delay implementation
Financial Impact	<ul style="list-style-type: none"> • Provides licensing fees to off-set the cost required to administer and enforce the program • A minimum of one Municipal Law Enforcement Officer position would be required to support enhanced enforcement of Town by-laws during regular business hours • Should Council direct the By-law Services Division to expand hours of operation into the evenings and/or weekends to address STA concerns, a minimum of two Municipal Law Enforcement Officer position would likely be required • May require additional staffing resources for building and fire for proper implementation (depending on the requirements and number of B&Bs licenced)
Actions for Consideration	<ul style="list-style-type: none"> • Drafting and implementation of a Licensing By-law for B&Bs • Approve additional funds to allow by-law staff to directly rent out non-compliant STAs to avoid having to rely on guests to provide information/evidence to prove the violation in court • Review existing regulations to clarify/update policies and regulations applicable to B&Bs (e.g., make it easier for residents to operate a B&B, increase the maximum number of guest rooms, etc.) • Consider whether to permit B&Bs in other dwelling types (e.g., semi-detached or townhouse units) or accessory units • Consider implementation of an AMPs system to support licensing

Policy Option #1 (B&Bs only) + Enforcement Option B (Registration)

Key Facts	<ul style="list-style-type: none"> • Up to three (3) rooms in a dwelling unit permitted to rent • Host present during the rental period • Entire unit rentals would be only permitted long-term (e.g., minimum 31-day rental) • B&B operators required to register and comply with provisions under a Registration By-law
Pros	<ul style="list-style-type: none"> • No zoning (or minimal) changes required • Minimal action required to implement (i.e., the Town would rely on the current enforcement approach and create a Registration By-law) • The use is secondary to the primary residential use of the property • Ensures B&Bs operate in dwellings that are legally created and meet proper safety requirements (at the time of registration) • Provides the Town with a record of who is offering a B&B in Collingwood, which can assist by-law and other Town staff in monitoring and regulating STAs (i.e., may generate a higher compliance rate among registered hosts) • May return some units to the long-term housing/rental supply if illegal STAs operations that do not qualify as B&Bs (e.g., rental of an entire dwelling unit short-term) are ceased through education and/or enforcement • Proprietor is generally on-site to mitigate any neighbour impacts (i.e., noise, nuisance, parking) • Continues opportunities for residents to earn income and/or make use of unoccupied space where B&B provisions can be met • May help to avoid or reduce some of the uncertainty for property owners as non-owner occupied dwelling units would not be permitted • Allows visitors to experience the area like a local (e.g., cultural exchange)

<p>Cons</p>	<ul style="list-style-type: none"> • Registration is limited to the time of the application (i.e., reduces the contact between the Town and hosts; data may quickly become unreliable) • No mechanism in place to impose other conditions or to deny an application for registration if the owner/applicant meets the requirements set out in the Registration By-law • May require various enforcement actions (i.e., issuance of notices and/or laying of charges) if property owners refuse to register their units • Some residents may decide not to rent long-term (i.e., not rent at all) or continue to operate illegally despite not meeting the definition of a B&B • May require involvement from the building services division and/or fire department if it is determined that required permits and/or inspections were not completed (e.g., units that have been built/constructed without the appropriate permits) • Challenges with enforcement will likely remain (e.g., the anonymity of online STA advertisements, lack of reliable data, etc.) • Difficult to collect appropriate information and evidence to demonstrate/prove non-compliance with the current Zoning By-law provisions • There may be useful or necessary provisions for B&Bs that are not feasible to implement or enforce in the absence of a licensing program (e.g., a demerit-point system for violations) • Limited abilities to generate revenue (i.e., one-time registration fee)
<p>Financial Impact</p>	<ul style="list-style-type: none"> • A minimum of one Municipal Law Enforcement Officer position would be required to support enhanced enforcement of Town by-laws during regular business hours • Should Council direct the By-law Services Division to expand hours of operation into the evenings and/or weekends to address STA concerns, a minimum of two Municipal Law Enforcement Officer position would likely be required • A complete cost recovery model is not feasible and may require a higher registration fee, which could deter B&B operators from registering with the Town and potentially increase costs for enforcement
<p>Actions for Consideration</p>	<ul style="list-style-type: none"> • Review existing regulations to clarify/update policies and regulations applicable to B&Bs • Consider whether to permit B&Bs in additional dwelling types (e.g., semi-detached or townhouse units) or accessory units • Drafting and implementation of a Registration By-law for B&Bs • Approve additional funds to allow by-law staff to directly rent out non-compliant STAs to avoid having to rely on guests to provide information/evidence to prove the violation in court

Policy Option #1 (B&Bs only) + Enforcement Option C (Enhanced Enforcement)

<p>Key Facts</p>	<ul style="list-style-type: none"> • Up to three (3) rooms in a dwelling unit can be rented • Host present during the rental period • Entire unit rentals would be only permitted long-term (e.g., minimum 31-day rental) • Would involve an enhanced enforcement approach aimed at addressing STA-related complaints
<p>Pros</p>	<ul style="list-style-type: none"> • No zoning (or minimal) changes required • Requires little administration and staff would continue to rely on the Town's current By-laws for enforcement • Allows by-law staff to respond to complaints relating to STAs as a higher-priority item • Proprietor is generally on-site to mitigate any neighbour impacts (e.g., noise, nuisance, parking) • Continues opportunities for residents to earn income and/or make use of unoccupied space where B&B provisions can be met • Allows visitors to experience the area like a local (e.g., cultural exchange)

Cons	<ul style="list-style-type: none"> Challenges with enforcement will likely remain (e.g., difficult to distinguish when a dwelling is being used as a STA versus an owner hosting guests, lack of reliable data, etc.) Without additional staffing resources, other by-law matters may not be responded to as quickly and some tasks may not get accomplished (i.e., proactive parking enforcement) Difficult to collect evidence to demonstrate/prove non-compliance with the current Zoning By-law provisions There may be useful or necessary requirements for B&Bs that are not feasible to implement or enforce in the absence of a licensing program (e.g., health and safety, fire inspections, fines/penalties, etc.) Limited ability for cost recovery (i.e., no revenue source such as a licensing or registration fee to offset costs) May have the effect of driving hosts to operate illegally Some residents may choose to offer no rental at all
Financial Impact	<ul style="list-style-type: none"> A minimum of one Municipal Law Enforcement Officer position would be required to support enhanced enforcement of Town by-laws during regular business hours Should Council direct the By-law Services Division to expand hours of operation into the evenings and/or weekends to address STA concerns, a minimum of two Municipal Law Enforcement Officer position would likely be required Costs associated with this staff complement and any additional resources required for enforcement will not be offset by limited revenue streams (e.g., ticketing)
Actions for Consideration	<ul style="list-style-type: none"> Review existing regulations to clarify/update policies and regulations applicable to B&Bs (e.g., allowing a B&B to operate in an accessory unit) Consider whether to permit B&Bs in additional dwelling types (e.g., semi-detached or townhouse units) or accessory units Review policies to implement enhanced enforcement approach Approve additional funds to allow by-law staff to directly rent out allegations of non-compliant STAs to avoid having to rely on guests to provide information/evidence to prove the violation in court

	Enforcement Option A: Licensing	Enforcement Option B: Registration	Enforcement Option C: Enhanced Enforcement
Policy Option #1: Permit B&Bs only	x	x	x
<i>Policy Option #2: Permit in Principal Residences</i>	✓	✗	✗

STAFF RECOMMENDATION: *Policy Option #2 (Principal Residences) + Enforcement Option A (Licensing)*

Key Facts	<ul style="list-style-type: none"> Entire principal residence for rent as a home-based business Host likely not present during rental Host must be the primary resident Limit of one STA per property B&Bs would continue to be permitted (i.e., this option expands the types of STAs permitted to operate) Entire unit rentals with no primary resident would be only permitted long-term (e.g., minimum 31-day rental)
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	<ul style="list-style-type: none"> • Hosts required to obtain a licence and comply with provisions under a Licensing By-law
Pros	<ul style="list-style-type: none"> • The use is secondary to the primary use of the property as a residence and must not substantially alter the residential character of the property • Permits individuals to rent their whole home on a part-time basis, provided that they can demonstrate that it remains their primary residence • Allows for greater monitoring and regulation of STAs (e.g., improved data collection, tools for enforcement, licence renewal requirements) as licences can be used to determine whether a STA is operating legally or not • Allows the Town to set additional standards and conditions that the Zoning By-law does not provide (e.g., compliance with Building and Fire Code, fines/demerit system, licensing fee, verification of principal residence claims, etc.) • May return some units to the long-term housing/rental supply if illegal STAs operations that do not qualify are ceased through enforcement or education (e.g., investor properties, accessory units) • Expanded opportunities for residents to generate income and make use of unoccupied space, even when away, impacting affordability • Avoids any uncertainty for property owners, as STAs would be permitted as home-based businesses in all principal residences within residentially zoned areas • Contributes to increase in tourism/economic growth (e.g., creates an increased supply of traveller accommodation, varying accommodation types, at different price points) • Allows visitors to experience the area like a local (e.g., cultural exchange)
Cons	<ul style="list-style-type: none"> • Problem houses may occur from mismanaged guests or disregard by some residents (e.g., if the resident is away) • Additional staff resources and costs associated with licensing and enforcement (e.g., to monitor and review applications, issuance of notices and/or laying of charges if property owners refuse to licence their units) • May require involvement from the building services division and/or fire department if it is determined that required permits and/or inspections were not completed (e.g., units that have been built/constructed without the appropriate permits) • May cause displacement of some long-term renters due to financial incentives of renting short-term (could consider a limit of one STA per property to reduce impacts) • Increases business costs for STA operators if licensing fees/taxes are implemented • Complexity and scope of the licensing program could delay implementation
Financial Impact	<ul style="list-style-type: none"> • Provides licensing fees to off-set the cost required to administer and enforce the program • A minimum of one administrative and one Municipal Law Enforcement Officer position would be required to administer and enforce the Registration By-law for STAs • Should Council direct the By-law Services Division to expand hours of operation into the evenings and/or weekends to address STA concerns, a minimum of two Municipal Law Enforcement Officer position would likely be required • May require additional staffing resources for building and fire for proper implementation (depending on the requirements and number of STAs licenced)
Actions for Consideration	<ul style="list-style-type: none"> • Drafting and implementation of a STA Licensing By-law • Amendments to Zoning By-law to permit STAs as a home-based business • Consider whether to permit STAs in principal residences as home-based businesses only in certain residential zones or areas of the Town • Consider whether to permit within only certain types of residential units (e.g., only in single-detached dwellings)

	<ul style="list-style-type: none"> • Consider whether to establish licensing classes/categories to differentiate between different types of uses (e.g., B&Bs, entire unit rentals where the owner is not present) • Consider implementation of an AMPs system to support licensing
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Policy Option #2 (Principal Residences) + Enforcement Option B (Registration)

Key Facts	<ul style="list-style-type: none"> • Entire principal residence for rent as a home-based business • Host likely not present during rental • Host must be the primary resident • Limit of one STA per property • B&Bs would continue to be permitted (i.e., this option expands the types of STAs permitted to operate) • Entire unit rentals with no primary resident would be only permitted long-term (e.g., minimum 31-day rental) • Hosts required to register and comply with provisions under a Registration By-law
Pros	<ul style="list-style-type: none"> • The use is secondary to the primary use of the property as a residence and must not substantially alter the residential character of the property • Permits individuals to rent their whole home on a part-time basis, provided that they can demonstrate that it remains their primary residence • Ensures STAs operate in dwellings that are legally created and meet proper safety requirements (at the time of registration) • Provides the Town with a record of who is offering a STA in Collingwood, which can assist by-law staff in monitoring and regulating STAs (i.e., may generate a higher compliance rate among registered hosts) • May return some units to the long-term housing/rental supply if illegal STAs operations that do not qualify are ceased through enforcement or education (e.g., investor properties, accessory units) • Expanded opportunities for residents to generate income and make use of unoccupied space, even when away, impacting affordability • Avoids any uncertainty for property owners, as STAs would be permitted as home-based businesses in all principal residences within residentially zoned areas • Contributes to increase in tourism/economic growth (e.g., creates an increased supply of traveller accommodation, varying accommodation types, at different price points) • Allows visitors to experience the area like a local (e.g., cultural exchange)
Cons	<ul style="list-style-type: none"> • Registration is limited to the time of the application (i.e., reduces the contact between the Town and hosts; data may quickly become unreliable) • May require various enforcement actions (i.e., issuance of notices and/or laying of charges) if property owners refuse to register their units • May require involvement from the building services division and/or fire department if it is determined that required permits and/or inspections were not completed (e.g., units that have been built/constructed without the appropriate permits) • Challenges with enforcement will likely remain (e.g., the anonymity of online STA advertisements, lack of reliable data, etc.) • Problem houses may occur from mismanaged guests or disregard by some residents (e.g., if the resident is away) • May cause displacement of some long-term renters due to financial incentives of renting short-term (could consider a limit of one STA per property to reduce impacts) • There may be useful or necessary provisions that are not feasible to implement or enforce in the absence of a licensing program (e.g., a demerit-point system for violations)

	<ul style="list-style-type: none"> • Similarly, enforcement of principal residence provision may require a regulatory regime such as licensing with conditions to verify principal residence claims • Increases costs of administering and enforcing regulations • Limited abilities to generate revenue (i.e., one-time registration fee)
Financial Impact	<ul style="list-style-type: none"> • A minimum of one administrative and one Municipal Law Enforcement Officer position would be required to administer and enforce the Registration By-law for STAs • Should Council direct the By-law Services Division to expand hours of operation into the evenings and/or weekends to address STA concerns, a minimum of two Municipal Law Enforcement Officer position would likely be required • A complete cost recovery model is not feasible and may require a higher registration fee, which could deter STA operators from registering with the Town and potentially increase costs for enforcement
Actions for Consideration	<ul style="list-style-type: none"> • Drafting and implementation of a STA Registration By-law • Amendments to Zoning By-law to permit STAs as a home-based business • Consider whether to permit STAs in principal residences as home-based businesses only in certain residential zones or areas of the Town • Consider whether to permit within only certain types of residential units (e.g., only in single-detached dwellings) • Consider whether to create and apply different registration requirements for B&Bs and other types of STAs (e.g., entire unit rental where the owner is not present)

Policy Option #2 (Principal Residences) + Enforcement Option C (Enhanced Enforcement)

Key Facts	<ul style="list-style-type: none"> • Entire principal residence for rent as a home-based business • Host likely not present during rental • Host must be the primary resident • B&Bs would continue to be permitted (i.e., this option expands the types of STAs permitted to operate) • Entire unit rentals with no primary resident would be only permitted long-term (e.g., minimum 31-day rental) • Would involve an enhanced enforcement approach aimed at addressing STA-related complaints
Pros	<ul style="list-style-type: none"> • Allows by-law staff to respond to complaints relating to STAs as a higher-priority item • The use is secondary to the primary use of the property as a residence and must not substantially alter the residential character of the property • Permits individuals to rent their whole home on a part-time basis, provided that they can demonstrate that it remains their primary residence • May return some units to the long-term housing/rental supply if illegal STAs operations that do not qualify are ceased through enforcement or education (e.g., investor properties, accessory units) • Expanded opportunities for residents to generate income and make use of unoccupied space, even when away, impacting affordability • Avoids any uncertainty for property owners, as STAs would be permitted as home-based business in all residential dwellings within residentially zoned areas • Contributes to an increase in tourism/economic growth (e.g., creates an increased supply of traveller accommodation, varying accommodation types, at different price points) • Allows visitors to experience the area like a local (e.g., cultural exchange)
Cons	<ul style="list-style-type: none"> • Some challenges with enforcement will likely remain (e.g., lack of reliable data, difficulty collecting appropriate information and evidence to demonstrate/prove non-compliance with Zoning By-law provisions, etc.)

	<ul style="list-style-type: none"> Without additional staffing resources, other by-law matters may not be responded to as quickly and some tasks may not get accomplished (i.e., proactive parking enforcement) May cause displacement of some long-term renters due to financial incentives of renting short-term (could consider a limit of one STA per property to reduce impacts) Problem houses may occur from mismanaged guests or disregard by some residents (e.g., if the resident is away) Increases costs of administering and enforcing regulations There may be useful or necessary requirements for STAs that are not feasible to implement or enforce in the absence of a licensing program (e.g., limit of one STA per property, health and safety, fire inspections, fines/penalties, etc.) Similarly, enforcement of principal residence provision may require a regulatory regime such as licensing with conditions to verify principal residence claims Limited ability for cost recovery (i.e., no revenue source such as a licensing or registration fee to offset costs)
Financial Impact	<ul style="list-style-type: none"> A minimum of one Municipal Law Enforcement Officer position would be required to support enhanced enforcement of Town by-laws during regular business hours Two additional Municipal Law Enforcement Officer positions would be required should Council direct the By-law Services Division to expand hours of operation into the evenings and/or weekends Costs associated with this staff complement and any additional resources required for enforcement will not be offset by limited revenue streams (e.g., ticketing)
Actions for Consideration	<ul style="list-style-type: none"> Amendments to Zoning By-law to permit STAs as a home-based business Review policies to implement enhanced enforcement approach Consider whether to permit STAs in principal residences as home-based businesses only in certain residential zones or areas of the Town Consider whether to permit within only certain types of residential units (e.g., only in single-detached dwellings)

	Enforcement Option A: Licensing	Enforcement Option B: Registration	Enforcement Option C: Enhanced Enforcement
Policy Option #1: Permit B&Bs only	x	x	x
Policy Option #2: Permit in Principal Residences	✓	x	x
Policy Option #3a: Permit in Accessory Units of Property Owners	✓	-	-

STAFF RECOMMENDATION: Policy Option #3a (Property Owner - Accessory Units) + Enforcement Option A (Licensing)

Key Facts	<ul style="list-style-type: none"> Entire accessory unit or structure for rent as a home-based business Host must be the property owner Host could be present during the rental (i.e., in the principal residence) Limit of one STA per property Rental of principal residences would be only permitted long-term (e.g., minimum 31-day rental)
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	<ul style="list-style-type: none"> • Hosts required to obtain a licence and comply with provisions under a Licensing By-law
Pros	<ul style="list-style-type: none"> • The use as a home-based business is secondary to the primary use of the property as a residence • May return some units to the long-term housing/rental supply if illegal STAs operations that do not qualify are ceased through enforcement or education (e.g., investor properties, main dwelling unit rentals) • Expanded opportunities for property owners to generate income and make use of unoccupied space, even when away, impacting affordability • Avoids any uncertainty for property owners, as STAs would not be permitted in principal residences but would be permitted only in accessory units • Allows for greater monitoring and regulation of STAs (e.g., improved data collection, tools for enforcement, licence renewal requirements) as licences can be used to determine whether a STA is operating legally or not • Allows the Town to set additional standards and conditions that the Zoning By-law does not provide (e.g., compliance with Building and Fire Code, fines/demerit system, licensing fee, verification of principal residence claims, etc.) • Allows visitors to experience the area like a local (e.g., cultural exchange)
Cons	<ul style="list-style-type: none"> • May cause displacement of some long-term renters due to financial incentives of renting short-term (a limit of one STA per property will be applied to reduce impacts) • Does not provide some residents with the ability to earn additional income (e.g., long-term tenants, some property owners may not have accessory units or space to accommodate one, etc.) • Less supply and fewer types of accommodations for visitors (e.g., due to limited supply, may not cater to larger families, etc.) • Limited economic advantages based on the availability of accessory units (e.g., could result in decreased tourism/tourist spending resulting from the limited supply) • Problem houses may occur from poor management or disregard by some property owners (e.g., if the owner is away from the main dwelling) • Additional staff resources and costs associated with licensing and enforcement (e.g., to monitor and review applications, issuance of notices and/or laying of charges if property owners refuse to licence their units) • May require involvement from the building services division and/or fire department if it is determined that required permits and/or inspections were not completed (e.g., accessory units that have been built/constructed without the appropriate permits) • Increases business costs for STA operators if licensing fees/taxes are implemented • Complexity and scope of the licensing program could delay implementation
Financial Impact	<ul style="list-style-type: none"> • Provides licensing fees to off-set the cost required to administer and enforce the program • A minimum of one administrative and one Municipal Law Enforcement Officer position would be required to administer and enforce a Licensing By-law for STAs during regular business hours • Should Council direct the By-law Services Division to expand hours of operation into the evenings and/or weekends to address STA concerns, a minimum of two Municipal Law Enforcement Officer position would likely be required • May require additional staffing resources for building and fire for proper implementation (depending on the requirements and number of STAs licenced)
Actions for Consideration	<ul style="list-style-type: none"> • Drafting and implementation of a STA Licensing By-law

	<ul style="list-style-type: none"> • Amendments to Zoning By-law to permit STAs as a home-based business in accessory units where the principal residence is occupied by the property owner • Consider whether to permit STAs in accessory units as home-based business only in certain residential zones or areas of the Town • Consider whether to permit within only certain types of accessory units (e.g., attached or detached) • Consider implementation of an AMPs system for Licensing
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	Enforcement Option A: Licensing	Enforcement Option B: Registration	Enforcement Option C: Enhanced Enforcement
Policy Option #1: Permit B&Bs only	x	x	x
Policy Option #2: Permit in Principal Residences	✓	x	x
Policy Option #3a: Permit in Accessory Units of Property Owners	✓	-	-
Policy Option #3b: Permit in Accessory Units of Long-term Tenants	✗	-	-

Policy Option #3b (Long-Term Tenants - Accessory Units) + Enforcement Option A (Licensing)

Key Facts	<ul style="list-style-type: none"> • Entire accessory unit or structure for rent as a home-based business • Host must be the principal resident of the property (e.g., long-term tenant) • Host could be present during the rental (i.e., in the principal residence) • Limit of one STA per property • Rental of principal residences would be only permitted long-term (e.g., minimum 31-day rental) • Hosts required to obtain a licence and comply with provisions under a Licensing By-law
Pros	<ul style="list-style-type: none"> • The use as a home-based business is secondary to the primary use of the property as a residence • May return some units to the long-term housing/rental supply if illegal STAs operations that do not qualify are ceased through enforcement or education (e.g., investor properties, main dwelling unit rentals) • Expanded opportunities for residents (e.g., long-term tenants) to generate income and make use of unoccupied space, even when away, impacting affordability • Avoids any uncertainty for residents, as STAs would not be permitted in principal residences but would be permitted only in accessory units • Allows for greater monitoring and regulation of STAs (e.g., improved data collection, tools for enforcement, licence renewal requirements) as licences can be used to determine whether a STA is operating legally or not • Allows the Town to set additional standards and conditions that the Zoning By-law does not provide (e.g., compliance with Building and Fire Code, fines/demerit system, licensing fee, verification of principal residence claims, etc.)

	<ul style="list-style-type: none"> • Allows visitors to experience the area like a local (e.g., cultural exchange)
Cons	<ul style="list-style-type: none"> • May cause displacement of some long-term renters due to financial incentives of renting short-term (a limit of one STA per property will be applied to reduce impacts) • Does not provide some residents with the ability to earn additional income (e.g., some may not have accessory units or space to accommodate one) • Less supply and fewer types of accommodations for visitors (e.g., due to limited supply, may not cater to larger families, etc.) • Limited economic advantages based on the availability of accessory units (e.g., could result in decreased tourism/tourist spending resulting from the limited supply) • Problem houses may occur from poor management or disregard by some residents (e.g., if the resident is away from the main dwelling) • Additional staff resources and costs associated with licensing and enforcement (e.g., to monitor and review applications, issuance of notices and/or laying of charges if property owners refuse to licence their units) • May require involvement from the building services division and/or fire department if it is determined that required permits and/or inspections were not completed (e.g., accessory units that have been built/constructed without the appropriate permits) • Increases business costs for STA operators if licensing fees/taxes are implemented • Complexity and scope of the licensing program could delay implementation
Financial Impact	<ul style="list-style-type: none"> • Provides licensing fees to off-set the cost required to administer and enforce the program • A minimum of one administrative and one Municipal Law Enforcement Officer position would be required to administer and enforce a Licensing By-law for STAs during regular business hours • Should Council direct the By-law Services Division to expand hours of operation into the evenings and/or weekends to address STA concerns, a minimum of two Municipal Law Enforcement Officer position would likely be required • May require additional staffing resources for building and fire for proper implementation (depending on the requirements and number of STAs licenced)
Actions for Consideration	<ul style="list-style-type: none"> • Drafting and implementation of a STA Licensing By-law • Amendments to Zoning By-law to permit STAs as a home-based business in accessory units where the principal residence is occupied by a primary resident (e.g., long-term tenant) • Consider whether to permit STAs in accessory units as home-based business only in certain residential zones or areas of the Town • Consider whether to permit within only certain types of accessory units (e.g., attached or detached) • Consider implementation of an AMPs system for Licensing

	Enforcement Option A: Licensing	Enforcement Option B: Registration	Enforcement Option C: Enhanced Enforcement
Policy Option #1: Permit B&Bs only	x	x	x
Policy Option #2: Permit in Principal Residences	✓	x	x
Policy Option #3a: Permit in Accessory Units of Property Owners	✓	-	-
Policy Option #3b: Permit in Accessory Units of Long-term Tenants	x	-	-
Policy Option #4: Permit all STAs	✗	✗	✗

Policy Option #4 (Permit all STAs) + Enforcement Option A (Licensing)

Key Facts	<ul style="list-style-type: none"> • STA is a separate residential use • Entire unit for rent • Host likely not present during rental • No differentiation between a B&B and other types of STAs • Hosts required to obtain a licence and comply with provisions under a Licensing By-law
Pros	<ul style="list-style-type: none"> • Allows for greater monitoring and regulation of STAs (e.g., improved data collection, tools for enforcement, licence renewal requirements) as licences can be used to determine whether a STA is operating legally or not • Allows the Town to set additional standards and conditions that the Zoning By-law does not provide (e.g., compliance with Building and Fire Code, fines/demerit system, licensing fee, verification of principal residence claims, etc.) • Expanded opportunities for residents and local entrepreneurs to generate income and make use of unoccupied space, even when away, impacting affordability • Avoids any uncertainty for property owners, as all STAs would be permitted in all residential dwellings within residentially zoned areas • Contributes to increase in tourism/economic growth (e.g., creates an increased supply of traveller accommodation, varying accommodation types, at different price points) • Allows visitors to experience the area like a local (e.g., cultural exchange)
Cons	<ul style="list-style-type: none"> • The person carrying out the STA use does not need to be the primary resident • Problem houses may occur from mismanaged guests or disregard by some residents (e.g., if the resident is away) • Additional staff resources and costs associated with licensing and enforcement (e.g., to monitor and review applications, issuance of notices and/or laying of charges if property owners refuse to licence their units) • Likely higher costs for administering and enforcing regulations • May require involvement from the building services division and/or fire department if it is determined that required permits and/or inspections were not completed (e.g., units that have been built/constructed without the appropriate permits) • May cause displacement of some long-term renters due to financial incentives of renting short-term (could consider a limit of one STA per property to reduce impacts) • Increases business costs for STA operators if licensing fees/taxes are implemented

	<ul style="list-style-type: none"> • Complexity and scope of the licensing program could delay implementation
Financial Impact	<ul style="list-style-type: none"> • Provides licensing fees to off-set the cost required to administer and enforce the program • A minimum of one administrative staff position and one Municipal Law Enforcement Officer position would be required to administer and enforce a Licensing By-law for STAs during regular business hours • Should Council direct the By-law Services Division to expand hours of operation into the evenings and/or weekends to address STA concerns, a minimum of two Municipal Law Enforcement Officer position would likely be required • May require additional staffing resources for building and fire for proper implementation (depending on the requirements and number of STAs licenced)
Actions for Consideration	<ul style="list-style-type: none"> • Drafting and implementation of a STA Registration By-law • Amendments to Zoning By-law to permit STAs in residential zones • Consider whether to permit STAs only in certain residential zones or areas of the Town or within only some types of residential units (e.g., only single-detached) • Consider whether to establish licensing classes/categories to differentiate between different types of uses (e.g., B&Bs, entire unit rentals where the owner is not present) • Consider implementation of an AMPs system to support licensing

Policy Option #4 (Permit all STAs) + Enforcement Option B (Registration)

Key Facts	<ul style="list-style-type: none"> • STA is a separate residential use • Entire unit for rent • Host likely not present during rental • No differentiation between a B&B and other types of STAs • Hosts required to register and comply with provisions under a Registration By-law
Pros	<ul style="list-style-type: none"> • Ensures STAs operate in dwellings that are legally created and meet proper safety requirements (at the time of registration) • Provides the Town with a written record of who is offering a STA in Collingwood, which can assist by-law staff in monitoring and regulating STAs (i.e., may generate a higher compliance rate among registered hosts) • Expanded opportunities for residents and local entrepreneurs to generate income and make use of unoccupied space, even when away, impacting affordability • Avoids any uncertainty for property owners, as all STAs would be permitted in all (or some) residential dwellings within residentially zoned areas • Contributes to increase in tourism/economic growth (e.g., creates an increased supply of traveller accommodation, varying accommodation types, at different price points) • Allows visitors to experience the area like a local (e.g., cultural exchange)
Cons	<ul style="list-style-type: none"> • The person carrying out the STA use does not need to be the primary resident • Registration is limited to the time of the application (i.e., reduces the contact between the Town and hosts; data may quickly become unreliable) • May require various enforcement actions (i.e., issuance of notices and/or laying of charges) if property owners refuse to register their units • Challenges with enforcement will likely remain (e.g., the anonymity of online STA advertisements, lack of reliable data, etc.) • There may be useful or necessary requirements for STAs that are not feasible to implement or enforce in the absence of a licensing program (e.g., limit of one STA per property, limiting the number of days a unit can be rented, health and safety, fire inspections, fines/penalties, etc.)

	<ul style="list-style-type: none"> • Likely higher costs for administering and enforcing regulations • May require involvement from the building services division and/or fire department if it is determined that required permits and/or inspections were not completed (e.g., units that have been built/constructed without the appropriate permits) • May cause displacement of some long-term renters due to financial incentives of renting short-term • Limited abilities to generate revenue (i.e., one-time registration fee)
Financial Impact	<ul style="list-style-type: none"> • A minimum of one administrative staff position and one Municipal Law Enforcement Officer position would be required to administer and enforce the Registration By-law for all STAs during regular business hours • Should Council direct the By-law Services Division to expand hours of operation into the evenings and/or weekends to address STA concerns, a minimum of two Municipal Law Enforcement Officer position would likely be required • A complete cost recovery model may require a higher registration fee, which could deter STA operators from registering with the Town and potentially increase costs for enforcement
Actions for Consideration	<ul style="list-style-type: none"> • Drafting and implementation of a STA Registration By-law • Amendments to Zoning By-law to permit STAs in residential zones • Consider whether to permit STAs only in certain residential zones or areas of the Town or within only some types of residential units (e.g., only single-detached) • Consider whether to create and apply different registration requirements for B&Bs and other types of STAs (e.g., investor properties)

Policy Option #4 (Permit all STAs) + Enforcement Option C (Enhanced Enforcement)

Key Facts	<ul style="list-style-type: none"> • STA is a separate residential use • Entire unit for rent • Host likely not present during rental • No differentiation between a B&B and other types of STAs • Would involve an enhanced enforcement approach aimed at addressing STA-related complaints
Pros	<ul style="list-style-type: none"> • Allows by-law staff to respond to complaints relating to STAs as a higher-priority item • Expanded opportunities for residents and local entrepreneurs to generate income and make use of unoccupied space, even when away, impacting affordability • Avoids any uncertainty for property owners, as all STAs would be permitted in all residential dwellings within residentially zoned areas • Contributes to increase in tourism/economic growth (e.g., creates an increased supply of traveller accommodation, varying accommodation types, at different price points) • Allows visitors to experience the area like a local (e.g., cultural exchange)
Cons	<ul style="list-style-type: none"> • The person carrying out the STA use does not need to be the primary resident • Would likely return fewest properties to the long-term housing/rental market • May cause displacement of some long-term renters due to financial incentives of renting short-term • Challenges with enforcement will likely remain (e.g., lack of reliable data, difficulty collecting appropriate information and evidence to demonstrate/prove non-compliance with Zoning By-law provisions, etc.) • Without additional staffing resources, other by-law matters may not be responded to as quickly and some tasks may not get accomplished (i.e., proactive parking enforcement)

	<ul style="list-style-type: none"> Higher costs for enforcing regulation with limited ability for cost recovery (i.e., no revenue source such as a licensing or registration fee to offset costs) Problem houses may occur from mismanaged guests or disregard by some residents (e.g., if the resident is away) Enforcement challenges may arise due to the sheer number of STAs permitted to operate in Town. Stricter enforcement measures of existing by-laws (i.e., noise, parking) may be required for STAs that are not feasible to implement or enforce in the absence of a licensing program (e.g., limit of one STA per property, responsible contact person, health and safety, fire inspections, fines/penalties for violations, etc.)
Financial Impact	<ul style="list-style-type: none"> A minimum of one Municipal Law Enforcement Officer position would be required to support enhanced enforcement of Town by-laws during regular business hours Should Council direct the By-law Services Division to expand hours of operation into the evenings and/or weekends to address STA concerns, a minimum of two Municipal Law Enforcement Officer position would likely be required Costs associated with this staff complement and any additional resources required for enforcement will not be offset by limited revenue streams (e.g., ticketing)
Actions for Consideration	<ul style="list-style-type: none"> Amendments to Zoning By-law to permit STAs Review policies to implement enhanced enforcement approach Consider whether to permit STAs only in certain residential zones or areas of the Town or within only some types of residential units (e.g., only single-detached)

	Enforcement Option A: Licensing	Enforcement Option B: Registration	Enforcement Option C: Enhanced Enforcement
Policy Option #1: Permit B&Bs only	x	x	x
Policy Option #2: Permit in Principal Residences	✓	x	x
Policy Option #3a: Permit in Accessory Units of Property Owners	✓	x	x
Policy Option #3b: Permit in Accessory Units of Long-term Tenants	x	x	x
Policy Option #4: Permit all STAs	x	x	x
Policy Option #5: Prohibit all STAs	✗	-	-

Policy Option #5 (Prohibition) + Enforcement Option C (Enhanced Enforcement)

Key Facts	<ul style="list-style-type: none"> No rentals less than 30 days would be permitted; however B&Bs currently operating could operate as a legal non-conforming Would involve an enhanced enforcement approach aimed at addressing STA-related complaints
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Pros	<ul style="list-style-type: none"> • Requires little administration and staff would continue to rely on the Town's current By-laws for enforcement • Allows by-law staff to respond to complaints relating to STAs as a higher-priority item • Offers the best potential to maintain/return the maximum possible rental units to the long-term housing/rental supply • Avoids any uncertainty for property owners as all STAs would not be permitted in Town • May result in fewer neighbourhood issues, pending continued enforcement efforts for illegal STAs
Cons	<ul style="list-style-type: none"> • The prohibition will not eliminate existing B&Bs. B&Bs that lawfully existed before the ban would be permitted to continue to operate as a legal non-conforming use • Enforcement challenges will continue to exist (e.g., lack of reliable data, difficulty collecting appropriate information and evidence to demonstrate/prove non-compliance with Zoning By-law provisions, etc.) and will likely require increases in enforcement and prosecution efforts • Without additional staffing resources, other by-law matters may not be responded to as quickly and some tasks may not get accomplished (i.e., proactive parking enforcement) • Limited ability to recover increased costs for enforcement (i.e., no revenue source such as a licensing or registration fee to offset costs) • Does not provide residents with the ability to earn additional STA-related income, impacting affordability • Individuals may continue to operate or offer STAs regardless of the prohibition, or some residents may decide not to rent long-term (i.e., offer no rental at all) • Amendments to Zoning By-law will require a public meeting/open house and could lead to an appeal under the <i>Planning Act</i>, the Town cannot stop individuals from applying, but Council could take a position making it clear that the potential for success is limited • Less supply and fewer types of accommodations for visitors may result in limited economic advantages (e.g., decreased tourism/tourist spending)
Financial Impact	<ul style="list-style-type: none"> • A minimum of one Municipal Law Enforcement Officer position would be required to support enhanced enforcement of a ban on STAs during regular business hours • Should Council direct the By-law Services Division to expand hours of operation into the evenings and/or weekends to address STA concerns, a minimum of two Municipal Law Enforcement Officer position would likely be required • Costs associated with this staff complement and any additional resources required for enforcement will not be offset by limited revenue streams (e.g., ticketing)
Actions for Consideration	<ul style="list-style-type: none"> • Amendments to Zoning By-law to prohibit STA in residential zones <ul style="list-style-type: none"> ○ Consider prohibiting STAs only in certain zones (e.g., R1, R2, etc.) ○ Consideration of site-specific amendments and whether to allow STAs on a case-by-case basis, pending specific criteria being met • Review policies to implement enhanced enforcement approach

APPENDIX B: Short-Term Accommodation Survey Results

The Town initiated a survey to gather feedback from the public on how best to address short-term accommodations (STAs).

The STA survey was launched online through Engage Collingwood, and paper copies were available at Town Hall between August 11th and September 30th, 2022.

The survey used filtering questions to direct participants to the appropriate follow-up questions and as a tool to view responses from different groups (e.g., residents, property owners, and visitors). In addition, the survey was limited to one per person to ensure that the specific views of individuals did not influence results.

The survey questions and online survey data are documented in the final Survey Report from Engage Collingwood in Appendix 'C'.

For reference, the following data analysis is categorized under the below headings:

1. General Data
2. Potential Benefits of STAs
3. Potential Challenges Relating to STAs
4. STAs in Collingwood
5. STA Operators in Collingwood
6. Next Steps for STAs
7. Written Feedback

General Data

Of the 574 respondents to the STA survey, 81% (463 respondents) identified themselves as full-time residents and 11% (62 respondents) as seasonal residents of Collingwood. As illustrated in **Figure 1** below, 4% (25 respondents) identified themselves as owning residential property, 1% (4 respondents) as owning a business and 3% (20 respondents) as a visitor. All 9 participants who completed the paper version of the survey identified themselves as residents.

Figure 1: Are you a resident of Collingwood?

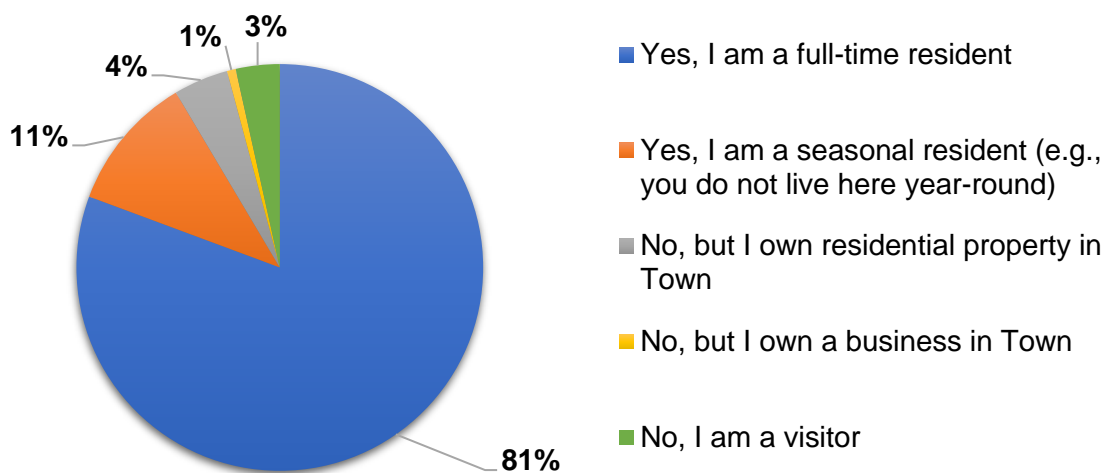


Figure 2 illustrates how many residential properties participants indicated owning in Collingwood. 464 respondents (84%) answered owning one residential property. 33 residents and 5 property owners (7% of respondents) indicated owning multiple residential properties in Town. 48 (9%) respondents noted not owning any property in Town.

Figure 2: Do you own residential property in Collingwood?

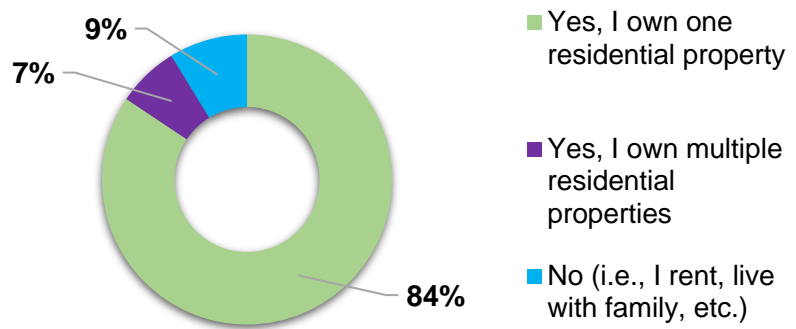
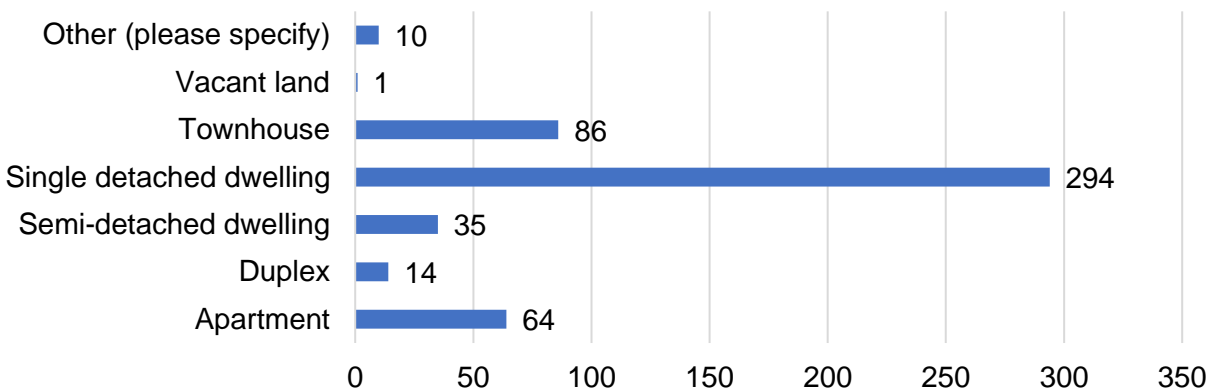
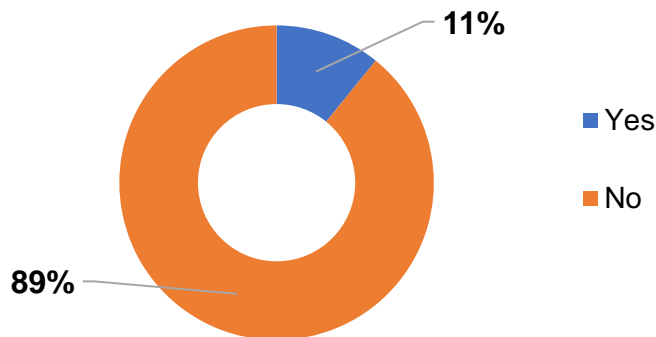


Figure 3: What type of property do you own?



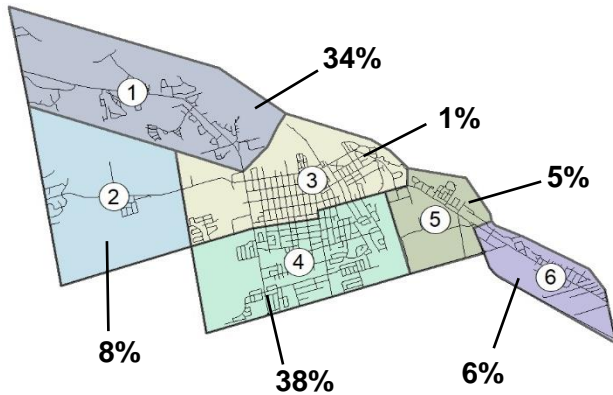
Of those who indicated owning property in Town, **Figure 3** above illustrates the types of property that individuals own. Approximately 58% of respondents (294) own a single detached dwelling, 17% (86) own a Townhouse, and 13% (64) own an apartment. Most individuals who indicated "other" specified owning a "condominium" in Town.

Figure 4: Do you have an accessory apartment?

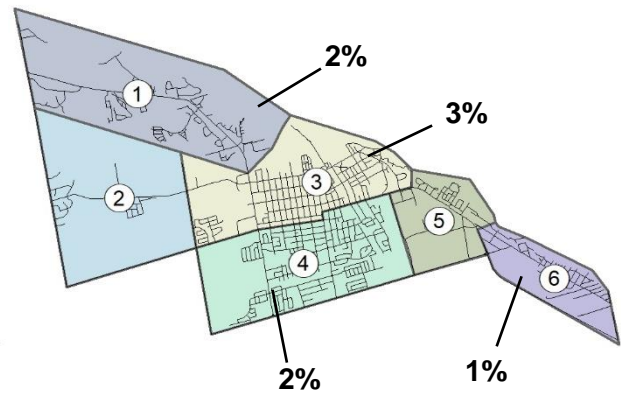


The survey also asked property owners in Town whether they had an accessory apartment (**Figure 4**). Only 54 individuals, or 11%, declared having an accessory apartment compared to 443 respondents who answered "no."

**Figure 5: What area do you live in?
(Residents)**



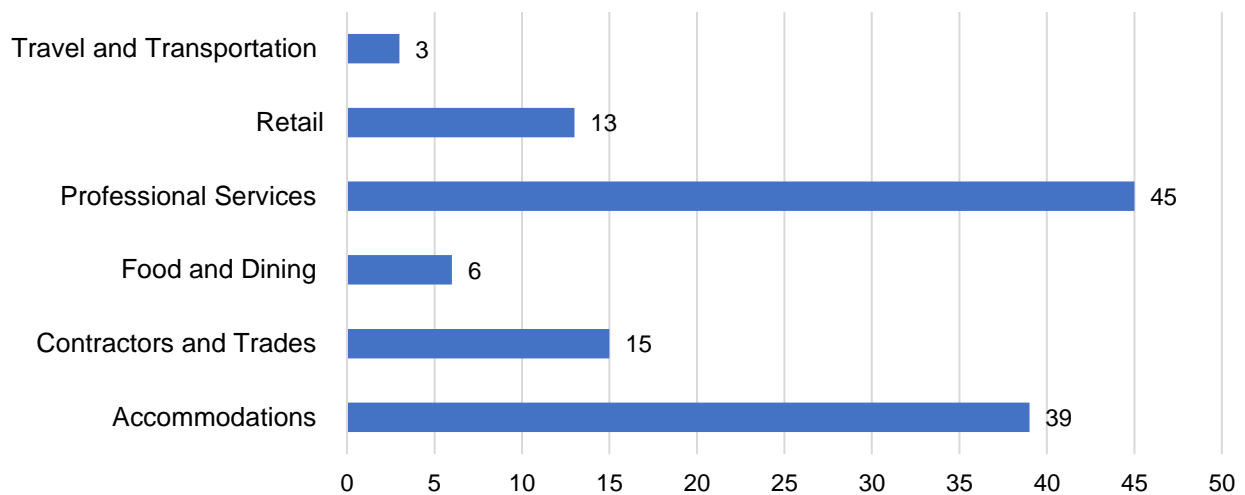
**Figure 6: Where is your property located?
(Property Owners)**



The majority of respondents to the STA survey identified as residing or owning property in the 4th section labelled "Central South" (40% of respondents) and the 1st section labelled "North West" (36% of respondents), as shown on the map above (Figures 5 and 6).

Among the 121 respondents who indicated they owned a business in Collingwood, Figure 7 below demonstrates how participants described their type of business in Town. 32% of participants (39) identified owning a business in accommodations, such as landlords and realtors. 462 individuals selected that they were not business owners in Collingwood (not included below).

Figure 7: If you own a business in Collingwood, which of the following best describes your business? (Check all that apply)



Potential Benefits of STAs

The STA survey asked respondents to identify, in their opinion, what the benefits of STAs are, as shown in **Figure 8**, and to select their top three preferences in ranking order (i.e., 1 = the most important benefit, 2 = the second most important benefit, and 3 = the third most important benefit) as shown in **Figures 9-11**.

**Figure 8: In your opinion, what are the benefits of STAs?
(Check all that apply)**

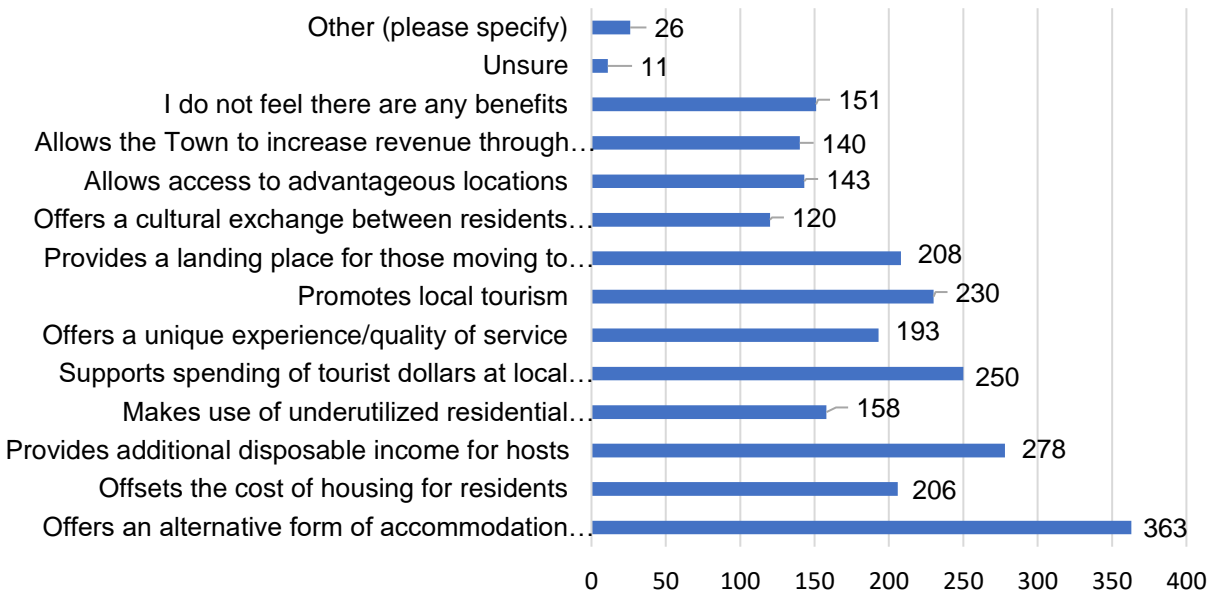


Figure 8 demonstrates the overall benefits of STAs selected by respondents. "Offers an alternative form of accommodation" was the highest benefit selected by 363 respondents, followed by 278 respondents who selected "provides additional disposable income for hosts" and 250 respondents who selected "supports spending of tourist dollars at local businesses." Conversely, 151 respondents felt that "I do not feel there are any benefits of STAs," and 11 were "unsure."

Some respondents specified other benefits, including that STAs are more economical when travelling, provide more appropriate accommodations for larger groups/families, offer flexible work hours for hosts, and can foster employment through increased tourism.

Figure 9 illustrates the **top 3 benefits identified by residents**:

- Of residents who ranked the **most important benefit** of STAs, 30% of residents selected "offers an alternative form of accommodation" (142 respondents), followed by 24% (114 respondents) who indicated "there are not any benefits of STAs" and 16% (77 respondents) that STAs "offset the cost of housing for residents."
- Of residents who ranked the **second most important benefit** of STAs, 19% of residents selected "provides additional disposable income" (68 respondents), followed by 16% (58 respondents) who indicated "supports spending of tourist dollars at local businesses" and 14% (51 respondents) that STAs "offer an alternative form of accommodation."

- Of residents who ranked the **third most important benefit** of STAs, 16% of residents (53 respondents) selected "offers an alternative form of accommodation," followed by around 13% for both "provides additional disposable income for hosts" (43 respondents) and "supports spending of tourist dollars at local businesses" (42 respondents).
- In **total**, 21% of residents (246 respondents) ranked "offers an alternative form of accommodation for tourists and visitors to the Town" as the most important benefit of STAs, followed by around 13% for both "provides additional disposable income for hosts" (154 respondents) and "offsets the cost of housing for residents" (147 respondents).

Figure 10 illustrates the **top 3 benefits identified by property owners** in Town:

- Of property owners who ranked the **most important benefit** of STAs, 59% of property owners selected "offers an alternative form of accommodation" (16 respondents), followed by 11% (3 respondents) who indicated that STAs "provide additional disposable income for hosts."
- Of property owners who ranked the **second most important benefit** of STAs, 30% of property owners selected "supports spending of tourist dollars at local businesses" (8 respondents), followed by 19% (5 respondents) who indicated "provides additional disposable income," and 11% (3 respondents) who selected "offsets the cost of housing for residents."
- Of property owners who ranked the **third most important benefit** of STAs, around 15% of property owners (4 respondents) selected both "offers an alternative form of accommodation" and "allows the Town to increase revenue through a municipal accommodation tax," followed by 12% (3 respondents) for both "offsets the cost of housing for residents" and "supports spending of tourist dollars at local businesses."
- In **total**, 30% of property owners (22 respondents) ranked "offers an alternative form of accommodation for tourists and visitors to the Town" as the most important benefit of STAs, followed by 18% (13 respondents) for "supports spending of tourist dollars at local businesses" and 14% (10 respondents) for "provides additional disposable income for hosts."

Figure 11 illustrates the **overall results of the top 3 benefits** identified by all survey respondents:

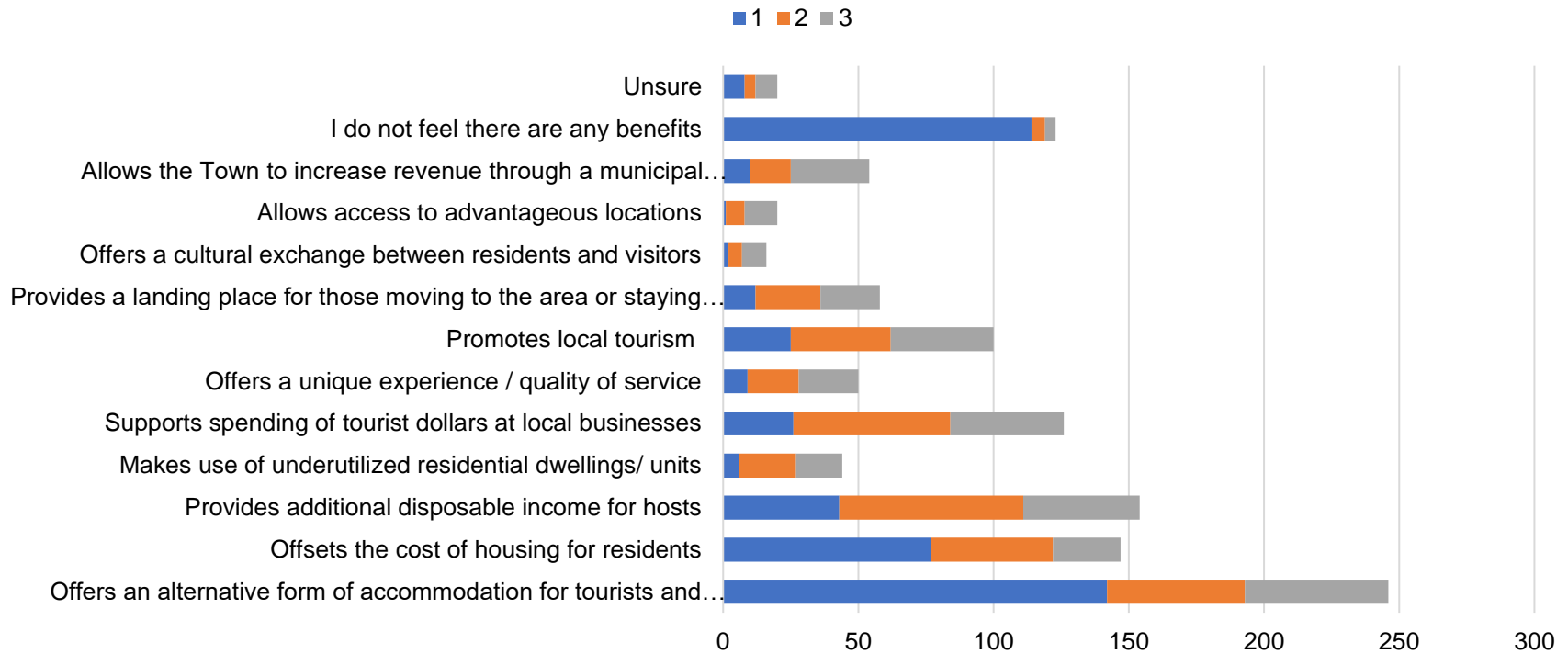
- Of respondents who ranked the **most important benefit** of STAs, 32% of respondents (169) selected "offers an alternative form of accommodation," followed by 23% (118 respondents) who indicated, "I do not feel there are not any benefits of STAs" and 15% (81 respondents) that STAs "offset the cost of housing for residents."
- Of respondents who ranked the **second most important benefit** of STAs, 19% of respondents (77) selected "provides additional disposable income for hosts," followed by 17% (68 respondents) for "supports spending of tourist dollars at local businesses" and 13% (54 respondents) for "offers an alternative form of accommodation."
- Of respondents who ranked the **third most important benefit** of STAs, 16% of respondents (60 respondents) selected "offers an alternative form of accommodation," followed by 13% (47 respondents) for "provides additional disposable income for hosts" and 12% (45 respondents) for "supports spending of tourist dollars at local businesses."

- In **total**, 22% of respondents (283) selected "offers an alternative form of accommodation," followed by around 13% for both "provide additional disposable income for hosts" (171 respondents) and "offsets the cost of housing for residents" (162 respondents).

Overall, most respondents agreed that STAs offer benefits. The level of agreement was the highest for STAs offering an alternative form of accommodation for tourists and visitors to the Town. Other highly ranked benefits among respondents were that STAs provide additional disposable income for hosts and can offset the cost of housing for residents.

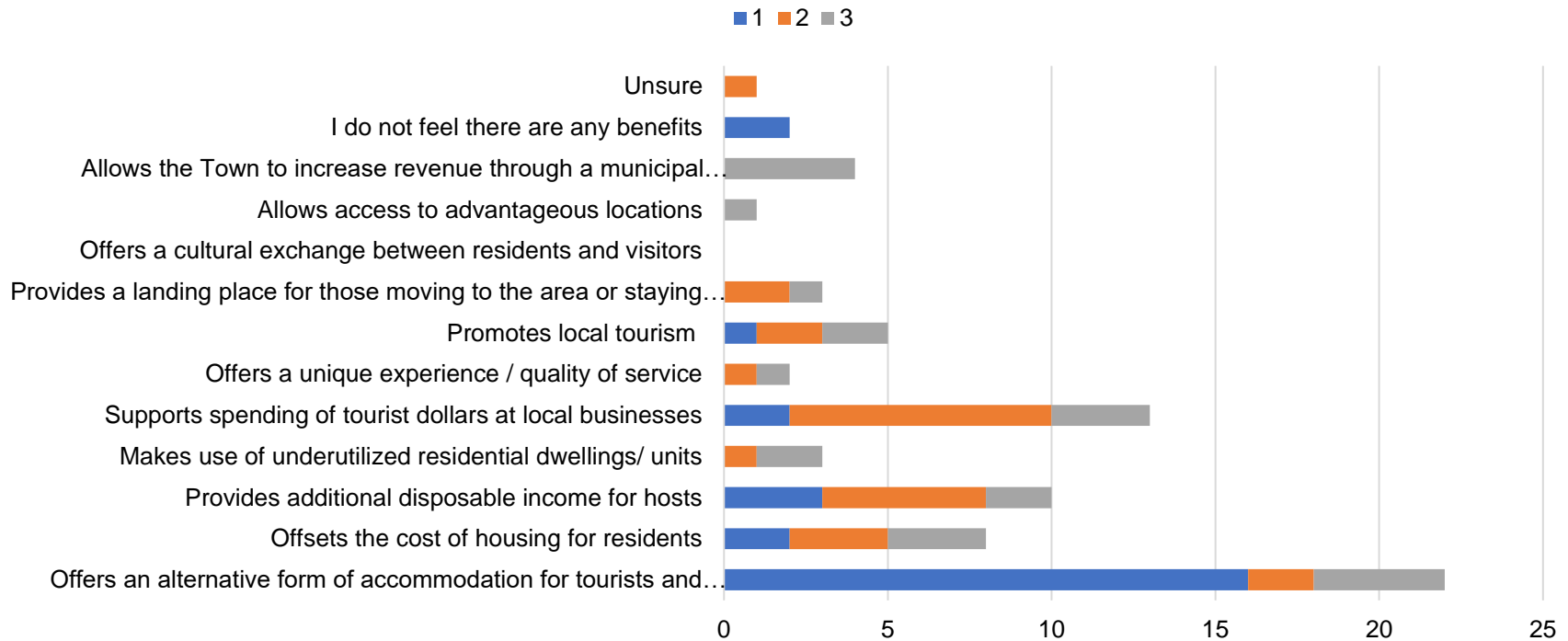
While most respondents noted that STAs could generate benefits, 126 respondents (22% of total respondents) indicated there are no benefits, with the majority of these survey respondents being residents.

Figure 9: What are the benefits of STAs? (Residents)



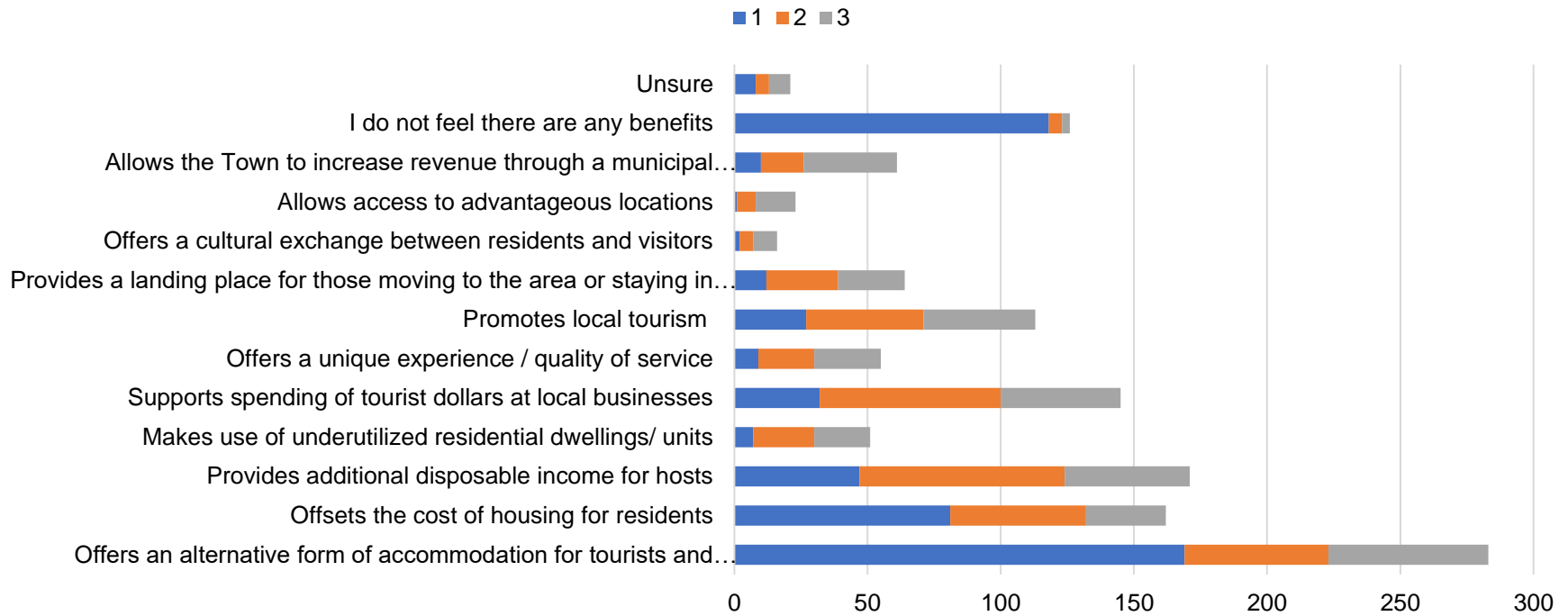
	Offers an alternative form of accommodation for tourists and visitors to the Town	Offsets the cost of housing for residents	Provides additional disposable income for hosts	Makes use of underutilized residential dwellings/ units	Supports spending of tourist dollars at local businesses	Offers a unique experience / quality of service	Promotes local tourism	Provides a landing place for those moving to the area or staying in Town for work	Offers a cultural exchange between residents and visitors	Allows access to advantageous locations	Allows the Town to increase revenue through a municipal accommodation tax	I do not feel there are any benefits	Unsure
■ 1	142	77	43	6	26	9	25	12	2	1	10	114	8
■ 2	51	45	68	21	58	19	37	24	5	7	15	5	4
■ 3	53	25	43	17	42	22	38	22	9	12	29	4	8

Figure 10: What are the benefits of STAs? (Property Owners)



	Offers an alternative form of accommodation for tourists and visitors to the Town	Offsets the cost of housing for residents	Provides additional disposable income for hosts	Makes use of underutilized residential dwellings/ units	Supports spending of tourist dollars at local businesses	Offers a unique experience / quality of service	Promotes local tourism	Provides a landing place for those moving to the area or staying in Town for work	Offers a cultural exchange between residents and visitors	Allows access to advantageous locations	Allows the Town to increase revenue through a municipal accommodation tax	I do not feel there are any benefits	Unsure
■ 1	16	2	3	0	2	0	1	0	0	0	0	2	0
■ 2	2	3	5	1	8	1	2	2	0	0	0	0	1
■ 3	4	3	2	2	3	1	2	1	0	1	4	0	0

Figure 11: What are the benefits of STAs?

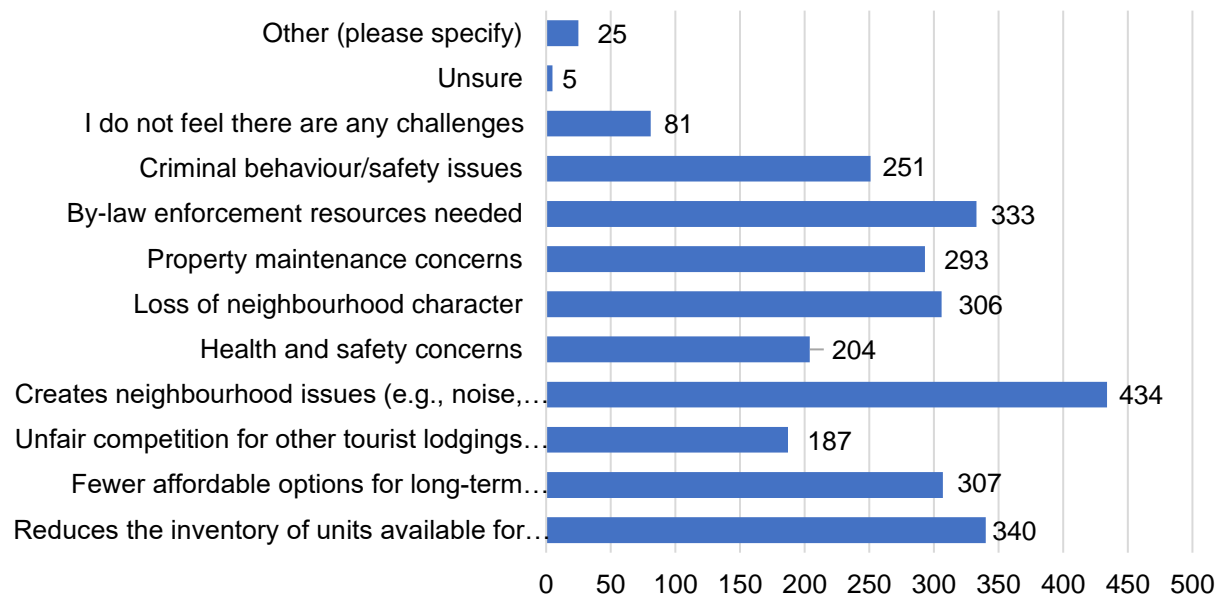


	Offers an alternative form of accommodation for tourists and visitors to the Town	Offsets the cost of housing for residents	Provides additional disposable income for hosts	Makes use of underutilized residential dwellings/ units	Supports spending of tourist dollars at local businesses	Offers a unique experience / quality of service	Promotes local tourism	Provides a landing place for those moving to the area or staying in Town for work	Offers a cultural exchange between residents and visitors	Allows access to advantageous locations	Allows the Town to increase revenue through a municipal accommodation tax	I do not feel there are any benefits	Unsure
■ 1	169	81	47	7	32	9	27	12	2	1	10	118	8
■ 2	54	51	77	23	68	21	44	27	5	7	16	5	5
■ 3	60	30	47	21	45	25	42	25	9	15	35	3	8

Potential Challenges relating to STAs

In addition to the benefits of STAs, the survey asked respondents to identify, in their opinion, the challenges relating to STAs, as shown in [Figure 12](#). Respondents were also asked to select their top three preferences in ranking order (i.e., 1 = the most significant challenge, 2 = the second most significant challenge, and 3 = the third most significant challenge), as shown in [Figures 13-15](#).

Figure 12: In your opinion, what are the challenges relating to STAs? (Check all that apply)



[Figure 12](#) highlights the overall challenges relating to STAs selected by survey respondents. "Creates neighbourhood issues (e.g., noise, nuisance, parking, garbage, etc.)" was chosen by 434 respondents, followed by 340 respondents who selected "reduces the inventory of units available for long-term rental/permanent housing" and 333 respondents who selected "by-law enforcement resources needed." On the other hand, 81 respondents felt no challenges from STAs, and 5 were "unsure."

Some respondents specified other challenges, including that STAs can impact neighbourhood property values, can cause undue stress on neighbours having to report issues, the lack of oversight/regulations currently governing STAs, and overcrowding recreational facilities. Some respondents also specified that challenges arise from absentee property owners who rent STAs without any oversight or local/on-site management.

[Figure 13](#) illustrates the **top 3 challenges identified by residents**:

- Of residents who ranked the **most significant challenge** relating to STAs, 39% of residents selected "creates neighbourhood issues" (194 respondents), followed by 26% (132 respondents) who indicated "reduces the inventory of units available for long-term rental/permanent housing" and 12% (59 respondents) who indicated "fewer affordable options for long-term rental/ permanent housing."

- Of residents who ranked the **second most significant challenge** relating to STAs, 27% of residents selected "fewer affordable options for long-term rental/ permanent housing" (120 respondents), followed by 16% (71 respondents) who indicated "reduces the inventory of units available for long-term rental/permanent housing" and 14% (64 respondents) who indicated "loss of neighbourhood character."
- Of residents who ranked the **third most significant challenge** relating to STAs, 23% of residents (97 respondents) selected "creates neighbourhood issues," followed by 15% (63 respondents) selected "loss of neighbourhood character" and 12% (52 respondents) selected "by-law enforcement resources needed."
- In **total**, 26% of residents selected "creates neighbourhood issues" (350 respondents), followed by 17% (237 respondents) who selected "reduces the inventory of units available for long-term rental/permanent housing" and 16% (212 respondents) who indicated "fewer affordable options for long-term rental/ permanent housing."

Figure 14 illustrates the **top 3 challenges identified by property owners**:

- Of property owners who ranked the **most significant challenge** relating to STAs, 31% of property owners selected "I do not feel there are any challenges" (8 respondents), followed by 19% (5 respondents) who selected "creates neighbourhood issues" (191 respondents) and 15% (4 respondents) who selected "reduces the inventory of units available for long-term rental/permanent housing."
- Of property owners who ranked the **second most significant challenge** relating to STAs, 25% of property owners selected "fewer affordable options for long-term rental/ permanent housing" (4 respondents), followed by 19% (3 respondents) who selected "reduces the inventory of units available for long-term rental/permanent housing" and 13% (2 respondents) selected both "creates neighbourhood issues" and "property maintenance concerns."
- Of property owners who ranked the **third most significant challenge** relating to STAs, 21% of property owners (3 respondents) selected "creates neighbourhood issues," followed by 14% (2 respondents) selected "loss of neighbourhood character."
- In **total**, 20% of property owners selected "creates neighbourhood issues" (10 respondents), followed by 18% (9 respondents) who selected "I do not feel there are any challenges" and 16% (8 respondents) who indicated "reduces the inventory of units available for long-term rental/permanent housing."

Figure 15 illustrates the **overall results of the top 3 challenges** identified by all survey respondents:

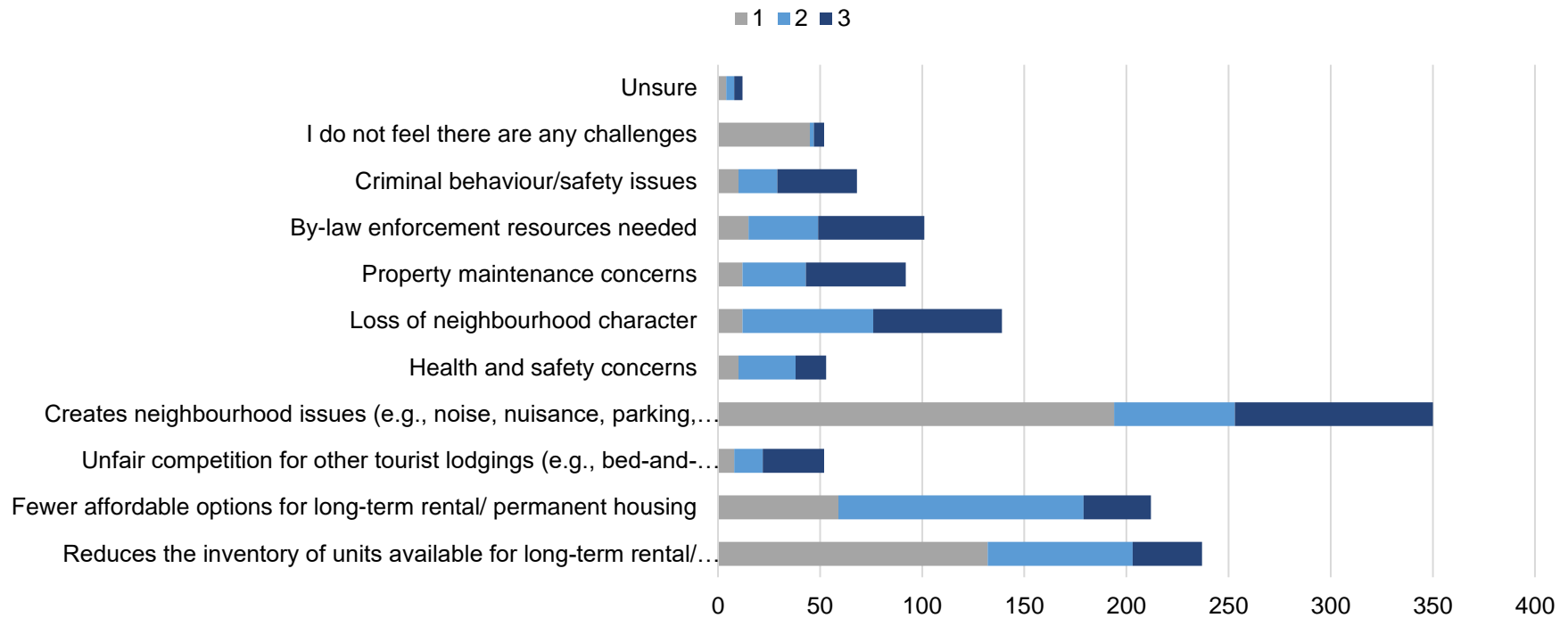
- Of respondents who ranked the **most significant challenge** relating to STAs, 38% selected "creates neighbourhood issues" (206 respondents), followed by 25% (137 respondents) who selected "reduces the inventory of units available for long-term rental/permanent housing" and 12% (65 respondents) selected "fewer affordable options for long-term rental/ permanent housing."
- Of respondents who ranked the **second most significant challenge** relating to STAs, 26% of respondents selected "fewer affordable options for long-term rental/ permanent housing" (126 respondents), followed by 16% (78 respondents) who selected "reduces the inventory of units available for long-term rental/permanent housing" and 14% (65 respondents) who selected "loss of neighbourhood character."

- Of respondents who ranked the **third most significant challenge** relating to STAs, 23% of respondents selected "creates neighbourhood issues" (103 respondents), followed by 15% (66 respondents) who selected "loss of neighbourhood character" and 13% (56 respondents) who selected "by-law enforcement resources needed."
- In **total**, 25% of respondents selected "creates neighbourhood issues " (371 respondents), followed by 17% (253 respondents) who selected "reduces the inventory of units available for long-term rental/permanent housing" and 15% (225 respondents) who selected "fewer affordable options for long-term rental/ permanent housing."

Overall, most respondents agree that STAs can create challenges. The level of agreement was the highest among respondents that STAs can create neighbourhood issues, such as noise, nuisance, parking and garbage. There was also a notable concern that STAs can reduce the inventory of units available and cause fewer affordable options for long-term rental/permanent housing. Further, some respondents noted that by-law enforcement resources are needed.

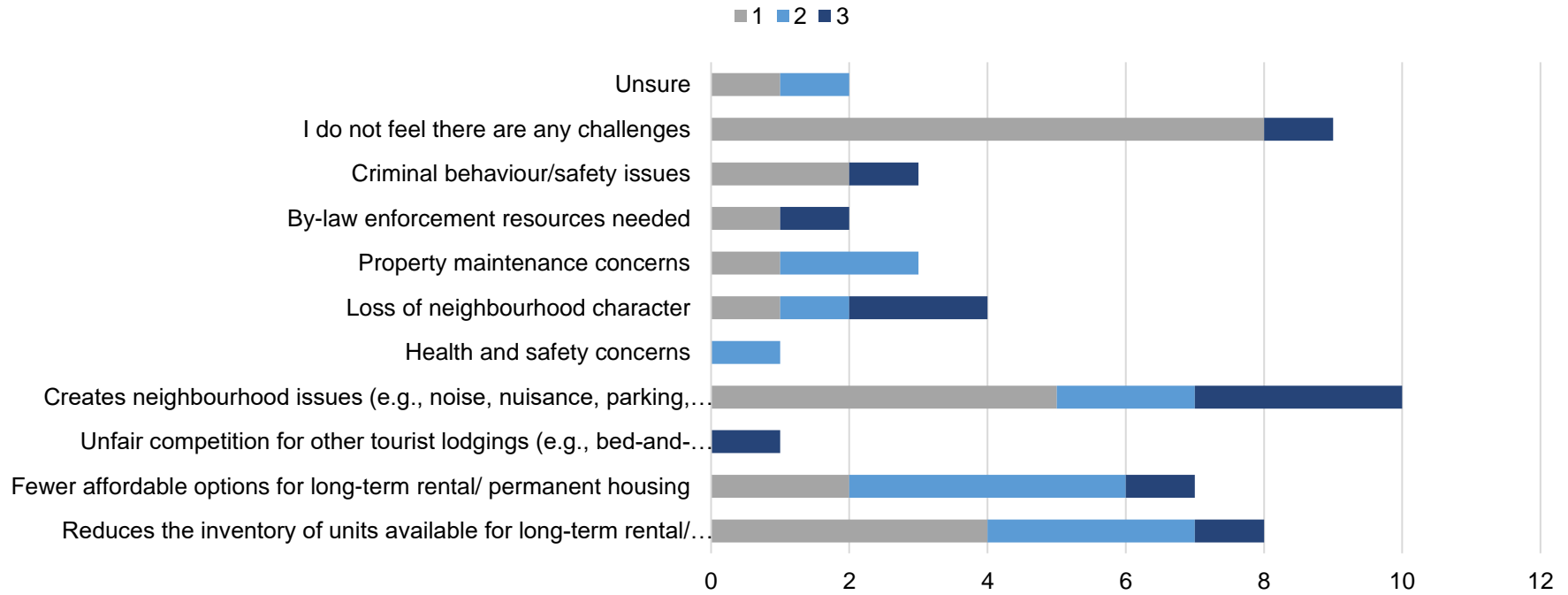
There was a greater consensus among respondents that STAs create challenges than benefits, as the question received a higher overall response rate. Only 12% of all respondents indicated that they felt there were no challenges, compared to 22% who felt there were no benefits. A higher proportion of property owners indicated there are no challenges compared to residents.

Figure 13: What are the challenges relating to STAs? (Residents)



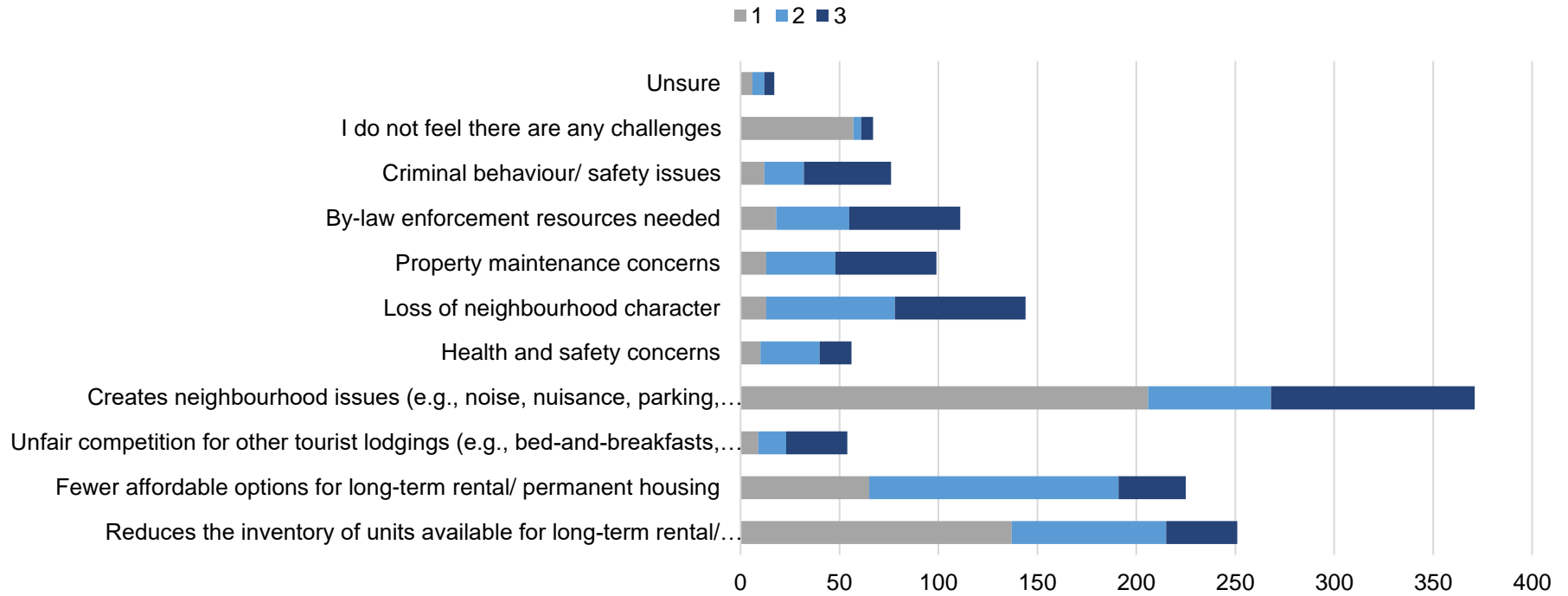
	Reduces the inventory of units available for long-term rental/ permanent housing	Fewer affordable options for long-term rental/ permanent housing	Unfair competition for other tourist lodgings (e.g., bed-and-breakfasts, hotels, motels)	Creates neighbourhood issues (e.g., noise, nuisance, parking, garbage, etc.)	Health and safety concerns	Loss of neighbourhood character	Property maintenance concerns	By-law enforcement resources needed	Criminal behaviour/safety issues	I do not feel there are any challenges	Unsure
■ 1	132	59	8	194	10	12	12	15	10	45	4
■ 2	71	120	14	59	28	64	31	34	19	2	4
■ 3	34	33	30	97	15	63	49	52	39	5	4

Figure 14: What are the challenges relating to STAs? (Property Owners)



	Reduces the inventory of units available for long-term rental/permanent housing	Fewer affordable options for long-term rental/permanent housing	Unfair competition for other tourist lodgings (e.g., bed-and-breakfasts, hotels, motels)	Creates neighbourhood issues (e.g., noise, nuisance, parking, garbage, etc.)	Health and safety concerns	Loss of neighbourhood character	Property maintenance concerns	By-law enforcement resources needed	Criminal behaviour/safety issues	I do not feel there are any challenges	Unsure
■ 1	4	2	0	5	0	1	1	1	2	8	1
■ 2	3	4	0	2	1	1	2	0	0	0	1
■ 3	1	1	1	3	0	2	0	1	1	1	0

Figure 15: What are the challenges relating to STAs?



	Reduces the inventory of units available for long-term rental/ permanent housing	Fewer affordable options for long-term rental/ permanent housing	Unfair competition for other tourist lodgings (e.g., bed-and-breakfasts, hotels, motels)	Creates neighbourhood issues (e.g., noise, nuisance, parking, garbage, etc.)	Health and safety concerns	Loss of neighbourhood character	Property maintenance concerns	By-law enforcement resources needed	Criminal behaviour/ safety issues	I do not feel there are any challenges	Unsure
1	137	65	9	206	10	13	13	18	12	57	6
2	78	126	14	62	30	65	35	37	20	4	6
3	36	34	31	103	16	66	51	56	44	6	5

STAs in Collingwood

Figure 16: How familiar are you with STAs and online rental platforms (e.g., Airbnb, Vacation Rental by Owner [VRBO], HomeAway, Flipkey, etc.)?

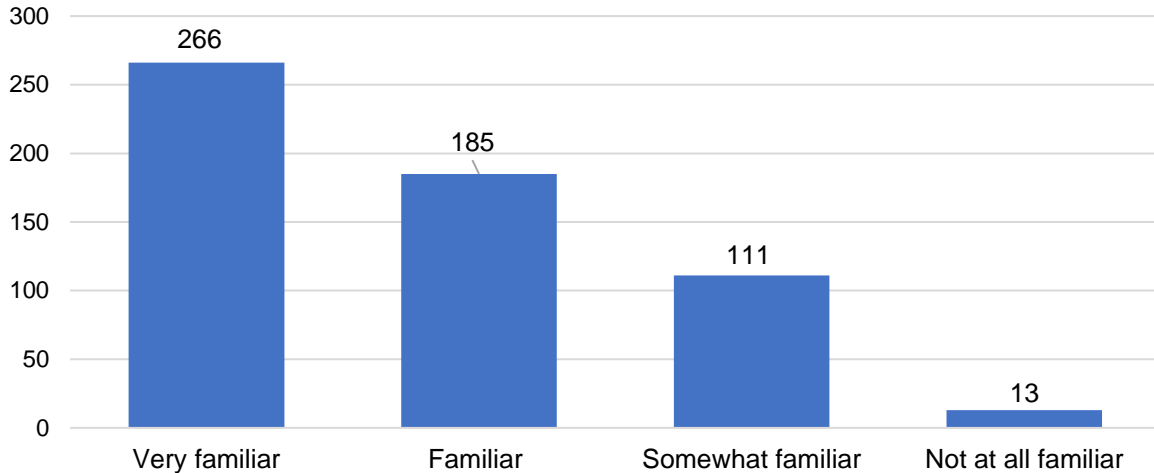
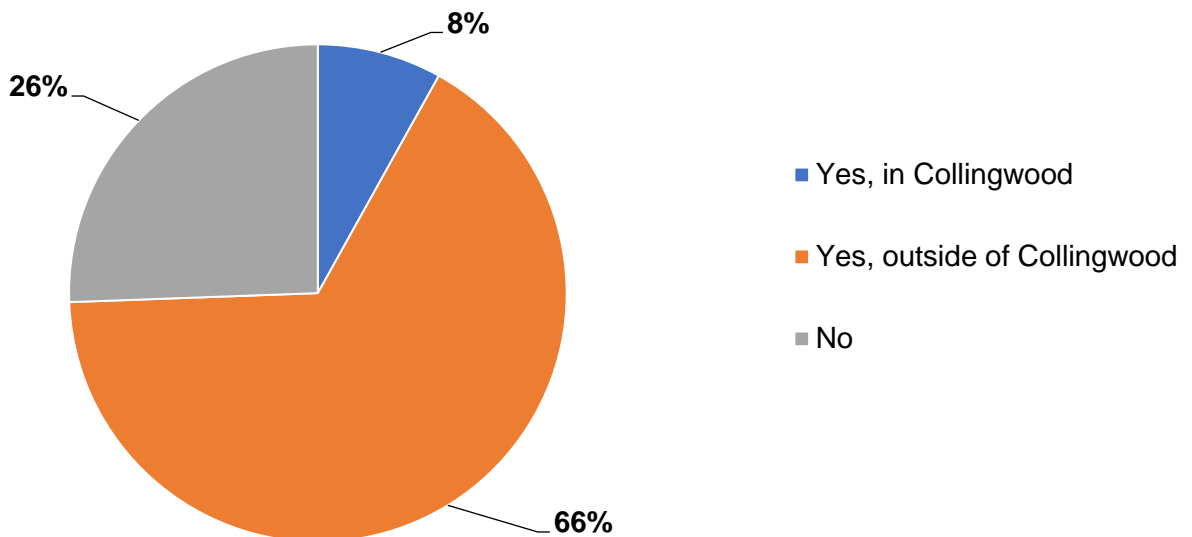


Figure 16 above illustrates respondents' familiarity with STAs and online platforms such as Airbnb, VRBO and HomeAway. Approximately 46% of respondents (266) indicated they were "very familiar," and 32% indicated they were "familiar" (185) with STAs and online platforms. Only 2% of participants (13) were not at all familiar with STAs and online platforms. This level of familiarity is not surprising since STAs are a global phenomenon, and many residents have either stayed in or have lived near one (as demonstrated in **Figures 17** and **19** below).

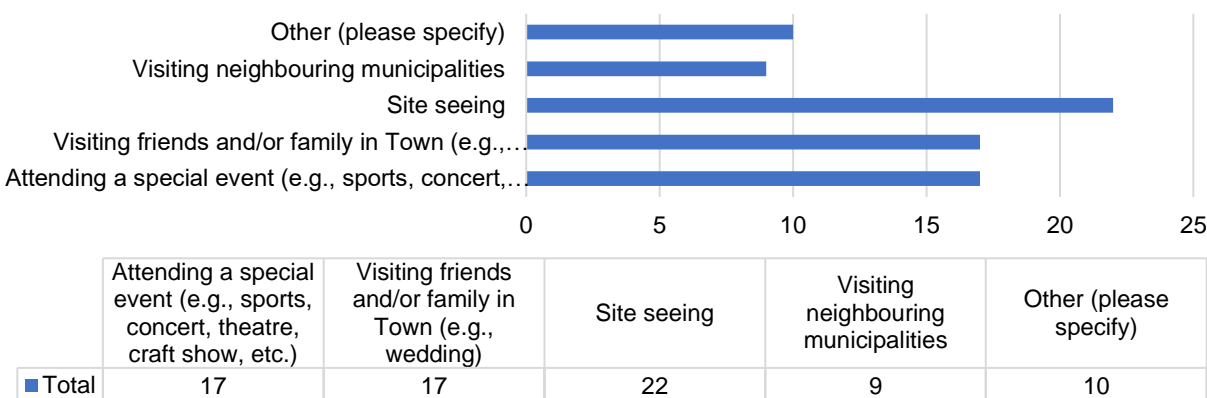
Figure 17: Have you ever stayed as a guest at a STA in your travels? (Check all that apply)



Of those respondents who indicated they have stayed at a STA in Collingwood (8%) (as shown in [Figure 17](#)), site seeing was the most common response provided by overall respondents (22 respondents), as shown below in [Figure 18](#), as well as by residents (15 respondents). On the other hand, visiting friends and/or family in Town was the highest selected response among visitors (4 respondents).

Some additional reasons respondents provided for staying at a STA in Town included renting additional space to accommodate visiting family members, waiting for a new home completion/looking to purchase a home, work activity and for a getaway with friends.

Figure 18: What was the purpose of your stay in Collingwood? (Check all that apply)



The survey asked respondents whether they were located near a STA and had experienced any issues with STAs in their neighbourhood. [Figure 19](#) illustrates that a majority of respondents (262 respondents or 48%) are near a STA in Town. Conversely, 85 respondents (15%) answered "no," and 203 respondents (37%) were "unsure."

[Figure 20](#) shows that 57% of respondents (268) have not experienced any issues with STAs in their neighbourhood, compared to 43% (200 respondents) who indicated that they had experienced issues.

Figure 19: Are you located near a STA in Town?

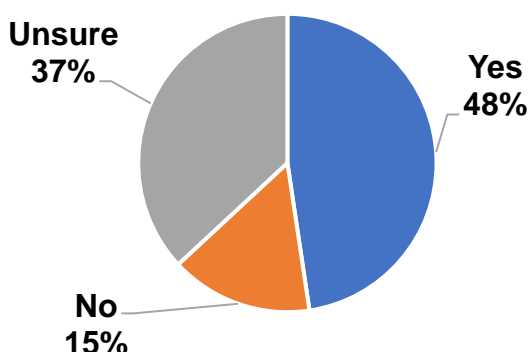


Figure 20: Have you ever experienced any issues with STAs in your neighbourhood?

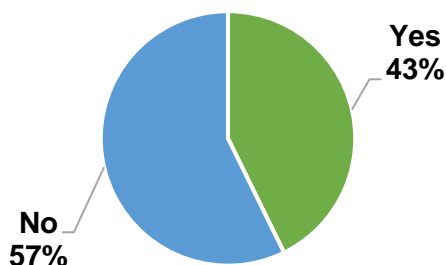
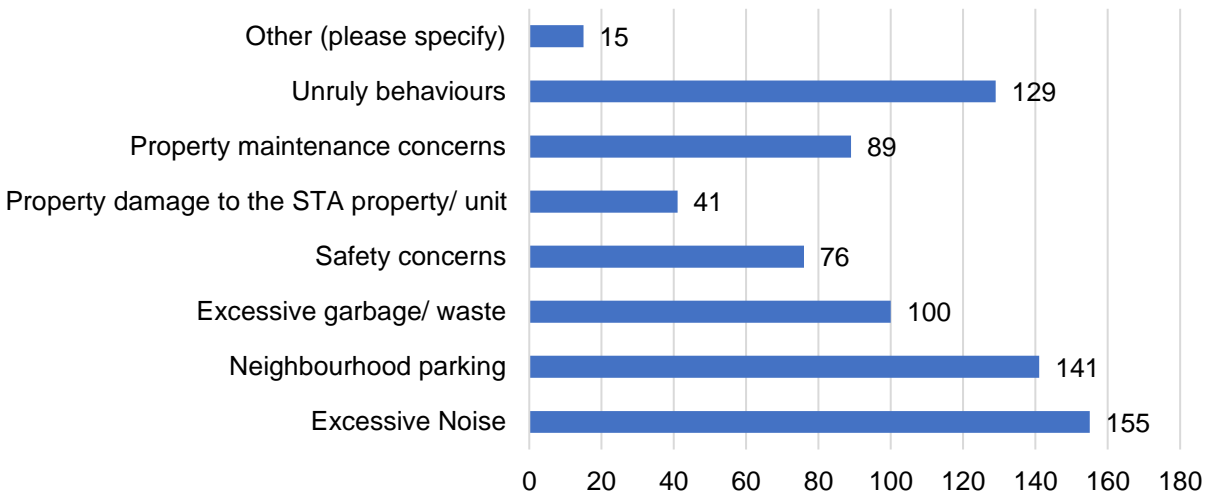


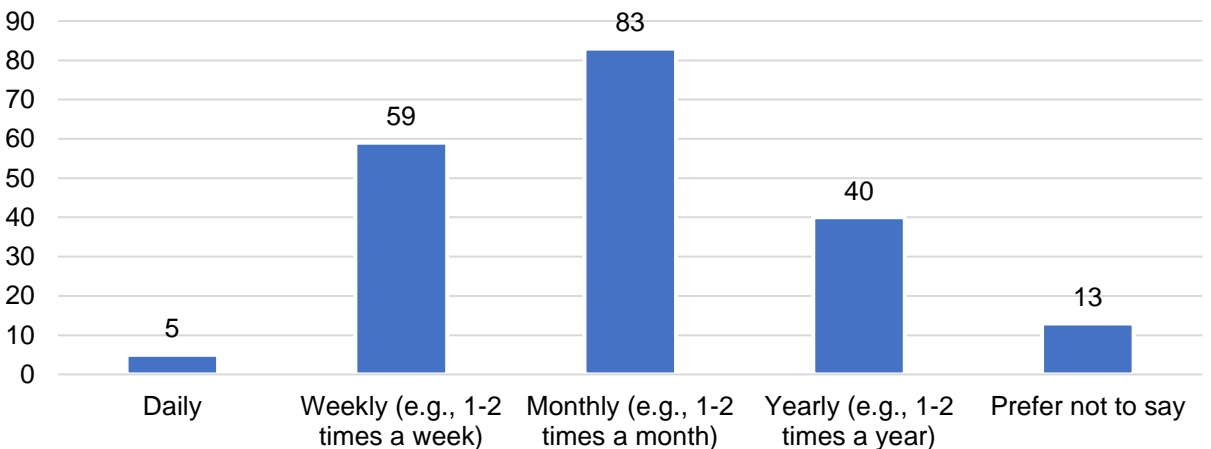
Figure 21: Please indicate which of the following issues you have encountered with STAs in your neighbourhood (Check all that apply)



Of respondents who indicated experiencing issues with STAs in their neighbourhood, **Figure 21** above illustrates the issues respondents have encountered. 21% of respondents (155) indicated experiencing issues with "excessive noise," followed by 19% (141 respondents) who indicated "neighbourhood parking" and 17% (129 respondents) who indicated "unruly behaviour." In addition, some respondents specified experiencing "other" issues, including trespassing/privacy issues, reduced availability of community amenities (e.g., shared community pool) and lack of awareness/compliance with condominium rules.

42% of respondents (83) indicated experiencing the above issues monthly (e.g., 1-2 times a month), as shown in **Figure 22** below. In contrast, 59 respondents (30%) indicated encountering issues with STAs weekly (e.g., 1-2 times a week), and 40 respondents (20%) indicated yearly (e.g., 1-2 times a year).

Figure 22: How often would you estimate these concerns have occurred?



The survey also asked participants whether they had contacted the Town about a concern or complaint relating to a STA and whether the Town sufficiently addressed it. **Figure 23** illustrates that the majority of respondents (80% or 443 respondents) have not contacted the Town with a complaint about a STA.

Of the 15% of respondents (81) who had contacted the Town about a concern or complaint related to a STA, **Figure 24** shows that 54% of respondents (44) indicated the Town did not sufficiently address their concern/complaint compared to 33% (27 respondents) who indicated the Town did sufficiently address their concern/complaint. In addition, 13% (11 respondents) indicated that they were unsure whether the Town had.

Figure 23: Have you ever contacted the Town about a concern or complaint related to a STA in Collingwood?

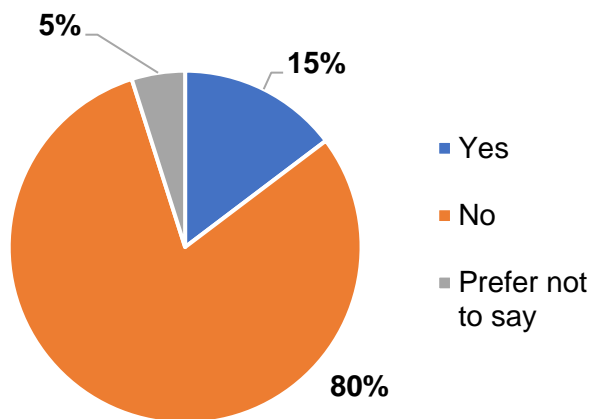
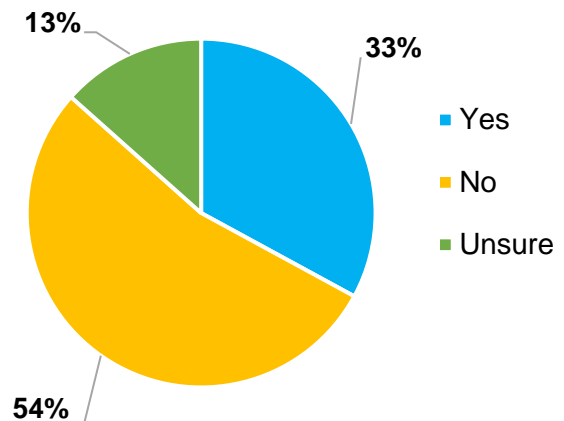


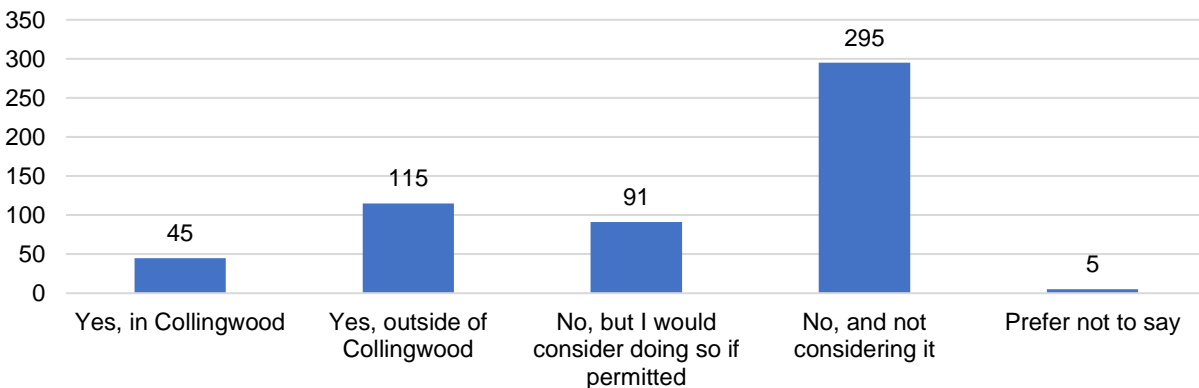
Figure 24: Was your complaint/concern about the STA(s) addressed sufficiently through this communication?



STA Operators in Collingwood

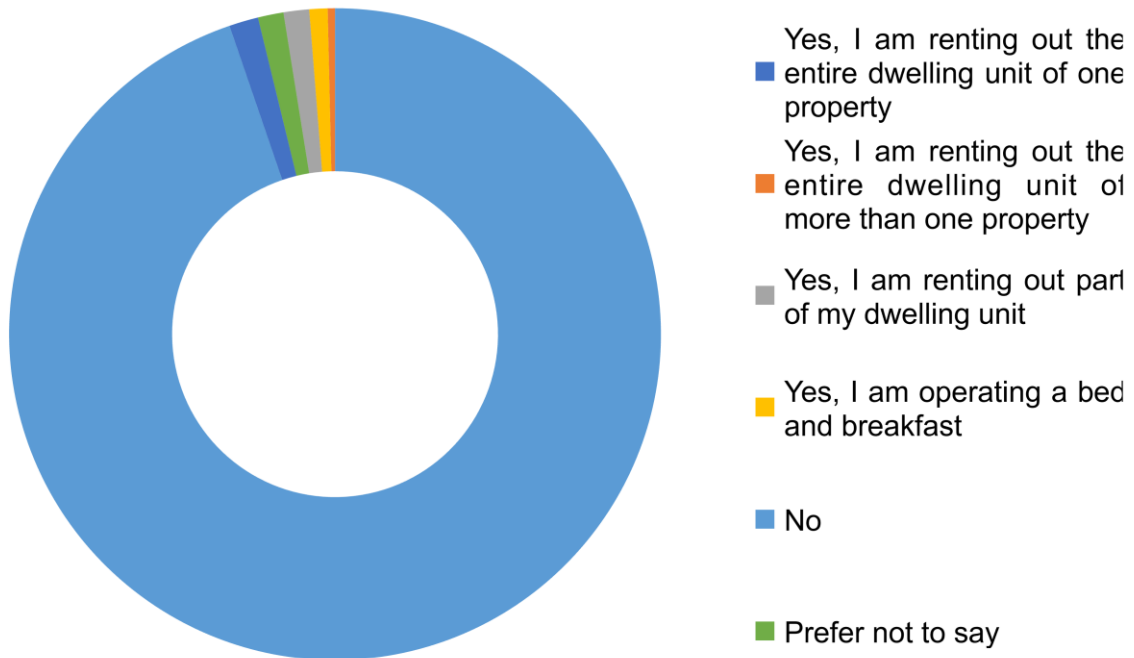
The survey asked respondents whether they have ever rented/hosted any property as a STA (**Figure 25**) and are currently hosting/operating a STA in Town (**Figure 26**).

Figure 25: Have you ever rented/hosted any property as a STA?



- 54% of respondents (295) indicated they have never rented/hosted any property as a STA and are not considering it.
- 21% of respondents (115) indicated they have rented/hosted a STA outside of Collingwood.
- 17% of respondents (91) indicated they have not rented/hosted a STA but would consider doing so if permitted.
- 8% of respondents (45) indicated they have rented/hosted a STA in Collingwood.
- 1% of respondents (5) indicated they prefer not to say.

Figure 26: Are you currently hosting/operating a STA in Town?



- The majority of respondents (94.7% or 523 respondents) indicated they are not currently hosting/operating a STA in Town.
- 1.4% of respondents (8) indicated they are renting out the entire dwelling unit of one property in Town.
- 1.3% of respondents (7) indicated renting out part of their dwelling unit.
- 0.9% of respondents (5) indicated operating a bed and breakfast.
- 0.4% of respondents (2) indicated renting out the entire dwelling unit of more than one property.
- 1.3% of respondents (7) indicated prefer not to say.

Of respondents who indicated that they were currently hosting/operating a STA in Town, **Figure 26** illustrates how long respondents indicated using their residential property as a STA.

- 52% of respondents (11) indicated they had used their residential property as a STA for less than one year.
- 33% of respondents (7) noted 1-2 years.
- 10% of respondents (2) noted 3-5 years.
- 5% of respondents (1) noted 6-10 years.
- No participants used their property for greater than 10 years as a STA.

Figure 26: How long have you been using your residential property as a STA?

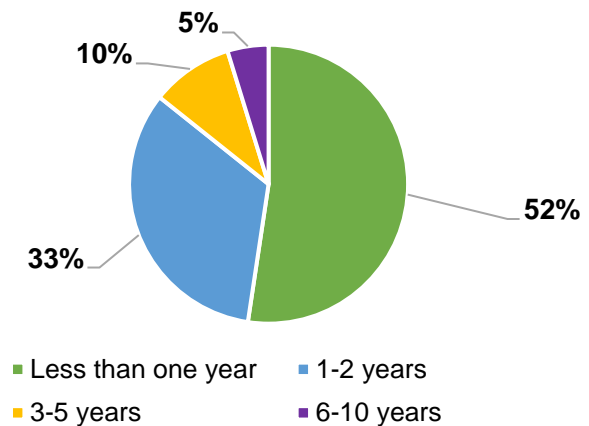


Figure 27 illustrates the minimum number of nights respondents require their guests to stay at their STA. The majority of respondents (57% or 12 respondents) require a 2 nights minimum stay, followed by 19% of respondents (4) who require a 30 nights minimum stay. Finally, 10% of respondents (2) indicated a 7 nights minimum stay and no minimum night stay.

The survey also asked STA operators how frequently they rent their property or unit as a STA (**Figure 28**). 38% of respondents (8) rent their property weekly (e.g., 1-2 times a week) as a STA, 33% (7 respondents) rent monthly (e.g., 1-2 times a month), 24% (5 respondents) rent yearly (e.g., 1-2 times a year) and 5% (1 respondent) rent daily.

Figure 27: Do you require guests to stay a minimum number of nights?

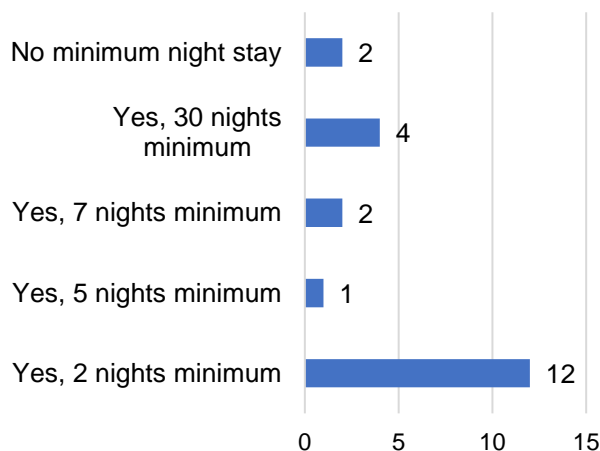


Figure 28: How frequently do you rent your property or unit as a STA?

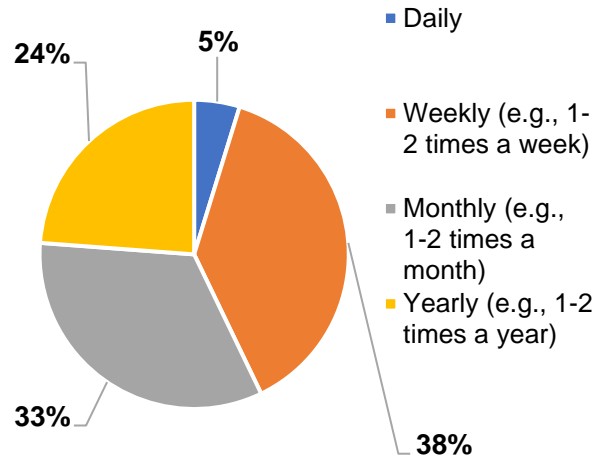


Figure 29: What time of year do you rent your property as a STA? (Check all that apply)

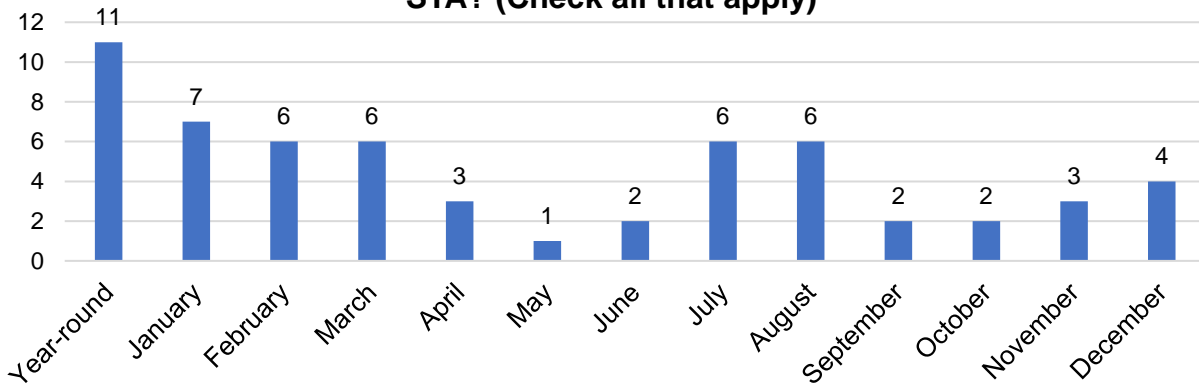


Figure 29 shows the times of year respondents rent their property as a STA. 19% of STA operators (11 respondents) rent year-round, followed by 12% (7 respondents) who rent in January and 10% (6 respondents) in February, March, July and August.

Figure 30: What is your primary method of advertising STA availability?

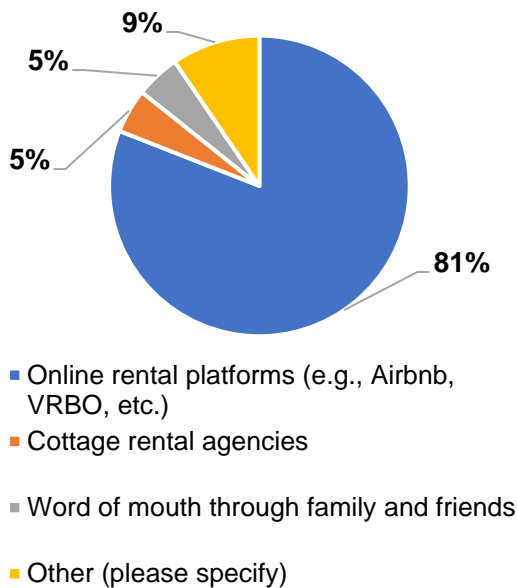
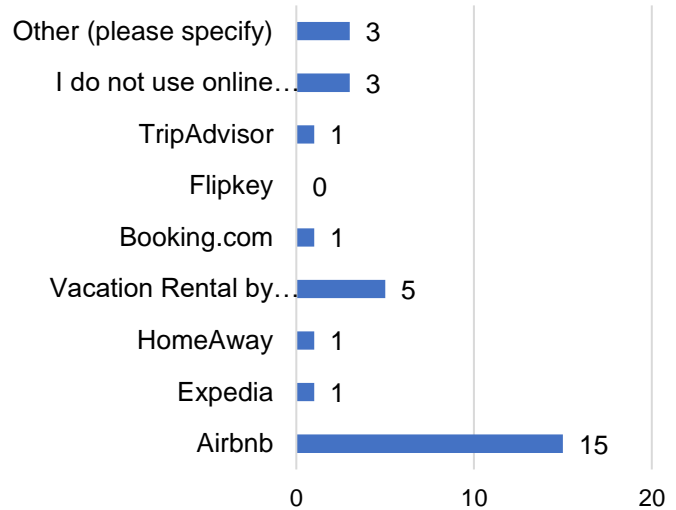


Figure 31: What online rental platforms have you used for listing all or part of your dwelling unit as a STA? (Check all that apply)



The majority (81%) of STA operators (17 respondents) use online rental platforms for advertising their STA availability, as shown in Figure 30. Other primary advertising methods specified by STA operators include using a real estate agency or personalized website.

Out of the popular online rental platforms, Figure 31 illustrates that Airbnb is used by 50% of operators (15), followed by 17% who use Vacation Rental by Owner (VRBO). Other platforms specified by STA hosts to list all or part of their dwelling unit as a STA include social media channels, a ski club newsletter and a property management company.

Figure 32: Why do you rent your property as a STA? (Check all that apply)

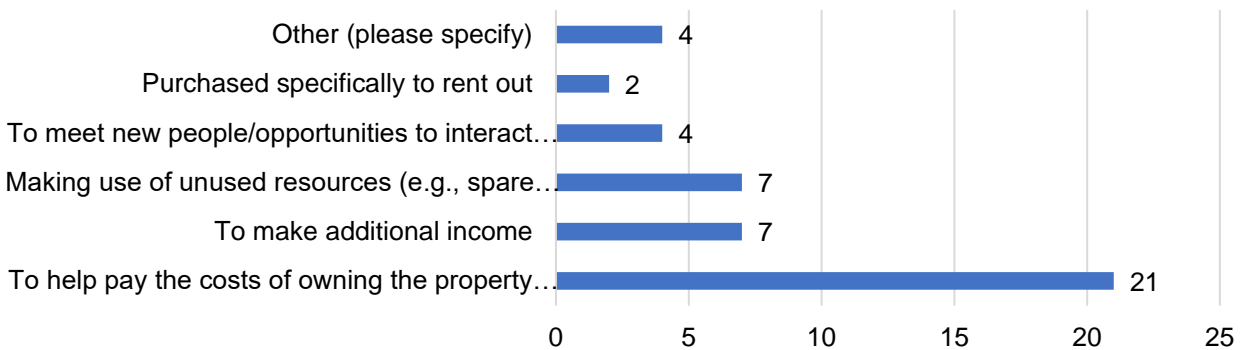
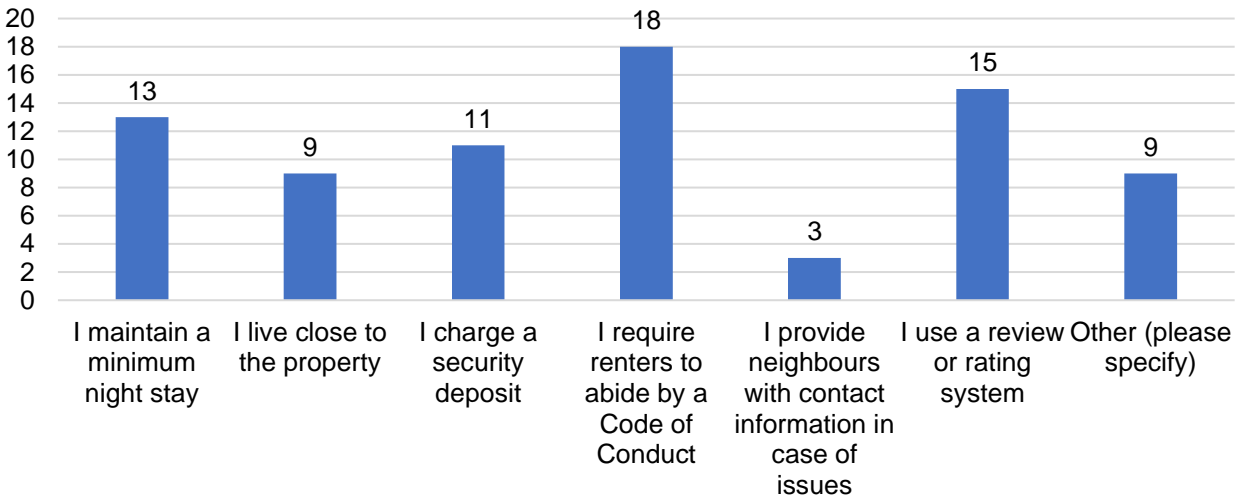


Figure 32 above shows 47% of respondents (21) rent their property as a STA to help pay the cost of owning the property (e.g., mortgage, taxes, maintenance, etc.), followed by 16% of respondents (7) for both "to make additional income" and to "make use of unused resources (e.g., spare bedroom is never in use, etc.)"

To avoid concerns/complaints from neighbours (Figure 33), 23% of STA operators (18) indicated they require renters to abide by a Code of Conduct, followed by 19% (15 respondents) who use a rate and review system, and 17% (13 respondents) who maintain a minimum night stay. Other STA hosts avoid concerns/complaints from neighbours by:

- remaining on-site during their guests' stays;
- including specific rules in their STA listing description (to deter certain guests);
- screening guests' bookings prior to confirming their stay; and
- maintaining a maximum number of guests permitted.

Figure 33: How do you try to avoid concerns/complaints from neighbours?



Potential Action/Next Steps for STAs

The survey asked respondents whether they would be comfortable permitting STAs and what action the Town should take to address STAs in Collingwood.

In **Figure 34**, 44% of respondents (242) indicated they would not be comfortable permitting STAs in Collingwood, followed by 34% (186 respondents), who indicated they would be comfortable under certain conditions, and 22% (122 respondents) who indicated they would be comfortable. This is clearly a divided issue, with strong opinions on both sides. However, overall, more respondents agree with generally permitting STAs than not (308 respondents).

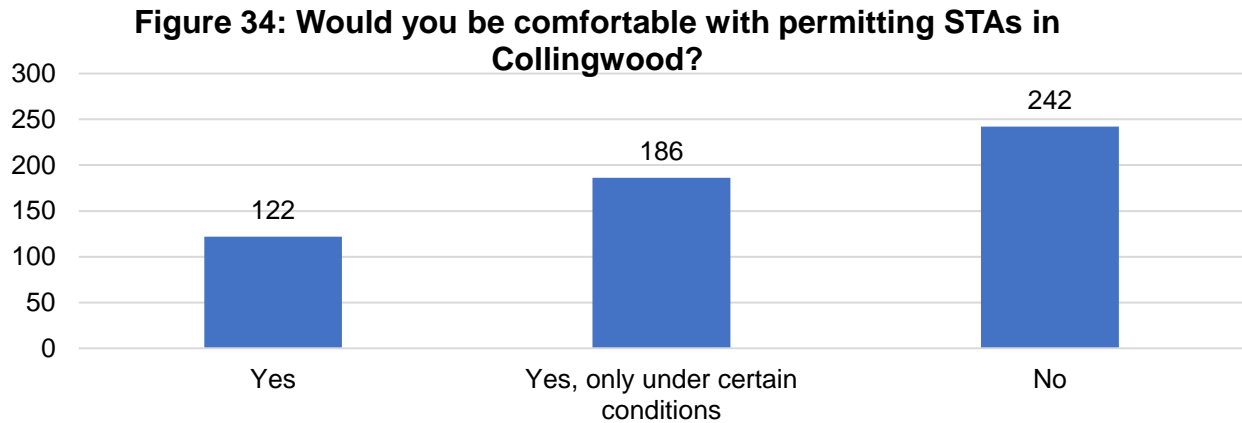


Figure 35: What action do you think is needed for STAs in the Town of Collingwood? (Check all that apply)

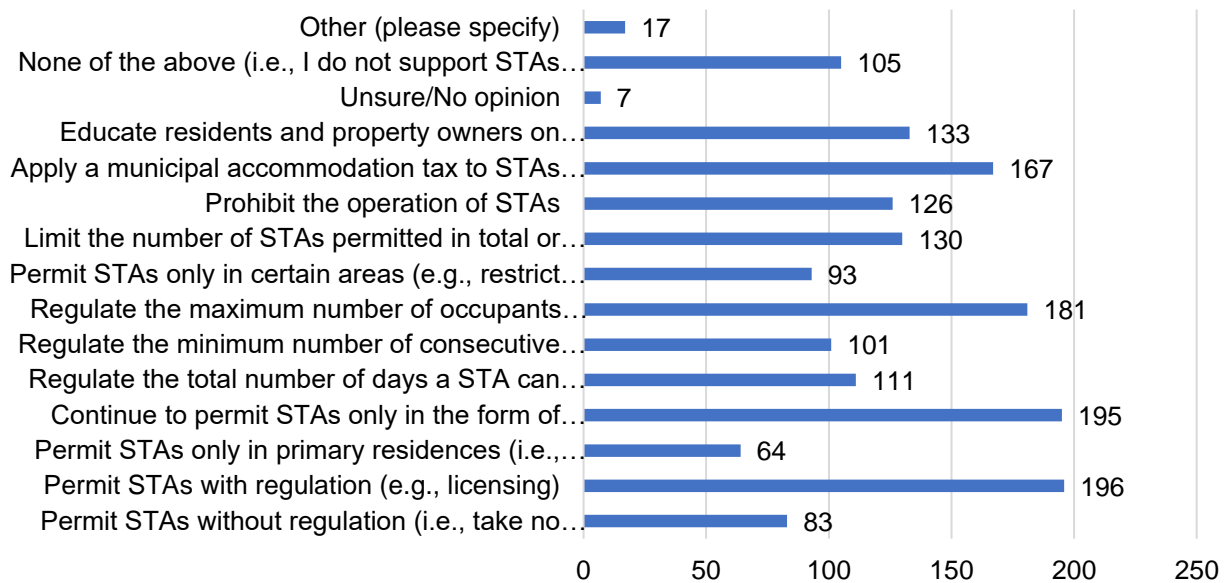


Figure 35 above highlights the actions respondents indicated the Town should take to address STAs. "Permit STAs with regulation (e.g., licensing)" was the highest selected option by 196 respondents, closely followed by "continue to permit STAs only in the form of bed and breakfasts (i.e., host must reside in the rental property during the rental period)" chosen by 195 respondents. Other responses receiving more than 150 votes include "regulate the maximum

number of occupants permitted within a STA" (181 respondents) and "apply a municipal accommodation tax to STAs operating in Town" (167 respondents).

In addition, some respondents specified other actions the Town could take to address STAs, such as prohibiting STAs in certain dwelling types (e.g., townhouses and condominiums), ensuring regulations are clear and enforceable and, if permitted, annually reviewing the number of STA licences issued in relation to the housing market.

The survey also asked respondents to indicate their top three preferences in ranking order (i.e., 1 = the most important action, 2 = the second most important action, and 3 = the third most important action) based on the same question and responses in Figure 35.

Figure 36 illustrates the **top 3 actions identified by residents** to address STAs:

- Of residents who ranked the **most important action** to address STAs in Town, 24% of residents selected "permit STAs with regulation (e.g., licensing)" (117 respondents), followed by 19% (91 respondents) who indicated "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)," and 16% (78 respondents) who indicated "prohibit the operation of STAs."
- Of residents who ranked the **second most important action** to address STAs, 15% of residents selected "regulate the maximum number of occupants permitted within a STA" (59 respondents), followed by 12% (47 respondents) who indicated "continue to permit STAs only in the form of bed and breakfasts" and 11% (43 respondents) who indicated "apply a municipal accommodation tax to STAs operating in Town."
- Of residents who ranked the **third most important action** to address STAs, 16% of residents selected "apply a municipal accommodation tax" (50 respondents), followed by 14% (45 respondents) who selected "regulate the maximum number of occupants permitted within a STA," and 10% (32 respondents) who selected "limit the number of STAs permitted in total or in a geographical area (e.g., density)"
- **In total**, 16% of residents (173 respondents) ranked "permit STAs with regulation (e.g., licensing)" as the most important action to address STAs in Town, followed by 14% (156 respondents) who ranked "continue to permit STAs only in the form of bed and breakfasts" and around 10% for both "regulate the maximum number of occupants" (114 respondents) and "prohibit the operation of STAs" (113 respondents).

Figure 37 illustrates the **top 3 actions identified by property owners** to address STAs:

- Of property owners who ranked the **most important action** to address STAs in Town, 33% of property owners selected "permit STAs without regulation (i.e., take no action, rely on existing by-laws such as noise and parking)" (9 respondents), followed by 30% (8 respondents) who selected "permit STAs with regulation (e.g., licensing)" and 7% (2 respondents) for both "regulate the minimum number of consecutive nights a STA is rented" and "none of the above (i.e., I do not support STAs operating in residential neighbourhoods)."
- Of property owners who ranked the **second most important action** to address STAs, 22% of property owners (5 respondents) selected both "permit STAs without regulation" and "permit STAs with regulation," and 9% (2 residents) for both "regulate the minimum number of consecutive nights a STA is rented" and "apply a municipal accommodation tax to STAs operating in Town."

- Of property owners who ranked the **third most important action** to address STAs, 35% of property owners (7 respondents) selected "educate residents and property owners on local by-laws, how to be a good neighbour, etc.", followed by 15% (3 respondents) who selected "regulate the maximum number of occupants permitted within a STA" and 10% (2 respondents) for both "permit STAs with regulation" and "apply a municipal accommodation tax."
- **In total**, 22% of property owners ranked "permit STAs without regulation" (14 respondents), followed by 17% (11 respondents) who selected "permit STAs with regulation" and 14% (9 respondents) who selected "educate residents and property owners on local by-laws, how to be a good neighbour, etc."

Figure 38 illustrates the **overall top 3 actions identified** to address STAs:

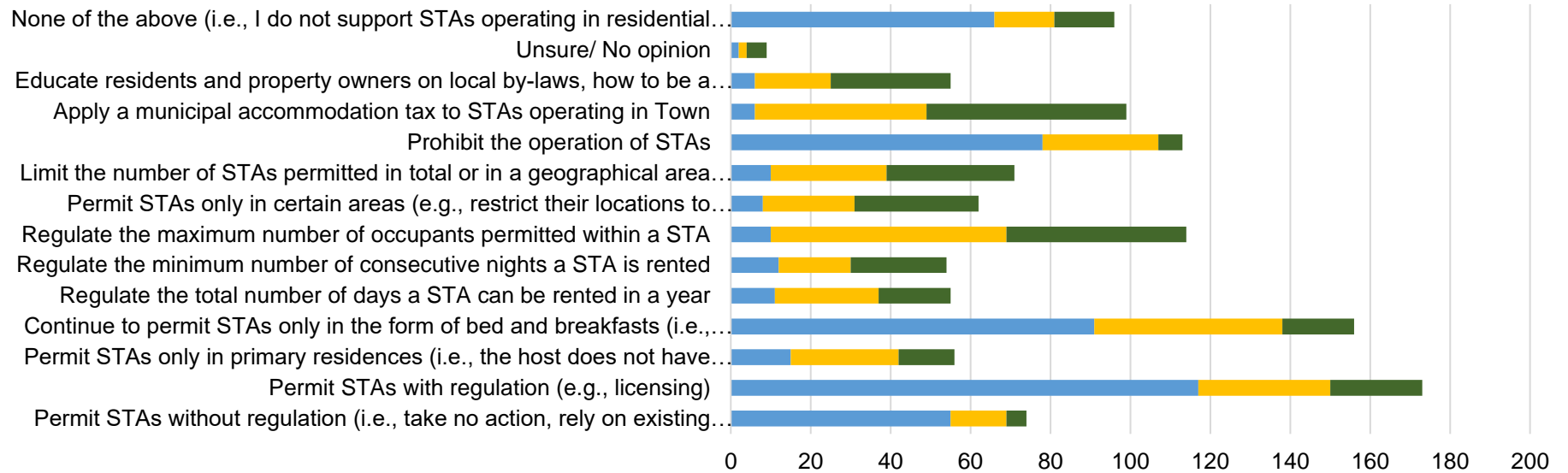
- Of respondents who ranked the **most important action** to address STAs in Town, 24% (125 respondents) selected "permit STAs with regulation (e.g., licensing)," followed by 18% (91 respondents) who selected "continue to permit STAs only in the form of bed and breakfasts (i.e., host must reside in the rental property during the rental period)," and 15% (79 respondents) who indicated "prohibit the operation of STAs."
- Of respondents who ranked the **second most important action** to address STAs, 15% (60 respondents) indicated "regulate the maximum number of occupants permitted within a STA," followed by 12% (48 respondents) who indicated "continue to permit STAs only in the form of bed and breakfasts" and 11% (45 respondents) who indicated "apply a municipal accommodation tax to STAs operating in Town."
- Of respondents who ranked the **third most important action** to address STAs, 15% (52 respondents) selected "apply a municipal accommodation tax," followed by 14% (48 respondents) who selected "regulate the maximum number of occupants," and 11% (37 respondents) who selected "educate residents and property owners on local by-laws, how to be a good neighbour, etc."
- The following is a breakdown of the **total responses**:
 - **14.7%** (184 respondents) selected "permit STAs with regulation (e.g., licensing)";
 - **12.6%** (157) selected "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)";
 - **9.5%** (119) selected "regulate the maximum number of occupants permitted within a STA";
 - **9.1%** (114) selected "prohibit the operation of STAs";
 - **8.2%** (103) selected "apply a municipal accommodation tax to STAs operating in Town";
 - **7.8%** (98) selected "none of the above (i.e., I do not support STAs operating in residential neighbourhoods)";
 - **7.0%** (88) selected "permit STAs without regulation (i.e., take no action, rely on existing by-laws such as noise and parking)";
 - **5.8%** (72) selected "limit the number of STAs permitted in total or in a geographical area (e.g., density)";
 - **5.1%** (64) selected both "permit STAs only in certain areas (e.g., restrict their locations to specific zones)" and "educate residents and property owners on local by-laws, how to be a good neighbour, etc.";
 - **5.0%** (62) selected "permit STAs only in primary residences (i.e., the host does not have to be on-site during rental period)";

- **4.7%** (59) selected "regulate the minimum number of consecutive nights a STA is rented";
- **4.6%** (57) selected "regulate the total number of days a STA can be rented in a year"; and
- **0.7%** (9) selected "unsure/ no opinion."

It is evident that this is a divided issue, with strong opinions supporting the various approaches that the Town could adopt (e.g., regulate, status quo, prohibit, no regulation). However, there are more respondents in agreement with generally allowing STAs than not. The level of agreement was highest for permitting STAs with regulation (e.g., licensing). This aligns with residents' preferences, but not property owners who preferred allowing STAs without regulation (i.e., relying on other existing by-laws). Nevertheless, it is evident that survey respondents preferred some action to regulate STAs.

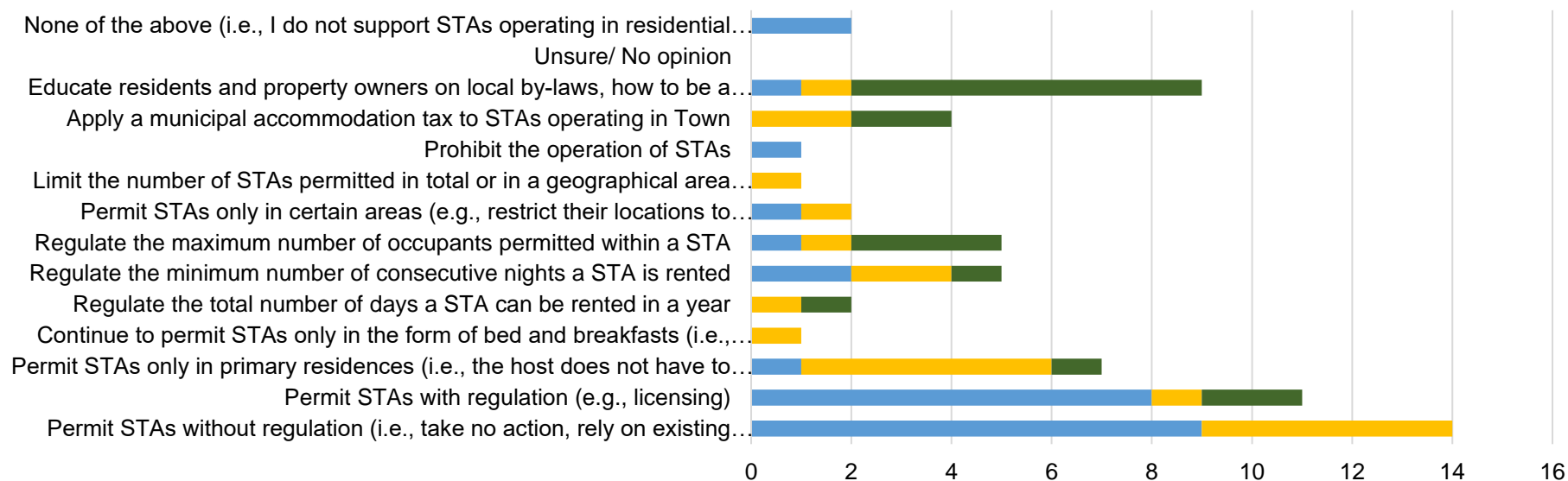
Perspectives on the regulation of STRs varied widely. However, despite mixed opinions, there was a common understanding respecting the need for STR regulation and management.

Figure 36: What action do you think is needed for STAs in the Town of Collingwood? (Residents)



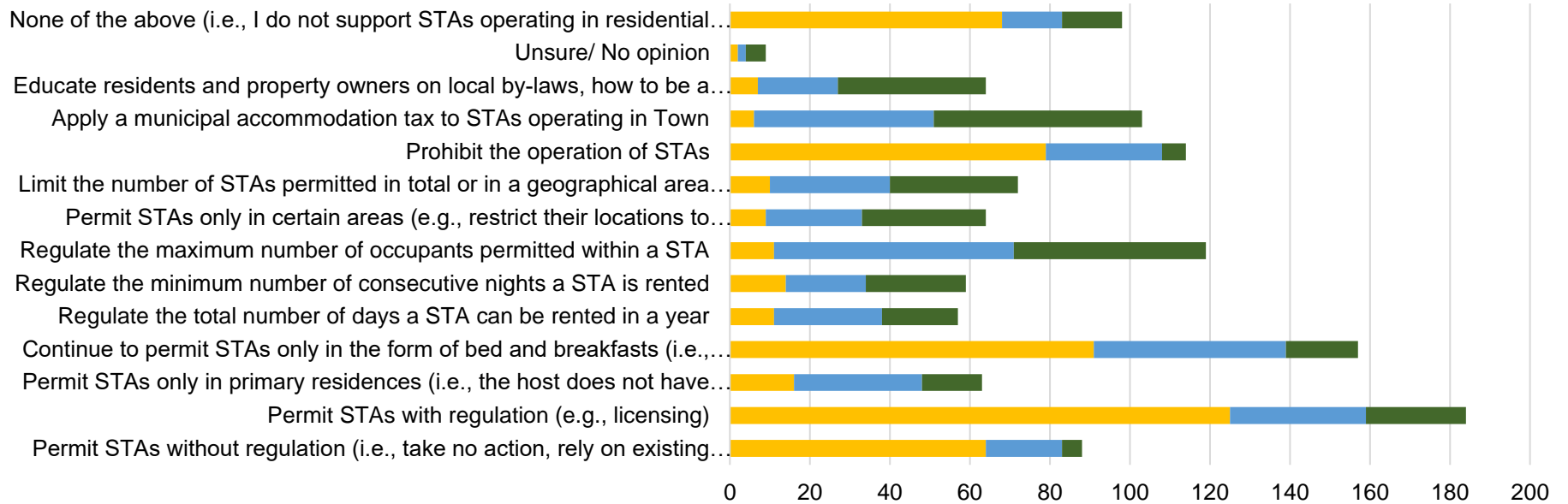
	Permit STAs without regulation (i.e., take no action, rely on existing by-laws such as noise and parking)	Permit STAs with regulation (e.g., licensing)	Permit STAs only in primary residences (i.e., the host does not have to be onsite during rental period)	Continue to permit STAs only in the form of bed and breakfasts (i.e., host must reside in the rental property during the rental period)	Regulate the total number of days a STA can be rented in a year	Regulate the minimum number of consecutive nights a STA is rented	Regulate the maximum number of occupants permitted within a STA	Permit STAs only in certain areas (e.g., restrict their locations to specific zones)	Limit the number of STAs permitted in total or in a geographical area (e.g., density)	Prohibit the operation of STAs	Apply a municipal accommodation tax to STAs operating in Town	Educate residents and property owners on local by-laws, how to be a good neighbour, etc.	Unsure/ No opinion	None of the above (i.e., I do not support STAs operating in residential neighbourhoods)
1	55	117	15	91	11	12	10	8	10	78	6	6	2	66
2	14	33	27	47	26	18	59	23	29	29	43	19	2	15
3	5	23	14	18	18	24	45	31	32	6	50	30	5	15

Figure 37: What action do you think is needed for STAs in the Town of Collingwood? (Property Owners)



	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 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)	Regulate the total number of days a STA can be rented in a year	Regulate the minimum number of consecutive nights a STA is rented	Regulate the maximum number of occupants permitted within a STA	Permit STAs only in certain areas (e.g., restrict their locations to specific zones)	Limit the number of STAs permitted in total or in a geographical area (e.g., density)	Prohibit the operation of STAs	Apply a municipal accommodation tax to STAs operating in Town	Educate residents and property owners on local by-laws, how to be a good neighbour, etc.	Unsure/ No opinion	None of the above (i.e., I do not support STAs operating in residential neighbourhoods)
■ 1	9	8	1	0	0	2	1	1	0	1	0	1	0	2
■ 2	5	1	5	1	1	2	1	1	1	0	2	1	0	0
■ 3	0	2	1	0	1	1	3	0	0	0	2	7	0	0

Figure 38: What action do you think is needed for STAs in the Town of Collingwood?



	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 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)	Regulate the total number of days a STA can be rented in a year	Regulate the minimum number of consecutive nights a STA is rented	Regulate the maximum number of occupants permitted within a STA	Permit STAs only in certain areas (e.g., restrict their locations to specific zones)	Limit the number of STAs permitted in total or in a geographical area (e.g., density)	Prohibit the operation of STAs	Apply a municipal accommodation tax to STAs operating in Town	Educate residents and property owners on local by-laws, how to be a good neighbour, etc.	Unsure/ No opinion	None of the above (i.e., I do not support STAs operating in residential neighbourhoods)
1	64	125	16	91	11	14	11	9	10	79	6	7	2	68
2	19	34	32	48	27	20	60	24	30	29	45	20	2	15
3	5	25	15	18	19	25	48	31	32	6	52	37	5	15

Written Feedback

In addition to the survey questions discussed throughout this analysis, there were two opportunities for respondents to provide written feedback (i.e., open-ended responses) to the following questions:

1. Are there any other standards you feel should be considered for STAs?
2. Do you have any additional comments you would like to share about STAs?

Many survey respondents took the time to provide further insights into their thoughts and opinions on how the Town should address STAs – the first question received 212 responses, and the second, 302 responses (collectively totalling 514).

A thematic analysis was performed on the aggregate data, which was reviewed in detail. Each response was coded based on keywords/statements and expressed sentiments. Coding all qualitative data produced seven major theme areas and various sub-themes, outlined below and discussed in greater detail in this section.

1- Sentiments for permitting STAs

- Unsupportive
- Supportive
- Supportive with conditions

2 - Benefits

- Provides supplement income (e.g., to pay mortgage, offset the cost of living)
- Offers an alternative accommodation
- Promotes local tourism/visitor spending and local economic prosperity

3 - Concerns

- Lack of affordable housing/long-term rentals
- STA impact on long-term rental supply/housing availability
- Negative neighbourhood impacts (i.e., nuisances, parking, property maintenance, etc.)
- Safety/privacy concerns
- Unfair competition for other tourist lodgings (e.g., bed and breakfasts, hotels, motels)
- Negative experiences with long-term renters/concerns with the *Residential Tenancy Act*

4 - Approaches

- Licence STAs
- Status Quo (i.e., permit STAs only in the form of bed and breakfasts)
- Prohibit STAs
- No Action (i.e., rely on existing by-laws such as noise and parking)

5 - Other Regulatory Considerations

- Maximum number of occupants permitted within a STA
- Minimum number of days a STA is rented
- Maximum number of total days a STA is rented in a year
- Maximum number of licences/permits
- Permit STAs only in certain areas (e.g., restrict their locations to specific zones)
- Limit STAs to certain building types
- Limit the number of STAs permitted in total or in a geographical area (e.g., density)
- Owner occupied
- Limit STAs to primary residences
- Apply an accommodation tax to STAs

6 - Additional Standards

- Education (i.e., on local by-laws, how to be a good neighbour, etc.)
- Building & fire inspections
- Property maintenance requirements
- Health and safety requirements
- Registry of STA hosts
- Noise regulations
- Parking regulations

7 - Enforcement

- Desire for improved enforcement to address STA concerns
- Hire more by-law officers
- Fines/penalties for non-compliance
- Demerit system
- Code of conduct
- Responsible person

1 – Sentiments for permitting STAs

The first theme grouped respondents' sentiments toward permitting STAs in Town. Slightly more respondents expressed they did not support STAs operating in Town compared to those who expressed support for STAs operating in Town and those who expressed support for STAs operating but with additional conditions attached.

The lack of affordable housing/long term-rentals, neighbourhood issues (e.g., noise, parking, garbage), the need for improved enforcement, as well as unfair competition with existing tourist lodgings (e.g., hotels and motels) were among the concerns expressed by respondents who did not support permitting STAs.

- *"I do not feel they should be permitted at all."*
- *"I do not agree with them and do not want to see property owners take housing away for local working citizens."*

- *“Do not allow them, increase fines for those who break the law and keep our community safe.”*

Respondents who supported permitting STAs acknowledged the Town as a tourist destination, with STAs offering benefits to both residents and visitors. However, some residents also noted that STAs “are here to stay” and that they may find ways of continuing to operate illegally, even if the Town does not permit them.

- *“They have more benefits than negatives and this notion is not going away. We should embrace it.”*
- *“I am very excited to learn that the town is reviewing and considering STA accommodations to help the area that so many admire and respect thrive. It is an indication that we are moving towards a more difficult draw and inclusive community, beyond the opinions of just legacy owners. It is a step forward that will afford the town the opportunity to flourish.”*
- *“STA's are here to stay, as they should be. If managed responsibly they add substantially to the fabric of the community. My experiences, both as a guest and a host, have been entirely positive.”*

Some respondents expressed support for STAs but indicated that regulation and enforcement of STAs are needed to support full-time residents and to protect the community from neighbourhood issues that may accompany STAs, such as noise and parking.

- *“I think STAs have a lot of advantages and can be beneficial for the town of Collingwood. However, with that being said, rules and regulations are needed to accommodate and support those who are full time residents.”*
- *“I have used STAs in North America and Europe and prefer them over hotels in many cases, however there needs to be some regulation and enforcement of noise and parking violations with penalties to the owner if repeated offences including loss of license.”*
- *“Although not totally in favour I realize they, STAs are here to stay However, I feel the town must establish a process i.e. licensing and an enforcement mechanism of the regulations, rules i.e. health, safety, noise etc., that is actually applied not simply provide lip service. A moderate licensing fee yes but not in favour of a municipal tax as I feel owners of STAs may then look for ways to circumvent the whole process.”*

2 – Benefits of STAs

The second theme grouped benefits identified by respondents. The ability for STA hosts to earn supplemental income was noted as the most frequent benefit by respondents as it can provide a source of income for residents to afford their mortgage in a time of rising housing/interest rates. STAs were also frequently recognized as offering an alternative form of accommodation needed to promote local tourism and encourage economic prosperity.

- *“I feel they promote tourism and give people a nice alternative to hotels, especially when travelling as a family. It also provides income to the hosts, which in turn they can spend in their town as well as the tourism dollars.”*
- *“Provides additional disposable income for hosts ’ ... disposable income could be ‘supplemental income’. Some homeowners may need this additional income just to remain ‘home owners’.”*
- *“I think it is a great idea especially for investors in this type of market and economy-people are struggling all around and this allows for people to have more affordable options of living as well as promote a work/life balance for people who work remotely and like to travel to different places short term. It puts money back into the community and town and generates way more tourism which is money put back into Collingwood which is a very sought after place*

in the market. STA through websites like airbnb are also evolving which gives stricter rules for guests and allows hosts to attract the right guests who take care of the dwelling. They also promote Long terms stays over 30 days and a lot of ppl like this option as well. It nice to be able to have that balance. Personally have a unit in Collingwood which I rent long term-it would be nice to have the option of short term as well. I think its a win win."

- *"Professional common sense regulations aimed at targeting bad owners with increasing fines for bad rentals is the way to proceed. No need to keep rental bans that do not provide tourists with the accommodation choices they want in a post Covid era, deny the local economy to benefit, and allow home owners to earn additional revenue which should be a property right and instead introduce licensing regulations and enforce strongly the problem owners."*
- *"STA's are the future. Hotels are businesses - they routinely jack up pricing to ridiculous levels, are unclean, old, and expensive. There is a reason STAs have been so popular elsewhere, families prefer to be "at home" when they stay somewhere. They like the comfort of a couch, a kitchen, a bed, a sharing area for multiple people to make memories. Moreover, it provides a source of income for the ever increasing cost of housing in this country. Rising interest rates are making it even harder for a family to afford living where they currently are."*

3 – Concerns Relating to STAs

The third theme grouped concerns identified by respondents. The lack of affordable housing and negative neighbourhood impacts from STAs were the most frequent concerns noted by respondents.

Many respondents expressed concerns about the limited supply and affordability of long-term rentals and permanent housing in Town. Some suggested these issues be prioritized and addressed prior to STAs. The challenges residents and local businesses face due to the limited housing supply were also noted. On the other hand, some respondents acknowledged the need for affordable housing but were supportive of regulating STAs given their current existence and the potential to impact long-term rental supply if unmanaged.

- *"Overall I don't think they are terrible. As a renter however, I see the growing issue of not enough (inventory wise), and not enough affordable options for people who live in Collingwood full time. I do not think it is right that people from outside the town are benefiting from STA's, when people who live and work here and contribute to society are suffering and/or being pushed out of the town all together."*
- *"The lack of affordable housing is such an important issue in our community that we cannot afford to allow residential units to become basically hotels."*
- *"This is a difficult subject. There is a growing market for STA's. I am convinced they are not a solution to the shortage of long term affordable housing in Collingwood and that is where Council's first priority needs to be."*
- *"I feel we need to have balance in our housing. We need to support short term accommodation and we need more affordable housing. Taxing the short term accommodation industry should and use the money to enforce bylaw infractions that are a direct result of inconsiderate short term accommodation and to support affordable housing initiatives should help establish a better balance."*
- *"We need to get more rental housing stock back into the town of Collingwood. Far too many affordable apartments, duplex etc. have been converted to STA's. These inexpensive weekend party-palaces can ruin neighborhoods and our ability to house people who want to work in our town. These inexpensive places to stay don't affect my B&B business, we are a very different type of accommodation but they have drastically affected our community in other ways mentioned above."*

Noted neighbourhood impacts of STAs include parking, general nuisances (e.g., noise and garbage), property maintenance concerns, and the overall effect on the neighbourhood's character/sense of community. Several respondents were concerned about neighbourhood homes being converted into hotels and that guests/absentee hosts do not have the same level of respect for properties and the community as full-time residents. Respondents also raised safety concerns due to strangers in neighbourhoods and criminal activity.

- *“STA breed party seekers who visit properties without care for the comfort of full time homeowners. Our condo corp has endure numbers of horrible examples of noise, property damage, safety concerns, etc. Repealing the current bylaw is a terrible mistake. Condo corps are not qualified to deal with short term visitors and the problems left behind. CAM payments will surely rise because of short term tenants. Property damage and security guards are expensive, beside the noise pollution short term tenants usually create.”*
- *“We have had very bad experiences with the townhouse next door rented. The owners lied to the association who stayed there. Many young people showed up (over 20). They disturbed our peace/woke us up/were disrespectful of the neighbors/house used for large party/alcohol and drugs were used”*
- *“STA’s ruin neighbourhoods. You don’t get a community feel when homes are run as an STA rather than community members living in the house. It also drives the price of house up as people buy them as an investment opportunity. Safety also becomes an issue when groups of strangers are constantly coming in and out of a community they don’t care about.”*

Other respondents noted negative experiences with long-term rentals/tenants and issues created by the provincial *Residential Tenancies Act, 2006*. Some indicated a preference for renting short-term due to the guaranteed income online platforms offer and protections against some negative experiences of long-term rentals.

- *“STA’s can be a great thing for the community and the property owner. It will generate more revenue for everyone involved. Having been a long term landlord for many years and the trouble we encounter with unfit tenants and the process or lack of proper process to evict them - this seems like a better option to me. Long term rental units are depleting due to this, people work hard to own a secondary property but often lose in the end. STA’s provide for more places to go for accountability. You can get a damage deposit, the money is received upfront through these companies (Airbnb/vrbo), they also provide some insurance coverage for the owner.”*
- *“If landlords were more supported, there wouldn’t be a housing shortage. There are too many irresponsible, uncaring and abusive long-term tenants, who often get a year’s worth of accommodations for free, which sometimes bankrupts the landlord with loss of rent and also having to spend money on renovations after getting ripped off.”*
- *“Home owners need additional income, long term tenants destroy our property.”*

Further, some respondents expressed concern about the unfair competition STAs create for the traditional accommodation industry (i.e., hotels and motels) since they are subject to fewer regulatory requirements and do not currently collect or remit taxes.

- *“level the playing field- as it is you are penalizing the properties that are categorized for accomodation by giving illegal STA’s the ability to operate with no regulations.”*
- *“STA’s have contributed to property value inflation because of unfair tax treatment both property tax and income taxes.”*

- *“30 day rentals are the minimum I would support , STAs disrupt neighbourhoods take business away from hotels and other tax paying tourist businesses. Many STAs are part of the under ground economy and do not report income properly ...cash deals etc appears to be common.”*
- *“Equitable treatment of what are, at the end of the day, revenue generating businesses. Why should there be different rules for The Manor on Hume vs. someone renting out an apartment or condo? In each circumstance CRA looks at the revenue as income regardless of who the owner happens to be.”*

4 – Approaches/Potential Action to Address STAs

The fourth theme grouped respondents' suggestions on how the Town could address STAs going forward. Licensing was the most frequent approach recommended by respondents, followed by maintaining the status quo (i.e., no STAs for less than 30 days except for bed and breakfasts). Both approaches were often referenced alongside concerns for affordable housing/neighbourhood issues, suggestions for additional regulatory requirements and an interest in improved enforcement.

- *“This community has much to offer. Properly licensed STAs will allow visitors to stay closer to the downtown area, thus increasing revenue for local businesses and restaurants. It provides an alternative to staying at the mountain. Licensing Revenue to the town can offset the increase in maintaining and monitoring the process.”*
- *“Alternative forms of accommodation can be economically rewarding for the town if it is licensed and there is strict enforcement of non -licensed STR's. One major consideration when licensing is the requirement that the property has adequate parking and meets health and safety regulations.”*
- *“Maintain the existing 30 day minimum. I am a multiple property owner and fully support the existing bylaw. The town must encourage proper hotel and other accommodation owners! (I support long term multi month leasing ONLY)”*
- *“Please see my comments previous. As a multiple property owner I FULLY SUPPORT the existing by law (yes unusual!). Collingwood must maintain existing accommodation businesses and protect its character and charm!!!”*

Some respondents questioned the Town’s authority to regulate the right to manage their property and suggested that the Town take ‘no action’ or rely on existing by-laws (e.g., noise, parking, etc.). Respondents expressed concern that residents and visitors are being penalized by the current restrictions on STAs and that STAs are unfairly criticized for creating some community issues (e.g., the problems are larger than just STAs). Fewer respondents noted that the Town should outright prohibit STAs.

- *“Why should the municipality control what hard working people do with their property in order to create other sources of income for their family.”*
- *“The town should not have a say on what residents are allowed to do with their primary residence. Nor, should the poor experiences of some neighbours be the gauge by which all STAs are measured. The sharing economy is upon us. Collingwood needs to get with the times. I have stayed in STAs in many major cities worldwide. It has always been an excellent experience for both parties.”*
- *“Please put a plan in place to prohibit these STAs”*
- *“Prohibit STAs”*

5 – Other Regulatory Considerations for STAs

The fifth theme grouped other regulatory considerations suggested by respondents if STAs are permitted in Town.

Several respondents stated that STAs should not be allowed in residential neighbourhoods for many of the same concerns discussed under the third theme. In addition, restricting STAs to specific geographic locations (e.g., commercial zones only), to certain dwelling types (e.g., not in condominiums), and the number permitted within a particular area (e.g., density) were also noted.

- *“They should not be permitted in residential areas as they are too disruptive and lead to loss of enjoyment for home-owners.”*
- *“Commercial zones only. There is a reason that hotels are kept OUT of residential neighborhoods.”*
- *“Should only be permitted for single family/duplex homes. Not permitted in condos/apartment buildings/multi-dwelling units/etc.”*
- *“There should maybe be a limit to how many unit can be licenced on a street”*

Some respondents specified other considerations, including establishing occupancy limits, the total days a STA can be rented, the number of licences/permits, and maintaining a minimum number of days a STA can be rented.

- *“Regulate number of rooms/guest allowed in a STA as large groups result in parties and noisy behaviour”*
- *“I think owners who operate a STA should be required to report in advance for the upcoming year when they will be making their home available for short term rentals and have a limited number of days per year.”*
- *“Total number of units offered should be limited.”*
- *“Do not allow less than 2 week stays”*

Respondents also identified taxation as an important consideration to improve fairness/equity with traditional accommodation types as well as to generate revenue for the Town to offset any associated program costs (e.g., enforcement) and to dedicate towards other community priorities (e.g., affordable housing).

- *“Should be enough (small amount) of taxation and registration to offset appropriate by law enforcement costs. ONLY.”*
- *“If it’s habitable as a long-term rental and it’s being used for a STA, it should be expensive for the owner to make that choice - apply an occupancy tax and put that levy into an affordable housing accelerator fund for the town. Be specific about where those dollars are going.”*

Some respondents suggested permitting STAs in principal residences, recognizing that supplementary income from STAs may be necessary to support home ownership. Other respondents recommended the owner be present during the rental period (i.e., similar to the requirement for a bed and breakfast) due to problems that arise when the host does not live in the property. For example, it was explained that hosts who reside on the property might have a more significant stake in their relationships with neighbours and accountability to their property if issues arise.

- *“Please make regulations so non Collingwood residents can’t own STA’s within city limits. Our town is at a cross roads. Maintain character of the existing town, or allow Collingwood to be another place solely based on rental properties.”*

- *“Allowing STAs where the owner lives on property is a great option - way less noise, party, and garbage complaints plus it give home owners an opportunity to better afford the property.”*

6 – Additional Standards for STAs

The sixth theme grouped additional standards that the Town could consider if STAs are permitted.

Requirements regarding property maintenance, noise and parking were most frequently noted by respondents as other matters to enforce in order to minimize neighbourhood issues caused by STAs (as discussed under theme three).

- *“Property owners still need to be responsible for the continual upkeep of the exterior (ie. gardens, lawn, driveway)”*
- *“STAs should be licensed, confirm to basic rules of civility (eg. no parties or music after 11:00 pm and provide enough parking not to infringe on their neighbours).”*
- *“Minimum one month rentals discouraging short term party / noise/ property abuse situations”*

Respondents also frequently identified inspections (e.g., building and fire) and health and safety requirements as necessary standards to implement for STAs.

- *“Health and safety should be part of the licensing process. An inspection of the unit so it conforms with acceptable standards (windows in bsmt apt etc.) before a license is provided.”*
- *“There should be regular unannounced inspections of properties (inside and out) to ensure any guidelines/regulations are adhered to. There should be responsibility and accountability of owners to keep the property itself to a certain standard, otherwise it brings the property value down of the entire area.”*

Ensuring neighbours are notified of the location and clearly identifying for the community and prospective buyers where STAs are in Town were also suggested by several respondents. Some explained that clear communication/education on the rules around STAs in Town was also needed. Fewer respondents noted an interest in establishing a registry of STAs to assist with enforcement.

- *“Inform neighbours if there is an STA on the street and the option to report any offensive behaviour. Make clear, one offence by STRenters, STA will be delicensed and shut down.”*
- *“Finding a way to balance the positive impact of STAs to our tourism and local economy while protecting and respecting the needs and daily experience of full-time residents (both owners and rentals) is essential to making this work. Town regulations (which are communicated and enforced) are key.”*
- *“The municipality should have an STA registry whereby anyone renting their approved property, as per municipal by-laws, are identified and their contact information is available to bylaw officers for immediate resolution to any issues that may come up during a rental.”*

7 – Enforcement Considerations for STAs

The last theme grouped considerations relating to the enforcement of STAs.

There was a strong desire by many respondents to improve the enforcement of STAs in Town. Some responses identified the lack of current enforcement of by-laws as a priority. Others focused on the need to expand the Town’s capacity for enforcement and ability to address complaints (e.g., more by-law officers, 24/7 availability, hotline, proactive response) to achieve the desired level of enforcement.

Regardless of whether regulatory changes are adopted, there was a common understanding of the need for STA enforcement to ensure residents are not being adversely affected by the challenges of unregulated/mismanaged STAs.

- *“You might consider enforcing the current law that states none of these are legal.”*
- *“Yes... I think the town should spend more time enforcing the current bylaw and stop trying to figure out a way to increase revenues and accommodate individual interests.”*
- *“There must be proper enforcement of complaints. Bylaw enforcement must be available 7 days a week 24 hours a day not only during business hours. Infractions must be followed up. As a result of the transitory nature of occupants penalties not just warning must attach not only to then occupants but also to ownwrs. Any Town bylae must not override bylaws of Condominium Corporations and the Town must supply enforcement for this to be effective.”*
- *“Bylaw needs to enforce on a regular basis not just complaint basis. Owners are not adhering to law because it’s not enforced”*
- *“hire enforcement officers and follow up STA's when reported..ensure homeowners receive heavy fines for not following bylaws”*
- *“Part of the problem currently with STA bylaw is unfortunately their are no resources to control complaints on STA. Moving forward if STA are allowed more resources will need to be allocated to monitoring STA.”*
- *“Regulation is better than no regulation. But enforcement must be available. E.g. currently, fireworks by-law is pretty much unenforced as by-law officers don't work past dark. Calling OPP seems like a waste of resources.”*

Some respondents identified an interest in implementing fines/penalties to address compliance and neighbourhood issues resulting from complaints.

- *“I think there should be a system where host who continuously violate bylaws should not be allowed to host”*
- *“I feel that unless STA users pose a problem (noise, etc.) the less regulation the better. However, if there is an issue disturbing the neighbors, this must be dealt with swiftly with warnings, followed by appropriate fines, which may possibly be handled under current bylaws.”*
- *“Do not allow them, increase fines for those who break the law and keep our community safe”*

Other responses suggested guidelines for guests/renters to ensure requirements/by-laws are adhered to and that the STA host is held responsible for their property and impacts on neighbourhoods.

- *“guidelines for behavior of STA's”*
- *“In order to meet licensing requirements, rules for guests should be reviewed and an action plan for owner response to issues should be identified. For properties that are governed as part of the Niagara Escarpment Commission, request that regulations regarding STA are deployed to the county and not the NEC. Permits should have a demerit system. Multiple complaints by single neighbours need to be discounted (especially if no other complaints are received on the property).”*
- *“If you own a property but don't live in the area then you should have to hire a property manager to manage it. There should be a license attached to each property with the main point of contact. A main point of contact who is experienced in how to handle a complaints and minimize risks, liabilities and disturbances.”*



Short-Term Accommodations Survey

SURVEY RESPONSE REPORT

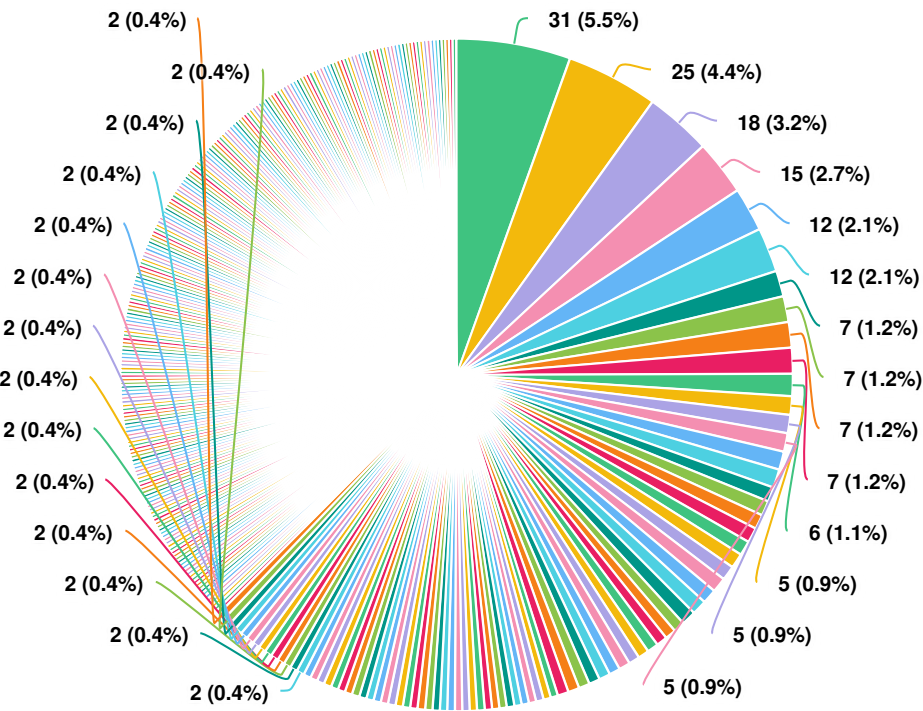
11 August 2022 - 30 September 2022

PROJECT NAME:

Short-Term Accommodations

REGISTRATION QUESTIONS

Q1 Postal Code (M8M 8M8 format required) As you start typing the postal code using the format indicated, the system uses predi...



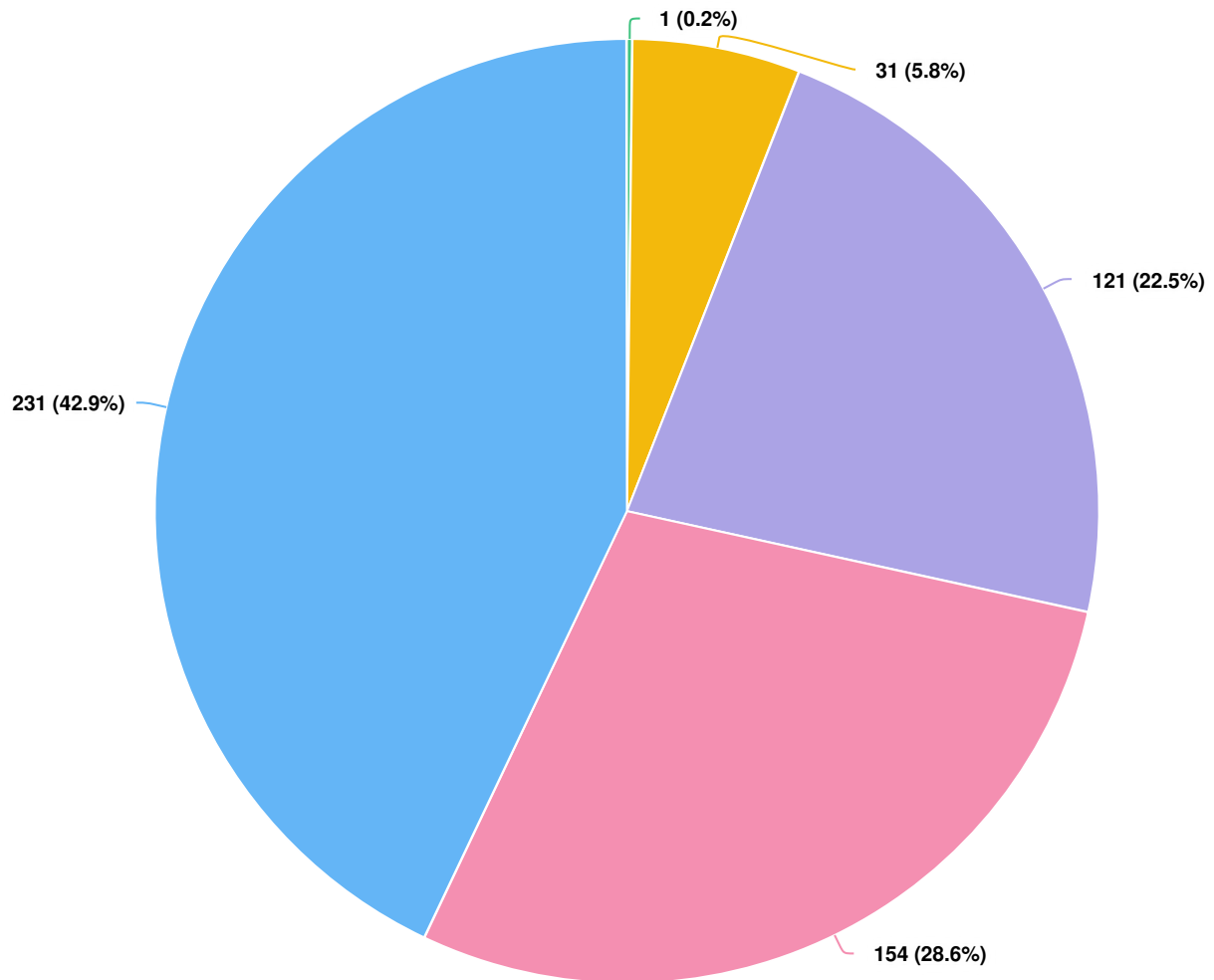
Question options

- Collingwood, ON, L9Y0X4
- Collingwood, ON, L9Y3Z1
- Collingwood, ON, L9Y1M5
- Collingwood, ON, L9Y3A1
- Collingwood, ON, L9Y4N8
- Collingwood, ON, L9Y5K8
- Nottawa, ON, L0M1P0
- Collingwood, ON, L9Y3M1
- Collingwood, ON, L9Y1H5
- Collingwood, ON, L9Y2X4
- Collingwood, ON, L9Y1X6
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- Collingwood, ON, L9Y5B4
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- Collingwood, ON, L9Y4W4
- Collingwood, ON, L9Y2X2
- Collingwood, ON, L9Y0E4

▲ 1/6 ▼

Mandatory Question (565 response(s))
Question type: Region Question

Q2 | Age Category



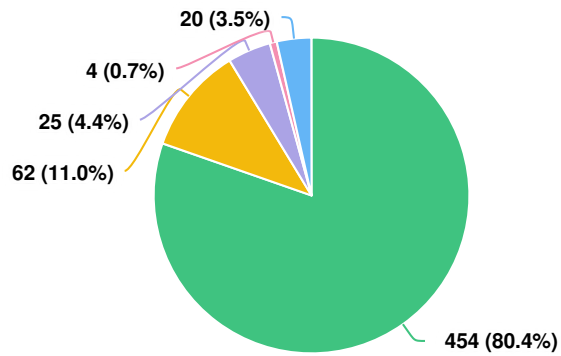
Question options

- 18 and under
- 19 - 30
- 31 - 45
- 46 - 60
- 61 +

Optional question (538 response(s), 27 skipped)
Question type: Dropdown Question

SURVEY QUESTIONS

Q1 Are you a resident of Collingwood?

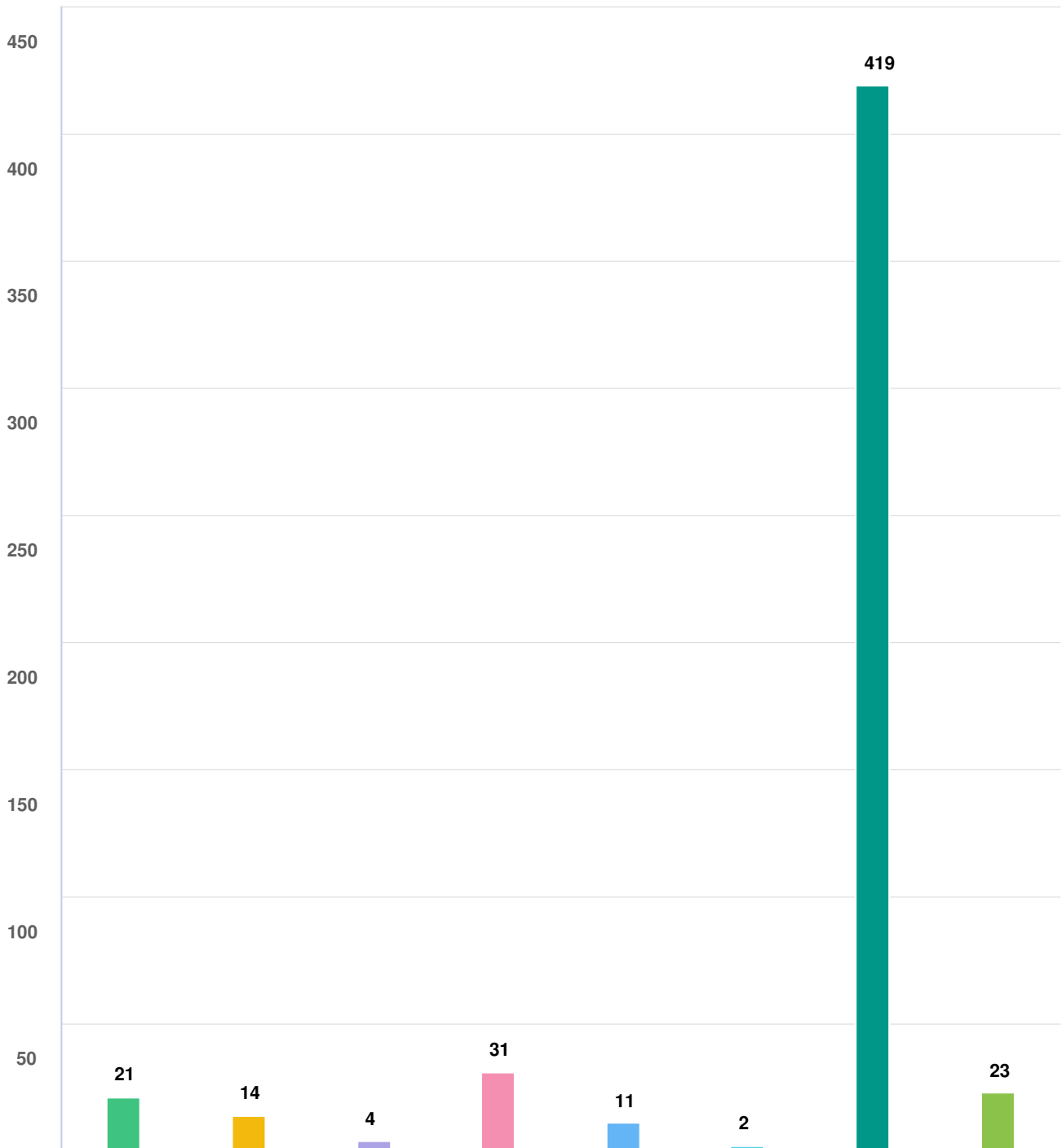


Question options

- Yes, I am a full-time resident
- Yes, I am a seasonal resident (e.g., you do not live here year-round)
- No, but I own residential property in Town
- No, but I own a business in Town
- No, I am a visitor

Mandatory Question (565 response(s))
Question type: Dropdown Question

Q2 If you own a business in Collingwood, which of the following best describes your business? (Check all that apply)

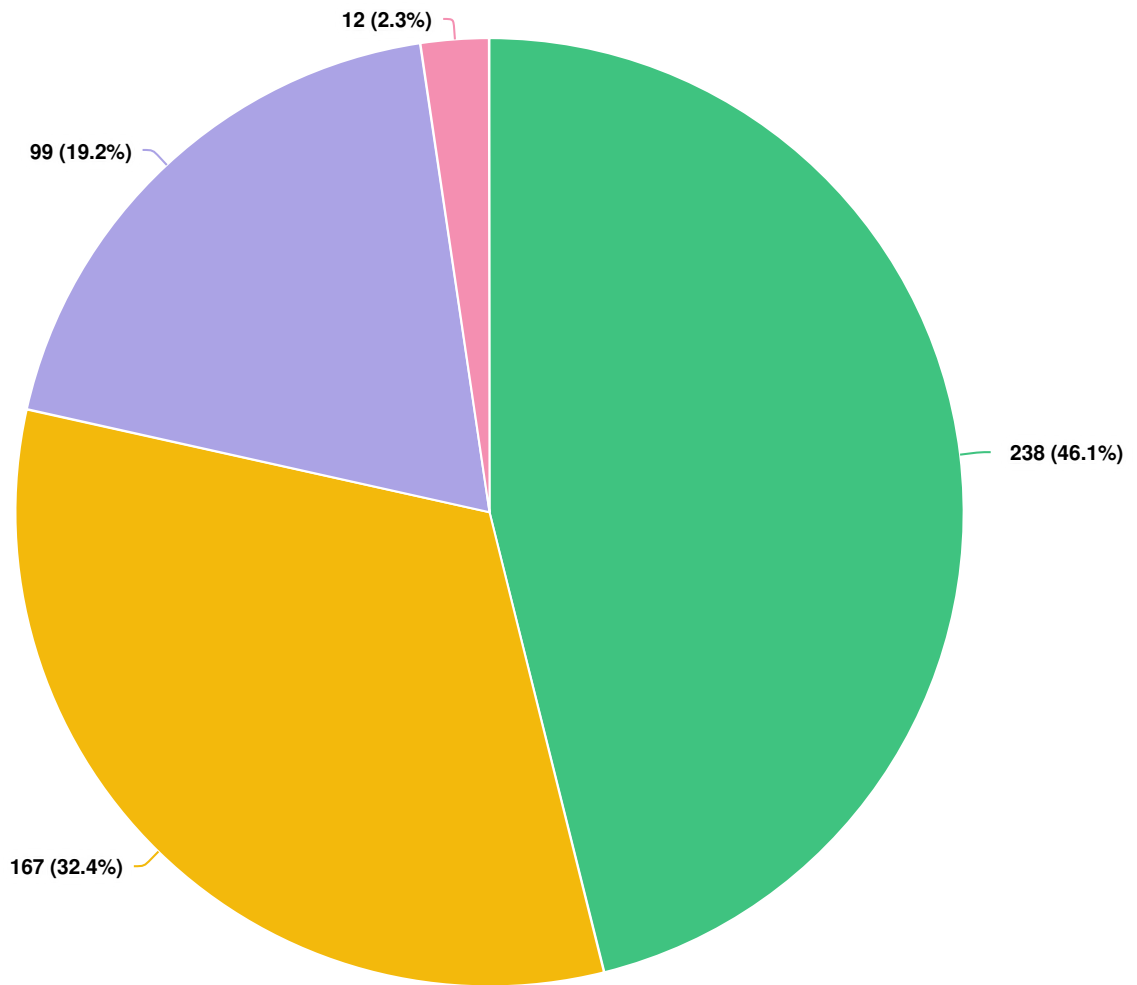


Question options

- Accommodations
- Contractors and Trades
- Food and Dining
- Professional Services
- Retail
- Travel and Transportation
- Not applicable (i.e., I am not a business owner in Collingwood)
- Other (please specify)

Mandatory Question (516 response(s))
 Question type: Checkbox Question

Q3 How familiar are you with STAs and online rental platforms (e.g., Airbnb, Vacation Rental by Owner [VRBO], HomeAway, Flipkey, etc.)?

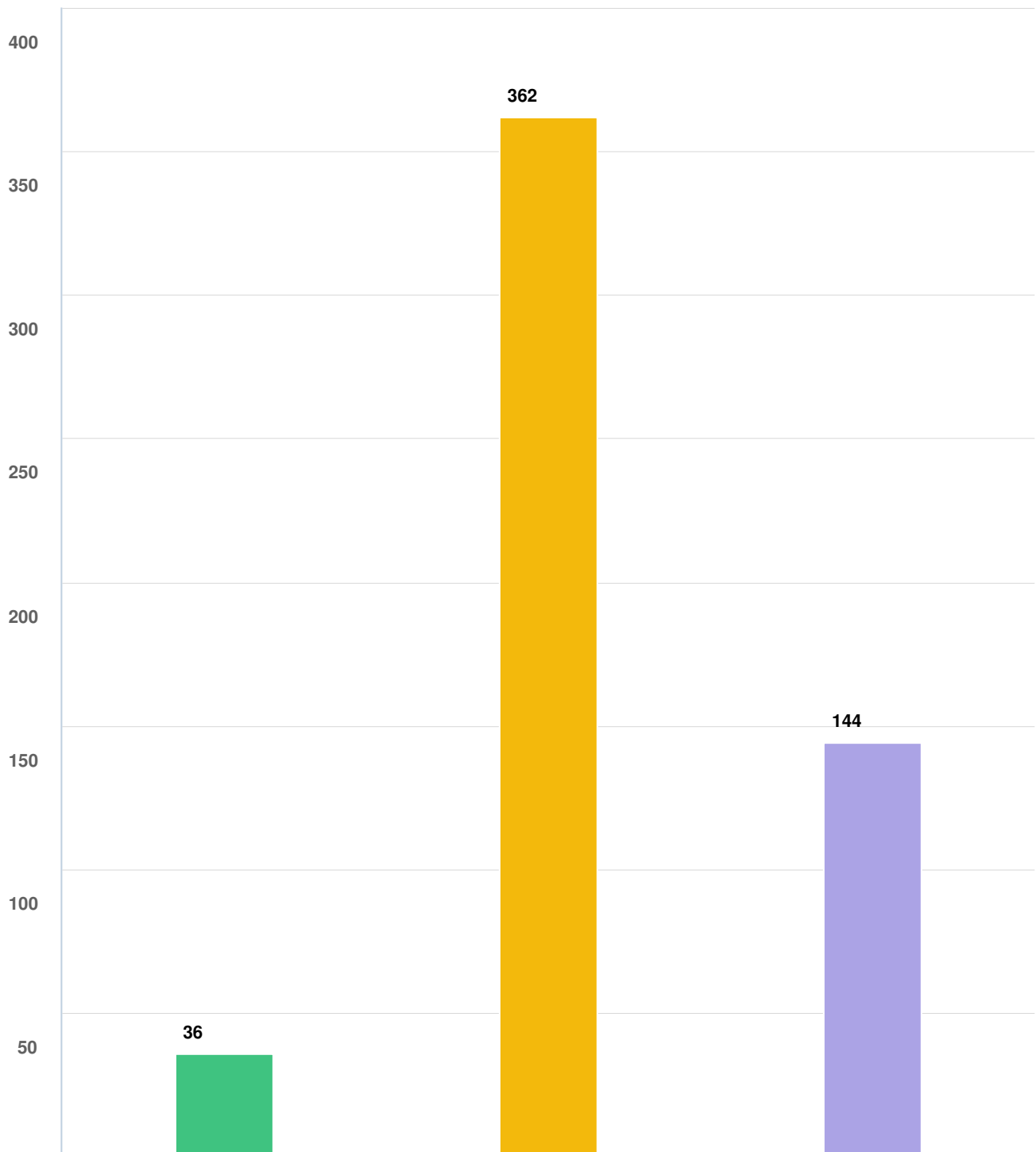


Question options

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

Mandatory Question (516 response(s))
Question type: Dropdown Question

Q4 Have you ever stayed as a guest at a STA in your travels? (Check all that apply)

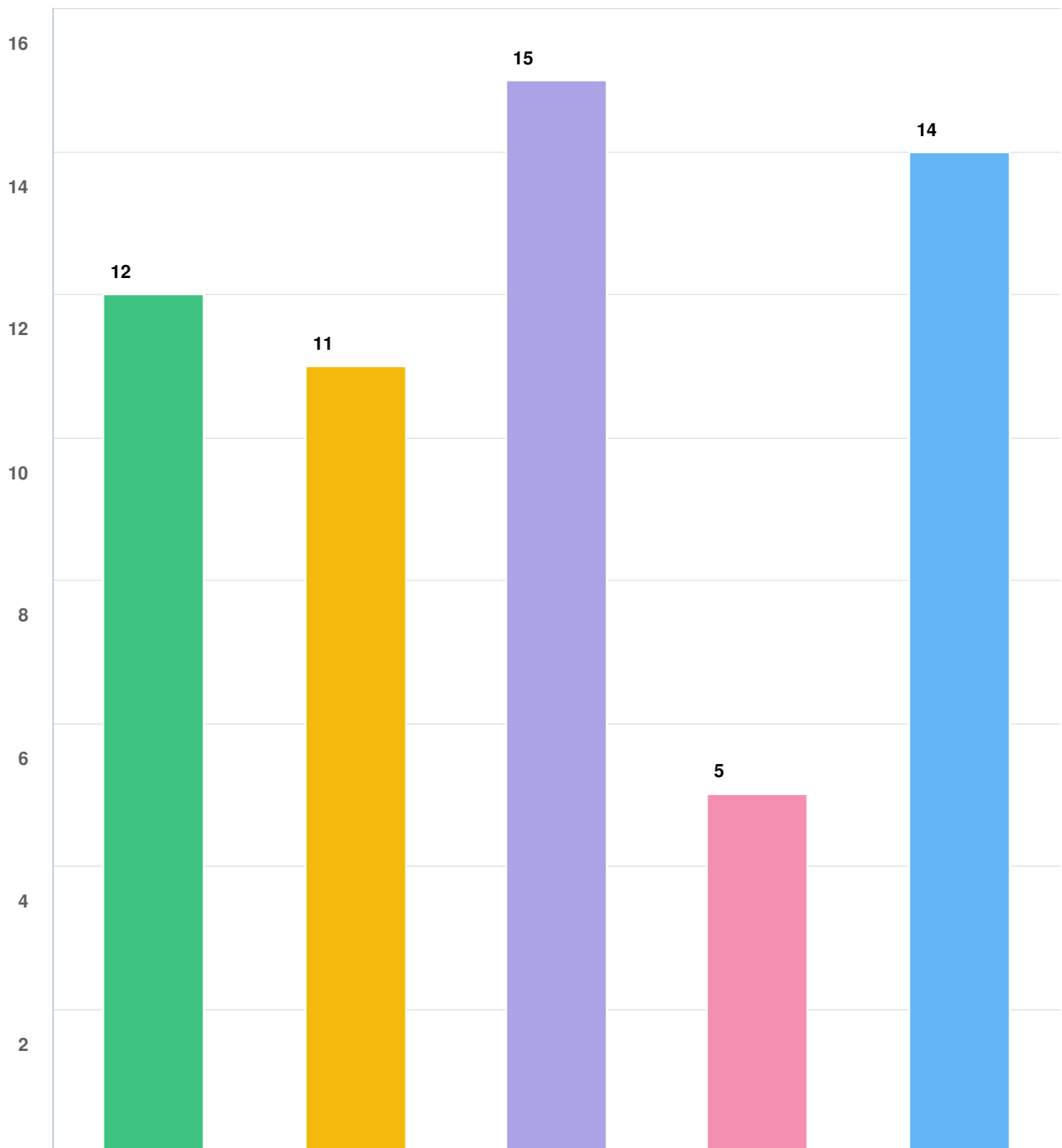


Question options

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

Mandatory Question (516 response(s))
Question type: Checkbox Question

Q5 What was the purpose of your stay in Collingwood? (Check all that apply)

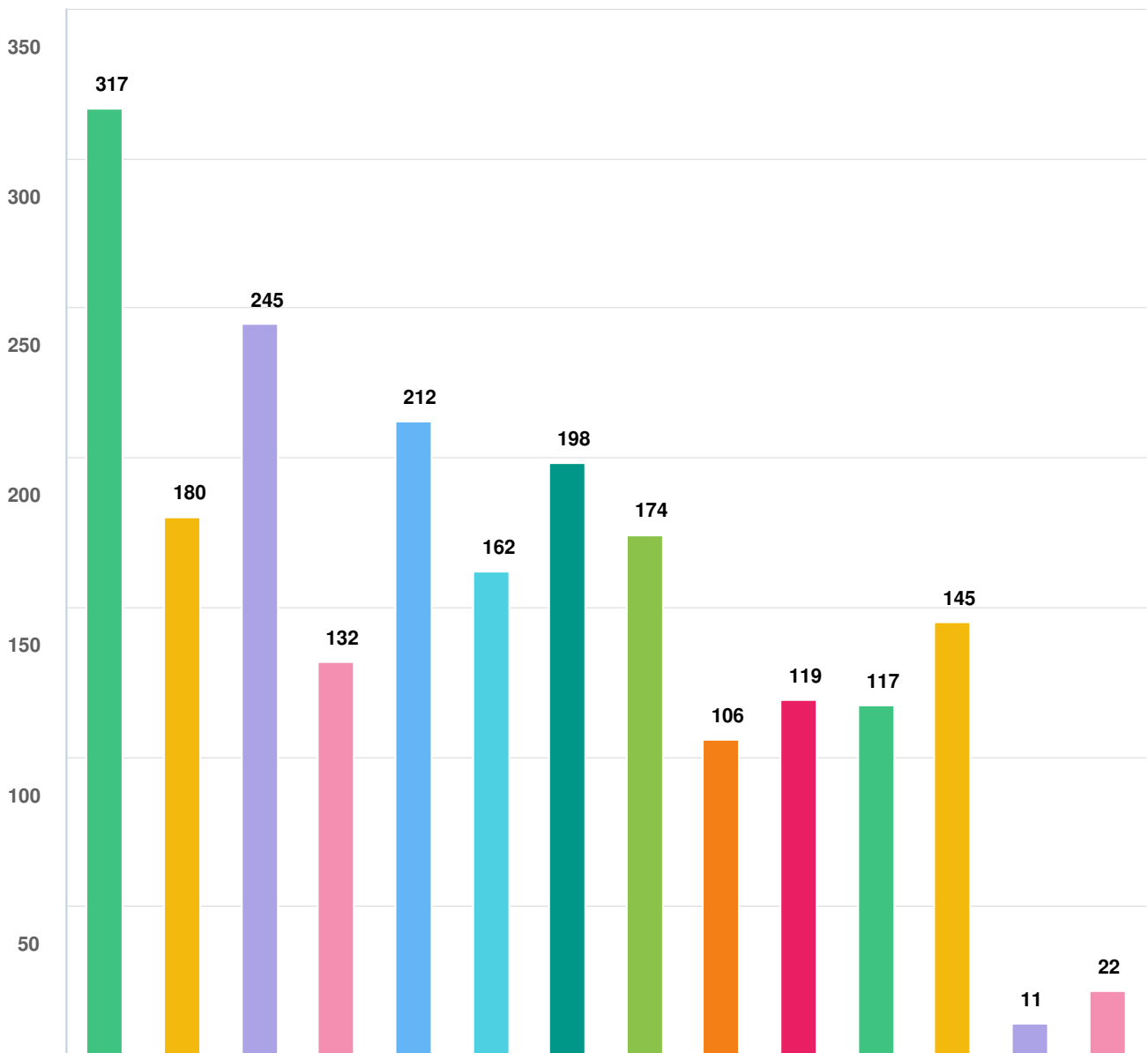


Question options

- Attending a special event (e.g., sports, concert, theatre, craft show, etc.)
- Visiting friends and/or family in Town (e.g., wedding)
- Site seeing
- Visiting neighbouring municipalities
- Other (please specify)

Mandatory Question (36 response(s))
 Question type: Checkbox Question

Q6 In your opinion, what are the benefits of STAs? (Check all that apply)



Question options

- Offers an alternative form of accommodation for tourists and visitors to the Town
- Offsets the cost of housing for residents
- Provides additional disposable income for hosts
- Makes use of underutilized residential dwellings/units
- Supports spending of tourist dollars at local businesses
- Offers a unique experience/quality of service
- Promotes local tourism
- Provides a landing place for those moving to the area or staying in Town for work
- Offers a cultural exchange between residents and visitors
- Allows access to advantageous locations
- Allows the Town to increase revenue through a municipal accommodation tax
- I do not feel there are any benefits
- Unsure
- Other (please specify)

Mandatory Question (516 response(s))
 Question type: Checkbox Question

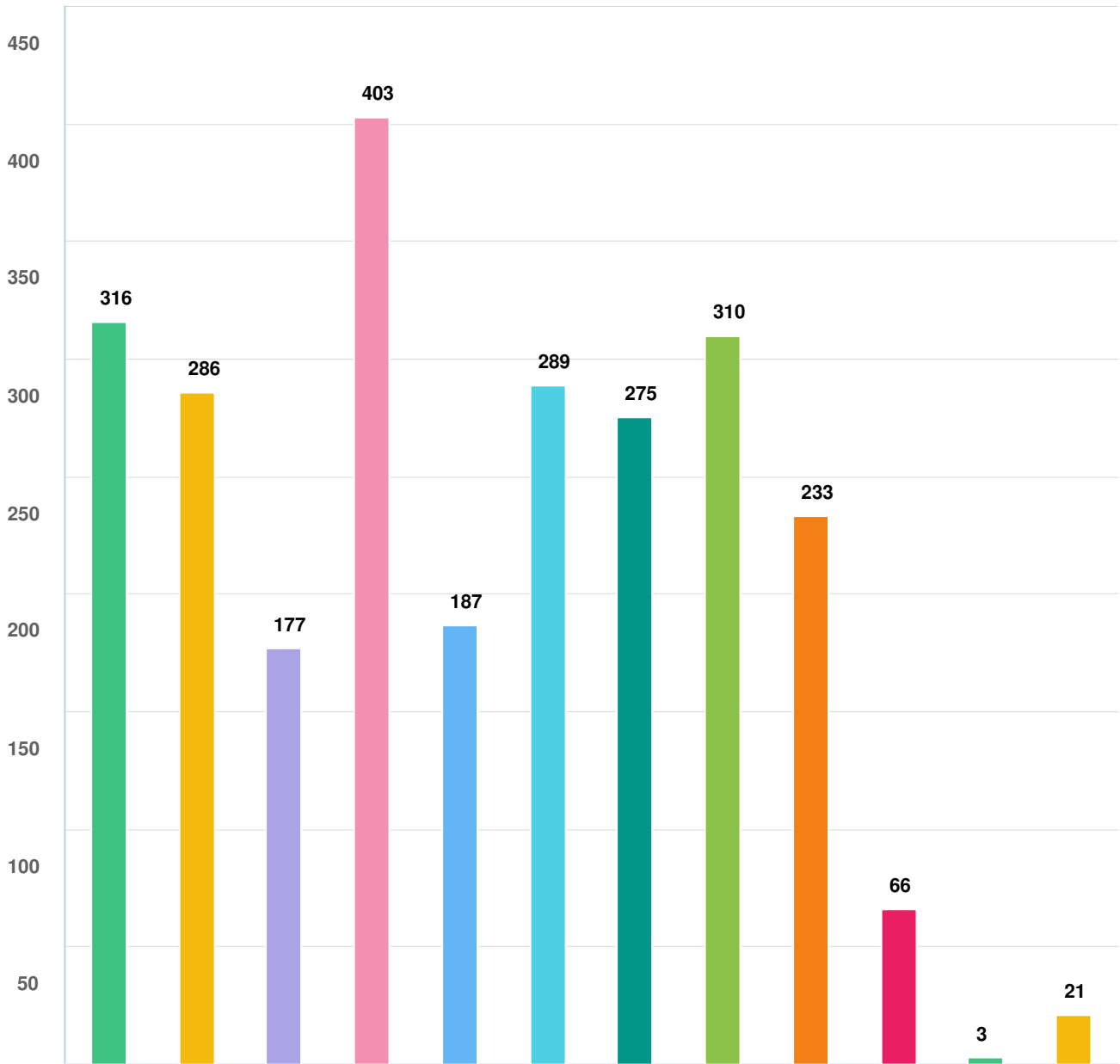
Q7 Please indicate your top 3 preferences in ranking order (i.e., 1 = the most important benefit, 2 = the second most important benefit, and 3 = the third most important benefit). If you answered that you "do not feel there are any benefits" or you ar...

OPTIONS	AVG. RANK
Offers an alternative form of accommodation for tourists and visitors to the Town	1.78
I do not feel there are any benefits	2.11
Offsets the cost of housing for residents	2.31
Provides additional disposable income for hosts	2.44
Supports spending of tourist dollars at local businesses	2.56
Promotes local tourism	2.98
Offers a unique experience/quality of service	3.55
Provides a landing place for those moving to the area or staying in Town for work	3.87
Allows the Town to increase revenue through a municipal accommodation tax	4.10
Makes use of underutilized residential dwellings/units	4.29
Allows access to advantageous locations	5.53
Unsure	6.03
Offers a cultural exchange between residents and visitors	6.17

Optional question (466 response(s), 99 skipped)

Question type: Ranking Question

Q8 In your opinion, what are the challenges relating to STAs? (Check all that apply)



Question options

- Reduces the inventory of units available for long-term rental/permanent housing
- Fewer affordable options for long-term rental/permanent housing
- Unfair competition for other tourist lodgings (e.g., bed-and-breakfasts, hotels, motels)
- Creates neighbourhood issues (e.g., noise, nuisance, parking, garbage, etc.)
- Health and safety concerns
- Loss of neighbourhood character
- Property maintenance concerns
- By-law enforcement resources needed
- Criminal behaviour/safety issues
- I do not feel there are any challenges
- Unsure
- Other (please specify)

Mandatory Question (516 response(s))
 Question type: Checkbox Question

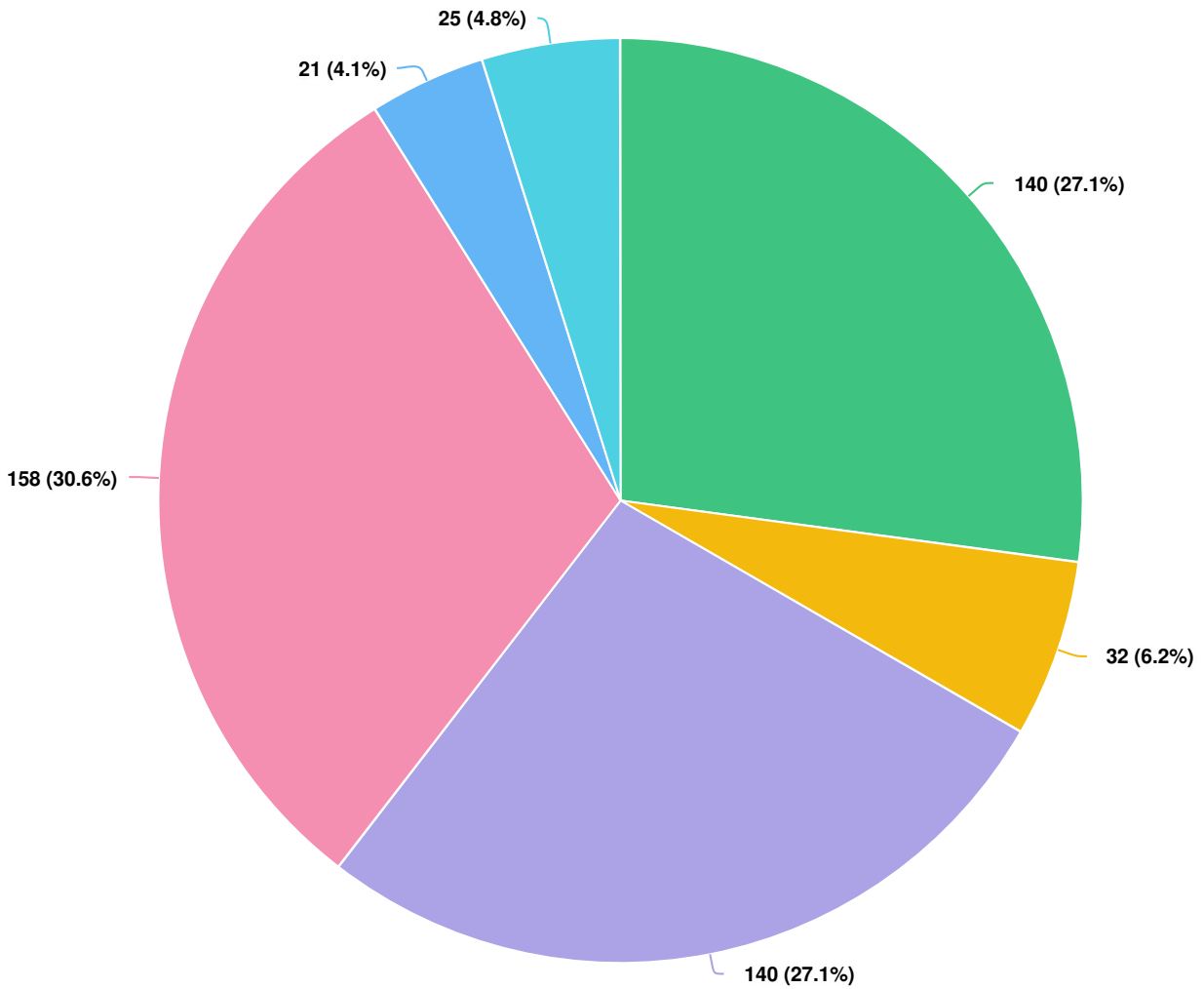
Q9 Please indicate your top 3 preferences in ranking order (i.e., 1 = the most significant challenge, 2 = the second most significant challenge, and 3 = the third most significant challenge). If you answered you "do not feel there are any challenges" ...

OPTIONS	AVG. RANK
Reduces the inventory of units available for long-term rental/permanent housing	1.79
Creates neighbourhood issues (e.g., noise, nuisance, parking, garbage, etc.)	1.83
Fewer affordable options for long-term rental/permanent housing	2.14
I do not feel there are any challenges	2.19
Loss of neighbourhood character	2.96
Property maintenance concerns	3.23
By-law enforcement resources needed	3.33
Health and safety concerns	3.56
Criminal behaviour/safety issues	3.78
Unfair competition for other tourist lodgings (e.g., bed-and-breakfasts, hotels, motels)	4.03
Unsure	5.78

Optional question (493 response(s), 72 skipped)

Question type: Ranking Question

Q10 Based on the map above, what area do you live in?

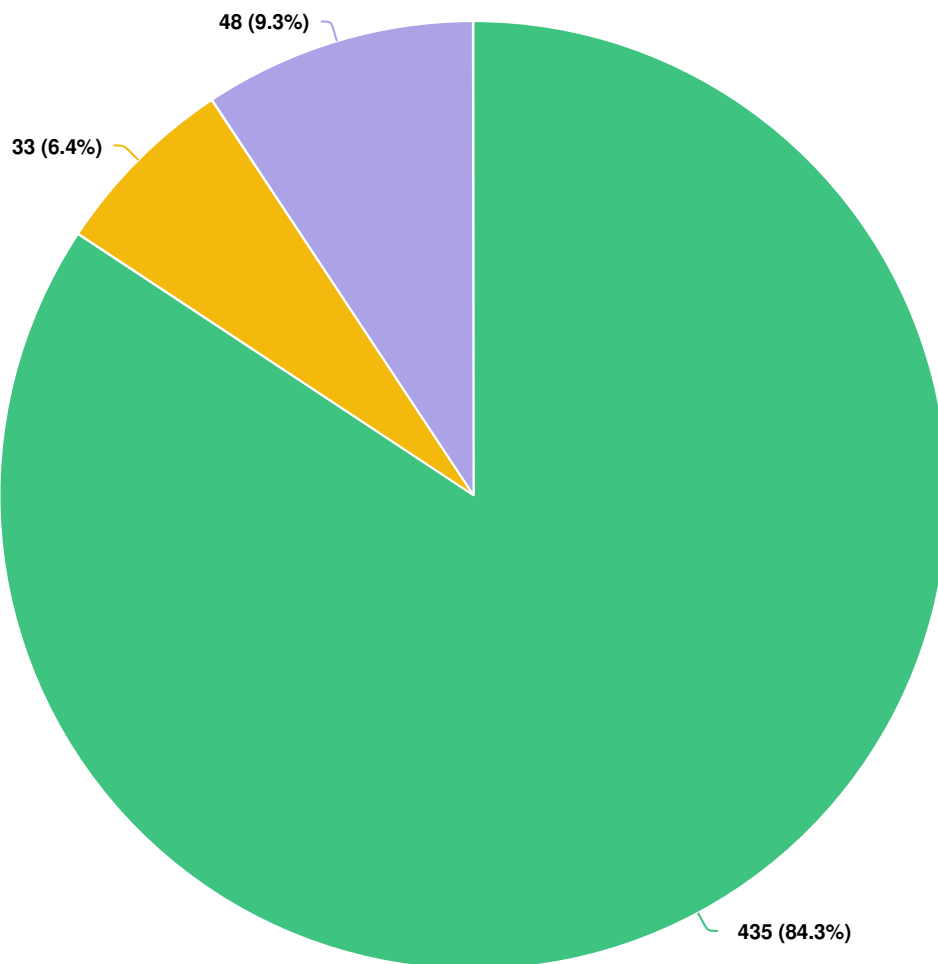


Question options

- 1 - North West
- 2 - South West
- 3 - Central North
- 4 - Central South
- 5 - North East
- 6 - South East

Mandatory Question (516 response(s))
Question type: Dropdown Question

Q11 | Do you own any residential property in Collingwood?

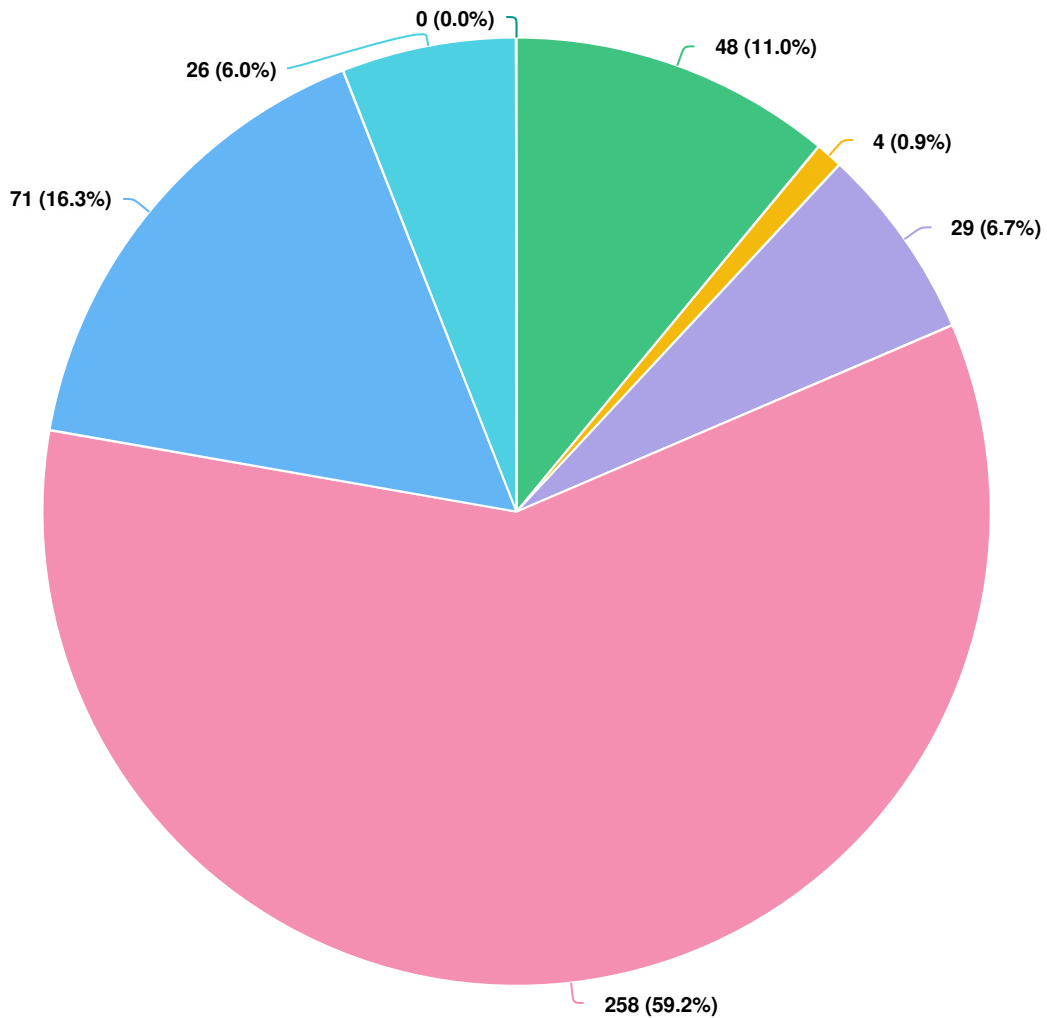


Question options

- Yes, I own one residential property
- Yes, I own multiple residential properties
- No (i.e., I rent, live with family, etc.)

Mandatory Question (516 response(s))
Question type: Dropdown Question

Q12 | What type of property do you own?

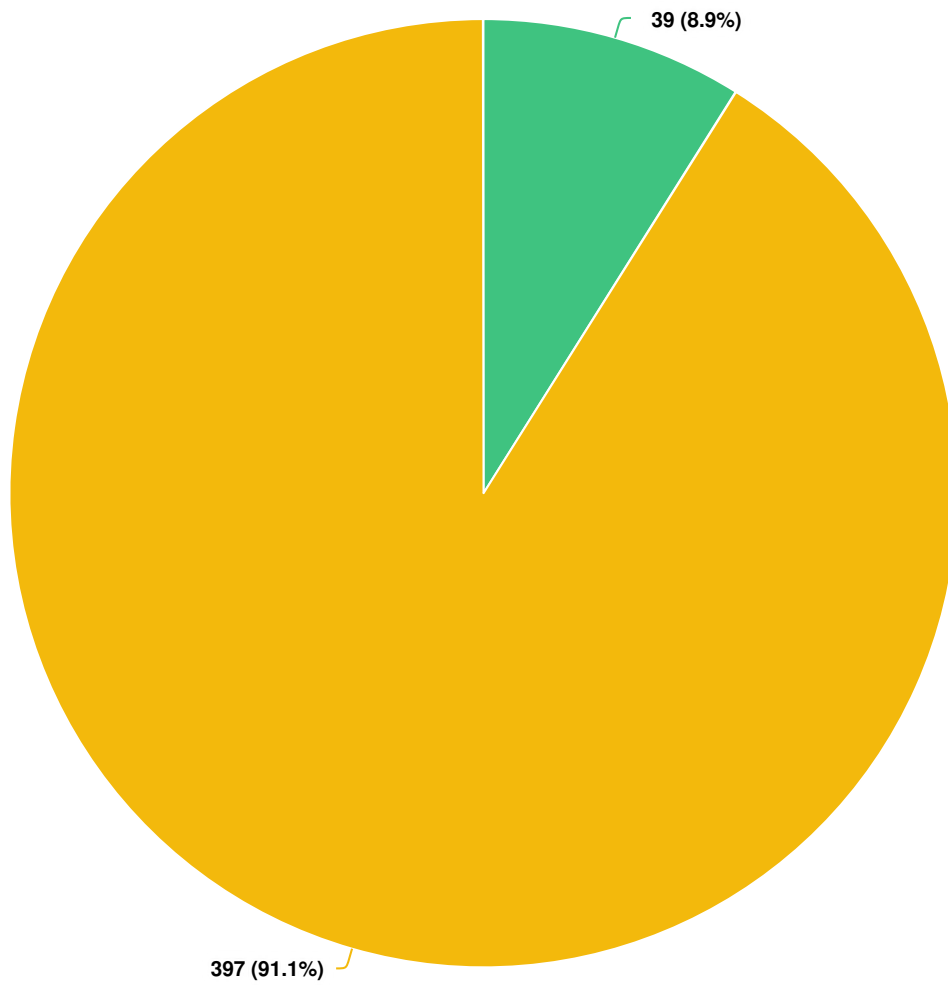


Question options

- Apartment
 ● Duplex
● Semi-detached dwelling
● Single detached dwelling
● Townhouse
- Other (please specify)
 ● Vacant land

Mandatory Question (436 response(s))
 Question type: Dropdown Question

Q13 Do you have an accessory apartment?

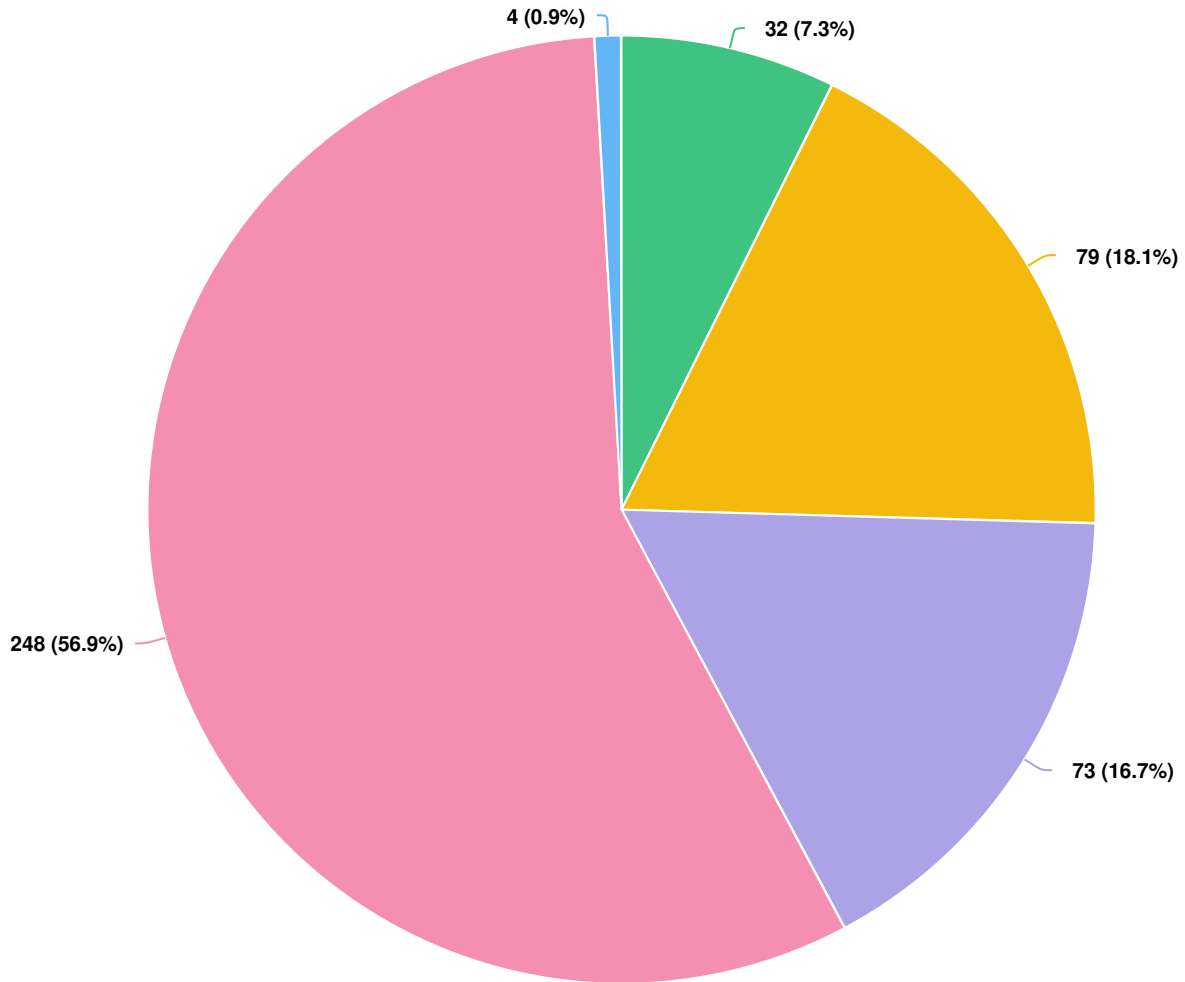


Question options

- Yes
- No

Mandatory Question (436 response(s))
Question type: Dropdown Question

Q14 | Have you ever rented/hosted any property as a STA?

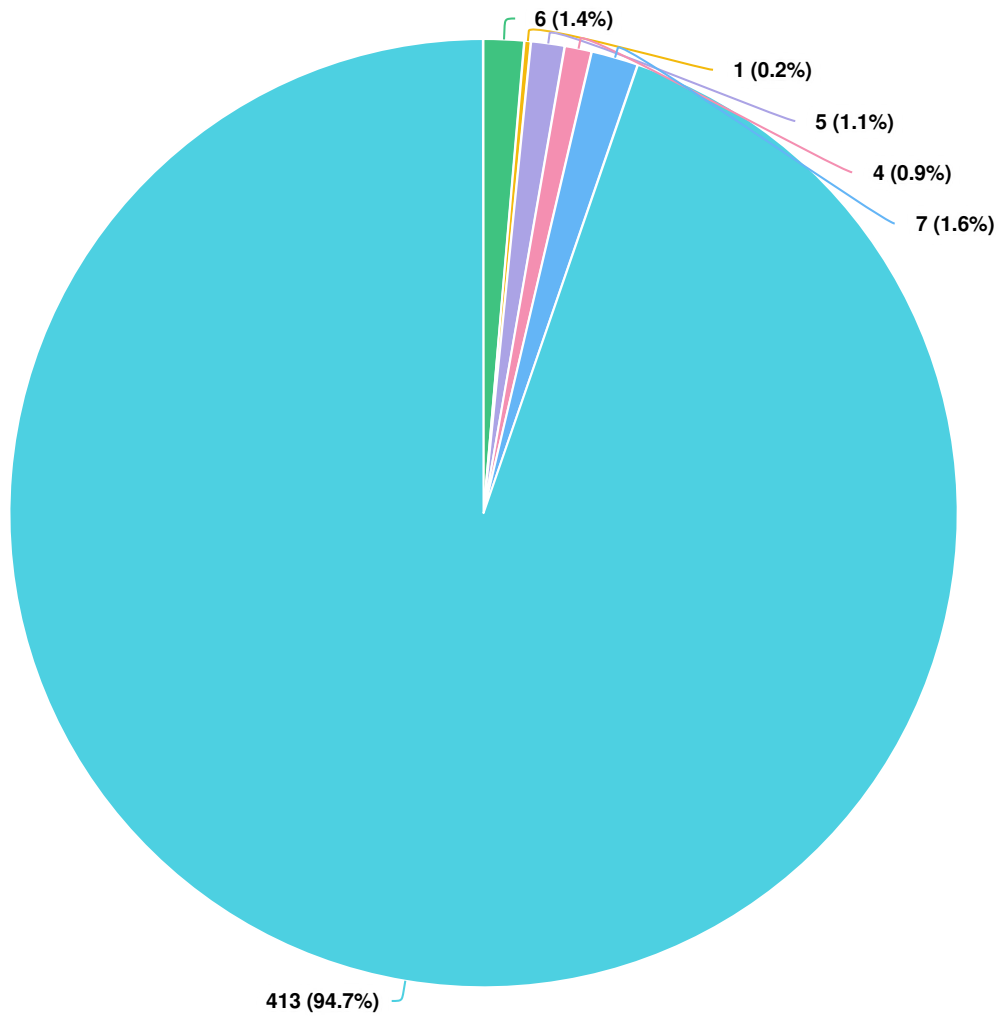


Question options

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

Mandatory Question (436 response(s))
Question type: Dropdown Question

Q15 Are you currently hosting/operating a STA in Collingwood?

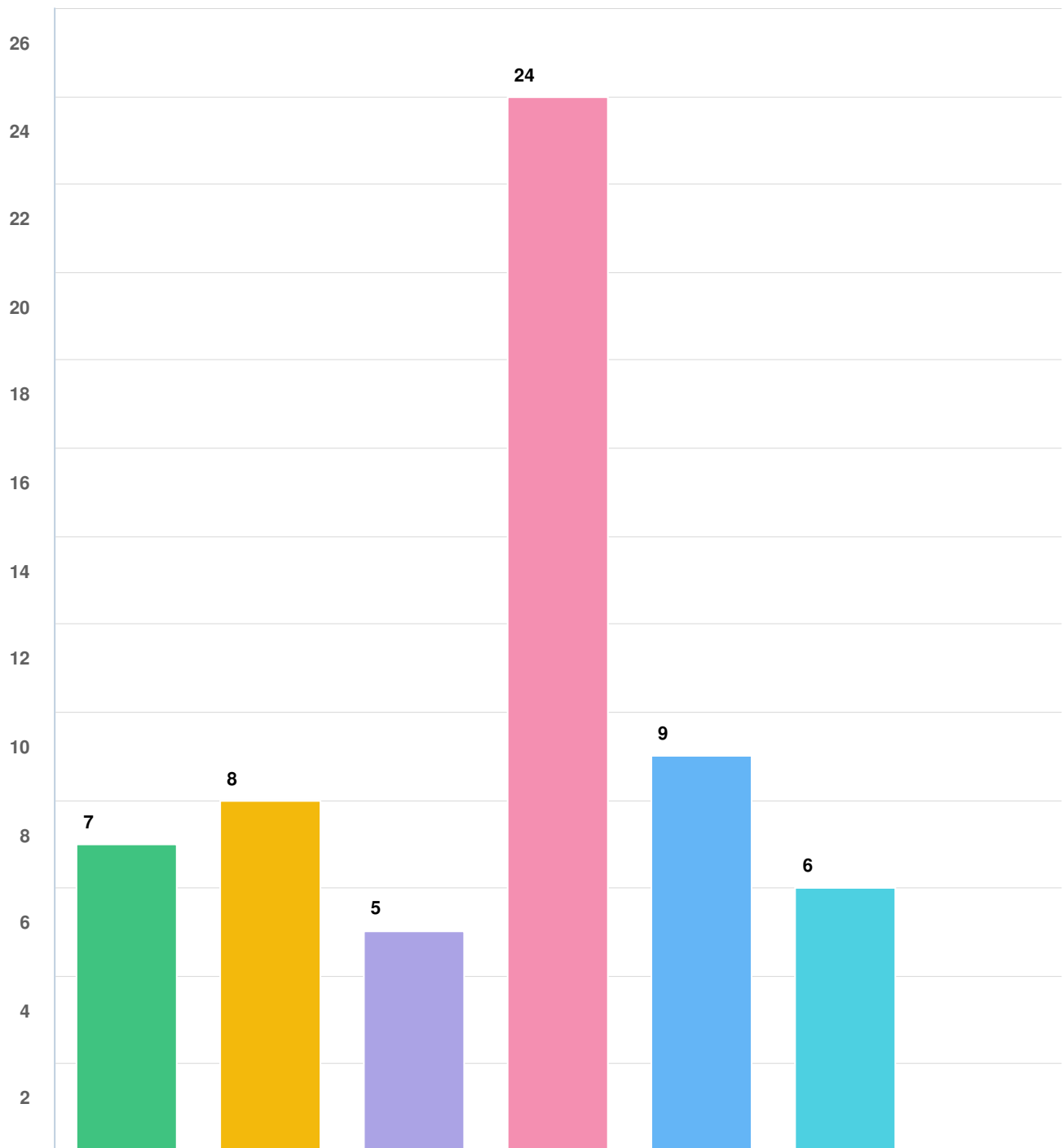


Question options

- Yes, I am renting out the entire dwelling unit of one property
- Yes, I am renting out the entire dwelling unit of more than one property
- Yes, I am operating a bed and breakfast
- Prefer not to say
- Yes, I am renting out part of my dwelling unit
- No

Mandatory Question (436 response(s))
Question type: Dropdown Question

Q16 What type of properties do you own? (Check all that apply)

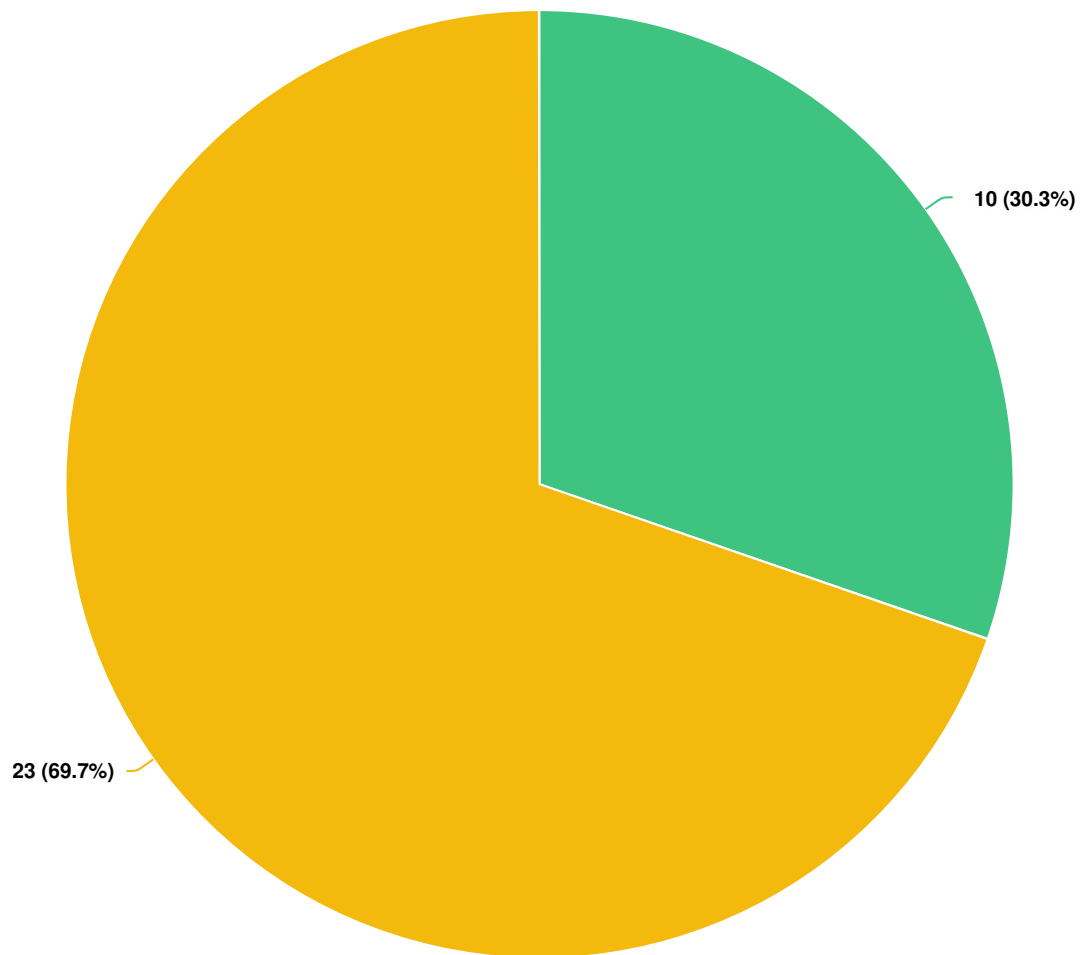


Question options

- Apartment
- Duplex
- Semi-detached dwelling
- Single detached dwelling
- Townhouse
- Other (please specify)
- Vacant land

Mandatory Question (33 response(s))
 Question type: Checkbox Question

Q17 Do you have an accessory apartment?

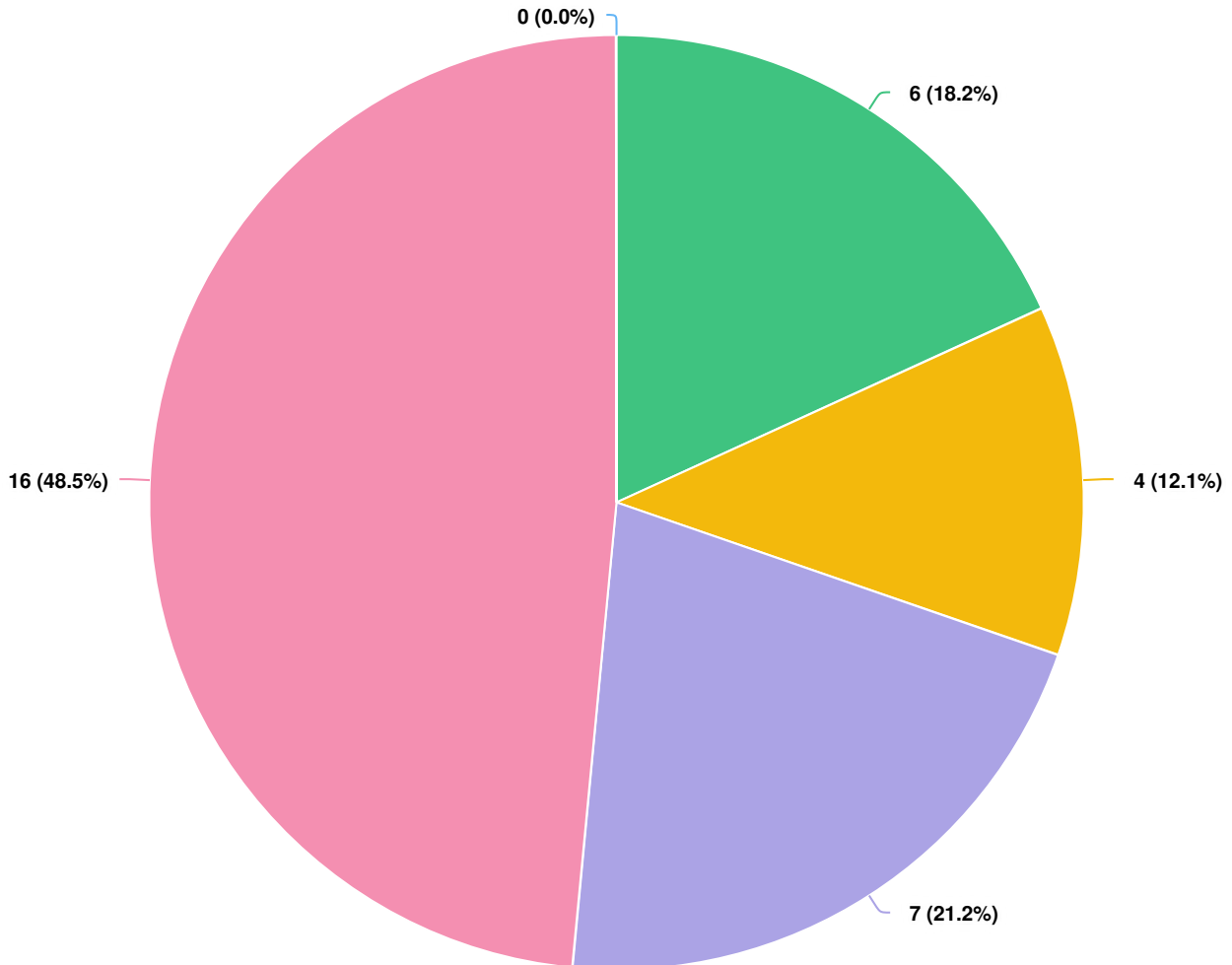


Question options

- Yes
- No

Mandatory Question (33 response(s))
Question type: Dropdown Question

Q18 Have you ever rented/hosted any property as a STA?

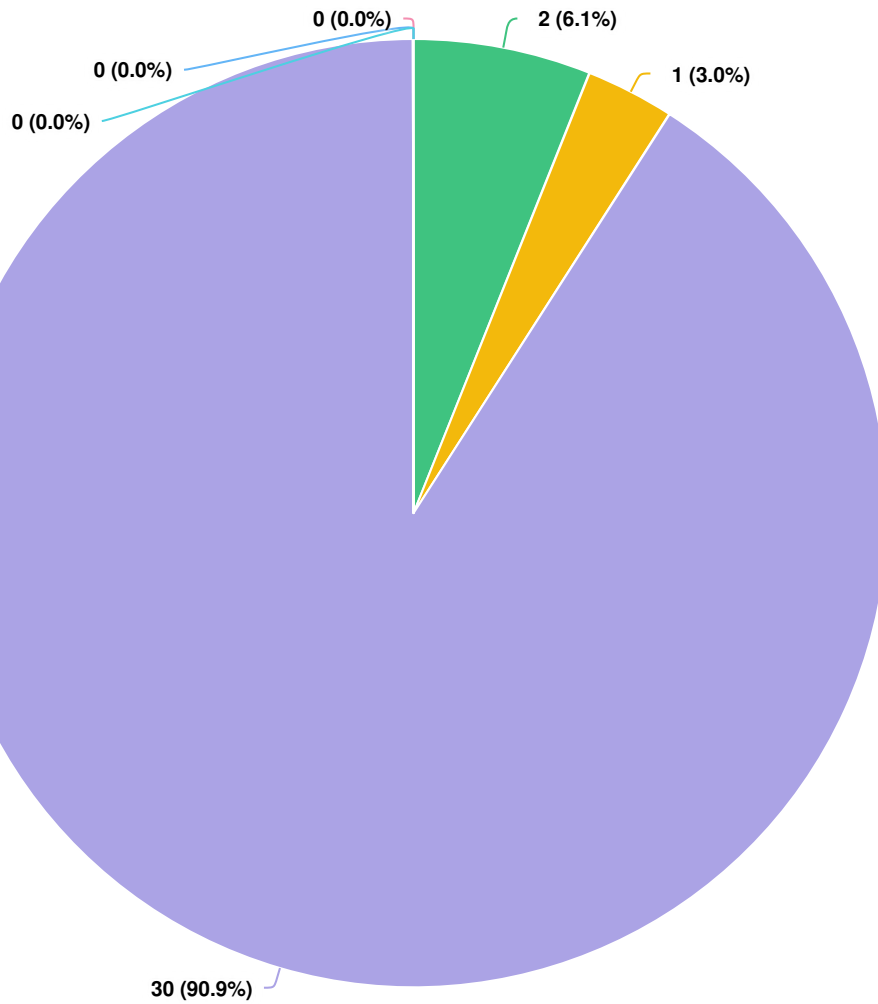


Question options

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

Mandatory Question (33 response(s))
Question type: Dropdown Question

Q19 Are you currently hosting/operating a STA in Collingwood?

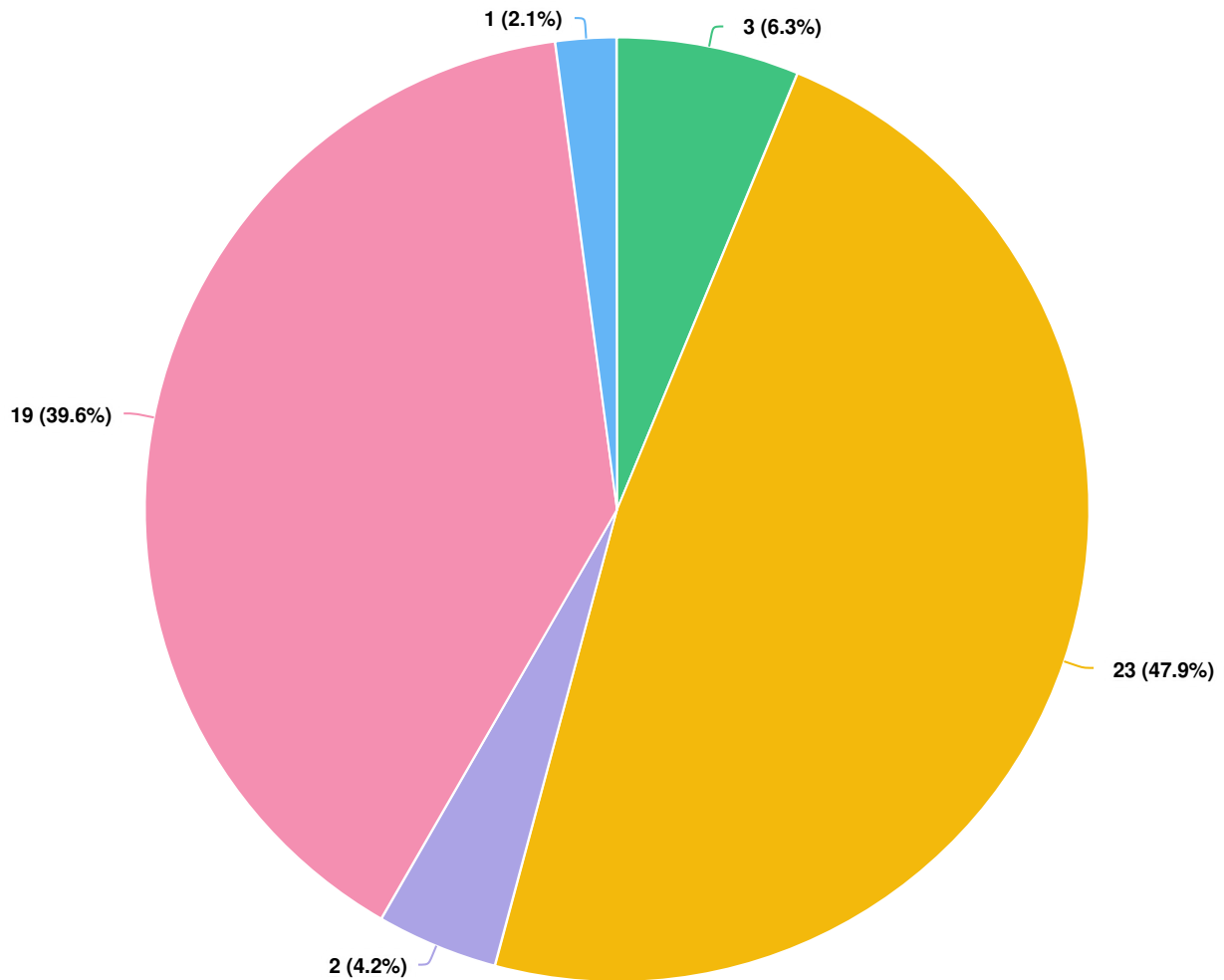


Question options

- Yes, I am renting out part of my dwelling unit
- Yes, I am operating a bed and breakfast
- No
- Yes, I am renting out the entire dwelling unit of one property
- Yes, I am renting out the entire dwelling unit of more than one property
- Prefer not to say

Mandatory Question (33 response(s))
Question type: Dropdown Question

Q20 Have you ever rented any property as a STA?

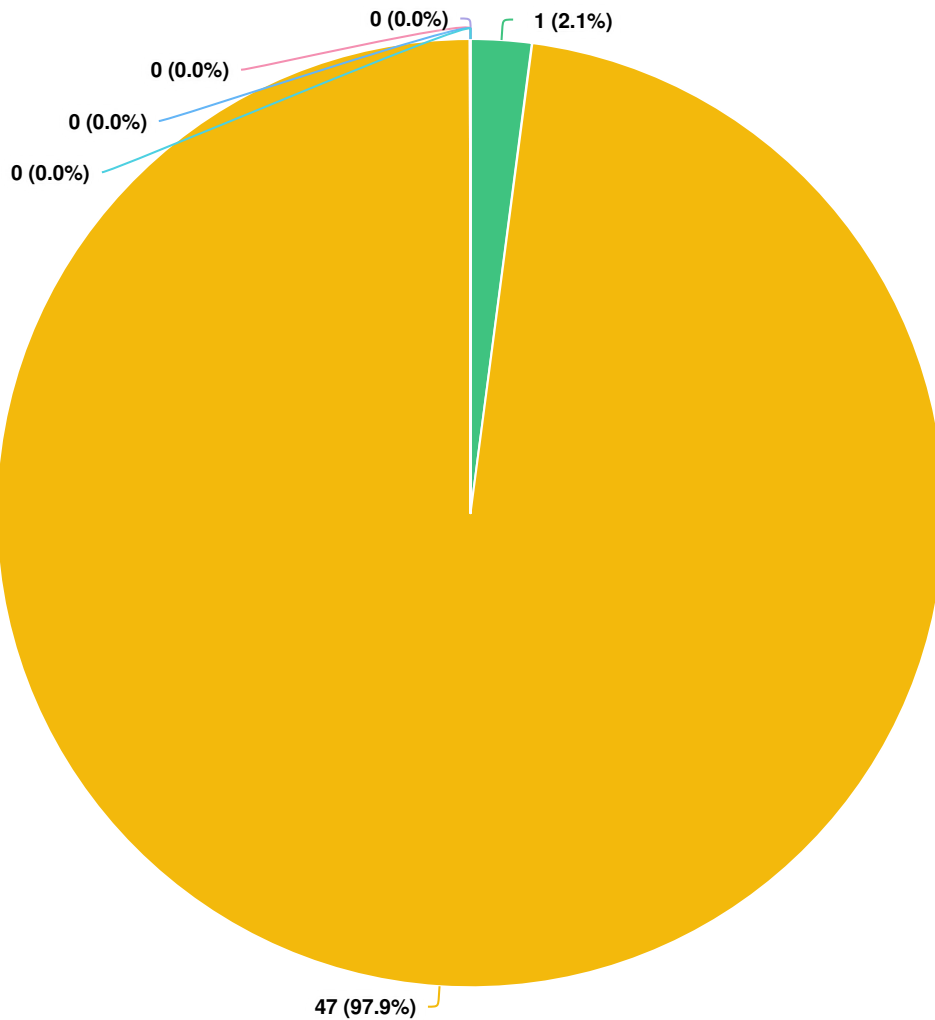


Question options

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

Mandatory Question (48 response(s))
Question type: Dropdown Question

Q21 Are you currently hosting/operating a STA in Collingwood?

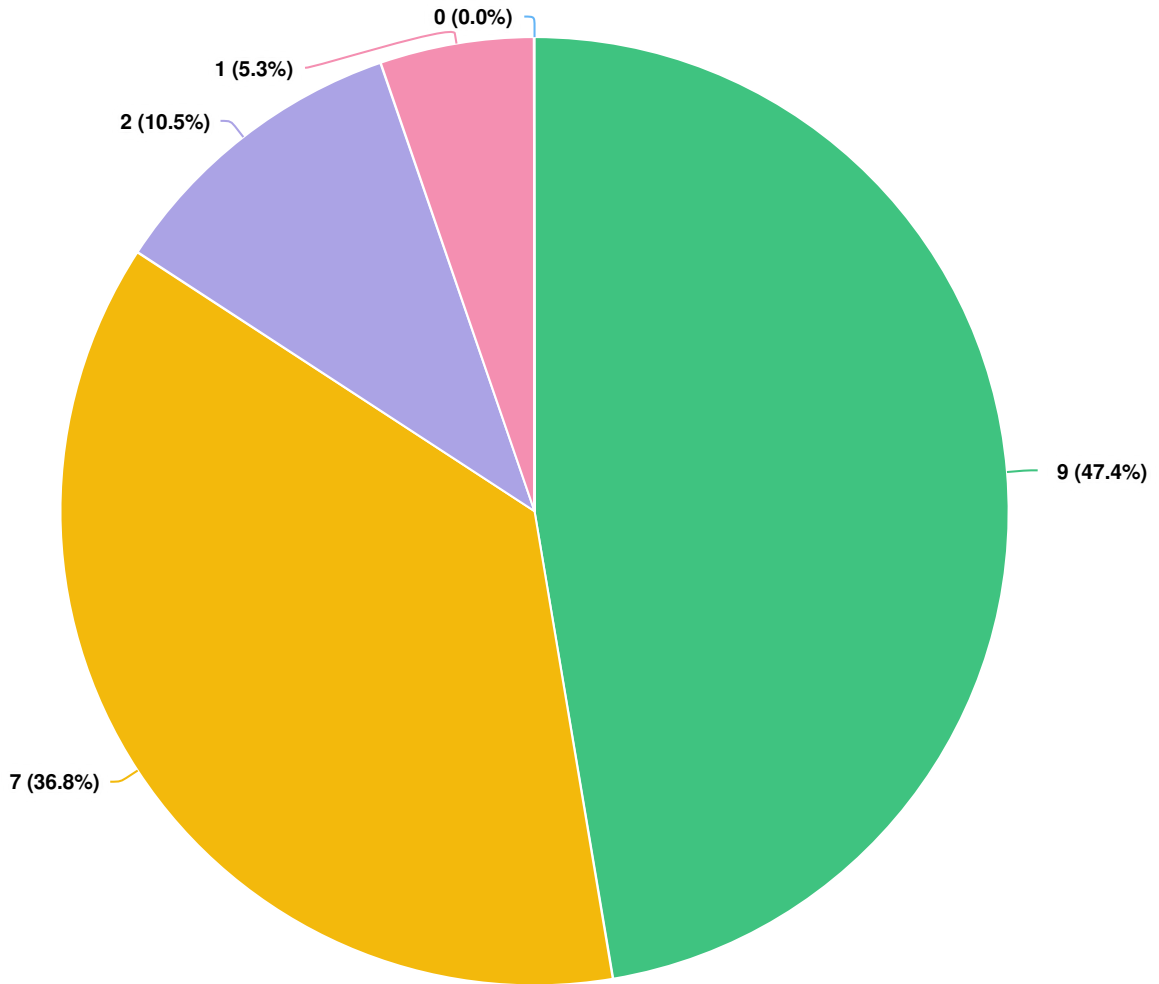


Question options

- Yes, I am renting out the entire dwelling unit of more than one property
- Yes, I am renting out the entire dwelling unit of one property
- Yes, I am renting out part of my dwelling unit
- Yes, I am operating a bed and breakfast
- No
- Prefer not to say

Mandatory Question (48 response(s))
Question type: Dropdown Question

Q22 How long have you been using your residential property as a STA?

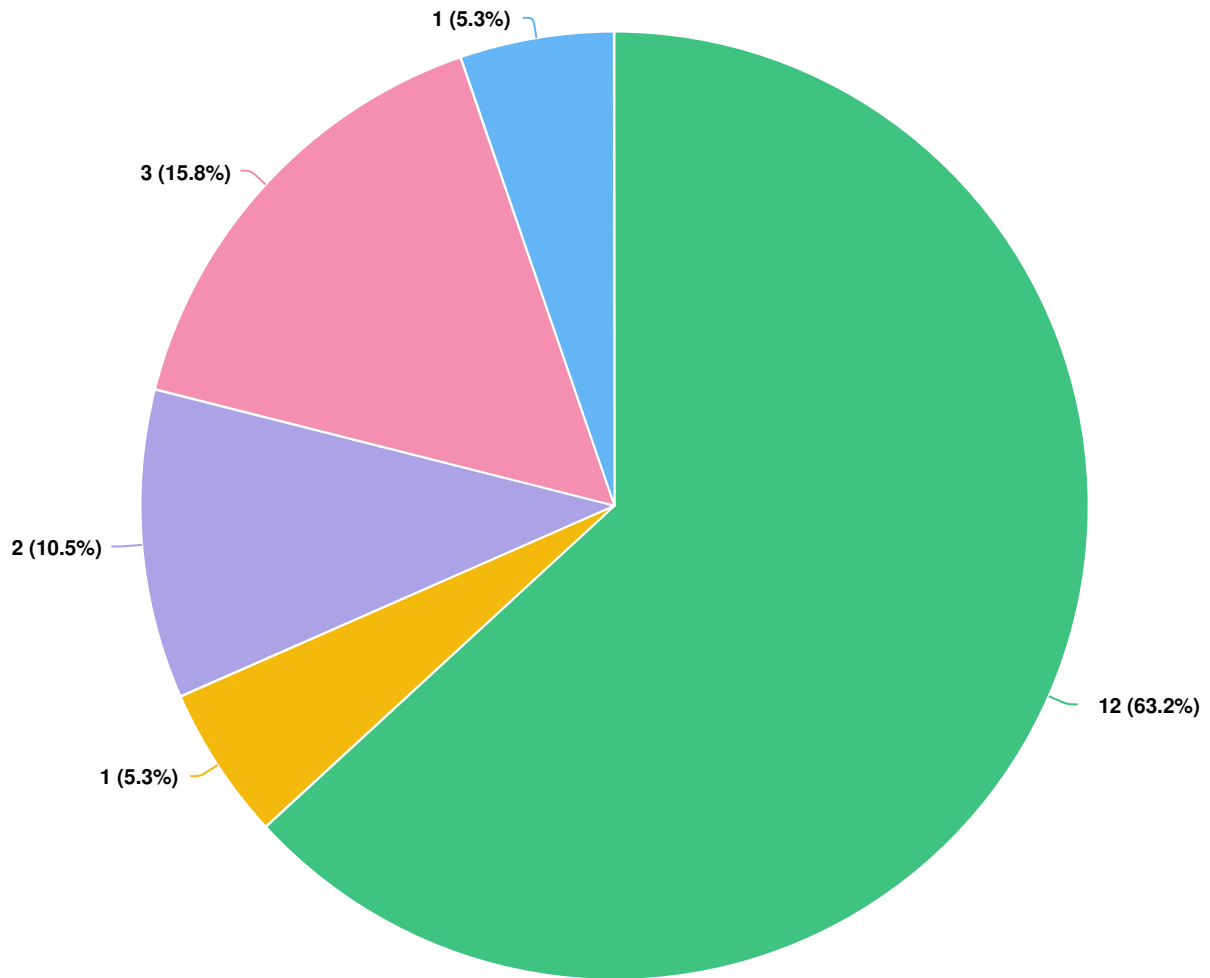


Question options

- Less than one year
- 1-2 years
- 3-5 years
- 6-10 years
- Greater than 10 years

Mandatory Question (19 response(s))
Question type: Dropdown Question

Q23 | Do you require guests to stay a minimum number of nights?

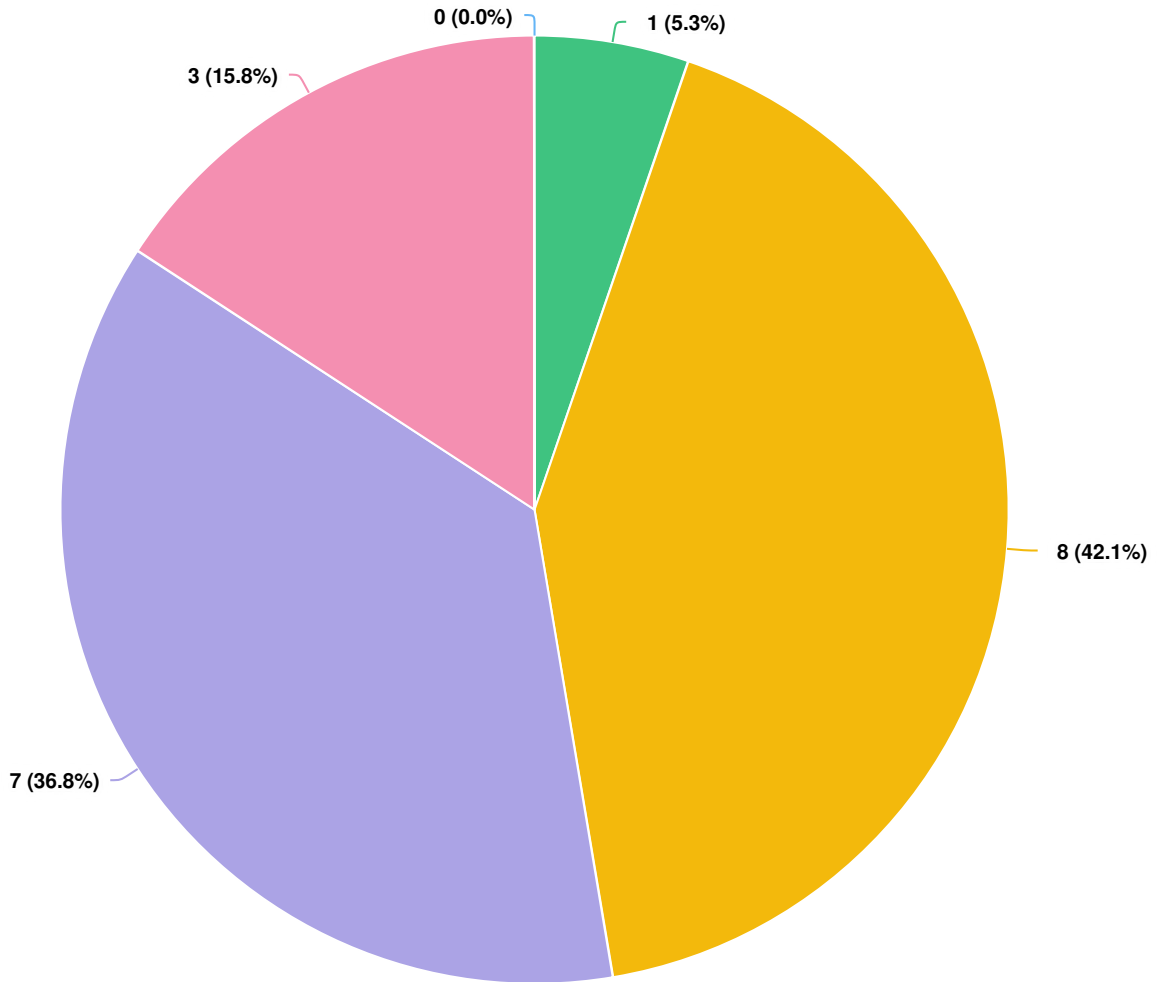


Question options

- Yes, 2 nights minimum
- Yes, 5 nights minimum
- Yes, 7 nights minimum
- Yes, 30 nights minimum
- No minimum night stay

Mandatory Question (19 response(s))
Question type: Dropdown Question

Q24 How frequently do you rent your property or unit as a STA?

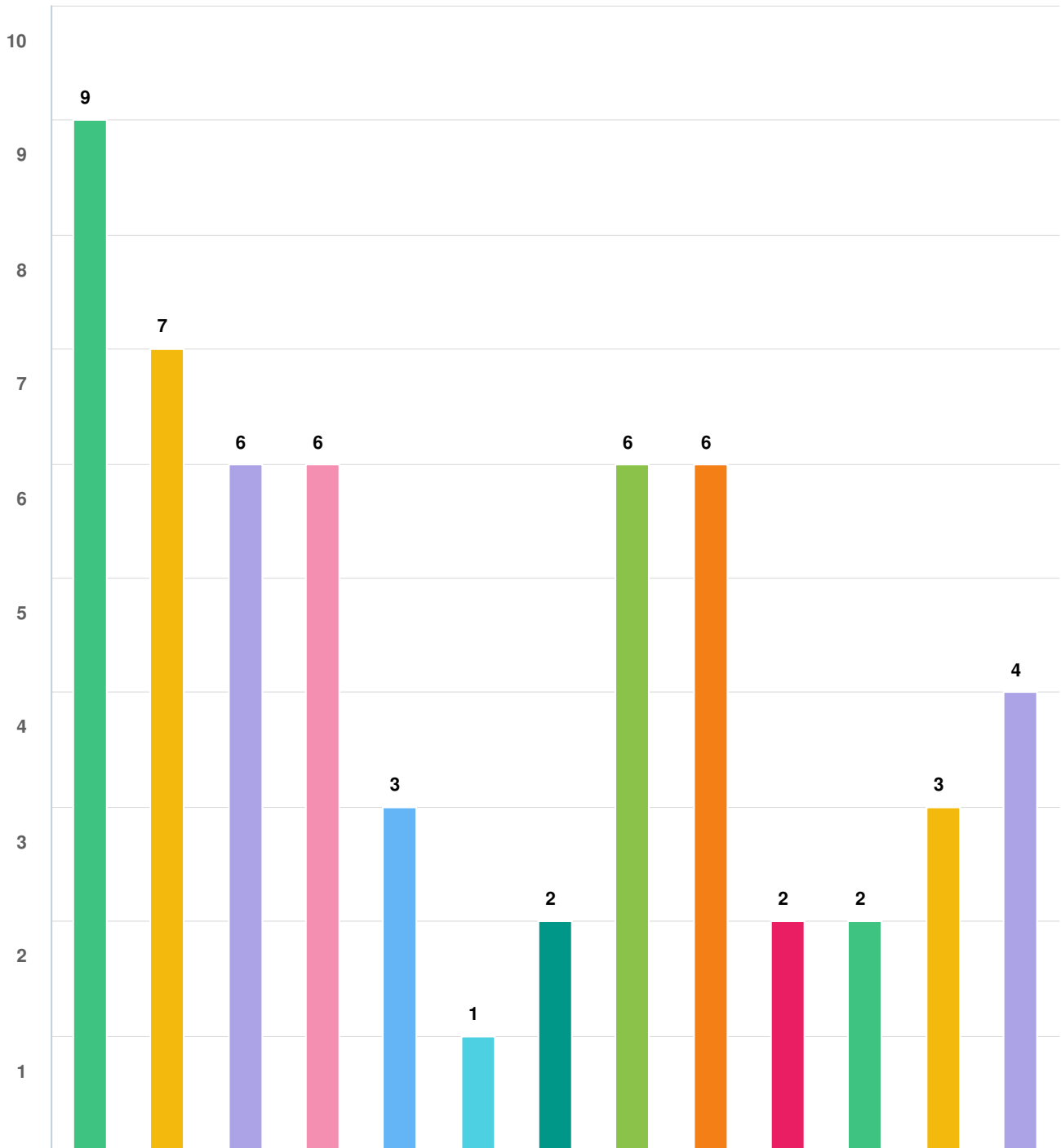


Question options

- Daily
- Weekly (e.g., 1-2 times a week)
- Monthly (e.g., 1-2 times a month)
- Yearly (e.g., 1-2 times a year)
- Prefer not to say

Mandatory Question (19 response(s))
Question type: Dropdown Question

Q25 What time of year do you rent your property as a STA? (Check all that apply)

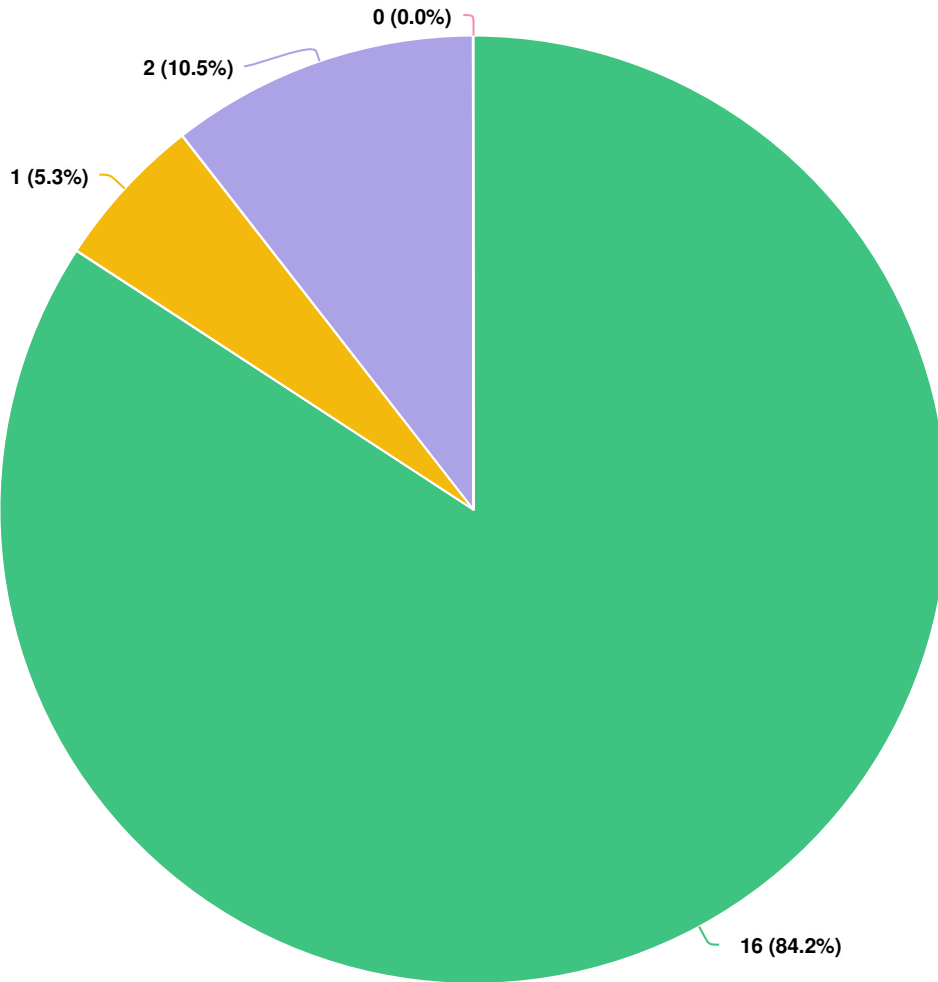


Question options

- Year-round
- January
- February
- March
- April
- May
- June
- July
- August
- September
- October
- November
- December

Mandatory Question (19 response(s))
 Question type: Checkbox Question

Q26 What is your primary method of advertising STA availability?

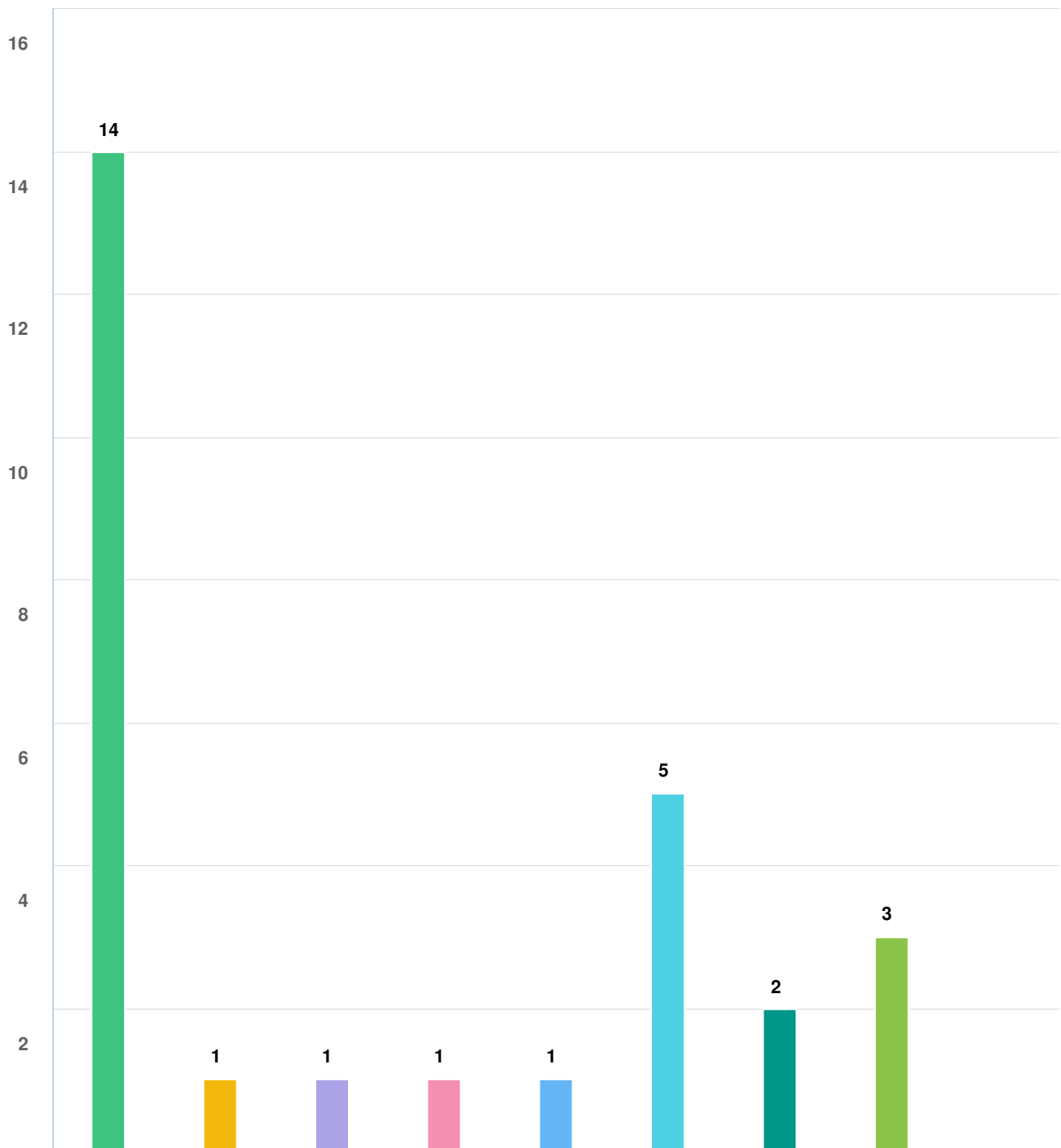


Question options

- Online rental platforms (e.g., Airbnb, VRBO, etc.)
- Cottage rental agencies
- Other (please specify)
- Word of mouth through family and friends

Mandatory Question (19 response(s))
Question type: Dropdown Question

Q27 What online rental platforms have you used for listing all or part of your dwelling unit as a STA? (Check all that apply)

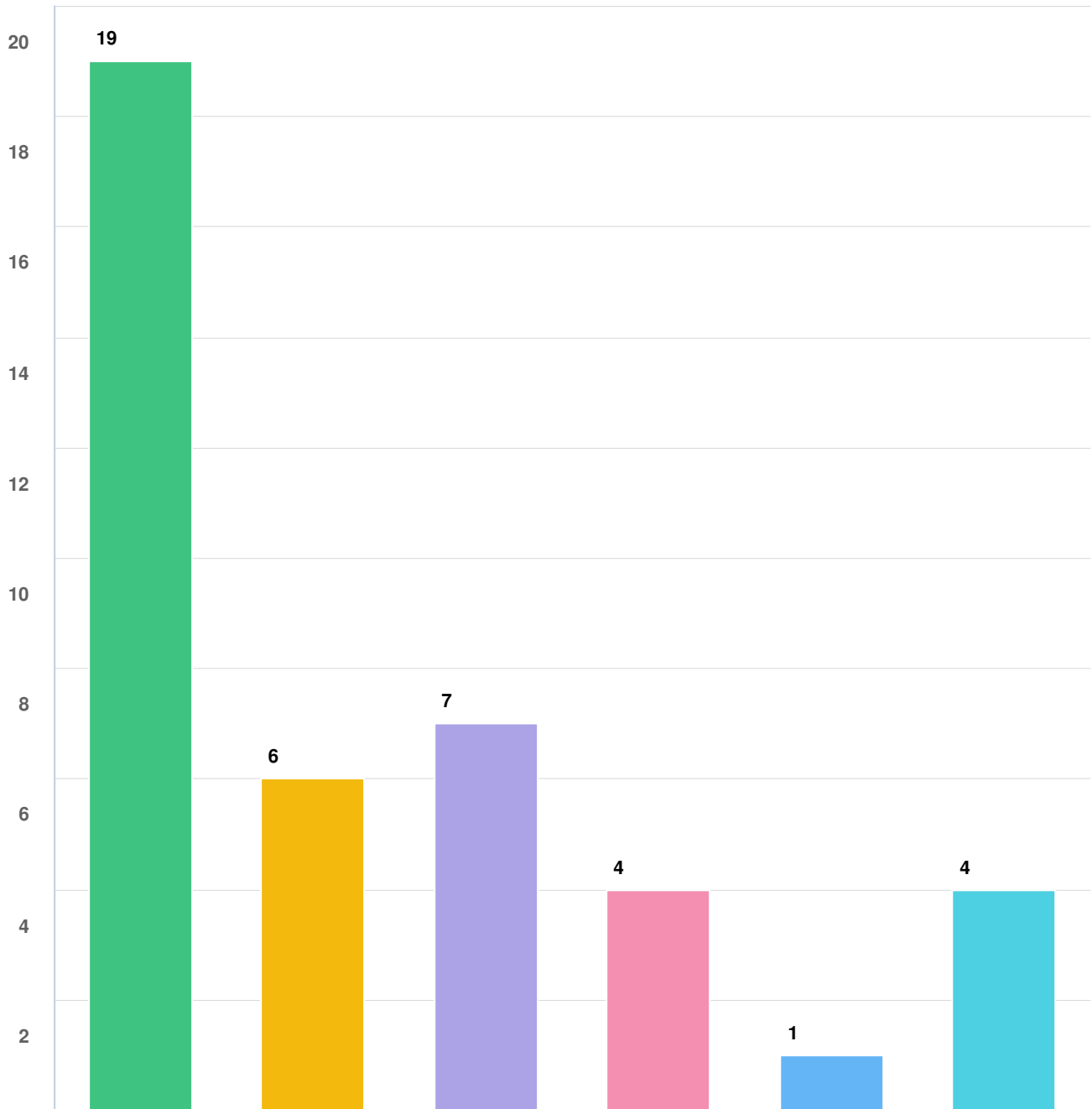


Question options

- Airbnb
- Booking.com
- Expedia
- HomeAway
- TripAdvisor
- Vacation Rental by Owner (VRBO)
- I do not use online rental platforms to list all or part of my dwelling unit as a STA
- Other (please specify)
- Flipkey

Mandatory Question (19 response(s))
 Question type: Checkbox Question

Q28 Why do you rent your property as a STA? (Check all that apply)

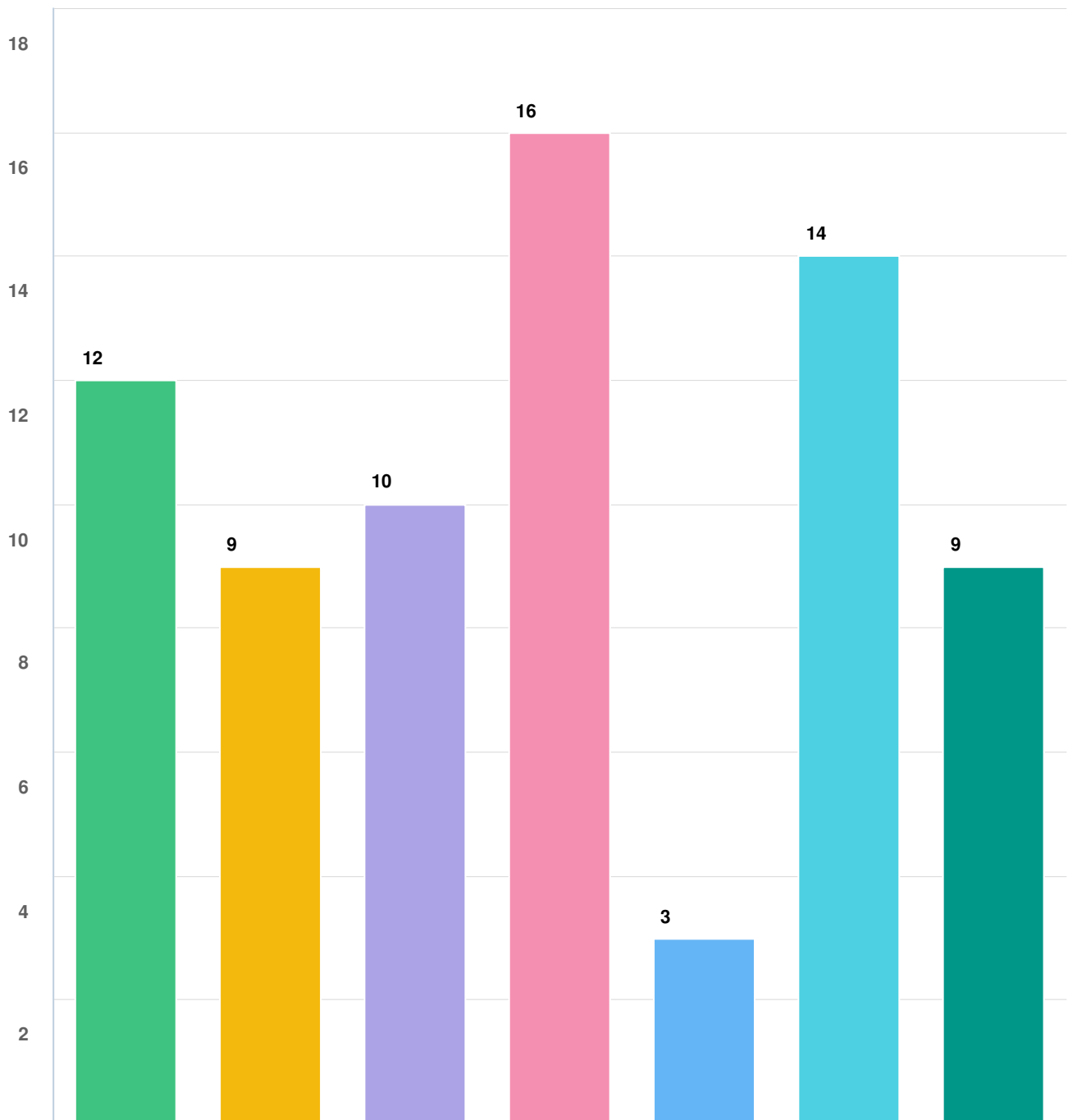


Question options

- To help pay the costs of owning the property (e.g., mortgage, taxes, maintenance, etc.)
- To make additional income
- Making use of unused resources (e.g., spare bedroom is never in use, etc.)
- To meet new people/opportunities to interact meaningfully with tourists
- Purchased specifically to rent out
- Other (please specify)

Mandatory Question (19 response(s))
Question type: Checkbox Question

Q29 How do you try to avoid concerns/complaints from neighbours? (Check all that apply)

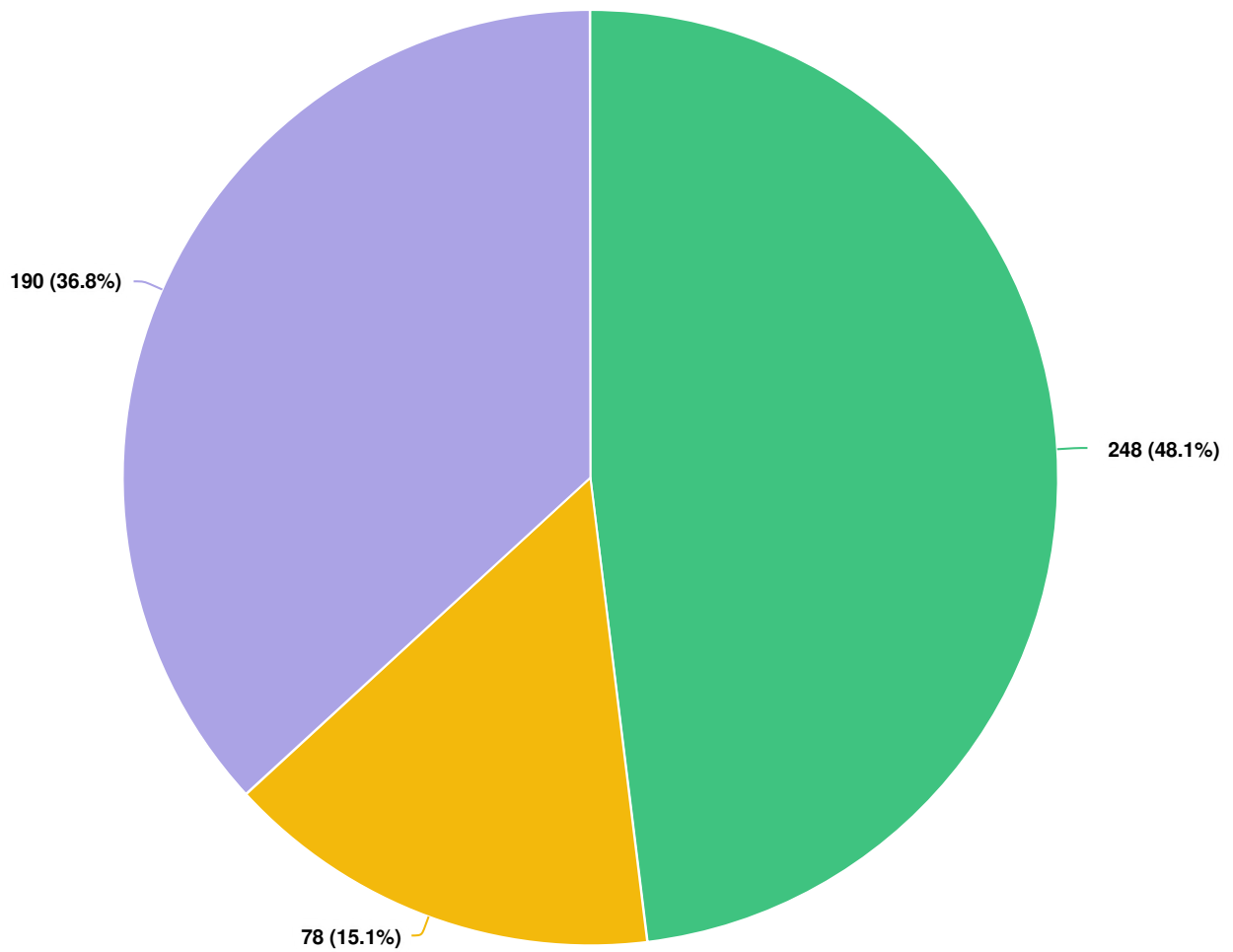


Question options

- I maintain a minimum night stay
 ● I live close to the property
 ● I charge a security deposit
- I require renters to abide by a Code of Conduct
 ● I provide neighbours with contact information in case of issues
- I use a review or rating system
 ● Other (please specify)

Mandatory Question (19 response(s))
 Question type: *Checkbox Question*

Q30 Are you located near a STA in Town?

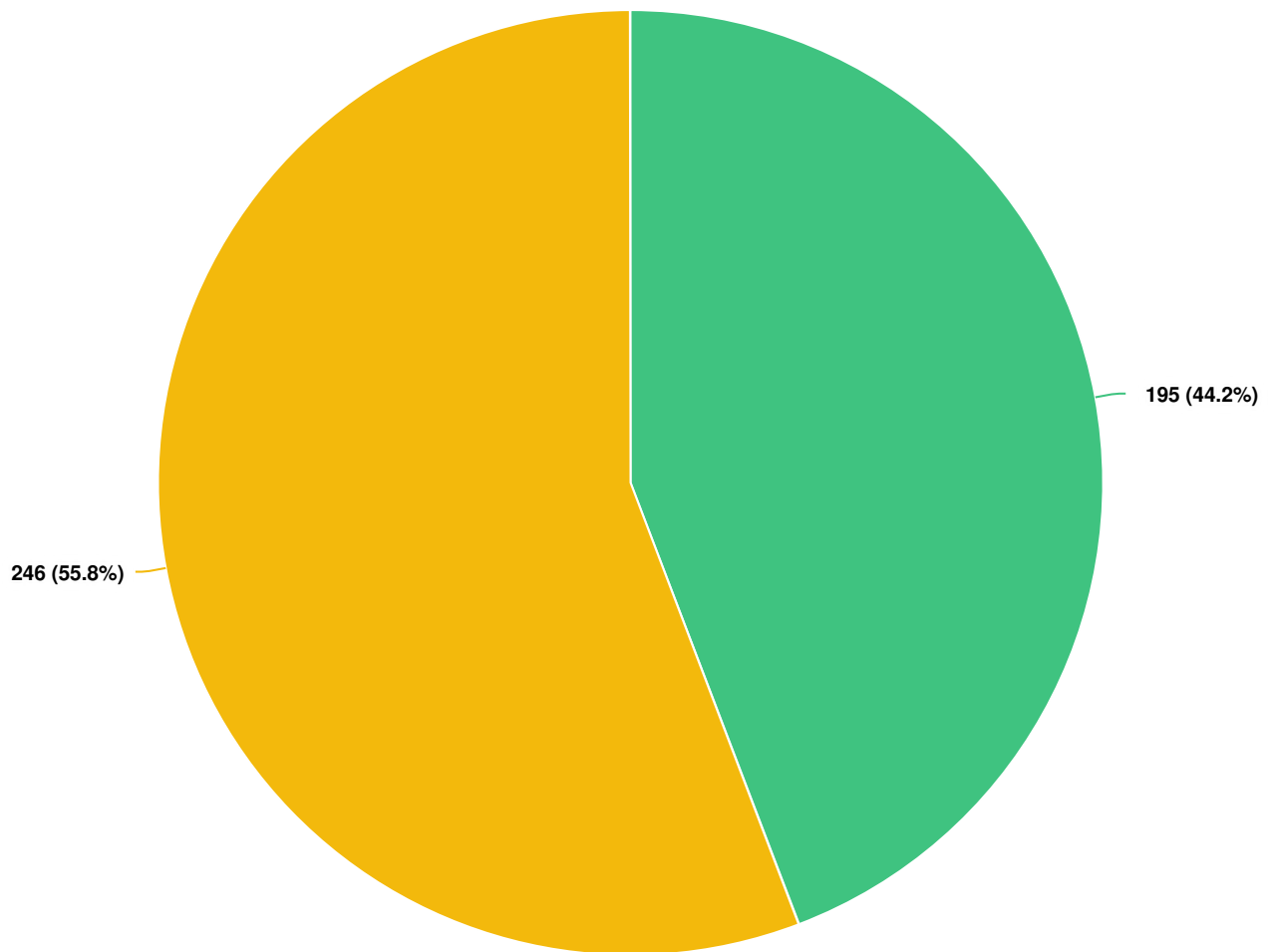


Question options

- Yes
- No
- Unsure

Mandatory Question (516 response(s))
Question type: Dropdown Question

Q31 Have you experienced any issues with STAs in your neighborhood?

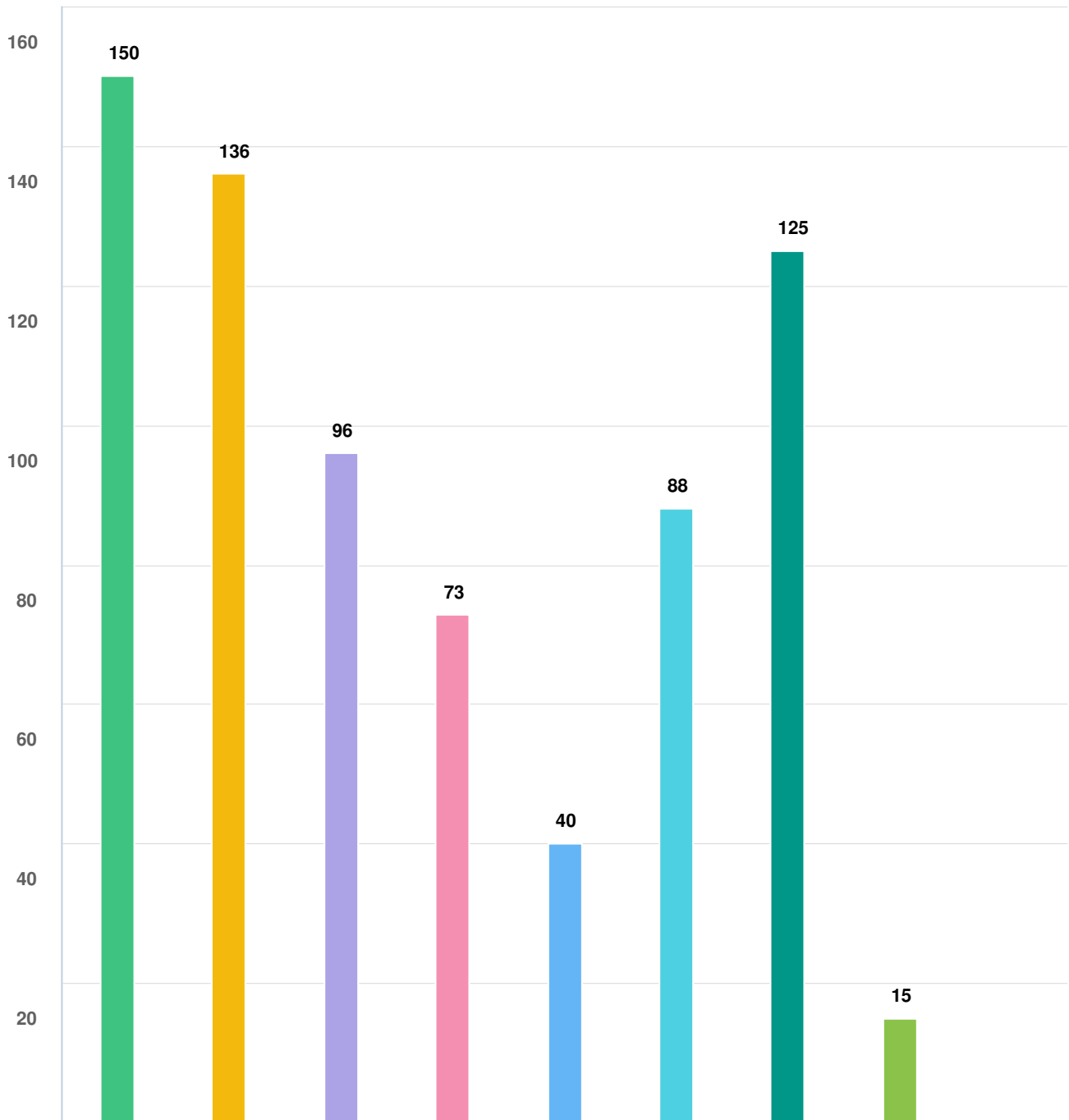


Question options

- Yes
- No

Mandatory Question (441 response(s))
Question type: Dropdown Question

Q32 Please indicate which of the following issues you have experienced with STAs in your neighbourhood (Check all that apply)

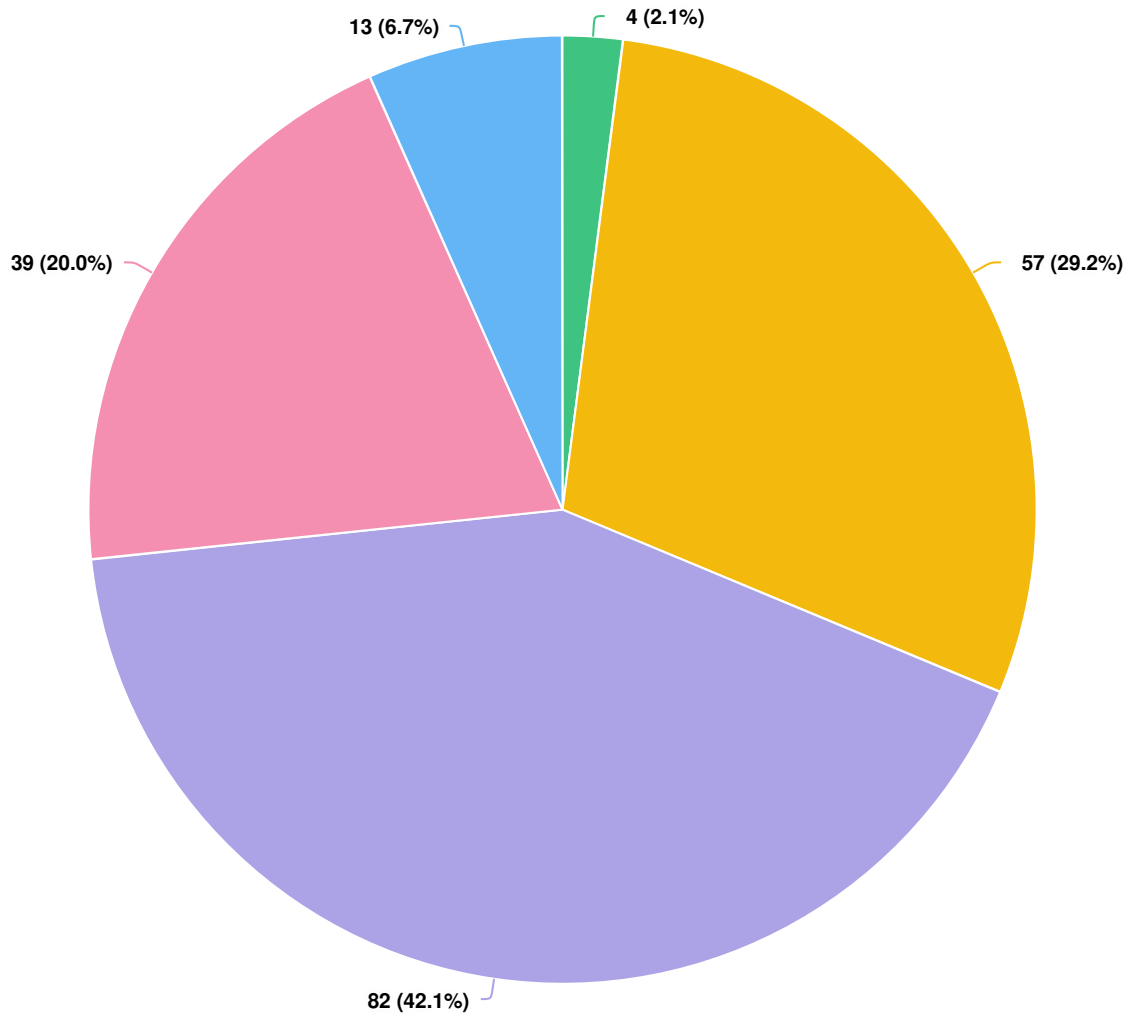


Question options

- Excessive Noise ● Neighbourhood parking ● Excessive garbage/waste ● Safety concerns
- Property damage to the STA property/unit ● Property maintenance concerns ● Unruly behaviours
- Other (please specify) ● None of the above

Mandatory Question (195 response(s))
 Question type: Checkbox Question

Q33 How often would you estimate these concerns have occurred?

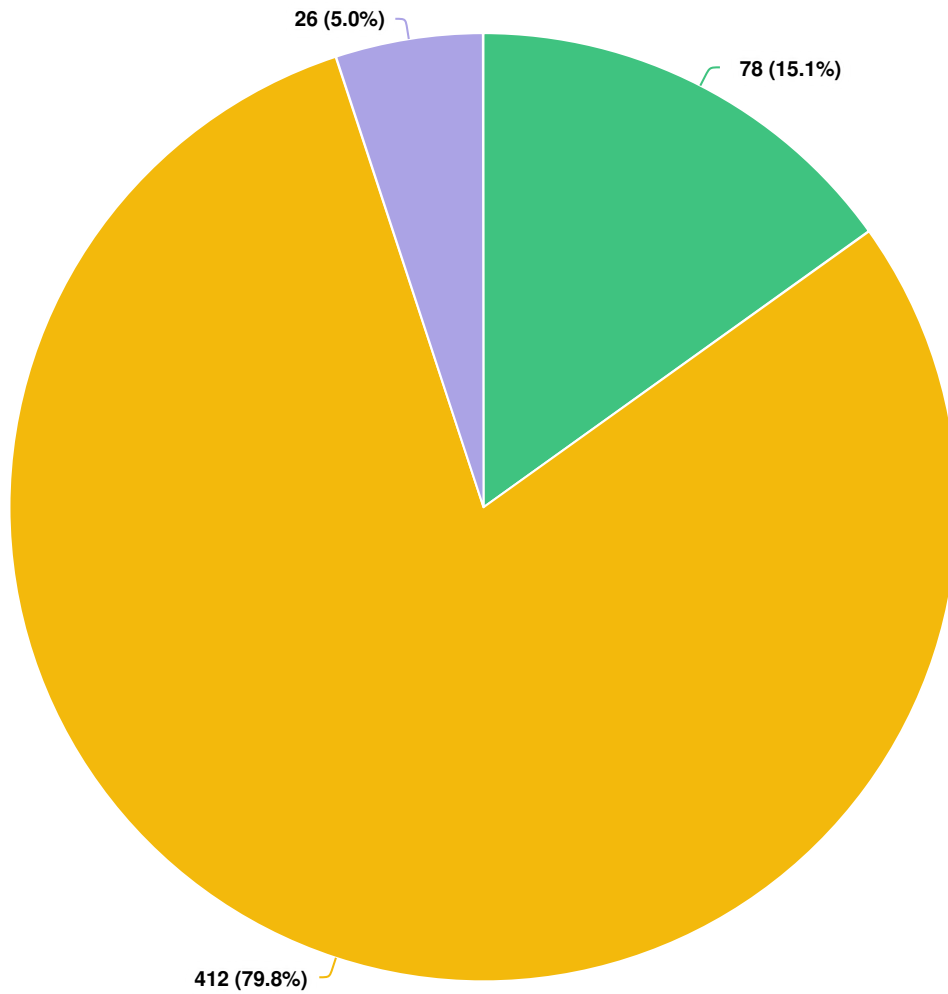


Question options

- Daily
- Weekly (e.g., 1-2 times a week)
- Monthly (e.g., 1-2 times a month)
- Yearly (e.g., 1-2 times a year)
- Prefer not to say

Mandatory Question (195 response(s))
Question type: Dropdown Question

Q34 Have you ever contacted the Town about a concern or complaint related to a STA in Collingwood?

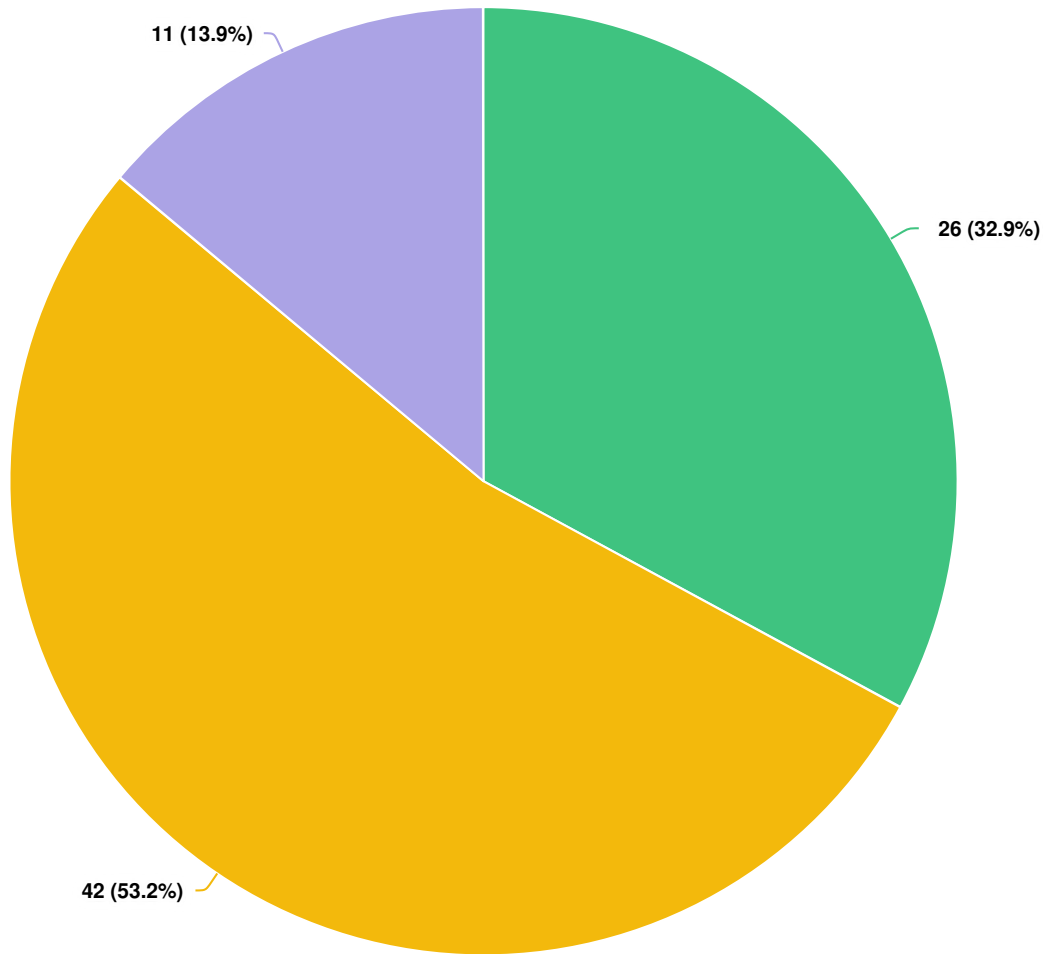


Question options

- Yes
- No
- Prefer not to say

Mandatory Question (516 response(s))
Question type: Dropdown Question

Q35 Was your complaint/concern about the STA(s) addressed sufficiently through this communication?

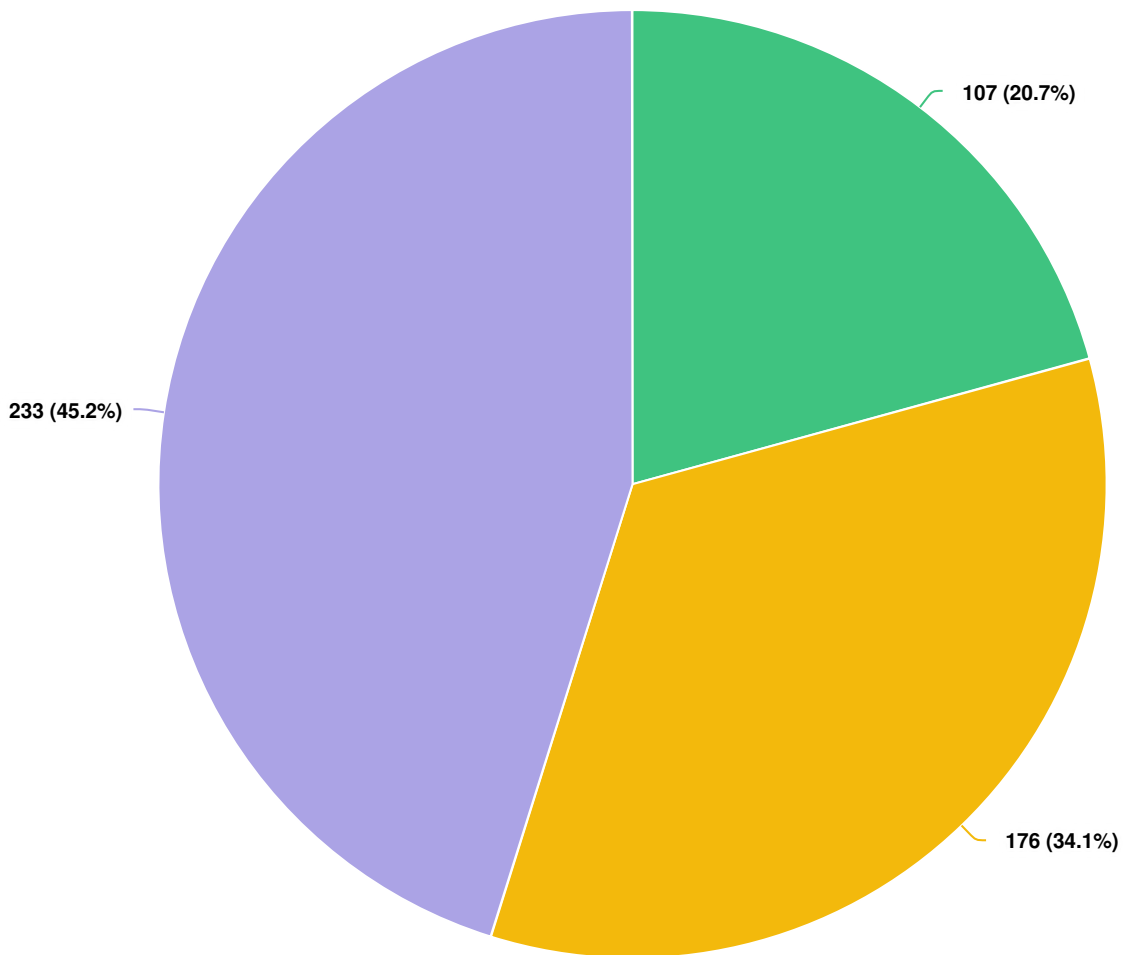


Question options

- Yes
- No
- Unsure

Mandatory Question (79 response(s))
Question type: Dropdown Question

Q36 | Would you be comfortable permitting STAs in Collingwood?

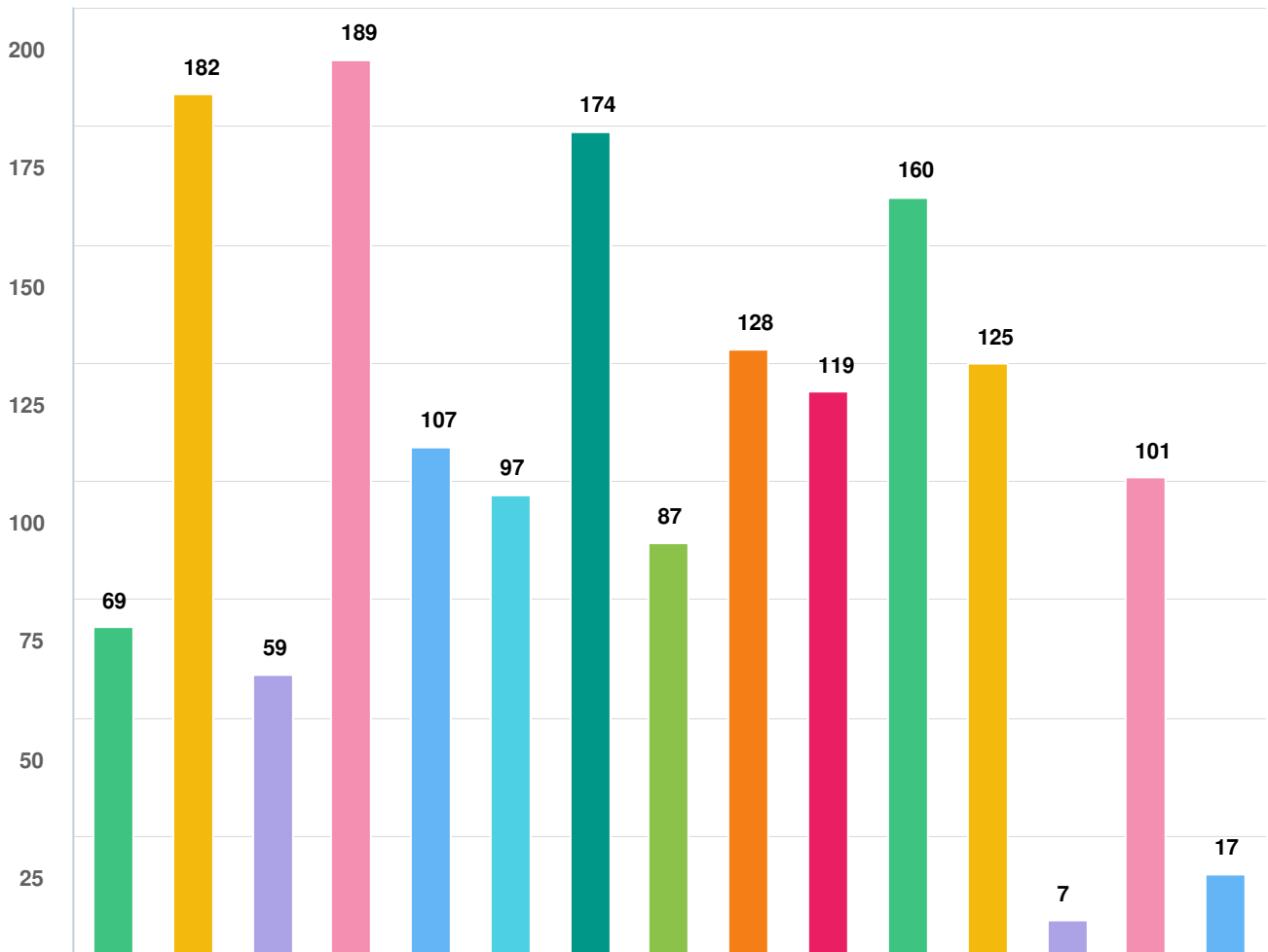


Question options

- Yes
- Yes, only under certain circumstances
- No

Mandatory Question (516 response(s))
Question type: Dropdown Question

Q37 | What action do you think is needed for STAs in the Town of Collingwood? (Check all that apply)



Question options

- 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)
- Regulate the total number of days a STA can be rented in a year
- Regulate the minimum number of consecutive nights a STA is rented
- Regulate the maximum number of occupants permitted within a STA
- Permit STAs only in certain areas (e.g., restrict their locations to specific zones)
- Limit the number of STAs permitted in total or in a geographical area (e.g., density)
- Prohibit the operation of STAs
- Apply a municipal accommodation tax to STAs operating in Town
- Educate residents and property owners on local by-laws, how to be a good neighbour, etc.
- Unsure/No opinion
- None of the above (i.e., I do not support STAs operating in residential neighbourhoods)
- Other (please specify)

Mandatory Question (516 response(s))
 Question type: Checkbox Question

Q38 Please indicate your top 3 preferences in ranking order (i.e., 1 = the most important action, 2 = the second most important action, and 3 = the third most important action). If you answered that you "do not support STAs operating in residential nei...

OPTIONS	AVG. RANK
Permit STAs with regulation (e.g., licensing)	1.63
Prohibit the operation of STAs	1.84
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)	1.86
None of the above (i.e., I do not support STAs operating in residential neighbourhoods)	1.93
Permit STAs without regulation (i.e., take no action, rely on existing by-laws such as noise and parking)	2.11
Regulate the maximum number of occupants permitted within a STA	2.60
Regulate the total number of days a STA can be rented in a year	2.63
Permit STAs only in primary residences (i.e., the host does not have to be onsite during rental period)	2.64
Apply a municipal accommodation tax to STAs operating in Town	2.81
Permit STAs only in certain areas (e.g., restrict their locations to specific zones)	2.90
Limit the number of STAs permitted in total or in a geographical area (e.g., density)	2.90
Regulate the minimum number of consecutive nights a STA is rented	3.13
Educate residents and property owners on local by-laws, how to be a good neighbour, etc.	3.35
Unsure/No opinion	5.31

*Optional question (480 response(s), 85 skipped)
Question type: Ranking Question*

Q39 | Are there any other standards you feel should be considered for STAs?

Screen Name Redacted

8/11/2022 10:17 AM

As a short term rental property owner for many years I can tell you that there are little or no problems as long as owners/landlords are educated and follow guidelines such as screening potential renters, not exceeding maximum number of renters and reinforcing rules on their renters such as “no pets”, “no parties”, “no additional guests overnight” etc. Airbnb has the best platform for hosts to be able to screen their renters and reinforce rules. In my opinion it will only be a matter of time until short term rentals are permitted everywhere, as the benefits by far outweigh the risks. Also, trying to prevent property owners from renting out their homes or apartments short term is clearly not effective, so it is best just to legalize it in an organized fashion.

Screen Name Redacted

8/11/2022 10:13 AM

Any rental property, whether long-term or STA, should require a property management or maintenance company. Also, inspected for compliance as many have illegal bedrooms in the basement (no egress).

Screen Name Redacted

8/11/2022 10:23 AM

Very strict safety regulations. Very strict property maintenance regulations. If someone is operating an STA illegally, the punishment should be severe.

Screen Name Redacted

8/11/2022 11:02 AM

Heavy fine for property owner for non compliance.

Screen Name Redacted

8/11/2022 11:30 AM

Should not be in condo complexes where residents are paying a lot of money to maintain a certain standard. 30 day rentals are an issue, can't even imagine short term rentals. Who would pay for the enforcement of the broken bylaws...the residence in the form of higher maintenance fees. I would have to move. There are many seniors in my complex that need to feel secure, and pay a lot for that comfort.

Screen Name Redacted

8/11/2022 11:10 AM

Should only be permitted for single family/duplex homes. Not permitted in condos/apartment buildings/multi-dwelling units/etc

Screen Name Redacted

8/11/2022 11:36 AM

Fire inspection yearly

Screen Name Redacted 8/11/2022 11:55 AM	Limit permits per person to prevent investors from buying multiple properties - loophole protections to prevent bypassing this limit through the use of multiple corporations etc.
Screen Name Redacted 8/11/2022 11:57 AM	STAs should only be allowed when the unit isn't suitable for long-term rental (i.e. no kitchen)
Screen Name Redacted 8/11/2022 12:27 PM	All short term rentals should be fully fenced for the privacy of the neighbors
Screen Name Redacted 8/11/2022 01:27 PM	Additional by-law compliance officers regulating STA's.
Screen Name Redacted 8/11/2022 01:49 PM	Please keep our community safe as I did not buy my home to live next to a motel especially one where the owner is not on site
Screen Name Redacted 8/11/2022 01:57 PM	They should not be permitted in residential areas as they are too disruptive and lead to loss of enjoyment for home-owners.
Screen Name Redacted 8/11/2022 01:50 PM	This is why you have motels and hotels in a community supporting tourism. Short term rentals may cause problems amongst neighbours
Screen Name Redacted 8/11/2022 01:40 PM	There should be regular unannounced inspections of properties (inside and out) to ensure any guidelines/regulations are adhered to. There should be responsibility and accountability of owners to keep the property itself to a certain standard, otherwise it brings the property value down of the entire area.
Screen Name Redacted 8/11/2022 02:04 PM	If you own a property but don't live in the area then you should have to hire a property manager to manage it. There should be a license attached to each property with the main point of contact. A main point of contact who is experienced in how to handle a complaints and minimize risks, liabilities and disturbances.
Screen Name Redacted 8/11/2022 01:48 PM	Should not be in collingwood we don't have enough housing for everyone...not affordable
Screen Name Redacted	If there was prompt enforcement I would change my mind on some of

8/11/2022 01:57 PM

this but without enforcement it's a no go for me

Screen Name Redacted

8/11/2022 01:57 PM

I don't think that any unit that is a fully legal residence that could house a single, couple or family should be allowed in collingwood. Granny suites, private rooms, basement suites, etc, that are not legal apartments are suitable for short term rentals but full legal apartments or homes should be rented long term. The housing shortage and the cost of housing here in town far outweighs the tourism benefits.

Screen Name Redacted

8/11/2022 02:00 PM

Limit number of times. Must have minimum of no less than two weeks to rent. In my previous condo corp minimum was 30 days

Screen Name Redacted

8/11/2022 02:04 PM

After each STA home owner required to check on property with cutting grass, garbage and cleaning accordingly

Screen Name Redacted

8/11/2022 02:28 PM

Fire pits. Enforce noise bylaws.

Screen Name Redacted

8/11/2022 02:19 PM

hire enforcement officers and follow up STA's when reported..ensure homeowners receive heavy fines for not following bylaws

Screen Name Redacted

8/11/2022 02:33 PM

Should be dedicated to certain geographical locations .

Screen Name Redacted

8/11/2022 02:45 PM

STA to be discontinued if there are neighbour complaints (noise, parking, garbage, traffic)

Screen Name Redacted

8/11/2022 02:43 PM

They shouldn't be allowed, we have hotels, motels and established B&B's in appropriate zones

Screen Name Redacted

8/11/2022 03:14 PM

We had a STA across the road from us...started up 2 years ago There were several noisy parties. It had accommodation for 10 people. As a neighbourhood we investigated and talked with the appropriate town officials and it was deemed not lawful..mainly because we are all on septic and they would have to upgrade their system...there have not been anymore issues. They have been designated a B&B....but it could possible decrease the value of our house because it is across the road from us. STAs are not good for small quiet neighbourhood. We also have 1 B&B on a cul de sac In our neighbourhood. It is tucked away and very well maintained

Screen Name Redacted 8/11/2022 02:57 PM	they shouldn't be allowed
Screen Name Redacted 8/11/2022 03:28 PM	Allow STAs in a secondary building where owner lives on property or change current rules for Bed and Breakfasts to include suites in secondary buildings.
Screen Name Redacted 8/11/2022 03:13 PM	n/a
Screen Name Redacted 8/11/2022 03:31 PM	No because the Town won't/can't enforce them.
Screen Name Redacted 8/11/2022 03:20 PM	See above re local contact
Screen Name Redacted 8/11/2022 03:37 PM	STAs should be licensed and taxed, and only equate to a small proportion of non-owner-occupied residences in Collingwood. I think STAs significantly contribute to the lack of rental inventory and are contributing to driving up the cost of purchasing homes, as well as rates for long-term rentals. If someone can make \$300+ per night off a STA (on the low end), why wouldn't they pay an obscene amount for a house as an investment property, even if it's only occupied 25% of the time? A friend of mine owns multiple residences in Collingwood and has converted his long-term rentals into short-term rentals because he makes significantly more money on it, and the overall risk is lower (due to the clusterf*ck that is the Landlord Tenant Board). But while he benefits and tourists have more options for accommodations, two families have been displaced and may have been forced out of the community, or worse. Housing is a human rights issue, and regulating how housing is built and used is one of the most critical issues faced by communities across Canada. There are multiple ways of addressing the housing crisis. Regulating STAs and municipalities taking a cut of the pie is one way to increase long term rental inventory and fill the coffers for affordable/attainable housing projects.
Screen Name Redacted 8/11/2022 03:23 PM	By-Law should be available 24/7 to deal with issues, not just office hours.
Screen Name Redacted 8/11/2022 03:43 PM	No, if they are going to be permitted I will move out of town.

Screen Name Redacted

8/11/2022 03:46 PM

I do not think that the 30 day minimum limit should be removed, and if anything, I think it should be increased. I think this is the only thing that is currently helping to avoid major problems in residential areas, such as noise and rowdy behaviour, careless use of properties, garbage, etc..

Screen Name Redacted

8/11/2022 03:54 PM

Our Ontario gov.has made it extremely hard for landlords so as they are running out of safe options, sta s are safe, guaranteed money and no dealing with bad tenants or rta.

Screen Name Redacted

8/11/2022 04:14 PM

Regulatory by-laws that can be enforced, with stiff penalties for non-compliance, and the staff in place to enforce the by-laws.

Screen Name Redacted

8/11/2022 04:17 PM

Strict limits to the number of individuals staying in the AirBnB are essential!

Screen Name Redacted

8/11/2022 04:24 PM

STAs properties must be owned by permanent residents of Collingwood and not by corporations or seasonal or out of town owners. Owners must be present on site for the entirety of guests stays; they cannot move off site during rental period. The number of guests must conform to the same regulations that restrict liquor licenses to restaurants and hotels based on livable square footage, washrooms and provide enough off road parking to accommodate all guests as street parking is not available 24/7 through out the year. As well, people who rent out STAs must pay the same Municipal taxes as bed and breakfasts/hotels in order to hire more bylaw officers to work overnight and on weekends. Neighbors of STAs should not have to depend on OPP to police STAs as allowing these accommodations, if allowed, is the choice of The Town. Neighbors should be able to contact Bylaw 24/7 to respond immediately if there are problems.

Screen Name Redacted

8/11/2022 04:32 PM

Imposition of a prohibitively large accommodation tax on STAs.

Screen Name Redacted

8/11/2022 04:58 PM

Whatever bylaw changes are adopted need to be strongly enforced to ensure neighbours ate not adversely affected. The tax should be directly allocated to bylaw enforcement.

Screen Name Redacted

Only in homes where owner is present and can be accountable to

8/11/2022 05:15 PM

their guests like a bed and breakfast

Screen Name Redacted

8/11/2022 05:19 PM

I think that STA should be allowed with a 1 week minimum stay. Trouble tends to come during weekend parties. 1 week rentals cater to families in the summer and ski teams in the winter.

Screen Name Redacted

8/11/2022 05:45 PM

Do not allow in residential neighborhoods. Garbage, Parking, Number of guests, number of overnight stays, number of cars, property maintenance, bylaws on fireworks, dog feces pick up & Partying enforced etc.

Screen Name Redacted

8/11/2022 05:46 PM

Unless the town will up the bylaw presence (which they aren't even close to doing now)there is no place for STA in our lovely town. Just look at what is happening next door in the Blue Mountains. Neighbourhoods have been ruined!! Don't follow!!

Screen Name Redacted

8/11/2022 06:07 PM

I feel that the homeowner must be present in an STA. I disagree with companies owning and running multiple units in town with no consequences when parties occur. It is important to note that not all STA owners are bad and not all people who use them party or disregard the rules. In the few months that I have been running mine, I have had wonderful guests except one - which I was able to deal with because I live on the property. The guests were respectful and quietly went to bed.

Screen Name Redacted

8/11/2022 07:00 PM

No

Screen Name Redacted

8/11/2022 07:25 PM

There should be no sta as the bylaws state now but I force them

Screen Name Redacted

8/11/2022 07:59 PM

Minimum stay i.e 2 weeks

Screen Name Redacted

8/11/2022 07:55 PM

Safety of other owners. Noise ++ if other owners need to get up and work in the morning

Screen Name Redacted

8/12/2022 01:15 AM

STA's licenses should follow fire and building code before being granted

Screen Name Redacted

8/12/2022 02:52 AM

Considering that we are in the midst of a housing crisis, it seems that any resources should be dedicated to ensuring that affordable housing is made available to the people who live here. Not opportunities for people to buy properties and profit off of them for short term accommodation. Perhaps the more productive use of resources would go towards encouraging existing residents to create secondary, long term rental solutions in their permanent homes? Still a way to generate additional income while living here full time and helping to generate a solution to a real problem. The Town does not have the sufficient bylaw resources to effectively monitor increased STAs. There are also not strong enough compliance measures in place in other municipalities to draw from as examples (I moved here from Toronto, and STAs are a nightmare there, even in a municipality with extensive resources dedicated to enforcement and compliance of bylaws). I don't see a situation where the Town could develop and adopt a robust enough regulatory framework to curtail the potential risk, and the resources required to do so would be better served in alleviating existing issues (eg, creative, long term solutions to affordable housing that help to maintain and augment the fabric of our community).

Screen Name Redacted

8/12/2022 05:17 AM

This should be considered only after the town has provided sufficient housing for EVERYONE. We recently had someone living in a tent in the forest near our home in some very cold temperatures. Find these people homes first before implementing STAs

Screen Name Redacted

8/12/2022 06:25 AM

Clearly identifying STAs with signage so neighbours and perspective buyers have a clear understanding of the street.

Screen Name Redacted

8/12/2022 06:23 AM

In condo developments units are being rented for short terms (i.e. weekend) when they are only permitted to rent for 30 days. These are very difficult times for condo owners. Most condos in Collingwood are part-time owners using their units only for recreation. Very frustrating for full time owners! If there are penalties perhaps they are not substantial enough to deter them from weekend rentals. In my condo development we report these to the condo management company who, in turn, advises the town.

Screen Name Redacted

8/12/2022 06:51 AM

I don't believe it can be regulated with standards. People will take advantage. Owners will not follow rules, they do not report this income and we will not have bylaw that will be able to regulate or follow up with some 300+ STA's. And this is the number we have when it's not permitted. I can only assume this number would increased drastically if permitted.

Screen Name Redacted

8/12/2022 07:14 AM

Yes... I think the town should spend more time enforcing the current bylaw and stop trying to figure out a way to increase revenues and accommodate individual interests.

Screen Name Redacted

8/12/2022 07:30 AM

When I travel to as near as Toronto I/we use STAs booked primarily through AirBnB. We choose to do so because of the convenience, amenities and cost benefit as compare to similar length of stay in a hotel. Properly regulation and enforcement can help mitigate issues. For example, I was subject to a \$500.00 fine if a noise complaint was received during my most recent stay. The unit we rented slept 2 people. If you regulate noise by a fine for example of \$500.00 per person in the unit it will go a long way to mitigating noise complaints.

Screen Name Redacted

8/12/2022 07:33 AM

Noise and garbage complaints need to be addressed immediately by a bylaw officer or the police. These stays can get out of hand. Blue Mountain had numerous problems with drinking, young people on drugs and extreme disturbances in the neighbourhood.

Screen Name Redacted

8/12/2022 07:43 AM

Health and safety should be part of the licensing process. An inspection of the unit so it conforms with acceptable standards (windows in bsmt apt etc.) before a license is provided.

Screen Name Redacted

8/12/2022 07:58 AM

Inspections annually Founded complaints = loss of licence More bylaw enforcement, ie later than 9pm to deal with complaints and concerns

Screen Name Redacted

8/12/2022 08:13 AM

I would continue to allow existing B&B to operate, however given the housing and rental shortage in Collingwood and the number of motel/hotels I do not feel the need for STA. I don't want to have to sell my home because my peace and quality of living has been compromised because someone else buys a house in C'wood to make a profit. People who are not residents are not neighbours and really don't care about the existing residents.

Screen Name Redacted

8/19/2022 04:11 AM

No I think it should be an individual choice as the cost of living is difficult for people to survive.

Screen Name Redacted

8/12/2022 11:54 AM

Just don't break the law and they should be fine.

Screen Name Redacted

8/12/2022 01:07 PM

No STAS at all in residential areas

Screen Name Redacted

8/12/2022 01:19 PM

I do not feel they should be permitted at all.

Screen Name Redacted

8/12/2022 01:28 PM

I think short term rentals are okay with licensing, taxing and limits on capacity and duration. I think there should be hefty fines for exceeding capacity and an immediate fine to the owner and that there be a hefty fine. The entire neighbourhood suffers when there's non-compliance. Parking in winter is already an issue and an oversubscribed rental creates a terrible burden. If police are called, an automatic, non-negotiable fine should be given to the owner. It's easy to say I wasn't there but the owner certainly likes the money. I strongly believe it should be a substantial fine. You don't have to have as many by-law enforcement officers then. There could be a list of non-negotiable fines that are explicit, explained and attached to our property taxes statement annually. Then no one can say they didn't know.

Screen Name Redacted

8/12/2022 02:18 PM

Qu: If a young couple rents out a suite in their home, is that considered a B&B?

Screen Name Redacted

8/12/2022 02:27 PM

There should be a much higher percentage of long-term rental accommodations that are affordable (under \$2,000/month for 1-2 bedroom) in town -and that needs to be built up through incentives and ironclad agreements with developers while continuing all current STA restrictions until such long-term rental needs have been addressed. We seem to be developing an elitist attitude in this town, based on most dollars to be gained - and that does not create or sustain a community.

Screen Name Redacted

8/12/2022 02:25 PM

Laws to prevent STAs

Screen Name Redacted

8/12/2022 07:40 PM

Do not want short term airbnb's in this area. Long term rentals in homes for skiing or summer is fine. minimum 2 to 3 months.

Screen Name Redacted

8/12/2022 03:37 PM

It is disturbing to the residents of town and should have a by-law office in place to fine them. It takes away from homeowners rights to quiet enjoyment of their property. Too transient and less of a feeling of security around your home. It creates a lack of a friendly neighbourhood where you can get to know your neighbours and

socialize. The Town of Blue Mountain has very specific by-laws for allowing STA rental. Anything less than 30 days, i and several neighbours have contacted the town to let them know there are at least 3 air bnb's on my street alone and nothing was done.

Screen Name Redacted

8/12/2022 04:41 PM

I feel we need to have balance in our housing. We need to support short term accommodation and we need more affordable housing. Taxing the short term accommodation industry should and use the money to enforce bylaw infractions that are a direct result of inconsiderate short term accommodation and to support affordable housing initiatives should help establish a better balance.

Screen Name Redacted

8/12/2022 04:39 PM

Why should the municipality control what hard working people do with their property in order to create other sources of income for their family.

Screen Name Redacted

8/12/2022 04:57 PM

no - the illegal ones should be closed, and according to your calculations that is about 300 units

Screen Name Redacted

8/12/2022 08:39 PM

should consider the high demand issues for affordable renting for long term residents

Screen Name Redacted

8/12/2022 10:22 PM

noise/garbage/parking control

Screen Name Redacted

8/12/2022 11:02 PM

Reduce from 30 days to 15

Screen Name Redacted

8/13/2022 08:20 AM

Regulation is better than no regulation. But enforcement must be available. E.g. currently, fireworks by-law is pretty much unenforced as by-law officers don't work past dark. Calling OPP seems like a waste of resources.

Screen Name Redacted

8/13/2022 11:03 AM

The condominium bylaws should be adhered to

Screen Name Redacted

8/13/2022 11:19 AM

We do not want Collingwood to turn into Wasaga Beach

Screen Name Redacted

There should only be allowed a certain number of times a unit can be

8/13/2022 01:21 PM

rented in a year. This would be impossible to Monitor if the unit is on Airbnb (which can happen now if no one is monitoring Airbnb listings) There should be a high bar for rental period (e.g not less than 1 month) otherwise u will get a lot of churn and I have seen in other communities the significant issue of weekly turnover in tourist towns and what it does to neighbourhoods and increase risk of safety issues There should be audits on Airbnb and Vrbo sites as if word got out that a heavy fine is charged through audits people may be more inclined to play by the rules

Screen Name Redacted

8/14/2022 08:30 AM

New builds such as condos need to be deemed as STA approved to ensure that potential buyers are aware before purchasing their dwelling

Screen Name Redacted

8/14/2022 10:33 AM

Hotline for enforcement of existing - don't know who to call

Screen Name Redacted

8/14/2022 11:01 AM

There must be proper enforcement of complaints. Bylaw enforcement must be available 7 days a week 24 hours a day not only during business hours. Infractions must be followed up. As a result of the transitory nature of occupants penalties not just warning must attach not only to then occupants but also to ownwrs. Any Town bylae must not override bylaws of Condominium Corporations and the Town must supply enforcement for this to be effective.

Screen Name Redacted

8/14/2022 04:45 PM

People are getting around ruling by having their mother in basement apartment. She is not owner of property.

Screen Name Redacted

8/15/2022 08:54 AM

The municipality should have an STA registry whereby anyone renting their approved property, as per municipal by-laws, are identified and their contact information is available to bylaw officers for immediate resolution to any issues that may come up during a rental.

Screen Name Redacted

8/15/2022 09:31 AM

STA breed party seekers who visit properties without care for the comfort of full time homeowners. Our condo corp has endure numbers of horrible examples of noise, property damage, safety concerns, etc. Repealing the current bylaw is a terrible mistake. Condo corps are not qualified to deal with short term visitors and the problems left behind. CAM payments will surely rise because of short term tenants. Property damage and security guards are expensive, beside the noise pollution short term tenants usually create.

Screen Name Redacted 8/15/2022 02:09 PM	Commercial zones only. There is a reason that hotels are kept OUT of residential neighborhoods.
Screen Name Redacted 8/15/2022 02:19 PM	Off street parking must be available for any STA.
Screen Name Redacted 8/15/2022 03:16 PM	Just because owner is present, does not constitute a B&B - this is clearly a different category! A B&B has a common entrance. Is generally greeted and/or fed and therefore known by host. Has 2 guests max per room. STA should have owner present during rental period; annual inspections; maximum # of 2 units and 2 guests per unit in a residential neighbourhood; pay tourist tax and income tax
Screen Name Redacted 8/15/2022 06:24 PM	The penalties need to be enforced. It seems the homeowner can easily lie about what is going on in their residence and there is no way to make them pay any fees and also in condo corporations the safety issue is huge!!!
Screen Name Redacted 8/16/2022 07:01 AM	Please do not allow STA in Collingwood for reason listed above
Screen Name Redacted 8/16/2022 07:03 AM	IF it was to go forward, i feel that the dwelling could not be a former long term rental. Kicking out a current resident to make more profit should be unacceptable. Monitoring this would take so much time and effort of by law. I think again If it goes forward an entire staff in bylaw department dedicated to the stas would be needed.
Screen Name Redacted 8/16/2022 07:10 AM	Fire safety - have floor plans, local emergency phone numbers listed and exit signs located within the units. We just came back from a legal STA in Niagara and those were present. Ensure owners follow Municipal Bylaw rules - noise/garbage/parking (hire more Bylaw staff to help regulate) Only give licenses to owners who willingly put a "no party" rule on advertisements. Any multiple infractions would lead to a cancellation of license.
Screen Name Redacted 8/16/2022 07:35 AM	Upkeep of properties. A 3 strike loose your license-Eg three reports of excessive noise or disruption of community etc. STA have existed around BlueMountain for quite some time there are streets dedicated to STAs. It can definitely have an impact on residence. High turnover. Noise. Garbage. That special special tax on the accommodation owner is a great way to generate town income and it definitely

promotes tourism.

Screen Name Redacted

8/16/2022 07:12 AM

Enforce noise restrictions 24/7

Screen Name Redacted

8/16/2022 07:20 AM

Regulate number of rooms/guest allowed in a STA as large groups result in parties and noisy behaviour

Screen Name Redacted

8/16/2022 07:22 AM

Should be regulated/enforced by bylaw WITHOUT neighbours needing to complain.

Screen Name Redacted

8/16/2022 08:31 AM

Fine/penalty/license revoked if violating by-laws, rules I.e. health, safety or as a result of complaints

Screen Name Redacted

8/16/2022 09:24 AM

Limit number of people

Screen Name Redacted

8/16/2022 10:17 AM

I would say that home rentals are the decision of the home owner themselves. In neighborhoods, these could be monitored and restricted if complaints occur. For example, you can have your ability to rent out restricted or removed based on complaints. Or, in reverse, you can apply to be able to host but this can be denied or revoked based on behaviour of tenants

Screen Name Redacted

8/16/2022 01:26 PM

STA with hosts who live in the home shouldn't need to be permitted, but without living in the home, they should need to have a permit.

Screen Name Redacted

8/16/2022 03:07 PM

Equitable treatment of what are, at the end of the day, revenue generating businesses. Why should there be different rules for The Manor on Hume vs. someone renting out an apartment or condo? In each circumstance CRA looks at the revenue as income regardless of who the owner happens to be.

Screen Name Redacted

8/16/2022 04:45 PM

Adequate parking for the size. No street parking.

Screen Name Redacted

8/16/2022 04:43 PM

Lawn, property maintenance standards

Screen Name Redacted

8/16/2022 05:23 PM

do not want STA

Screen Name Redacted

8/16/2022 06:55 PM

I think owners who operate a STA should be required to report in advance for the upcoming year when they will be making their home available for short term rentals and have a limited number of days per year.

Screen Name Redacted

8/16/2022 05:55 PM

Need bylaw to enforce 24hours a day

Screen Name Redacted

8/17/2022 08:32 AM

owners should pay income tax on revenues, as this is what is raising house prices. Stays of over 30 days only. Otherwise there is no affordable rental in Collingwood for support and blue collar workers, hospitals, restaurants, hospitality workers, EMS workers, etc....

Screen Name Redacted

8/17/2022 08:59 AM

EVEN THE PLAYING FIELD. REQUIRE APPROPRIATE TAX TREATMENT. COMMERCIAL TAX RATES APPLY

Screen Name Redacted

8/17/2022 09:39 AM

STAs offer an amazing opportunity for the town to grow, get unique properties and provide jobs to local residents (cleaning, grass, snow, renovations, builders ect). There will always be those that complain about every single thing they don't like but the reality is that STAs help communities greatly.

Screen Name Redacted

8/17/2022 11:43 AM

I believe the advent of additional permanent rental units has created problems and they need more policies such as the bed and breakfast policies. Permanent rental units in homes need to have regulations as to how many in an area. STA's move on quickly.

Screen Name Redacted

8/17/2022 03:58 PM

STAs should not be allowed in subdivisions. More funding to hire By Law Officers to follow up on complaints and real fines for those we are not in compliance. It appears that STRs are strongly being considered in Collingwood, but, would you want to live next to one? So perhaps the best compromise is a limited number of registered, licensed, Bed and Breakfast accommodations, where the owner present is the best alternative.

Screen Name Redacted

8/17/2022 05:08 PM

I do not agree with them and do not want to see property owners take housing away for local working citizens

Screen Name Redacted
8/18/2022 03:47 AM
Just the lack of affordable housing for local workers. When workers have to live in tents in the outskirts of town that is not acceptable and needs to be addressed.

Screen Name Redacted
8/18/2022 08:53 AM
Well kept, clean, adherence to all bylaws

Screen Name Redacted
8/18/2022 08:53 AM
Mostly licensing and enforcement of said licensing (and those who do not comply - like The Blue Mountains).

Screen Name Redacted
8/18/2022 01:59 PM
Limit renters to number beds Register str owners

Screen Name Redacted
8/19/2022 06:45 AM
There should maybe be a limit to how many unit can be licenced on a street

Screen Name Redacted
8/19/2022 08:13 AM
Current municipal by laws around noise, being considerate etc should cover. Remember any host wants same thing! A respectful tenant, who enjoys the experience and leaves the place spotless. This has been my experience 100% of the time. I love staying at a unique air bnb

Screen Name Redacted
8/19/2022 08:41 AM
Do not allow.

Screen Name Redacted
8/19/2022 09:17 AM
No Street Parking

Screen Name Redacted
8/19/2022 01:20 PM
noone should be able to buy up the housing market just to rent them out short term. there is a HUGE housing crisis in this town and multiple people either homeless or on the verge

Screen Name Redacted
8/19/2022 03:13 PM
If permitted, all STAs should be required to have annual fire and safety, and building code inspections (and inspections before being licensed); all STAs should have proof of appropriate insurance. STA owners should have to apply for a license (with a suitable fee). Town should have a focused, 24 hr. complaint hotline for both neighbours and users. Nearby neighbours should have to approve of STA before licensing.

Screen Name Redacted 8/19/2022 06:55 PM	They should not be permitted
Screen Name Redacted 8/21/2022 04:09 AM	If it's habitable as a long-term rental and it's being used for a STA, it should be expensive for the owner to make that choice - apply an occupancy tax and put that levy into an affordable housing accelerator fund for the town. Be specific about where those dollars are going.
Screen Name Redacted 8/20/2022 08:17 AM	Yes. Developers (see wyldewood/brandy lane) openly market their projects as "investment properties", leading to many buyers only interested in STAs.
Screen Name Redacted 8/20/2022 09:55 AM	If a person(s) or family are seeking a STA and they have been approved by a respectable third party, then they should be allowed to participate.
Screen Name Redacted 8/20/2022 10:22 AM	Length of stay
Screen Name Redacted 8/20/2022 12:55 PM	As owners of a condominium unit, I come here to relax and my child feels safe. I do not want to be responsible to pay for damages, have noise around me and have concerns using the utilities I pay for. We want a stress free time and purchased a unit to be able to do this. I know from experience in the condominium unit we lived in (also in Unit 1 of your map) where the unit next door was rented out and it was noisy, smelly (smoking), and unruly behaviour, tons of strangers in the pool area. Our stay when the unit was rented, was unpleasant. We sold this unit and moved to our current location, where it is a perfect getaway and lovely neighbours.
Screen Name Redacted 8/20/2022 01:33 PM	We experienced a crowded pool area as these renters had invited friends to the pool that are shared by our facility. Pool rules were not followed and we could not get in the pool to swim ourselves.
Screen Name Redacted 8/20/2022 01:53 PM	Not at this time.
Screen Name Redacted 8/20/2022 02:19 PM	Health and safety/fire

Screen Name Redacted 8/20/2022 02:32 PM	Where neighbourhoods i.e. freehold condominiums/townhomes, which have shared amenities i.e. pools, fitness centers, visitor parking, restrict STA's due to increased volume, or misuse of rules for these neighbourhood facilities. Restrict allowing STA's where predominant mix of residential units are for full time residents.
Screen Name Redacted 8/20/2022 07:15 PM	Cars must be in drive way and not street parked.
Screen Name Redacted 8/21/2022 05:00 AM	30 day limit is fine. Why shorten it? No one wants a hotel next door. Our condo bylaw is three months not 30 days. Which one is legal?
Screen Name Redacted 8/21/2022 07:27 AM	Should be enough (small amount) of taxation and registration to offset appropriate by law enforcement costs. ONLY.
Screen Name Redacted 8/21/2022 09:37 AM	Stricter consequences for the noise violations, to both visitors and operators.
Screen Name Redacted 8/21/2022 12:53 PM	If permitted - nothing in Condominium Complexes! Weekenders destroy our property! Zero respect for residents. We are not bloody hotels/motels. Find some balls to enforce the bylaws!
Screen Name Redacted 8/21/2022 08:25 PM	No
Screen Name Redacted 8/22/2022 01:06 PM	STA's should be licensed. The program in place in the Town of the Blue Mountains is a good example. Significant costs, protocols in place (insurance, proof of fire plan etc.) required to obtain the license. It is not a simple case of filling out paperwork online and getting a license overnight. In primary residential areas the home must be occupied by the primary owner of the property and a maximum percentage of the square footage only be allowed for rent. In areas deemed to be a condo, the individual condominium associations should determine if they want STA's. If they do then the Town STA by-law would apply. Lastly, an Accommodation Tax for all types of accommodation should be put in place. Huntsville, ON (region) has a program in place that could be a model for Collingwood and the region.
Screen Name Redacted 8/22/2022 12:40 PM	No

Screen Name Redacted
8/22/2022 01:30 PM
Minimum one month rentals discouraging short term party / noise/ property abuse situations

Screen Name Redacted
8/22/2022 06:54 PM
Regular audits show be done by the Township to ensure all rules are followed.

Screen Name Redacted
8/23/2022 06:22 AM
Yes a minimum of 3 month rentals with strict permits and by-law compliance compliance enforced.

Screen Name Redacted
8/23/2022 09:47 AM
STA can be destructive. If permitted, they need to be strictly regulated, licensed, and to be restricted to primary residences. Short of that, there would be chaos, people would purchase property for individual enrichment coming from rentals. But I believe that the disadvantages to the town would outweigh the advantages to specific individuals. I think people could be able to use their primary residence for STA purposes, and licensing is a must.

Screen Name Redacted
8/23/2022 11:34 AM
They should pay a deposit fee

Screen Name Redacted
8/23/2022 12:36 PM
Done correctly, STAs can be a huge benefit to the town and increase revenue through permitting.

Screen Name Redacted
8/23/2022 03:31 PM
While I don't support STA's I think that licensing the number of STA's permitted in the town and not in residential areas.

Screen Name Redacted
8/23/2022 08:07 PM
You have it covered

Screen Name Redacted
8/26/2022 06:27 PM
Affordable housing is hard to come by in collingwood for a family. Resulting in the requirement to rent long term. Allowing STAs would not only further restrict our buying ability but also pose many challenges for affordable rentals. I do not agree with allowing STA in collingwood and think it would be a huge detriment to the people who work and live in this wonderful town.

Screen Name Redacted
8/26/2022 06:39 PM
Do not allow

Screen Name Redacted 8/28/2022 04:59 PM	There should be a permit but that is all
Screen Name Redacted 9/01/2022 01:29 PM	The review process promotes etiquette on the part of guests and responsibility on the part of hosts. It's very simply a common sense approach to offering accommodation.
Screen Name Redacted 9/02/2022 03:24 PM	Max occupancy,
Screen Name Redacted 9/02/2022 07:15 PM	Should def not be allowed in condos. Specifically since we purchased knowing of this bylaw.
Screen Name Redacted 9/03/2022 12:59 PM	Min 1 month rental
Screen Name Redacted 9/04/2022 11:23 AM	owner accountability
Screen Name Redacted 9/05/2022 06:32 PM	If you live in collingwood then you can operate multiple air bnbs. As long as you're able to control them yourself and monitor the stays.
Screen Name Redacted 9/06/2022 10:34 AM	There should be a proactive approach where by-law doesn't work on a complaint driven process but rather they search and seek out STAs that are currently happening and shut them down unless they are operating legally. It shouldn't take a complaint for them to get shut down. You have a by-law in place. That by-law took a low of tax dollars in salary, time, effort for employees to research, prepare, take to council, pass and implement and then the Town turns around and does nothing about it. You took time to create a by-law to zone and implement STAs already and choose not to proactively impalement it. You either have a by-law and enforce it or you dont have one at all. Current by-law officers are proactively ticketing cars when they are parked illegally because it generates revenue and because there is a parking by-law that is being enforced. There is also a STA by-law in place but there is no enforcement or ticketing happening whatsoever. The STA by-law, have repercussions for those who don't abide by it, similar to that as a parking by-law. The STA by-law is in fact law. It is not a property standards by-law where the standards are subjective. The zoning is law and is quite clear on what is permitted and what isn't. Additionally, the STA should be treated the same as a commercial property. There should be a business license and a registered business name/company so that those providing STAs pay

commercial taxes and are taxed the same as commercial properties. You have i.e. hotels also advertising on the same platform but they are paying commercial taxes and have a registered business and are paying taxes on their income whereas STAs are not. They go unclaimed. There should be proof of insurance where those providing STAs have insurance coverage in case they cause damage i.e. fire. There should also be safety inspections ie. fire, first aid, etc.

Screen Name Redacted

9/06/2022 03:54 PM

I think it's appalling that the town is even considering this

Screen Name Redacted

9/08/2022 10:07 PM

The Town should work with Cinfi Corporations to create compatible and enforceable bylaws restricting STA. STA rentals are dyscgiosed as family /friends use of a secondary residence. Therefore only residences that are occupied by the owner full time can permit STA. Enforcement needs to be improved.

Screen Name Redacted

9/09/2022 06:58 AM

The waterfront property that i live in becomes a nightmare during Summer months for short term rentals(even Winter ski season can be an issue)as they have no concern for the full time residents ie: excessive drinking, noise, parking, garbage...STA's should not be allowed period...

Screen Name Redacted

9/09/2022 01:59 PM

If the town permits STAs, they should be licensed and checked regularly. Neighbours should be made aware a permit has been issued at this address

Screen Name Redacted

9/09/2022 03:22 PM

The societal cost of unfair distribution of a finite resource (housing). This will limit the ability for young people and their families to live and work here, which over time, will hurt the services and attractions in the area.

Screen Name Redacted

9/09/2022 05:50 PM

You might consider enforcing the current law that states none of these are legal.

Screen Name Redacted

9/10/2022 03:04 PM

Until the housing difficulties are solved I feel no STAs should be permitted. The existing Bed and Breakfast and Hotel legislation accommodates our tourists.

Screen Name Redacted

9/11/2022 10:27 AM

STA's are only beneficial to owners to generate additional income. They are not interested in impact to community/neighborhood/town.

From town research it's known owners are already breaking rules. What makes you think they will abide with additional rules or license registration. Enforcement is a challenge now...just think of what will be needed when the door is fully open to more STA's.

Screen Name Redacted

9/11/2022 11:34 AM

The STA SHOULD NOT BE ALLOWED IN RESIDENTIAL AREAS UNLESS IT IS A B&B. The homeowners are home , take pride in their home, they are more responsible than a person who just rents for \$\$\$ and does not care about their community or neighborhood. Having experienced short term rentals close by, most of the time it's been a disaster.

Screen Name Redacted

9/11/2022 02:25 PM

Property owners still need to be responsible for the continual upkeep of the exterior (ie. gardens, lawn, driveway)

Screen Name Redacted

9/11/2022 02:48 PM

Building codes. Number of people proportional to size of dwelling. Noise.

Screen Name Redacted

9/11/2022 04:26 PM

Let's look for revenue in other ways! Collingwood is not hurting for new/additional visitors. We welcome them all. Come, stay in our hotels, rent long term seasonally but let's not compromise our neighbourhoods with roaming STA users and let's ensure we can provide long term rental options for those in our community working here. STA will only exacerbate housing crunch issues. No thanks! I strongly believe before our election that we should know how our local candidates feel about this issue.

Screen Name Redacted

9/11/2022 04:52 PM

Should not be used for bachelor or bachelorette parties etc

Screen Name Redacted

9/11/2022 07:36 PM

STAs should be licensed, confirm to basic rules of civility (eg. no parties or music after 11:00 pm and provide enough parking not to infringe on their neighbours).

Screen Name Redacted

9/12/2022 07:32 PM

Maintain the existing 30 day minimum. I am a multiple property owner and fully support the existing bylaw. The town must encourage proper hotel and other accommodation owners! (I support long term multi month leasing ONLY)

Screen Name Redacted

9/13/2022 06:30 AM

Clear communication to the community as to what is permissible

Screen Name Redacted 9/13/2022 08:33 AM	They destroy the charm of a neighbourhood
Screen Name Redacted 9/13/2022 11:19 AM	Not in residential area's at all.
Screen Name Redacted 9/13/2022 01:07 PM	Private specific communities should not be allowed to have STA
Screen Name Redacted 9/14/2022 08:28 AM	Min one month rentals. Short term rentals generally don't respect the neighbourhood.
Screen Name Redacted 9/14/2022 08:51 AM	Preference is no STAs but recognize that is unlikely so shld be well regulated. Taxed and min stay of a month.
Screen Name Redacted 9/14/2022 09:07 AM	STAs ruin neighbourhoods. Friends near the mountain constantly have to deal with drinks, partners, loud music etc. we bought in Collingwood and in our development because STAs are not permitted. There is no reason to change this now. Owners of STAs are only out to make money for themselves without regard for their neighbours.
Screen Name Redacted 9/14/2022 11:27 AM	Keep a property to the bylaws that already exist. Well maintained and complementary to the neighborhood. I see properties that are poorly maintained by residents.
Screen Name Redacted 9/14/2022 12:34 PM	Standards are needed that can be easily monitored and regulated by the municipality. It should not fall on the shoulders of residents to police their neighbours activities. How can the Town monitor standards such as number of persons per unit and days rented? Isn't their some sort privacy or access to units legislation that would prevent a bylaw officer from getting this information from an owner? STAs are most closely related to commercial uses providing temporary accommodation, like hotels and they generate income like hotels. They should be defined as such in the bylaw and be subject to the same health and safety standards as per Building code etc. STAs are in no way compatible with stable residential uses nor should they be accessory to residential uses.
Screen Name Redacted	Prohibit STAs

9/14/2022 04:19 PM

Screen Name Redacted

9/15/2022 06:18 AM

I do not think STA's should be allowed UNLESS it is the homeowners principal residence and they are renting out a portion of their home. This option is critical for many homeowners so that they can afford the housing market and put a roof over their heads. Often these units or areas in the principal residence are not suitable for long term rentals, eg; shared laundry & space and they do not have full kitchens (only kitchenette without stove, full size fridge etc) Meaning, by renting out their short term space, they are only supplementing their mortgage payments, they are not using up long term rental space. If they could not use this critical space to earn needed income, they would not be renting the space at all. I sincerely hope that you don't take this option away from the people of Collingwood, it is a necessity for many. A completely different story for people that buy secondary properties and then use them for short term rentals. These homeowners often do not even live in town and therefore do not take responsibility to monitor their revolving guests. The responsibility then falls on the neighbours. These secondary properties short term rental spaces must be limited to long term rentals. When the homeowner is living in the home and they do STA's they can monitor their guests. It is their home, they have relationships with their neighbours and quite frankly often have to go to work the next day. Their guests are asked to respect that. The homeowner has and takes complete control. The opposite exists for people that have secondary homes as mentioned above. Our previous neighbour, from Toronto, bought the house next door to open an Airbnb. He was advised that it was not allowed in Collingwood, and though he told us he would not go ahead with the Airbnb, he did anyway. Needless to say, he was never around, didn't monitor his guests and we, along with the surrounding neighbours, had a lot of problems. We were all grateful to the bylaw officer who was very persistent. After warning the homeowner to stop the Airbnb immediately, the owner continued with the STA's. He was caught again with renters in the house and was fined it then became a long term rental:) I think it's important that in your planning you distinguish between the two. There are lots of wonderful benefits for both the people that use space in their primary residence as STA's and for the people that stay. Whether they are here to visit family, come as tourists or are here for short term work, there is a need. Financially it is a necessity for so many Collingwood home owners. As well, many people bought their homes knowing that they could count on a little income from STA's. It would be detrimental to take that option away. Especially now with interest rates soaring. Secondary homes for rent should and must be used for long term rentals. We have such a need in Collingwood. The only reason these people choose to use their secondary homes as STA's is because they can make more money. This cannot be allowed and should continue to be banned. Seasonal rentals (ski season) are another issue. I know of 2 people that do not

live in Collingwood that bought homes in town to rent out for the winter season. It is not their primary residence nor do either of them really use the house otherwise. Empty houses that otherwise would be perfect long term rental units.

Screen Name Redacted

9/18/2022 02:42 PM

1 unit rented and only 2 people per unit

Screen Name Redacted

9/18/2022 09:00 PM

I think there should be a system where host who continuously violate bylaws should not be allowed to host

Screen Name Redacted

9/19/2022 04:52 AM

When police or by-law are called for a noise complaint or non permitted fires. Police or by-law contact the property owner every time (not their property manager who doesn't care). I have had three property owners that have owned the rental next door to us and two of them have out right said that they do not care about the Collingwood Laws.

Screen Name Redacted

9/22/2022 06:20 PM

The town should not have a say on what residents are allowed to do with their primary residence. Nor, should the poor experiences of some neighbours be the gauge by which all STAs are measured. The sharing economy is upon us. Collingwood needs to get with the times. I have stayed in STAs in many major cities worldwide. It has always been an excellent experience for both parties.

Screen Name Redacted

9/23/2022 02:52 PM

Implement rent rate limits and provide discounts to local tenants

Screen Name Redacted

9/23/2022 02:59 PM

Permanent accommodation should always come before STA housing.

Screen Name Redacted

9/28/2022 04:40 PM

Any standards that deter real estate speculation and depletion of the rental stock. Promote the attractiveness of long term tenancy in Collingwood.

Screen Name Redacted

9/29/2022 08:33 AM

If we didn't have a severe local housing shortage my responses would be different. This isn't a NIMBY issue, it's just common sense. We need solutions to our rental housing crisis and disallowing STA is the right move at this time.

Screen Name Redacted

Apply the Zoning By-law to its fullest extent of the law.

9/29/2022 08:46 AM

Screen Name Redacted

All STAs must have a decibel reader onsite.

9/29/2022 09:46 PM

Screen Name Redacted

The requirement that there be strict enforcement of non licensed STA's.

9/30/2022 10:40 AM

Screen Name Redacted

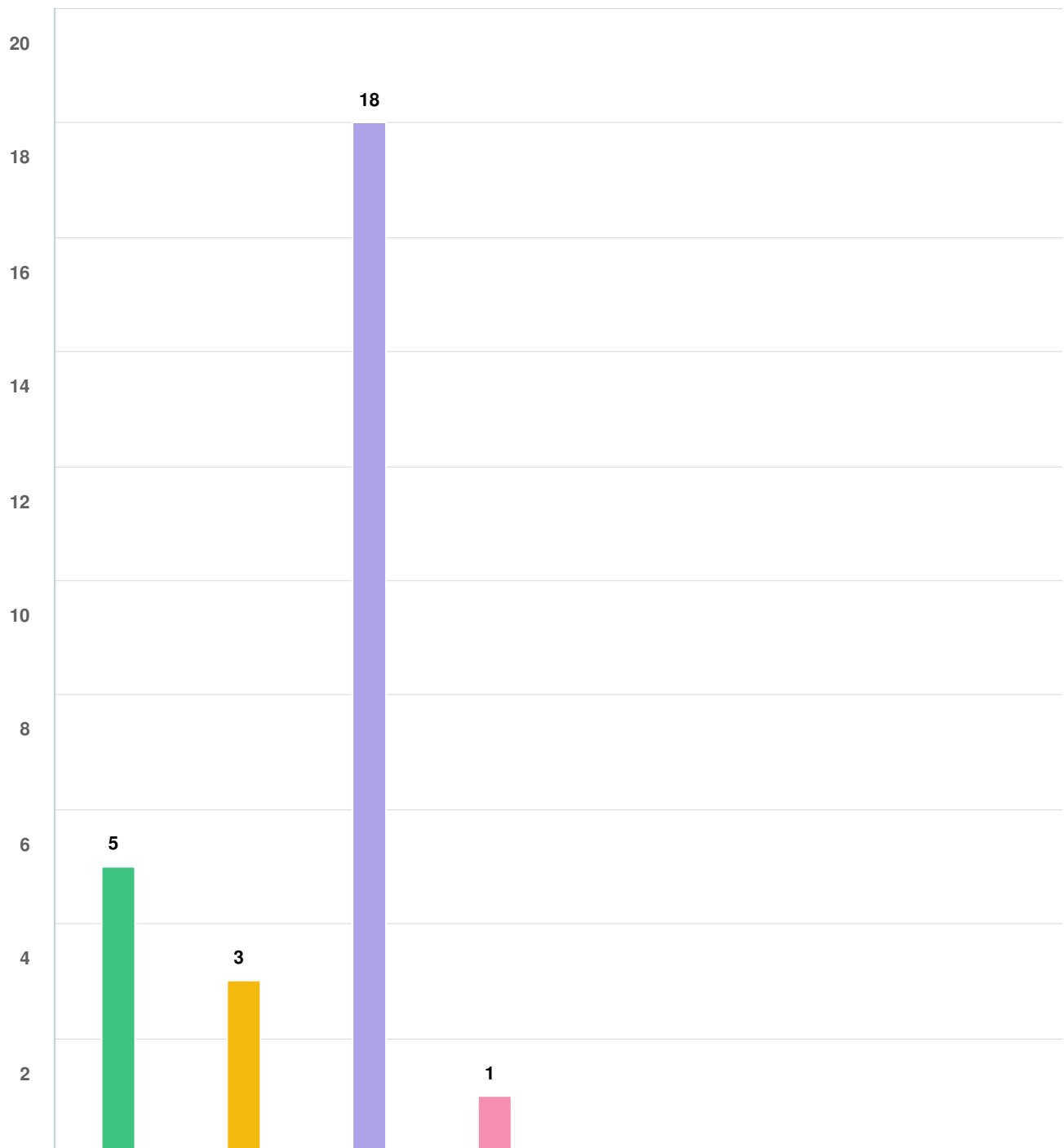
I do not feel that the town has the resources to control the behaviour of some tenants who feel they right to party hardy

9/30/2022 01:24 PM

Optional question (200 response(s), 365 skipped)

Question type: Essay Question

Q40 If you own a business in Collingwood, which of the following best describes your business? (Check all that apply)



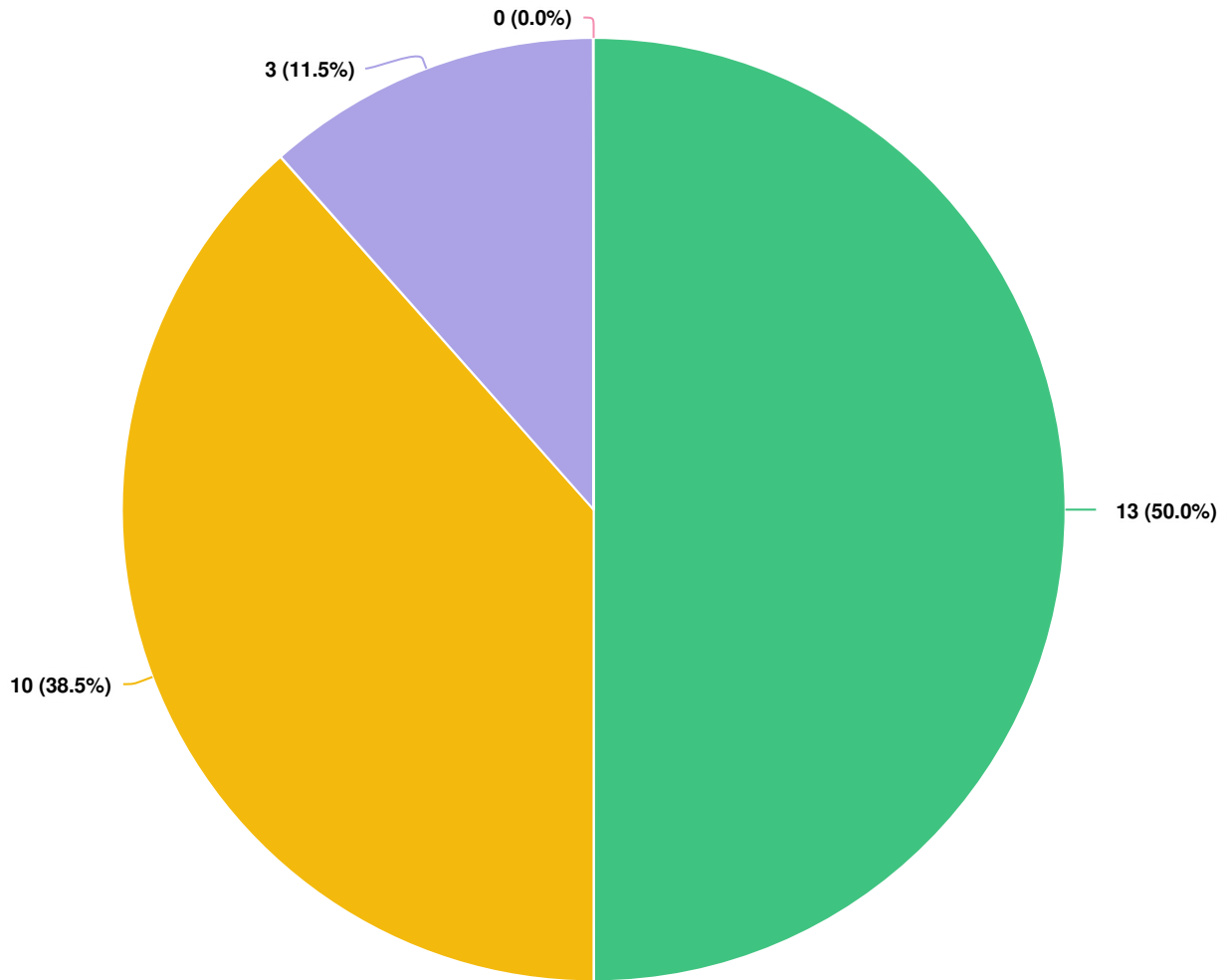
Question options

- Accommodations
- Professional Services
- Not applicable (i.e., I am not a business owner in Collingwood)
- Other (please specify)
- Contractors and Trades
- Food and Dining
- Retail
- Travel and Transportation

Mandatory Question (26 response(s))

Question type: Checkbox Question

Q41 | How familiar are you with STAs and online rental platforms (e.g., Airbnb, Vacation Rental by Owner [VRBO], HomeAway, Flipkey, etc.)?

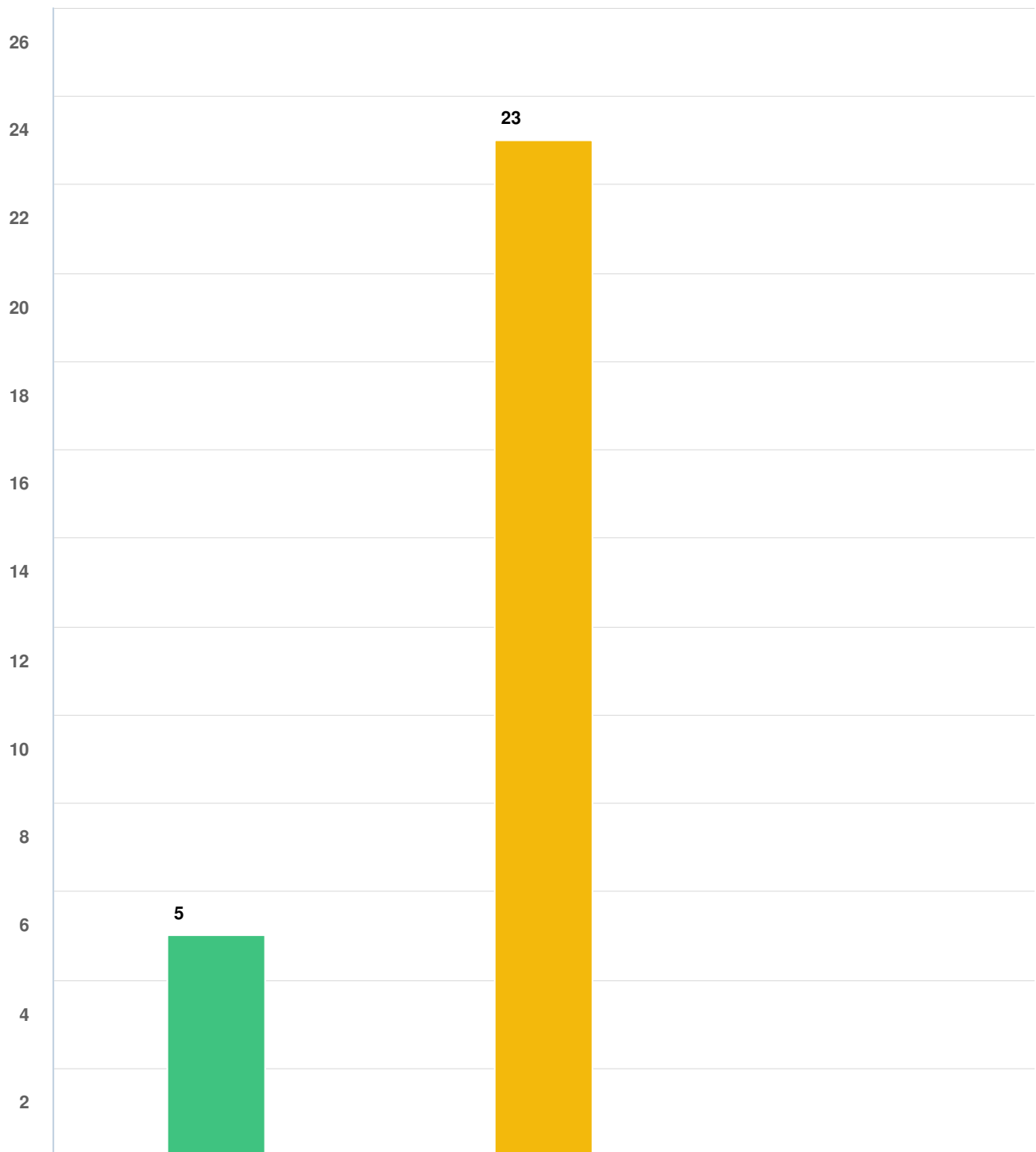


Question options

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

Mandatory Question (26 response(s))
Question type: Dropdown Question

Q42 Have you ever stayed as a guest at a STA in your travels? (Check all that apply)

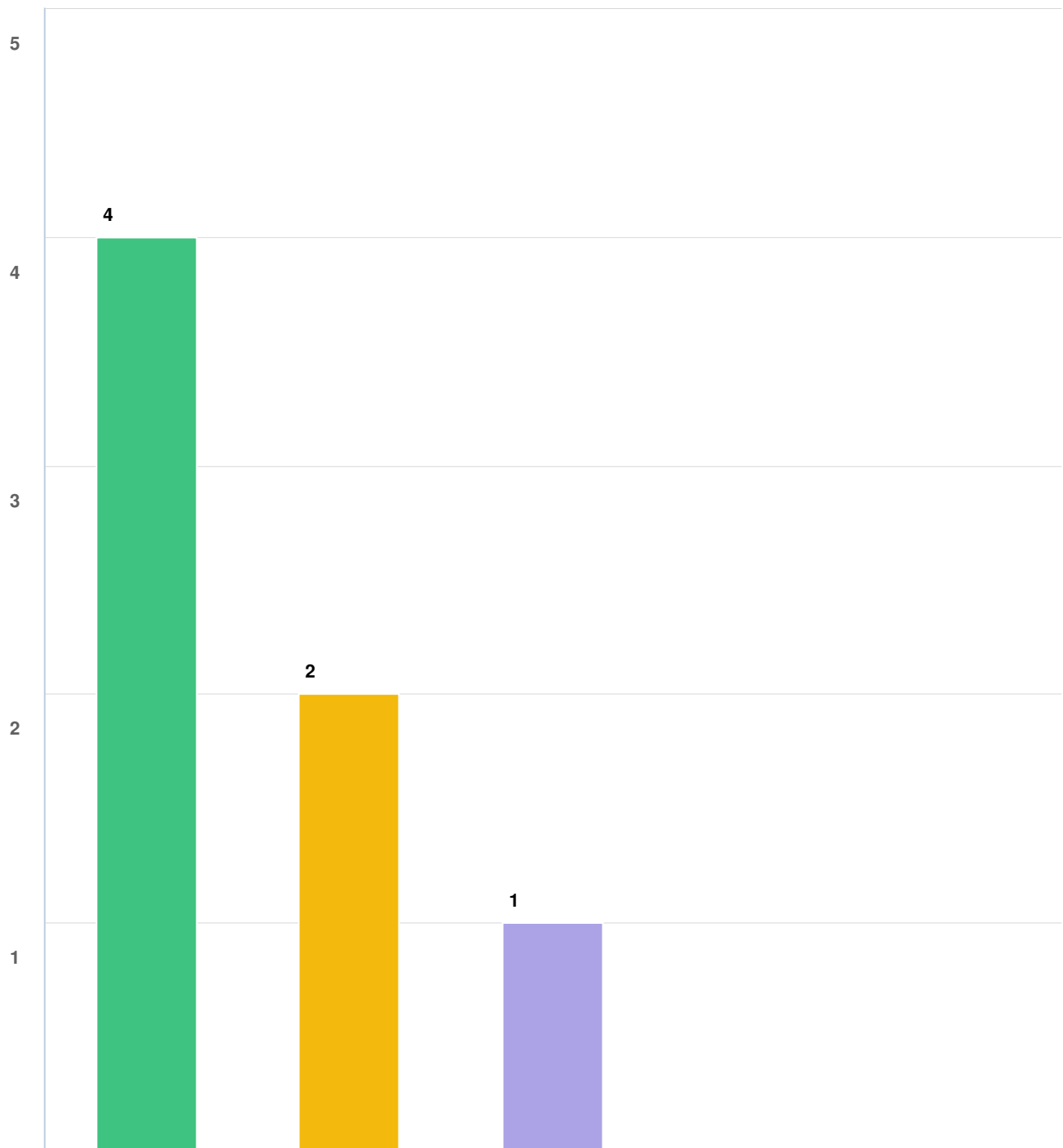


Question options

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

Mandatory Question (26 response(s))
Question type: Checkbox Question

Q43 What was the purpose of your stay in Collingwood? (Check all that apply)

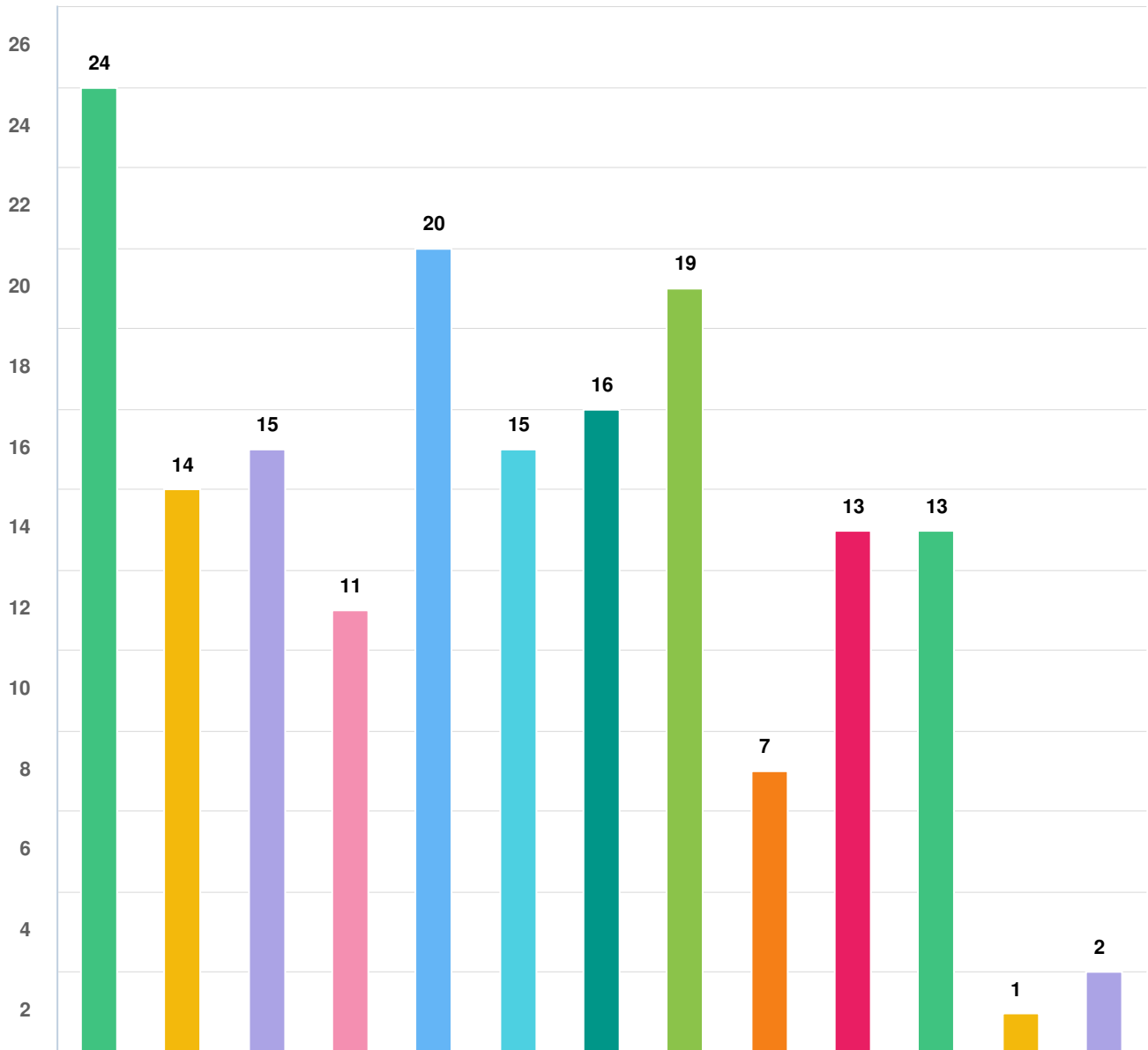


Question options

- Attending a special event (e.g., sports, concert, theatre, craft show, etc.)
- Site seeing
- Other (please specify)
- Visiting friends and/or family in Town (e.g., wedding)
- Visiting neighbouring municipalities

Mandatory Question (5 response(s))
 Question type: *Checkbox Question*

Q44 In your opinion, what are the benefits of STAs? (Check all that apply)



Question options

- Offers an alternative form of accommodation for tourists and visitors to the Town
- Offsets the cost of housing for residents
- Provides additional disposable income for hosts
- Makes use of underutilized residential dwellings/units
- Supports spending of tourist dollars at local businesses
- Offers a unique experience/quality of service
- Promotes local tourism
- Provides a landing place for those moving to the area or staying in Town for work
- Offers a cultural exchange between residents and visitors
- Allows access to advantageous locations
- Allows the Town to increase revenue through a municipal accommodation tax
- I do not feel there are any benefits
- Other (please specify)

Mandatory Question (26 response(s))
 Question type: Checkbox Question

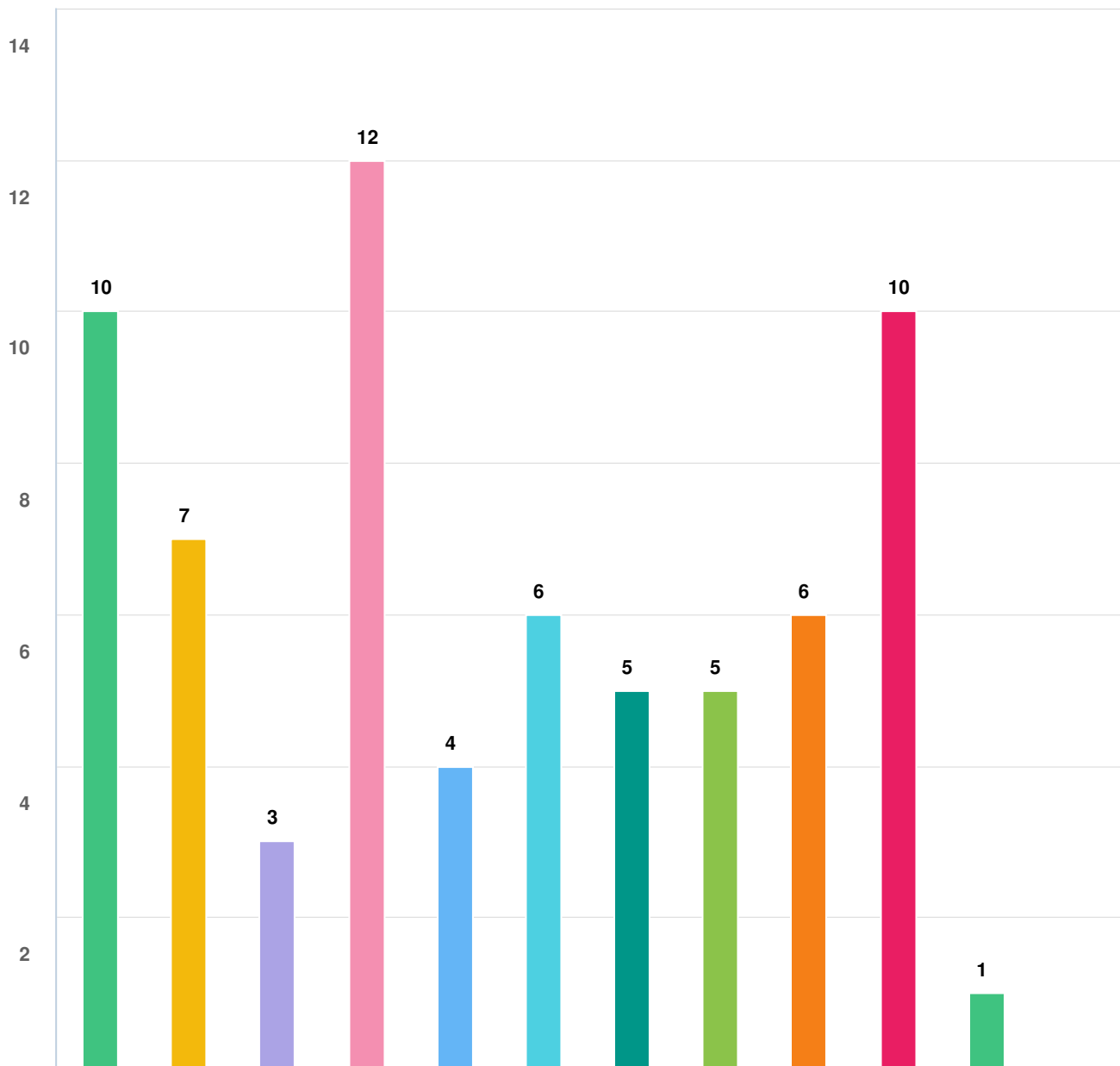
Q45 Please indicate your top 3 preferences in ranking order (i.e., 1 = the most important benefit, 2 = the second most important benefit, and 3 = the third most important benefit). If you answered that you "do not feel there are any benefits" or you ar...

OPTIONS	AVG. RANK
I do not feel there are any benefits	1.00
Offers an alternative form of accommodation for tourists and visitors to the Town	1.45
Unsure	2.00
Provides additional disposable income for hosts	2.67
Supports spending of tourist dollars at local businesses	2.69
Offsets the cost of housing for residents	3.40
Promotes local tourism	3.50
Makes use of underutilized residential dwellings/units	5.14
Provides a landing place for those moving to the area or staying in Town for work	5.38
Offers a unique experience/quality of service	5.71
Allows the Town to increase revenue through a municipal accommodation tax	5.88
Allows access to advantageous locations	6.83
Offers a cultural exchange between residents and visitors	8.80

Optional question (26 response(s), 539 skipped)

Question type: Ranking Question

Q46 In your opinion, what are the challenges relating to STAs? (Check all that apply)



Question options

- Reduces the inventory of units available for long-term rental/permanent housing
- Fewer affordable options for long-term rental/permanent housing
- Unfair competition for other tourist lodgings (e.g., bed-and-breakfasts, hotels, motels)
- Creates neighbourhood issues (e.g., noise, nuisance, parking, garbage, etc.)
- Health and safety concerns
- Loss of neighbourhood character
- Property maintenance concerns
- By-law enforcement resources needed
- Criminal behaviour/safety issues
- I do not feel there are any challenges
- Other (please specify)
- Unsure

Mandatory Question (26 response(s))
 Question type: Checkbox Question

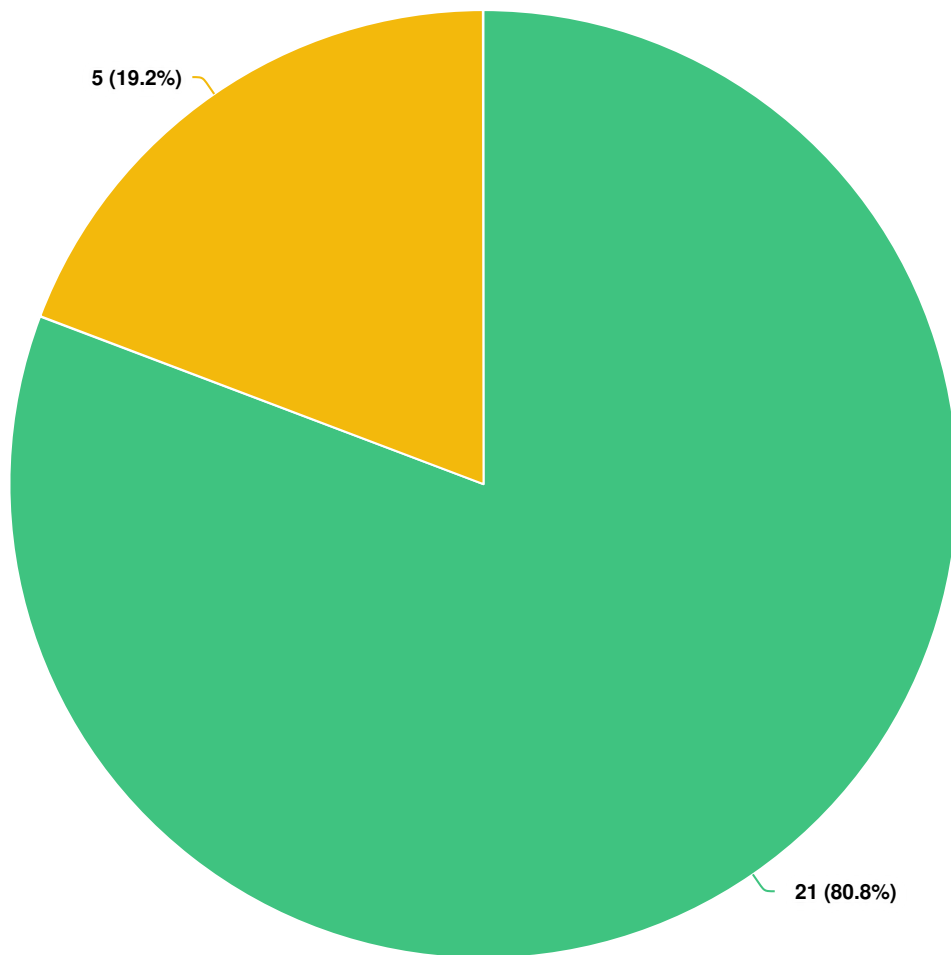
Q47 Please indicate your top 3 preferences in ranking order (i.e., 1 = the most significant challenge, 2 = the second most significant challenge, and 3 = the third most significant challenge). If you answered you "do not feel there are any challenges" ...

OPTIONS	AVG. RANK
I do not feel there are any challenges	1.22
Unsure	1.50
Property maintenance concerns	1.67
Creates neighbourhood issues (e.g., noise, nuisance, parking, garbage, etc.)	2.09
Reduces the inventory of units available for long-term rental/permanent housing	2.11
By-law enforcement resources needed	2.67
Fewer affordable options for long-term rental/permanent housing	2.75
Criminal behaviour/safety issues	2.75
Loss of neighbourhood character	3.20
Unfair competition for other tourist lodgings (e.g., bed-and-breakfasts, hotels, motels)	4.00
Health and safety concerns	5.33

Optional question (24 response(s), 541 skipped)

Question type: Ranking Question

Q48 How many residential properties do you own in Collingwood?

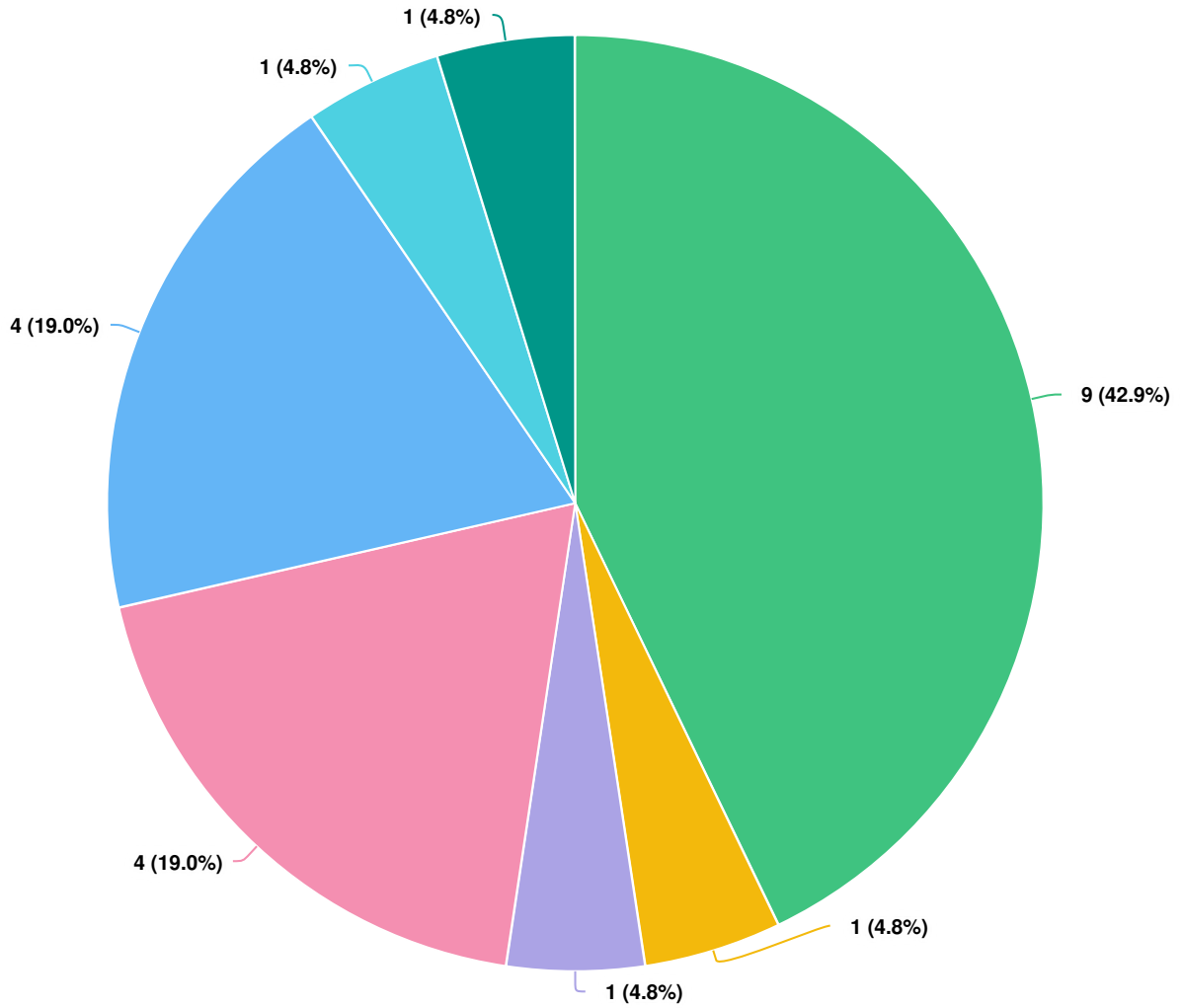


Question options

- I own one residential property
- I own multiple residential properties

Mandatory Question (26 response(s))
Question type: Dropdown Question

Q49 What type of property do you own?

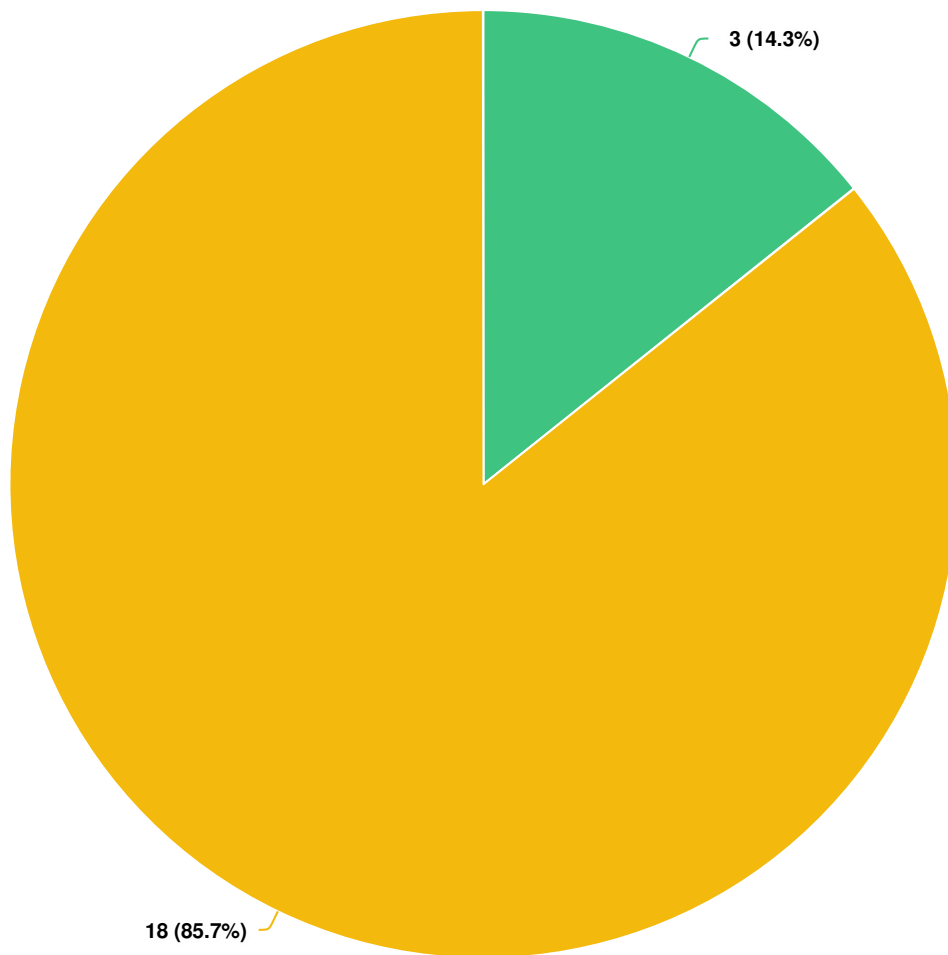


Question options

- Apartment
- Duplex
- Semi-detached dwelling
- Single detached dwelling
- Townhouse
- Vacant land
- Other (please specify)

Mandatory Question (21 response(s))
Question type: Dropdown Question

Q50 Do you have an accessory apartment?

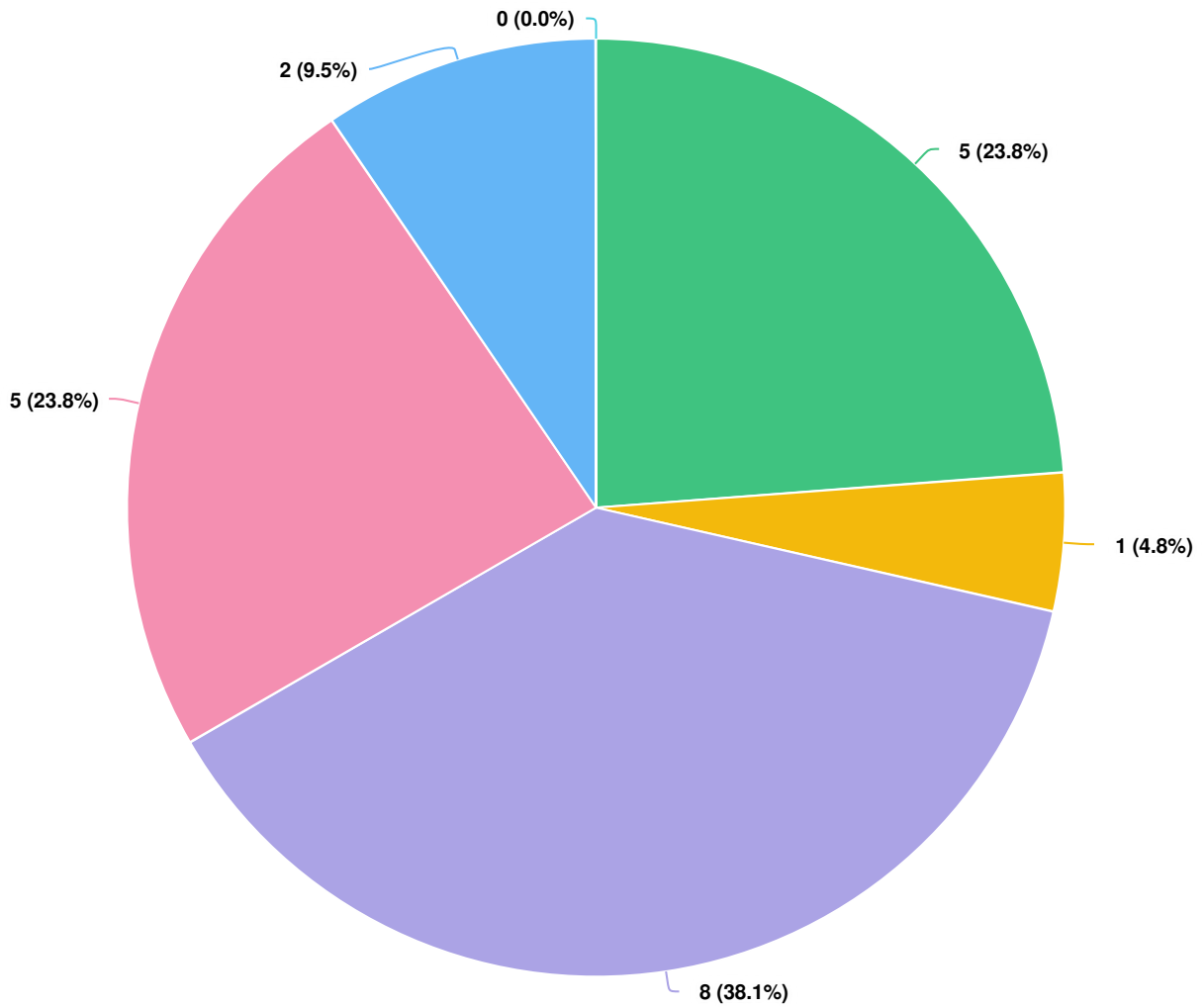


Question options

- Yes
- No

Mandatory Question (21 response(s))
Question type: Dropdown Question

Q51 Based on the map above, where is your property located?

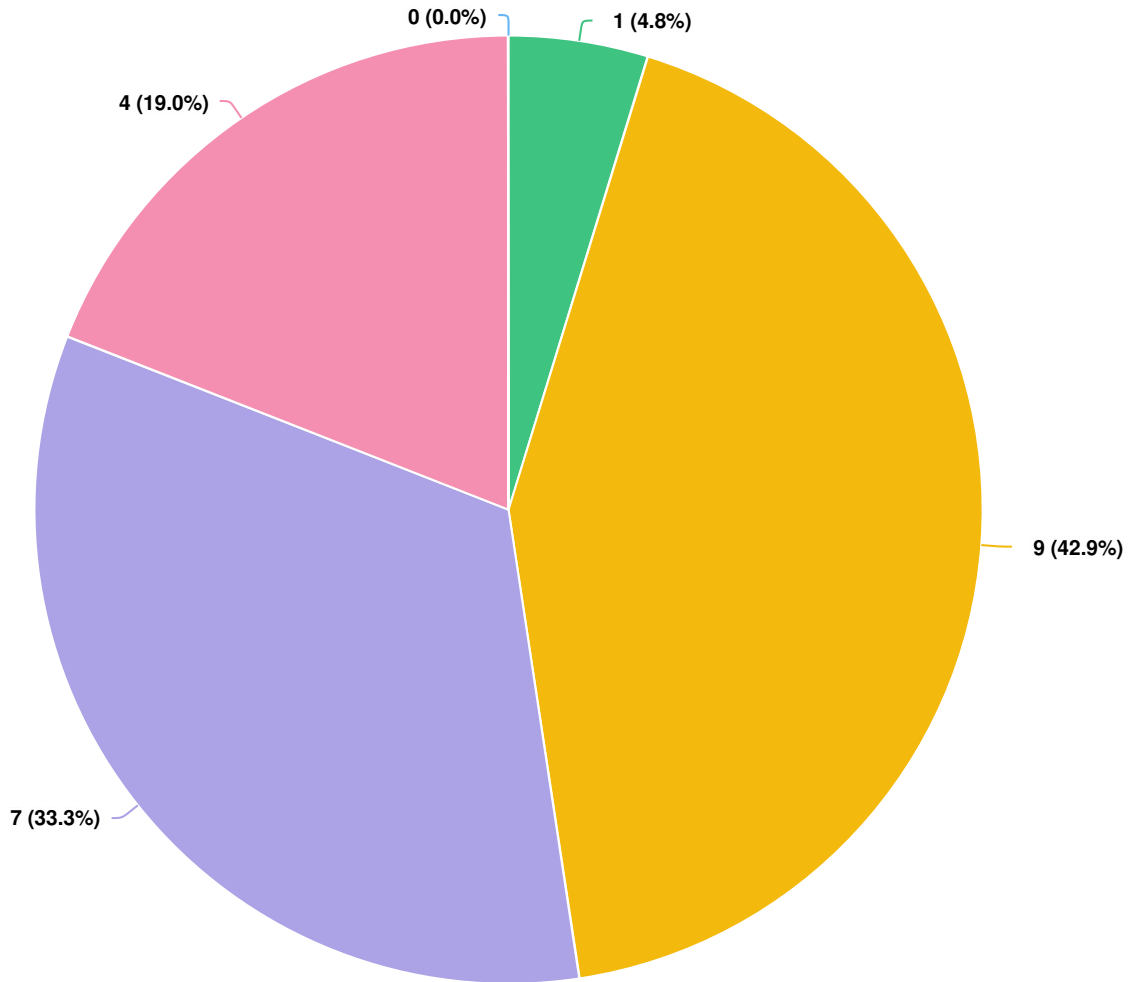


Question options

- 1 - North West
- 2 - South West
- 3 - Central North
- 4 - Central South
- 6 - South East
- 5 - North East

Mandatory Question (21 response(s))
Question type: Dropdown Question

Q52 Have you ever rented/hosted any property as a STA?

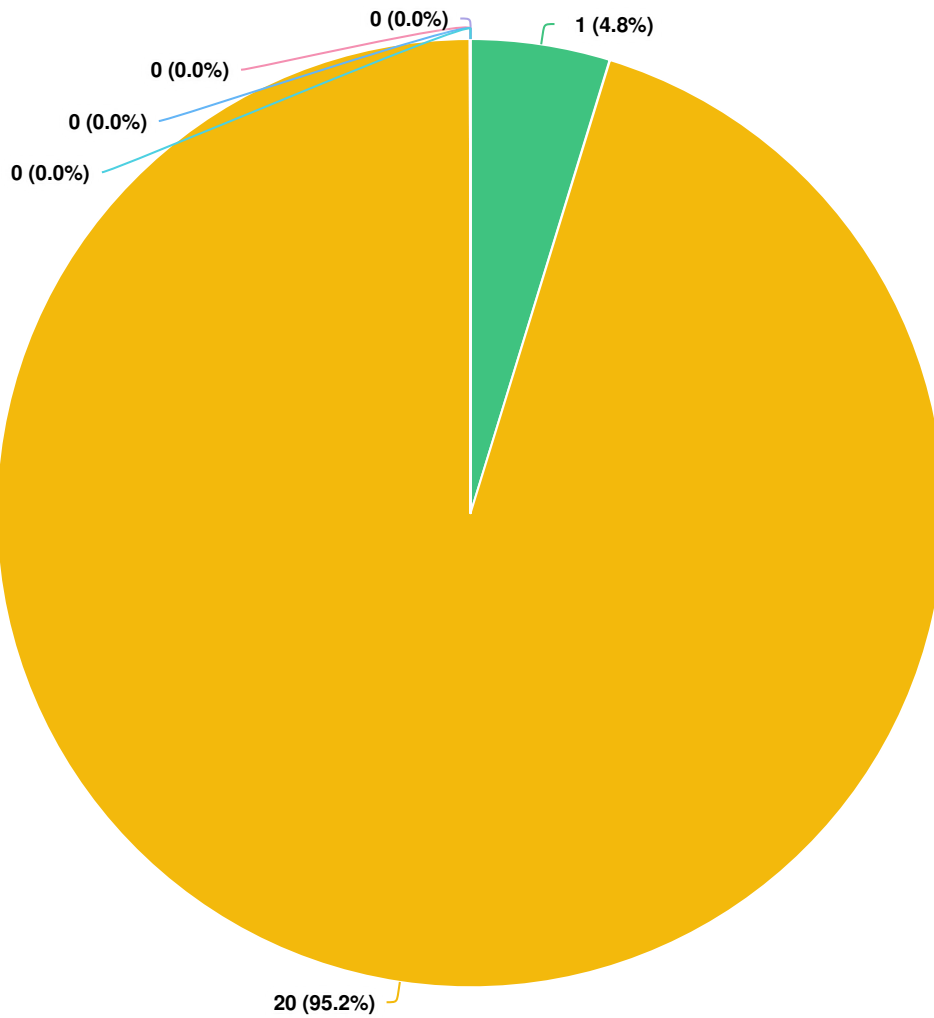


Question options

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

Mandatory Question (21 response(s))
Question type: Dropdown Question

Q53 Are you currently hosting/operating a STA in Collingwood?

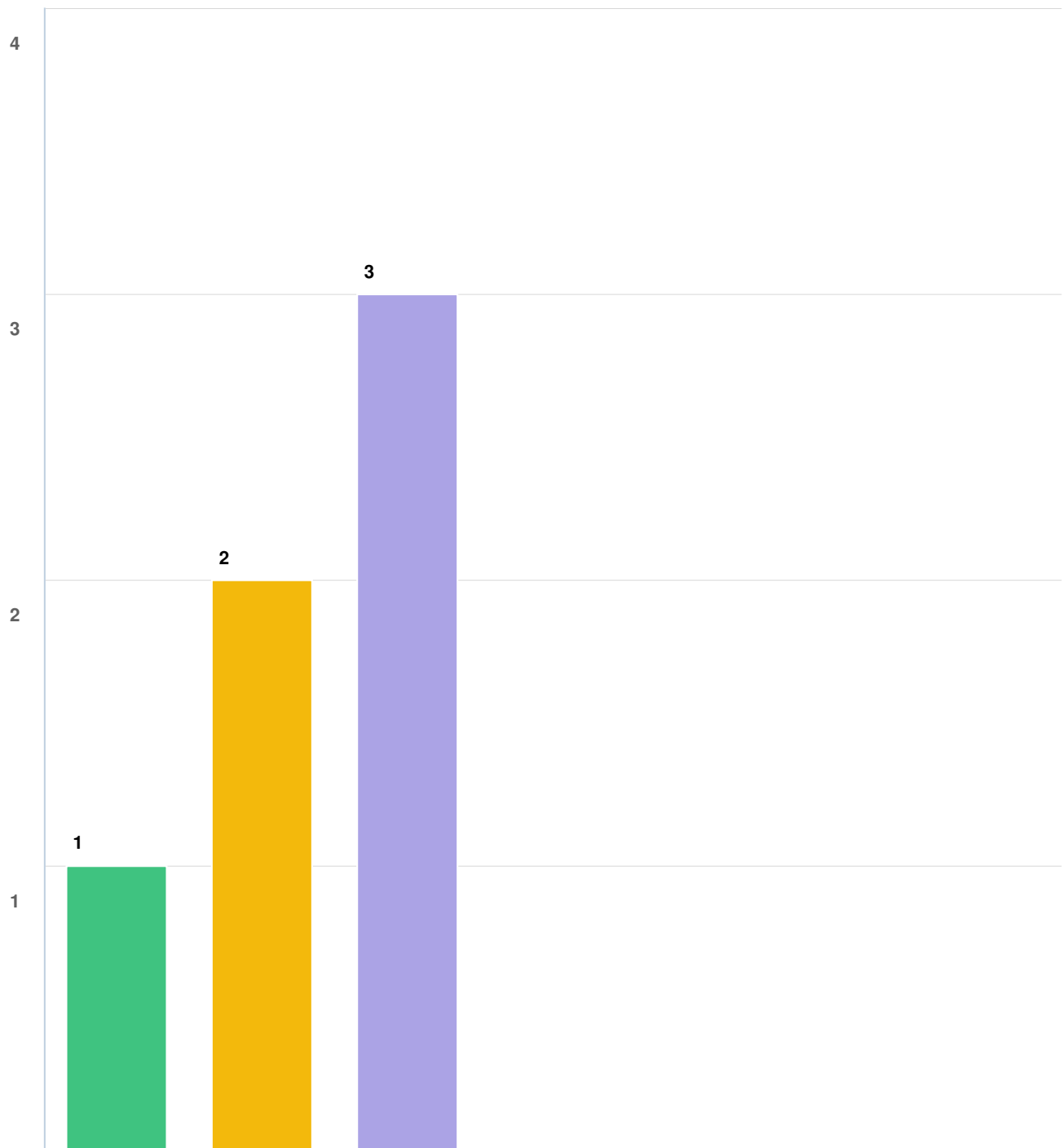


Question options

- Yes, I am renting out the entire dwelling unit of one property
- Yes, I am renting out the entire dwelling unit of more than one property
- Yes, I am operating a bed and breakfast
- Prefer not to say
- No
- Yes, I am renting out part of my dwelling unit

Mandatory Question (21 response(s))
Question type: Dropdown Question

Q54 What type of properties do you own? (Check all that apply)

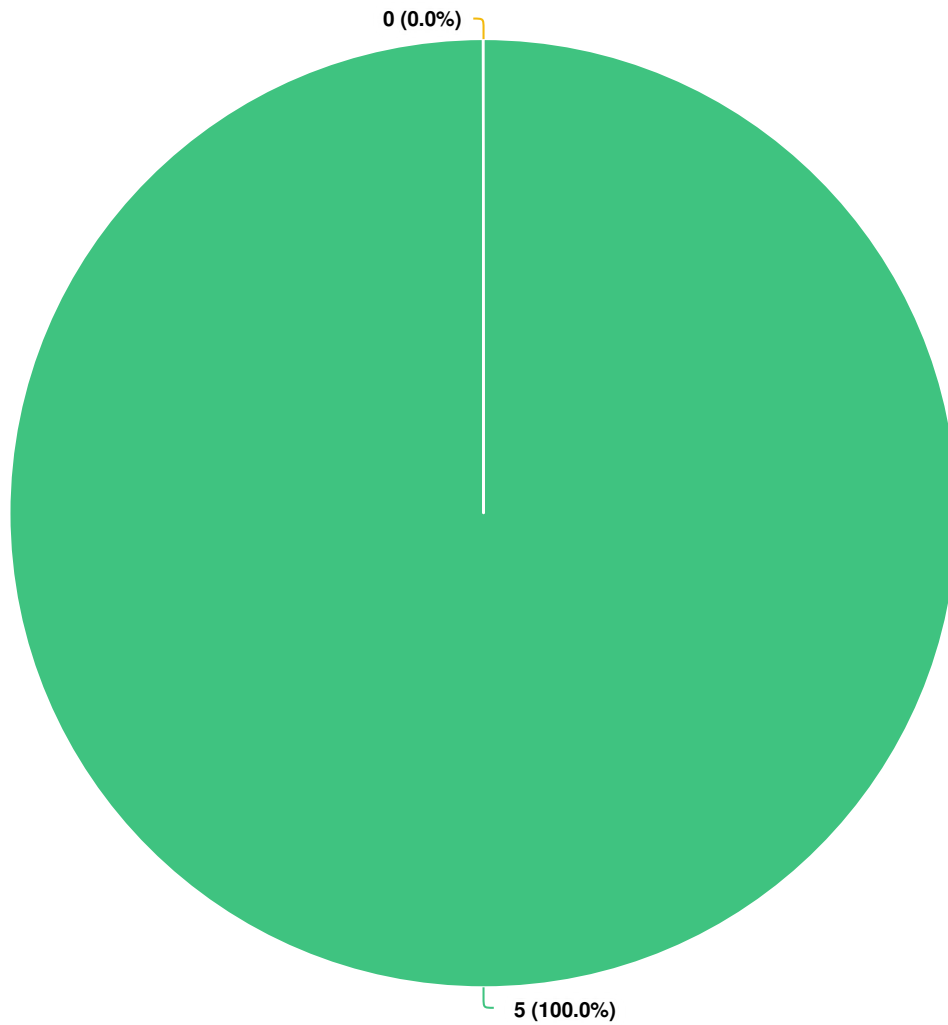


Question options

- Single detached dwelling
- Townhouse
- Other (please specify)
- Apartment
- Duplex
- Semi-detached dwelling
- Vacant land

Mandatory Question (5 response(s))
Question type: Checkbox Question

Q55 Do you have an accessory apartment?

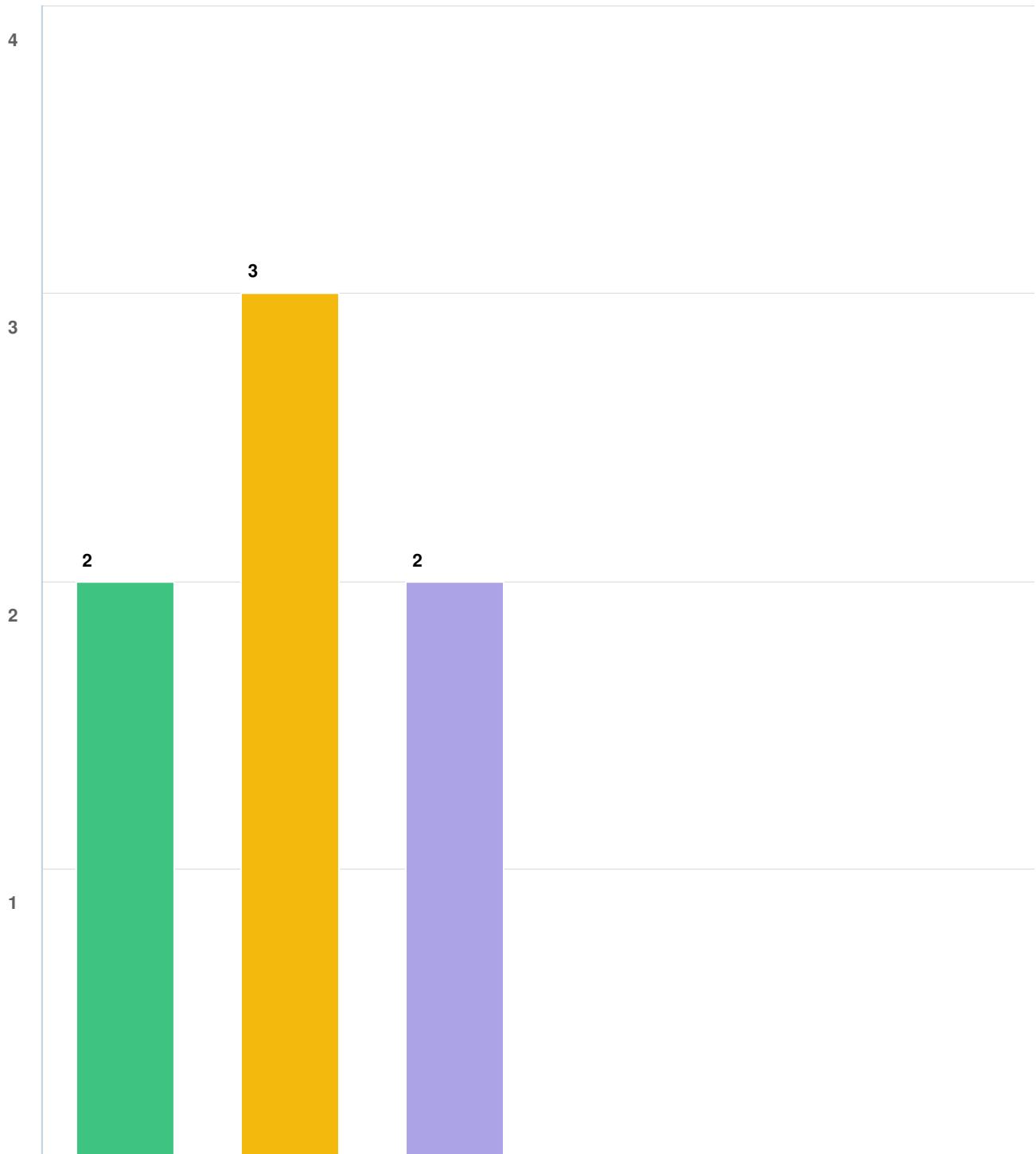


Question options

- No
- Yes

*Mandatory Question (5 response(s))
Question type: Dropdown Question*

Q56 Based on the map above, where are your properties located? (Check all that apply)

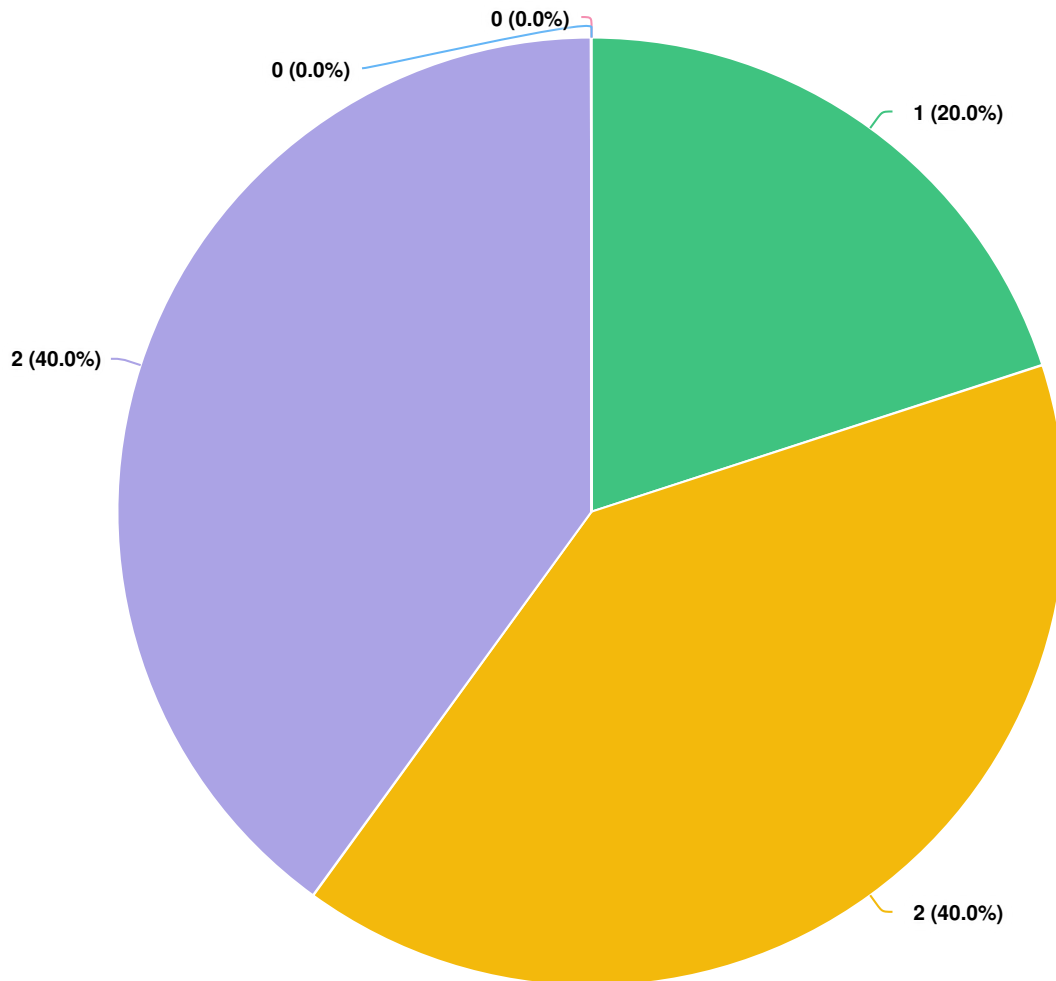


Question options

- 1 - North West
- 3 - Central North
- 4 - Central South
- 2 - South West
- 5 - North East
- 6 - South East

Mandatory Question (5 response(s))
Question type: Checkbox Question

Q57 Have you ever rented/hosted any property as a STA?

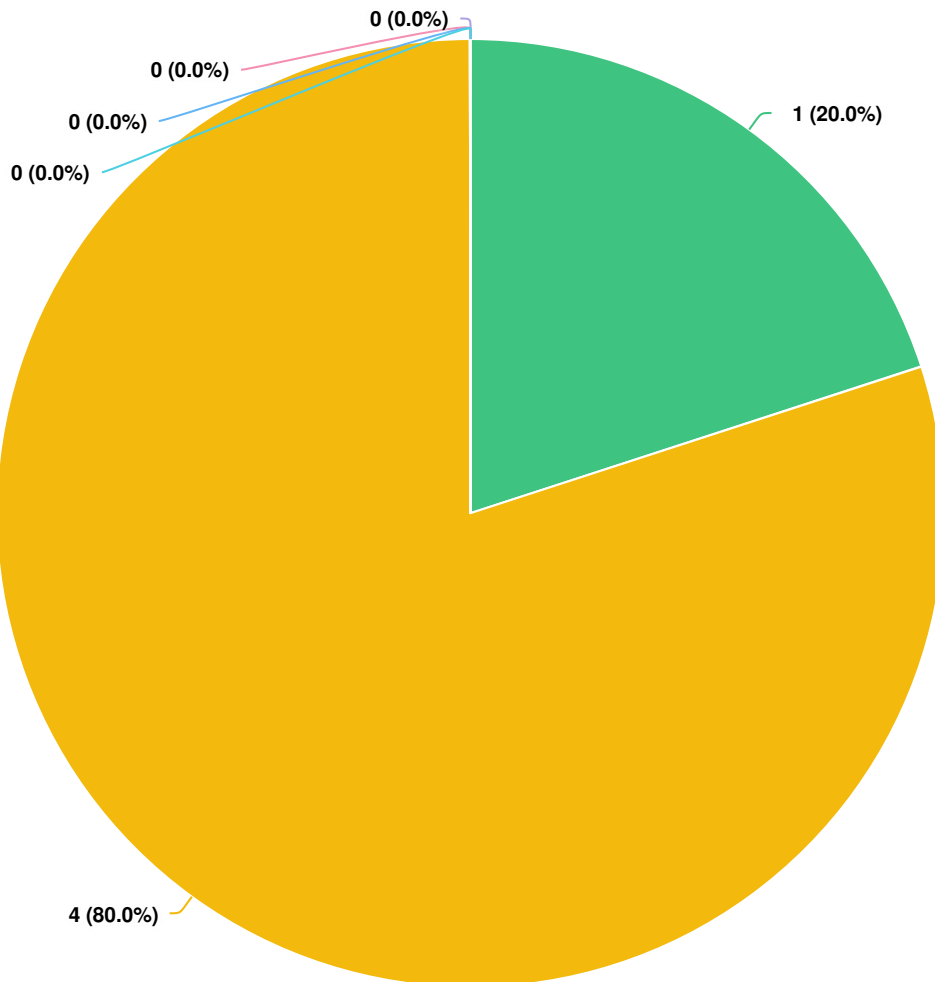


Question options

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

Mandatory Question (5 response(s))
Question type: Dropdown Question

Q58 Are you currently hosting/operating a STA in Collingwood?

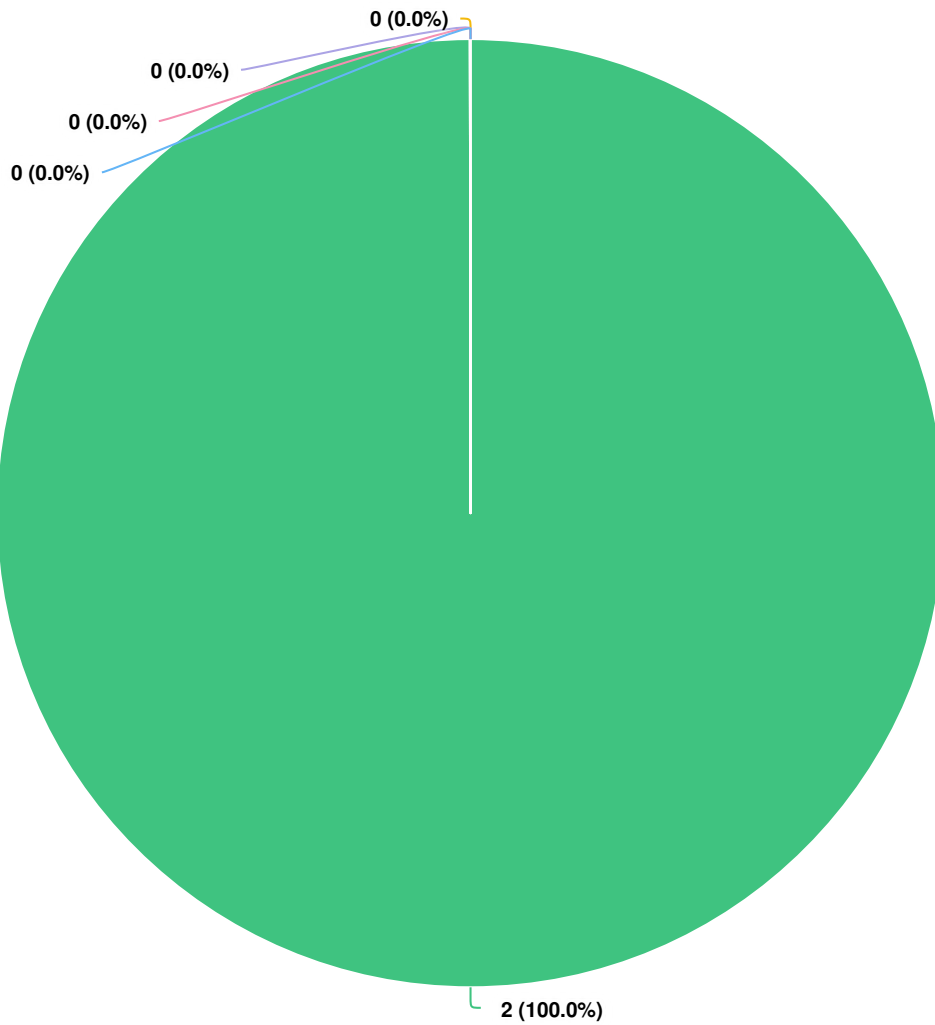


Question options

- Yes, I am renting out the entire dwelling unit of one property
- Yes, I am renting out the entire dwelling unit of more than one property
- Yes, I am operating a bed and breakfast
- Prefer not to say
- No
- Yes, I am renting out part of my dwelling unit

Mandatory Question (5 response(s))
Question type: Dropdown Question

Q59 How long have you been using your residential property as a STA?

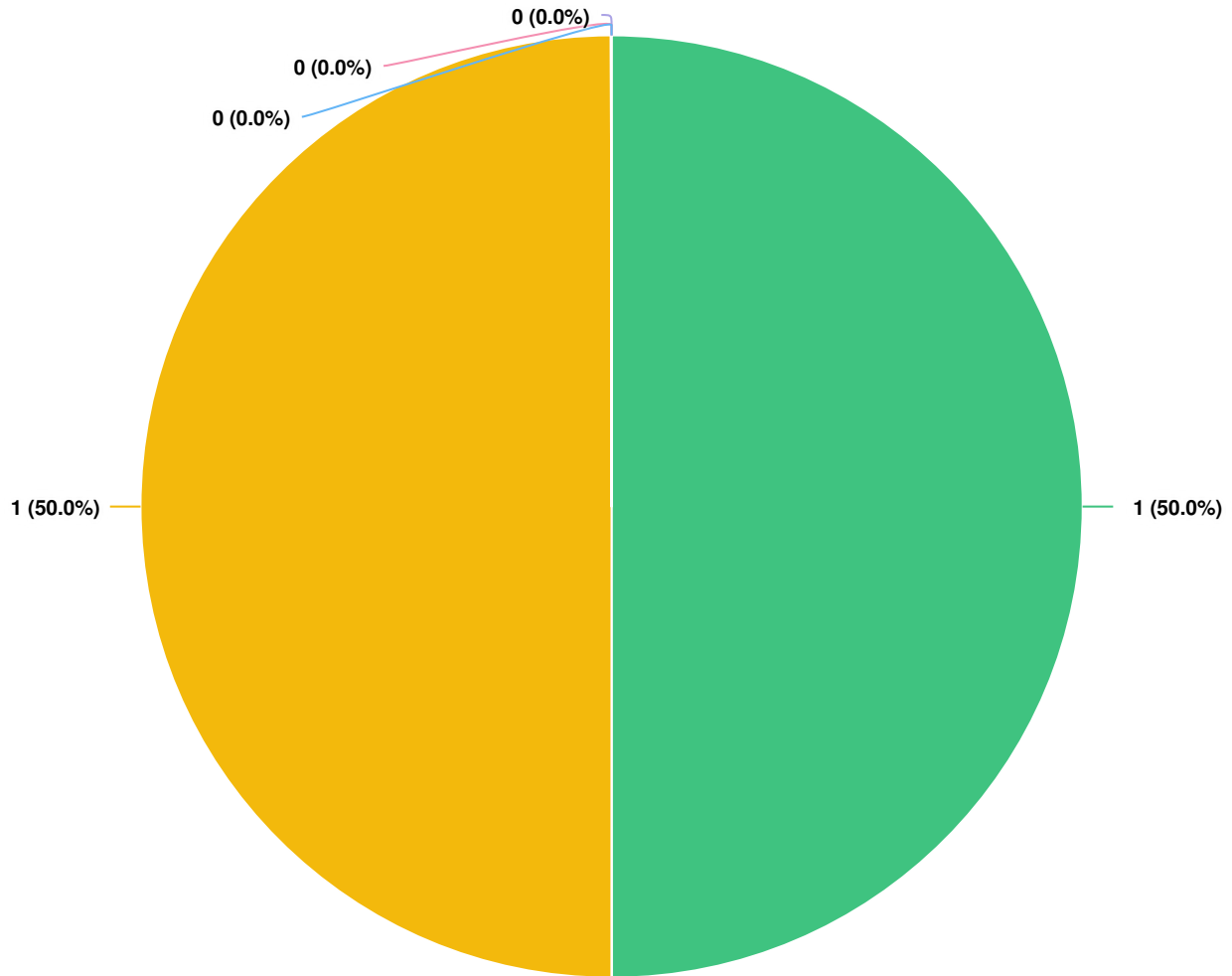


Question options

- 1-2 years
- Less than one year
- 3-5 years
- 6-10 years
- Greater than 10 years

Mandatory Question (2 response(s))
Question type: Dropdown Question

Q60 Do you require guests to stay a minimum number of nights?

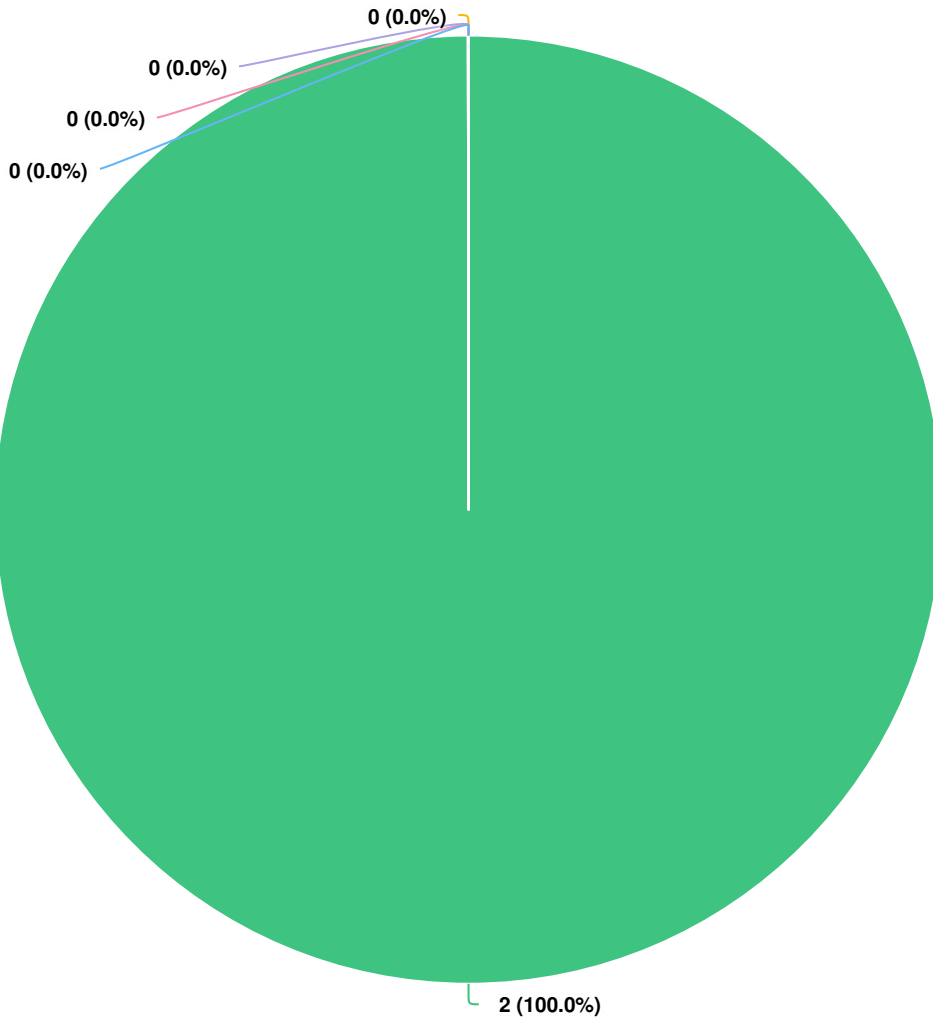


Question options

- Yes, 30 nights minimum
- No minimum night stay
- Yes, 2 nights minimum
- Yes, 5 nights minimum
- Yes, 7 nights minimum

Mandatory Question (2 response(s))
Question type: Dropdown Question

Q61 How frequently do you rent your property or unit as a STA?

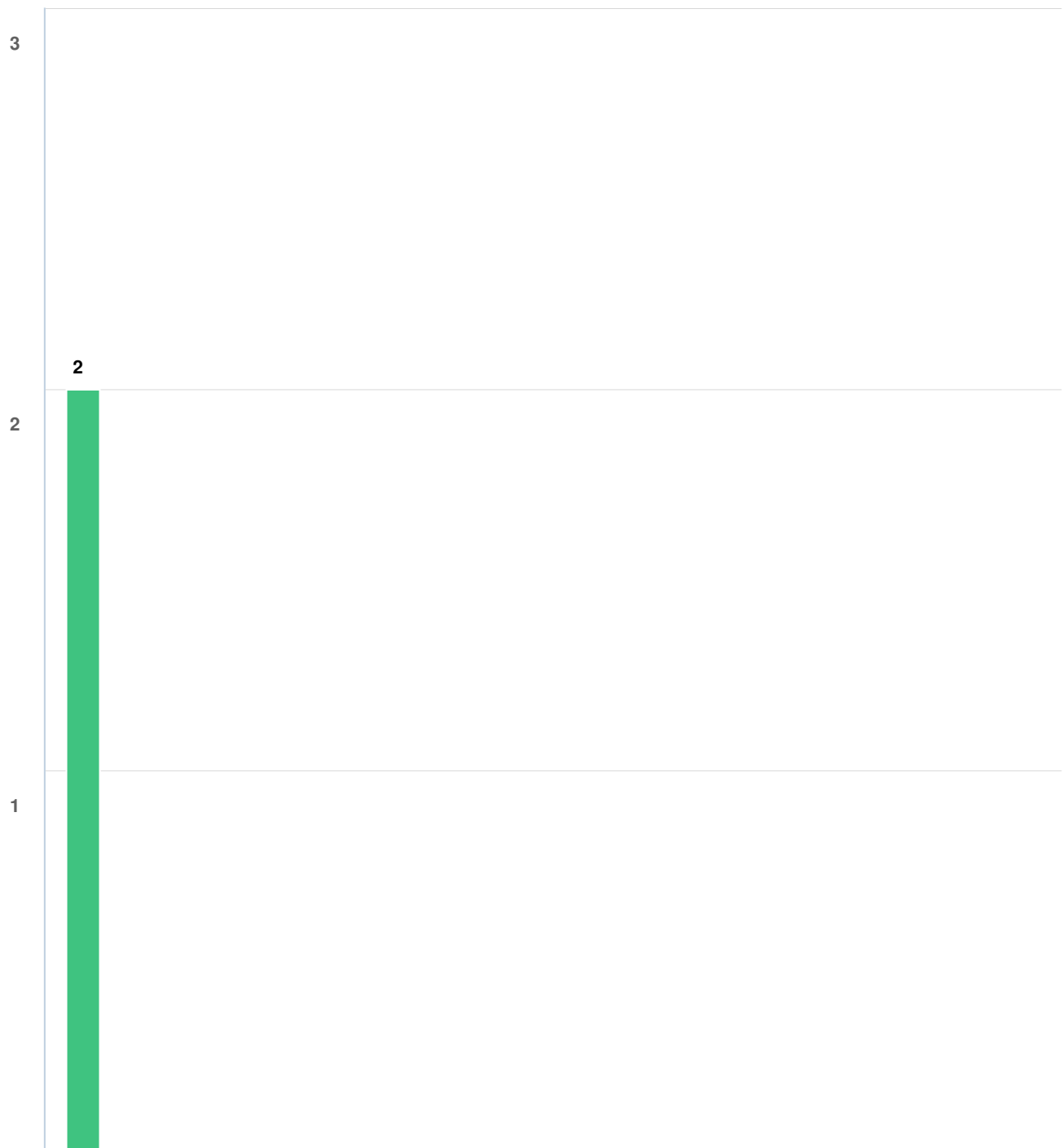


Question options

- Yearly (e.g., 1-2 times a year)
- Daily
- Weekly (e.g., 1-2 times a week)
- Monthly (e.g., 1-2 times a month)
- Prefer not to say

Mandatory Question (2 response(s))
Question type: Dropdown Question

Q62 What time of year do you rent your property as a STA? (Check all that apply)

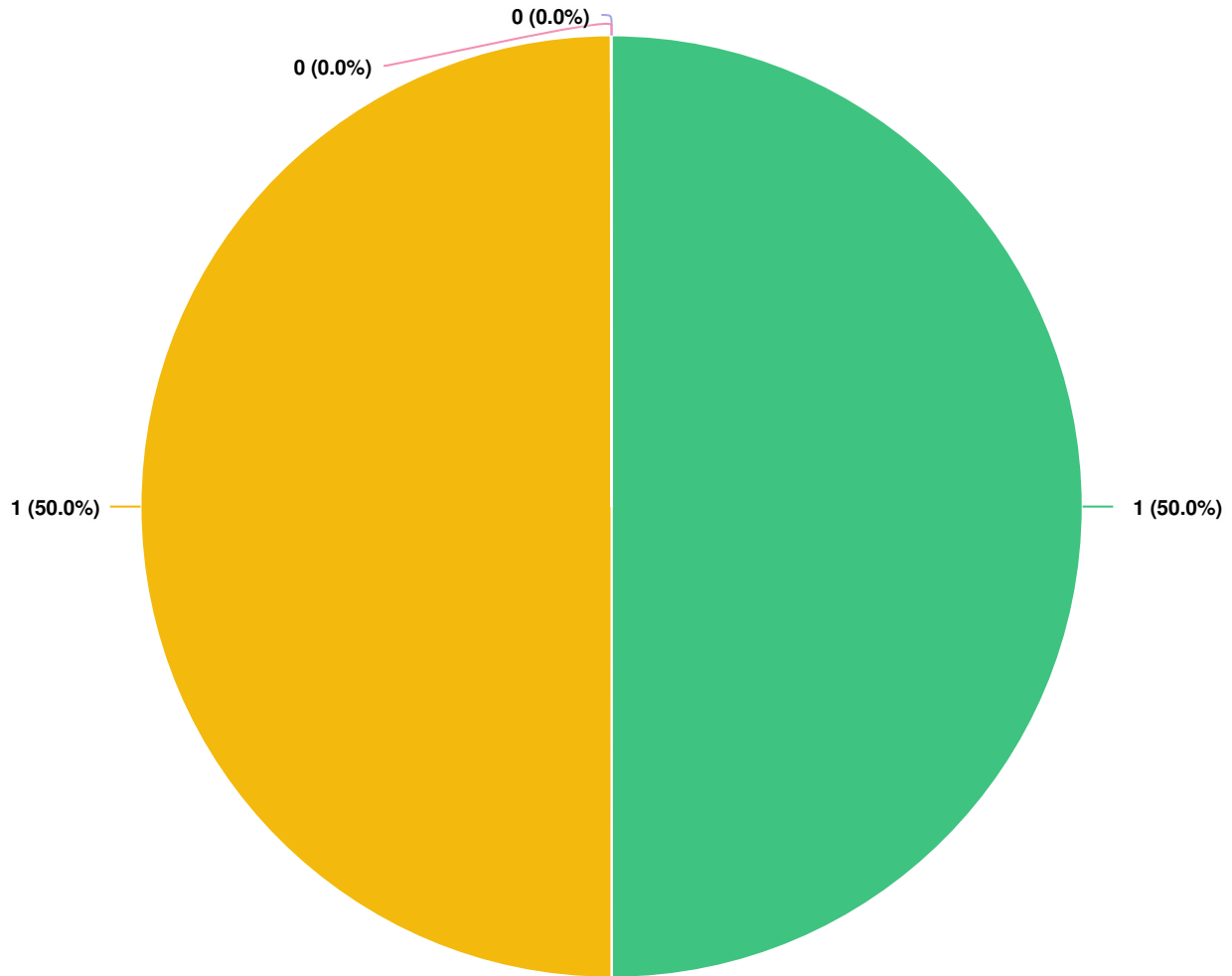


Question options

- Year-round
- January
- February
- March
- April
- May
- June
- July
- August
- September
- October
- November
- December

Mandatory Question (2 response(s))
Question type: Checkbox Question

Q63 What is your primary method of advertising STA availability?

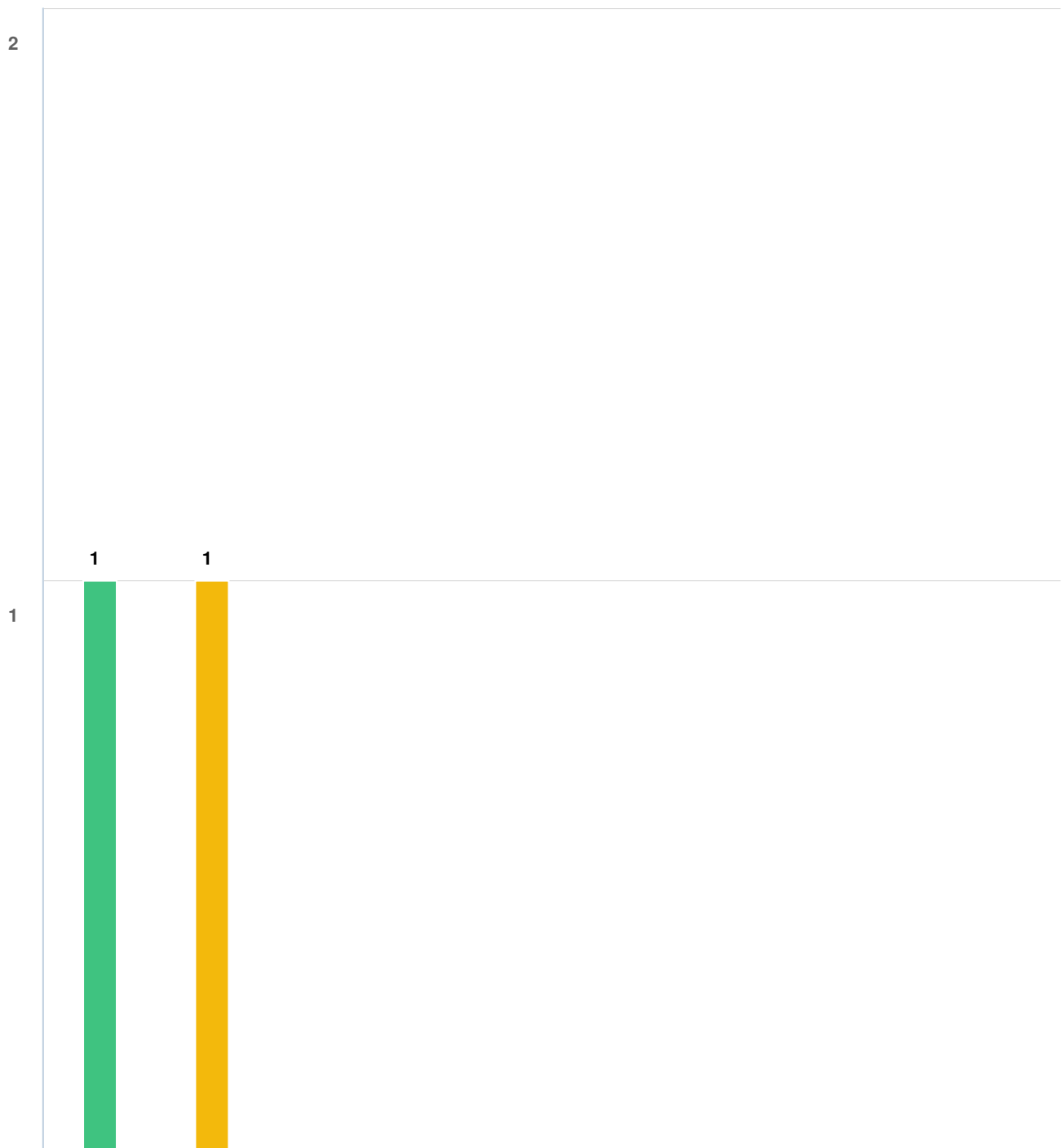


Question options

- Online rental platforms (e.g., Airbnb, VRBO, etc.)
- Word of mouth through family and friends
- Cottage rental agencies
- Other (please specify)

Mandatory Question (2 response(s))
Question type: Dropdown Question

Q64 What online rental platforms have you used for listing all or part of your dwelling unit as a STA? (Check all that apply)

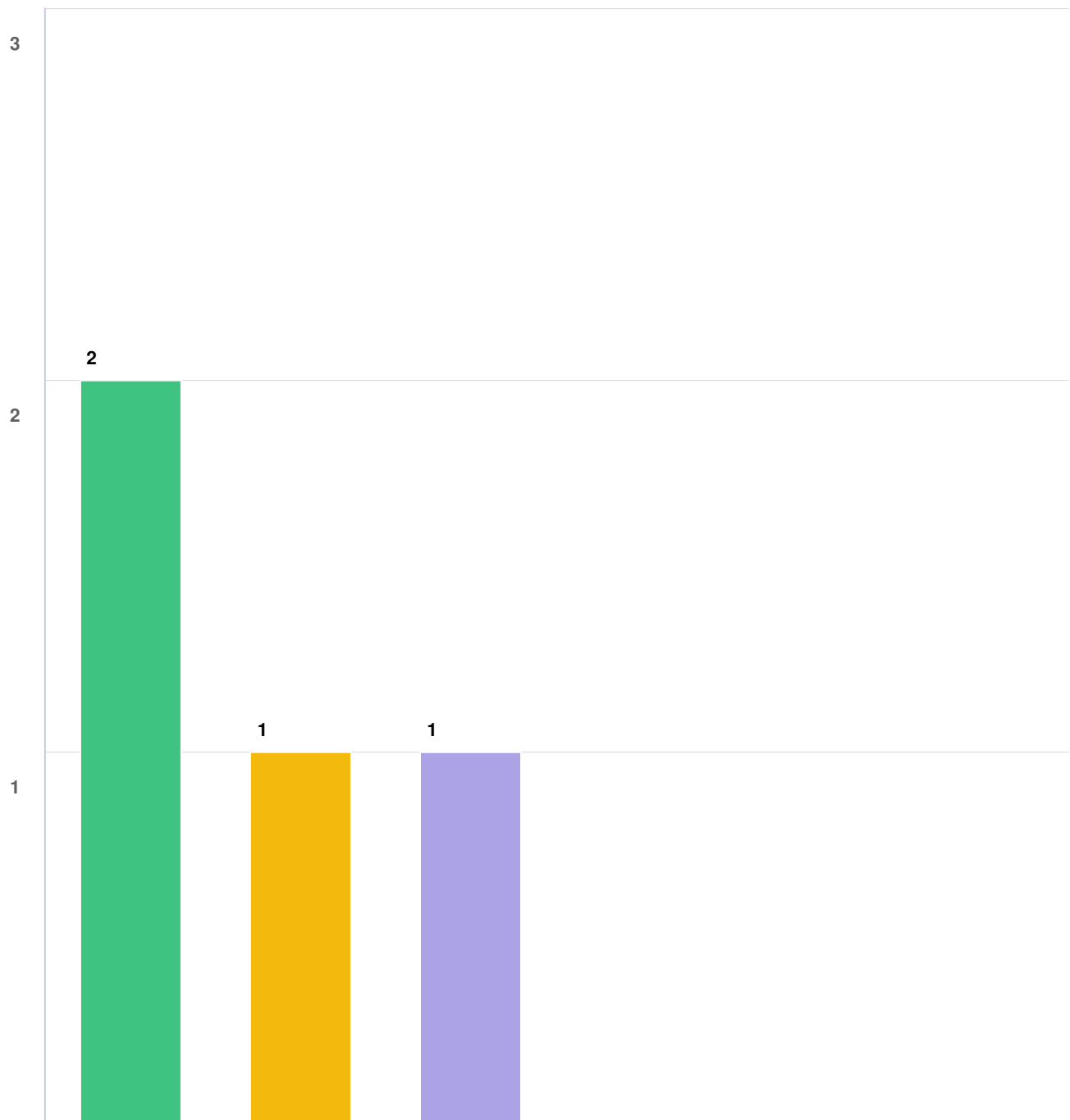


Question options

- Airbnb
- I do not use online rental platforms to list all or part of my dwelling unit as a STA
- Booking.com
- Expedia
- Flipkey
- HomeAway
- TripAdvisor
- Vacation Rental by Owner (VRBO)
- Other (please specify)

Mandatory Question (2 response(s))
Question type: Checkbox Question

Q65 Why do you rent your property as a STA? (Check all that apply)

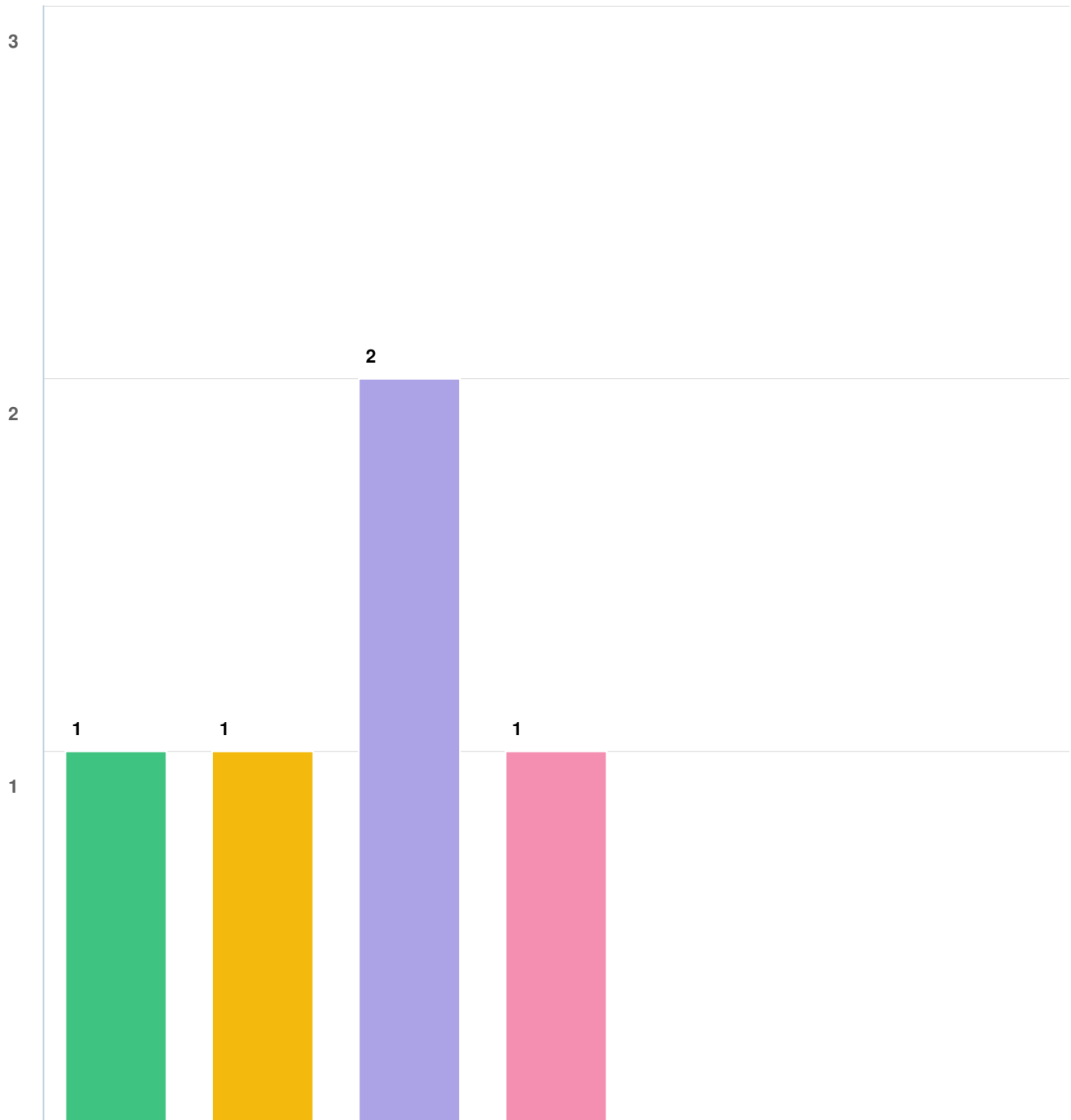


Question options

- To help pay the costs of owning the property (e.g., mortgage, taxes, maintenance, etc.)
- To make additional income
- Purchased specifically to rent out
- Making use of unused resources (e.g., spare bedroom is never in use, etc.)
- To meet new people/opportunities to interact meaningfully with tourists
- Other (please specify)

*Mandatory Question (2 response(s))
Question type: Checkbox Question*

Q66 How do you try to avoid concerns/complaints from neighbours? (Check all that apply)

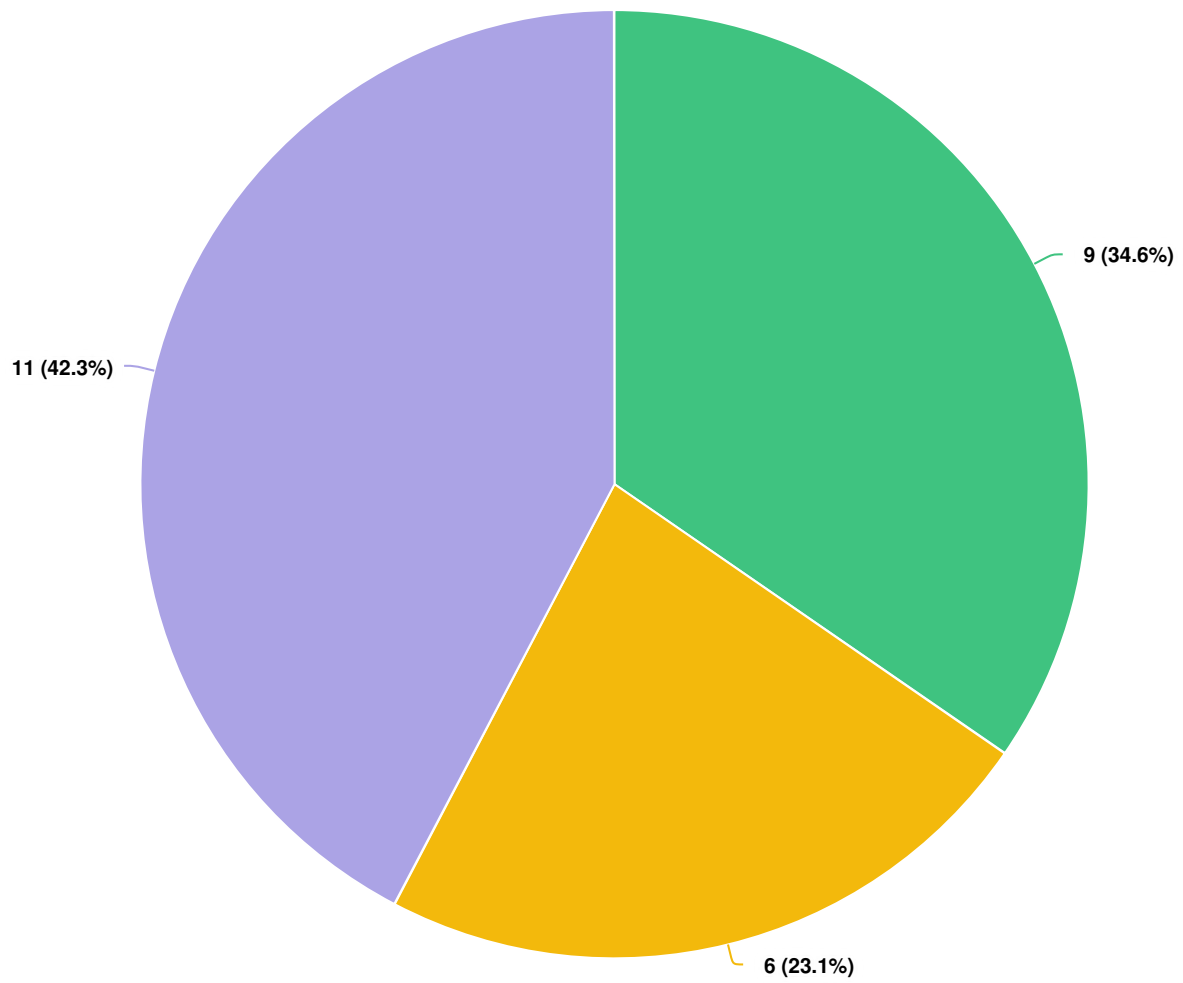


Question options

- I maintain a minimum night stay
- I charge a security deposit
- I require renters to abide by a Code of Conduct
- I use a review or rating system
- I live close to the property
- I provide neighbours with contact information in case of issues
- Other (please specify)

*Mandatory Question (2 response(s))
Question type: Checkbox Question*

Q67 Are you located near a STA in Town?

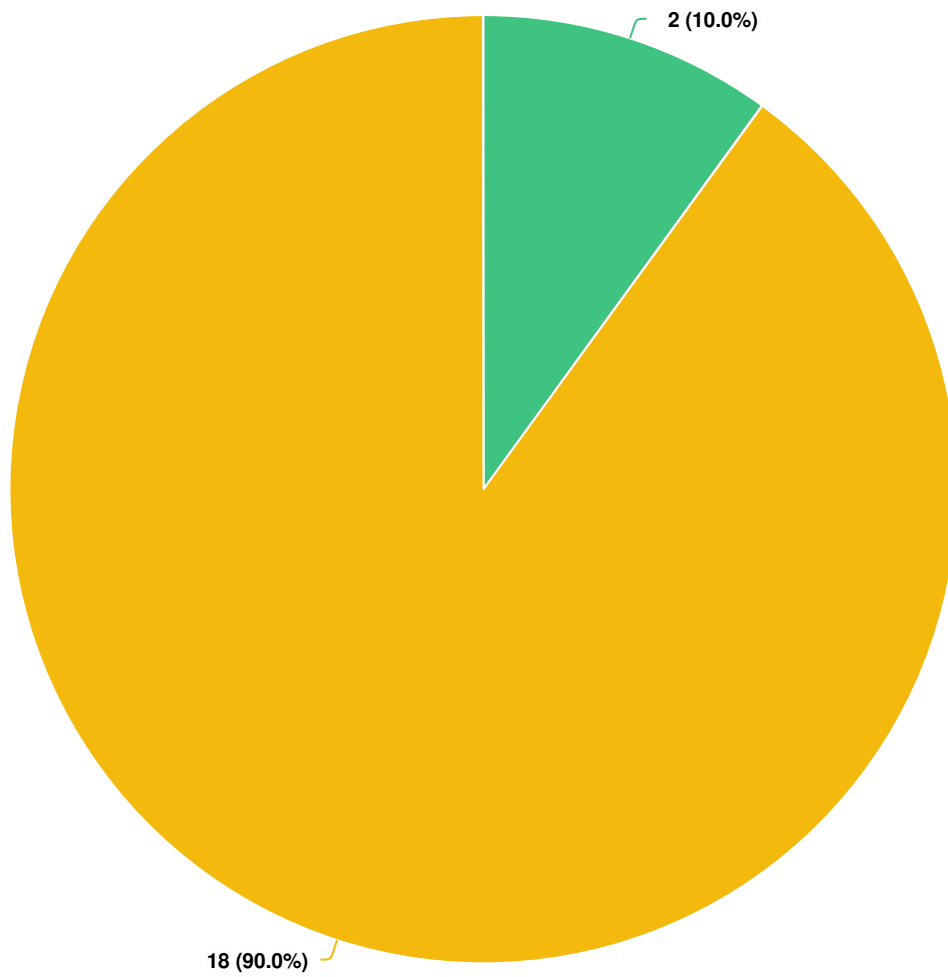


Question options

- Yes
- No
- Unsure

Mandatory Question (26 response(s))
Question type: Dropdown Question

Q68 Have you experienced any issues with STAs in your neighborhood?

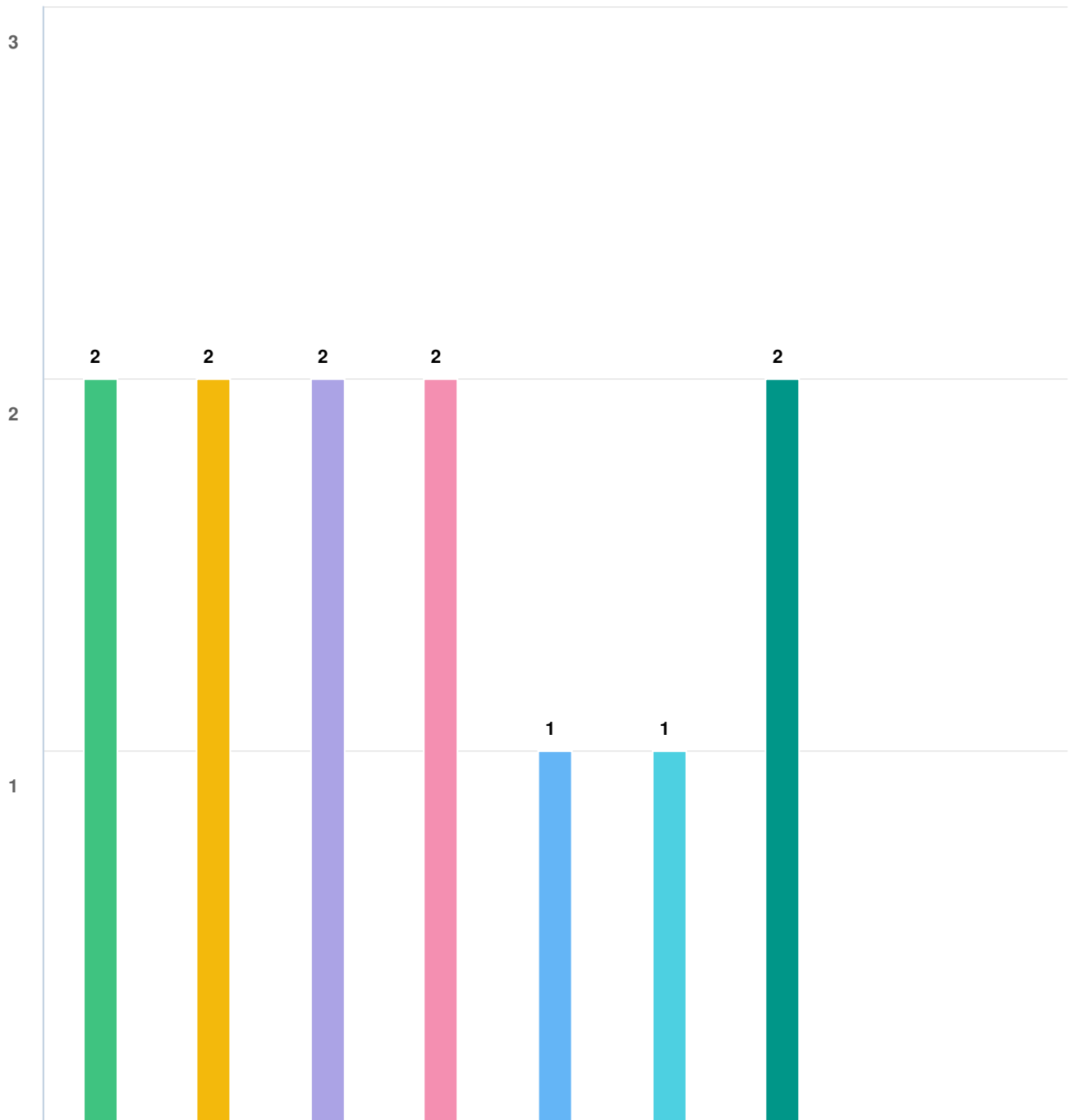


Question options

- Yes
- No

Mandatory Question (20 response(s))
Question type: Dropdown Question

Q69 Please indicate which of the following issues you have encountered with STAs in your neighbourhood (Check all that apply)

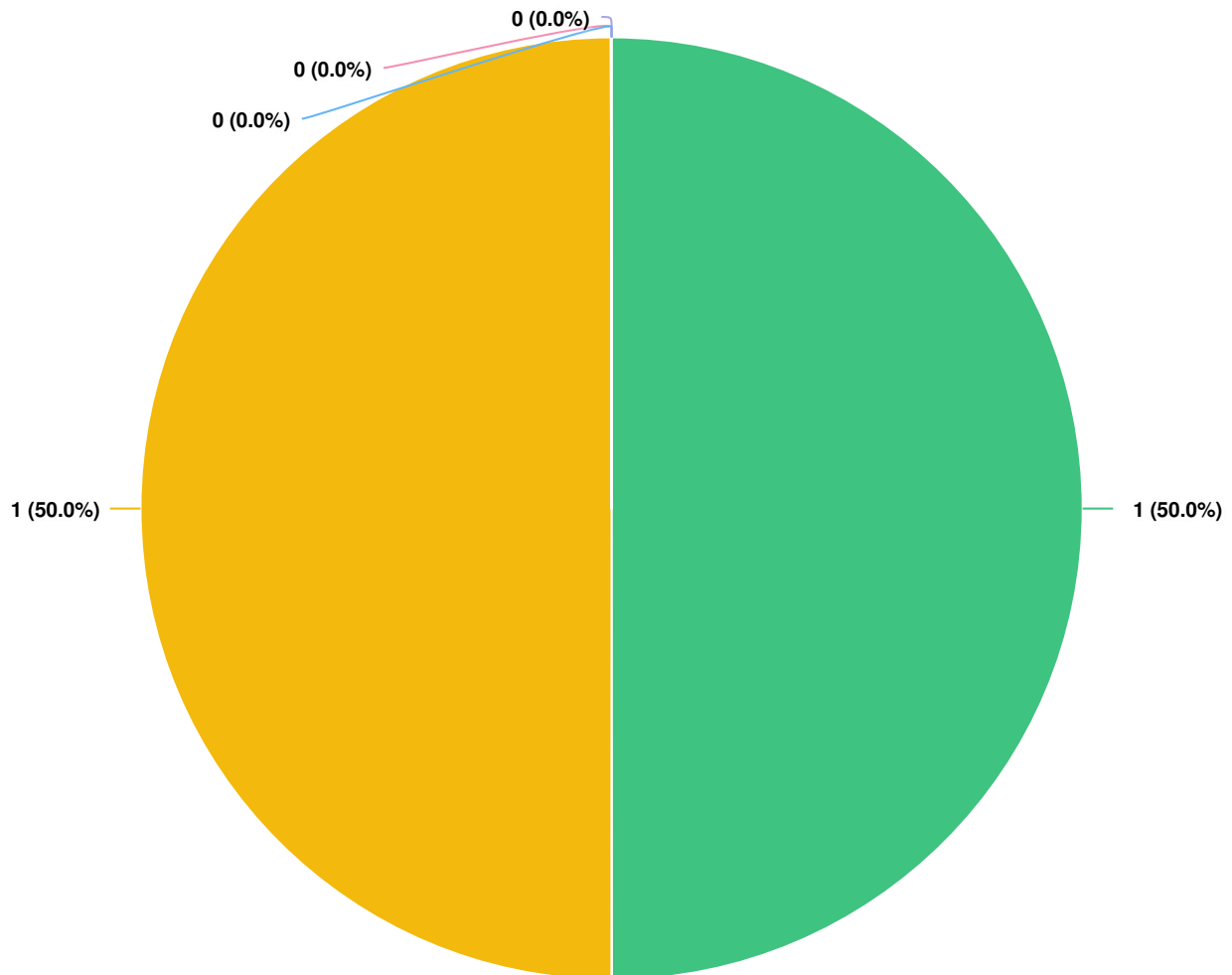


Question options

- Excessive Noise
 ● Neighbourhood parking
 ● Excessive garbage/waste
 ● Safety concerns
- Property damage to the STA property/unit
 ● Property maintenance concerns
 ● Unruly behaviours
- None of the above
 ● Other (please specify)

Mandatory Question (2 response(s))
 Question type: *Checkbox Question*

Q70 How often would you estimate these concerns have occurred?

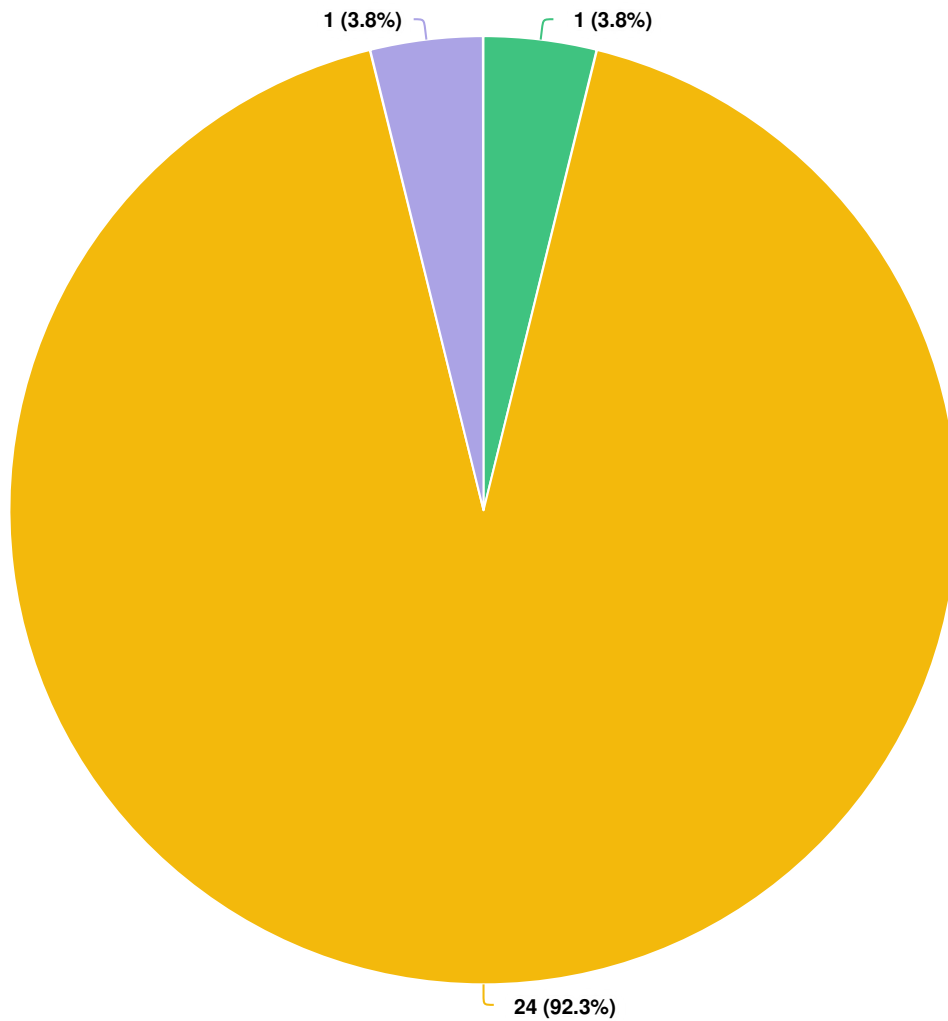


Question options

- Daily
- Monthly (e.g., 1-2 times a month)
- Weekly (e.g., 1-2 times a week)
- Yearly (e.g., 1-2 times a year)
- Prefer not to say

Mandatory Question (2 response(s))
Question type: Dropdown Question

Q71 Have you ever contacted the Town about a concern or complaint related to a STA in Collingwood?

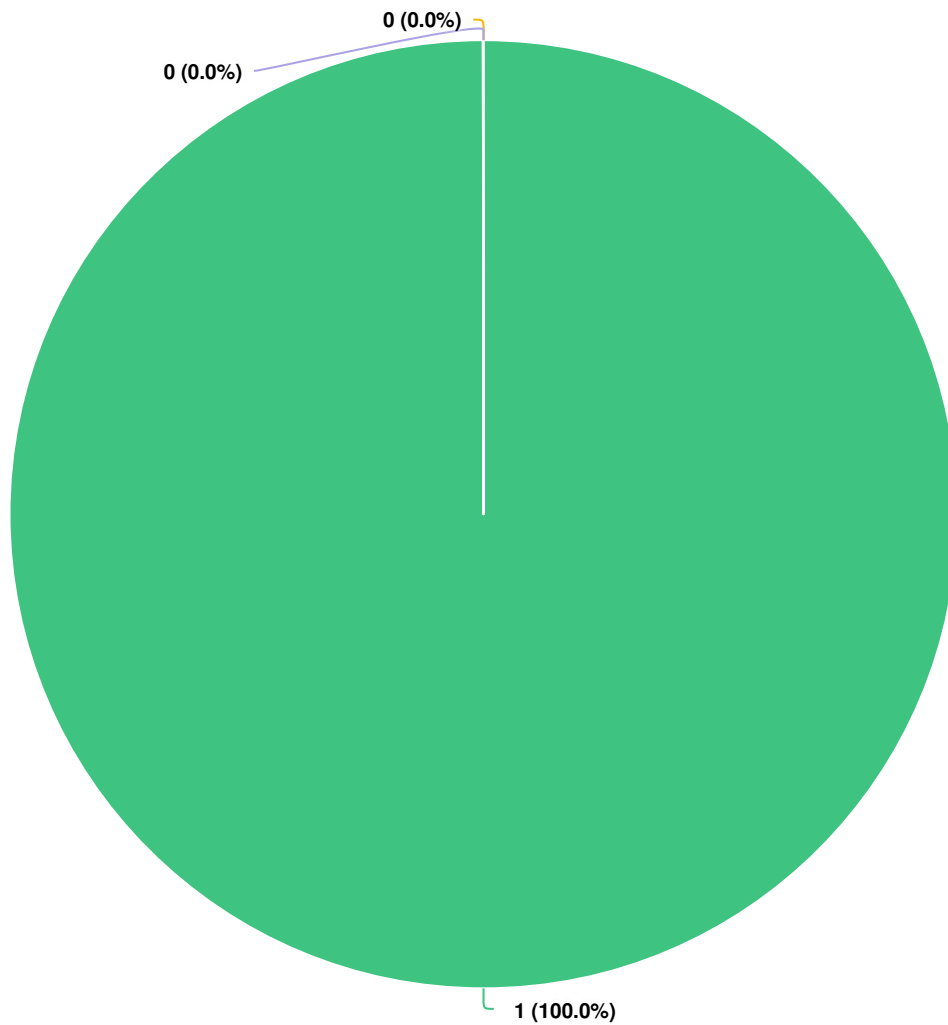


Question options

- Yes
- No
- Prefer not to say

Mandatory Question (26 response(s))
Question type: Dropdown Question

Q72 Was your complaint/concern about the STA(s) addressed sufficiently through this communication?

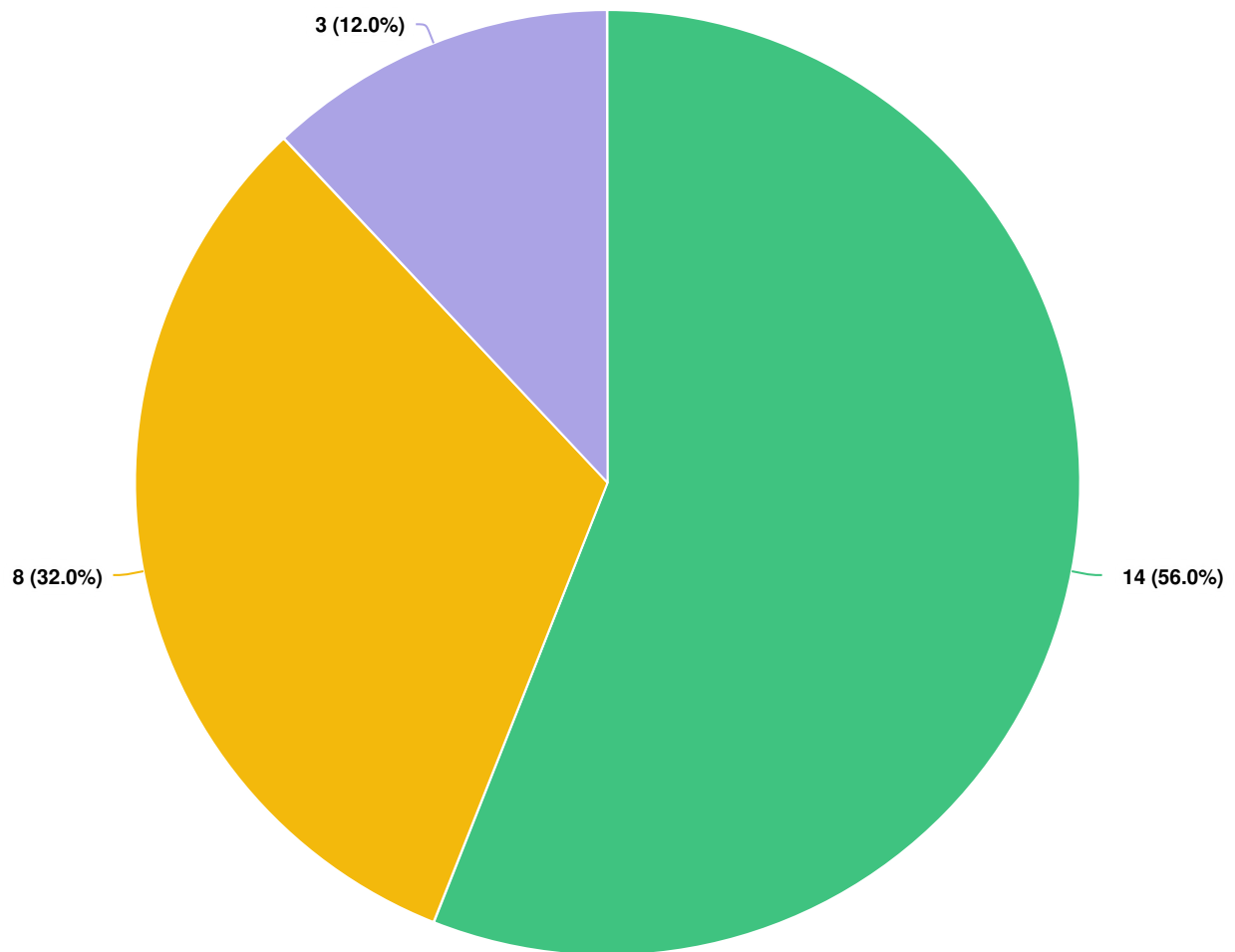


Question options

- No
- Yes
- Unsure

Mandatory Question (1 response(s))
Question type: Dropdown Question

Q73 Would you be comfortable permitting STAs in Collingwood?

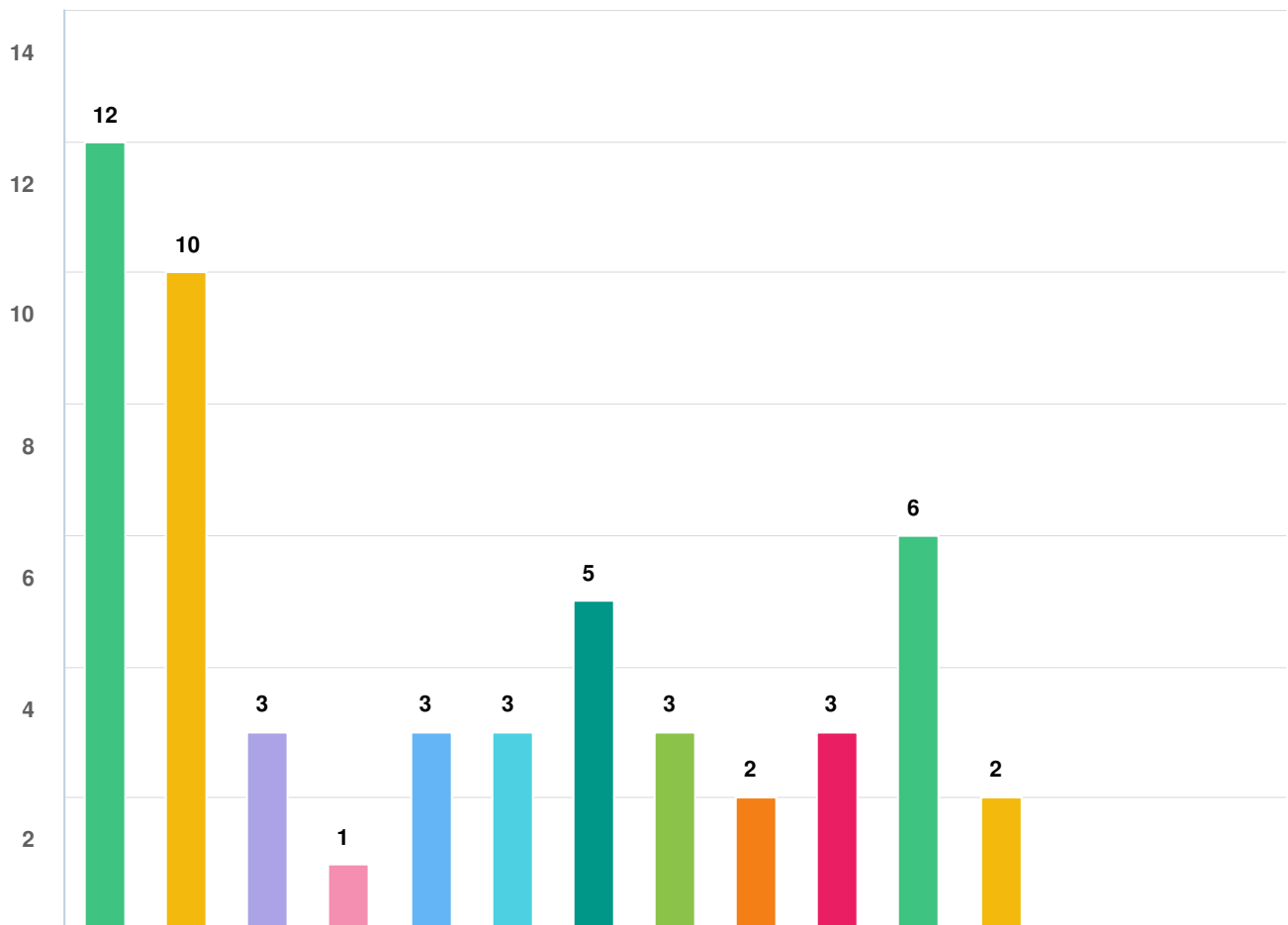


Question options

- Yes
- Yes, only under certain circumstances
- No

Mandatory Question (25 response(s))
Question type: Dropdown Question

Q74 | What action do you think is needed for STAs in the Town of Collingwood? (Check all that apply)



Question options

- 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)
- Regulate the total number of days a STA can be rented in a year
- Regulate the minimum number of consecutive nights a STA is rented
- Regulate the maximum number of occupants permitted within a STA
- Permit STAs only in certain areas (e.g., restrict their locations to specific zones)
- Prohibit the operation of STAs
- Apply a municipal accommodation tax to STAs operating in Town
- Educate residents and property owners on local by-laws, how to be a good neighbour, etc.
- None of the above (i.e., I do not support STAs operating in residential neighbourhoods)
- Limit the number of STAs permitted in total or in a geographical area (e.g., density)
- Unsure/No opinion
- Other (please specify)

Mandatory Question (25 response(s))
 Question type: Checkbox Question

Q75 Please indicate your top 3 preferences in ranking order (i.e., 1 = the most important action, 2 = the second most important action, and 3 = the third most important action). If you answered that you "do not support STAs operating in residential nei...

OPTIONS	AVG. RANK
None of the above (i.e., I do not support STAs operating in residential neighbourhoods)	1.00
Permit STAs with regulation (e.g., licensing)	1.45
Permit STAs without regulation (i.e., take no action, rely on existing by-laws such as noise and parking)	2.00
Apply a municipal accommodation tax to STAs operating in Town	2.50
Regulate the maximum number of occupants permitted within a STA	2.83
Educate residents and property owners on local by-laws, how to be a good neighbour, etc.	2.90
Permit STAs only in primary residences (i.e., the host does not have to be onsite during rental period)	3.00
Permit STAs only in certain areas (e.g., restrict their locations to specific zones)	3.00
Limit the number of STAs permitted in total or in a geographical area (e.g., density)	3.00
Regulate the minimum number of consecutive nights a STA is rented	3.29
Prohibit the operation of STAs	4.50
Regulate the total number of days a STA can be rented in a year	4.67
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)	7.00

Optional question (25 response(s), 540 skipped)
Question type: Ranking Question

Q76 Are there any other standards you feel should be considered for STAs?

Screen Name Redacted

8/11/2022 10:12 AM

In order to meet licensing requirements, rules for guests should be reviewed and an action plan for owner response to issues should be identified. For properties that are governed as part of the Niagara Escarpment Commission, request that regulations regarding STA are deployed to the county and not the NEC. Permits should have a demerit system. Multiple complaints by single neighbours need to be discounted (especially if no other complaints are received on the property).

Screen Name Redacted

8/11/2022 01:49 PM

I feel that unless STA users pose a problem (noise, etc.) the less regulation the better. However, if there is an issue disturbing the neighbors, this must be dealt with swiftly with warnings, followed by appropriate fines, which may possibly be handled under current bylaws.

Screen Name Redacted

8/18/2022 07:37 PM

No

Screen Name Redacted

8/24/2022 03:01 PM

Nothing

Screen Name Redacted

8/26/2022 04:00 AM

It's a missed opportunity for residents and businesses and people who want to move to Collingwood/even to rent for a whole season. It is unnecessary to regulate so heavily. Communities can build connections between neighbours and manage themselves

Screen Name Redacted

8/29/2022 05:18 PM

I would not have purchased a long term property rental in Collingwood if the bylaw to allow STA in residential neighbourhoods was changing to less than 30 days. My long term tenant would not feel comfortable having numerous people continually coming and going for safety reasons among other concerns.

Screen Name Redacted

9/03/2022 07:25 AM

Educate hosts on how to successfully rent their accommodations to avoid getting bad tenants.

Screen Name Redacted

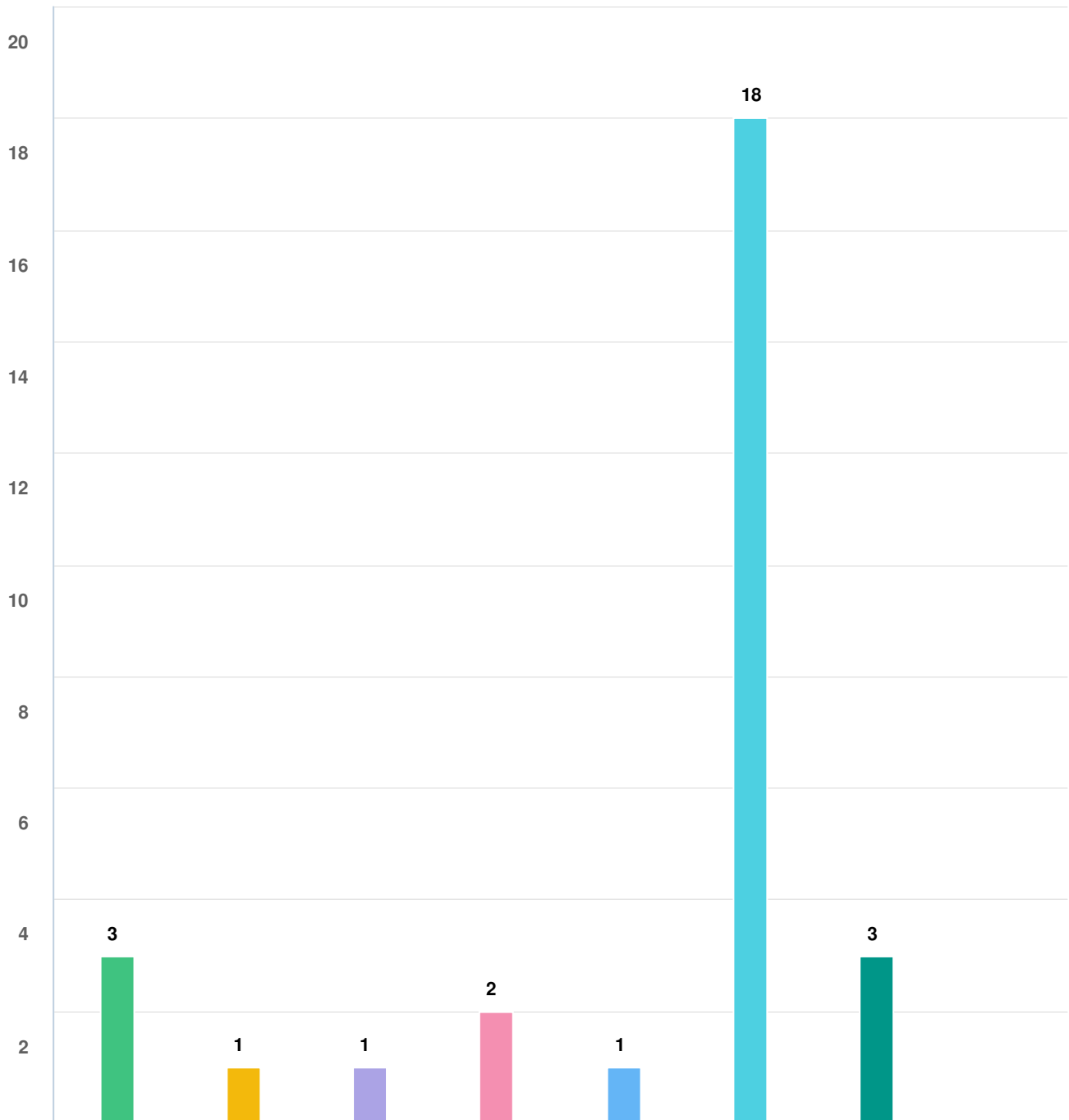
9/14/2022 06:10 PM

Yearly checks to "pass" an STA licence: SAME AS WASAGA BEACH

Optional question (8 response(s), 557 skipped)

Question type: Essay Question

Q77 If you own a business in Collingwood, which of the following best describes your business? (Check all that apply)

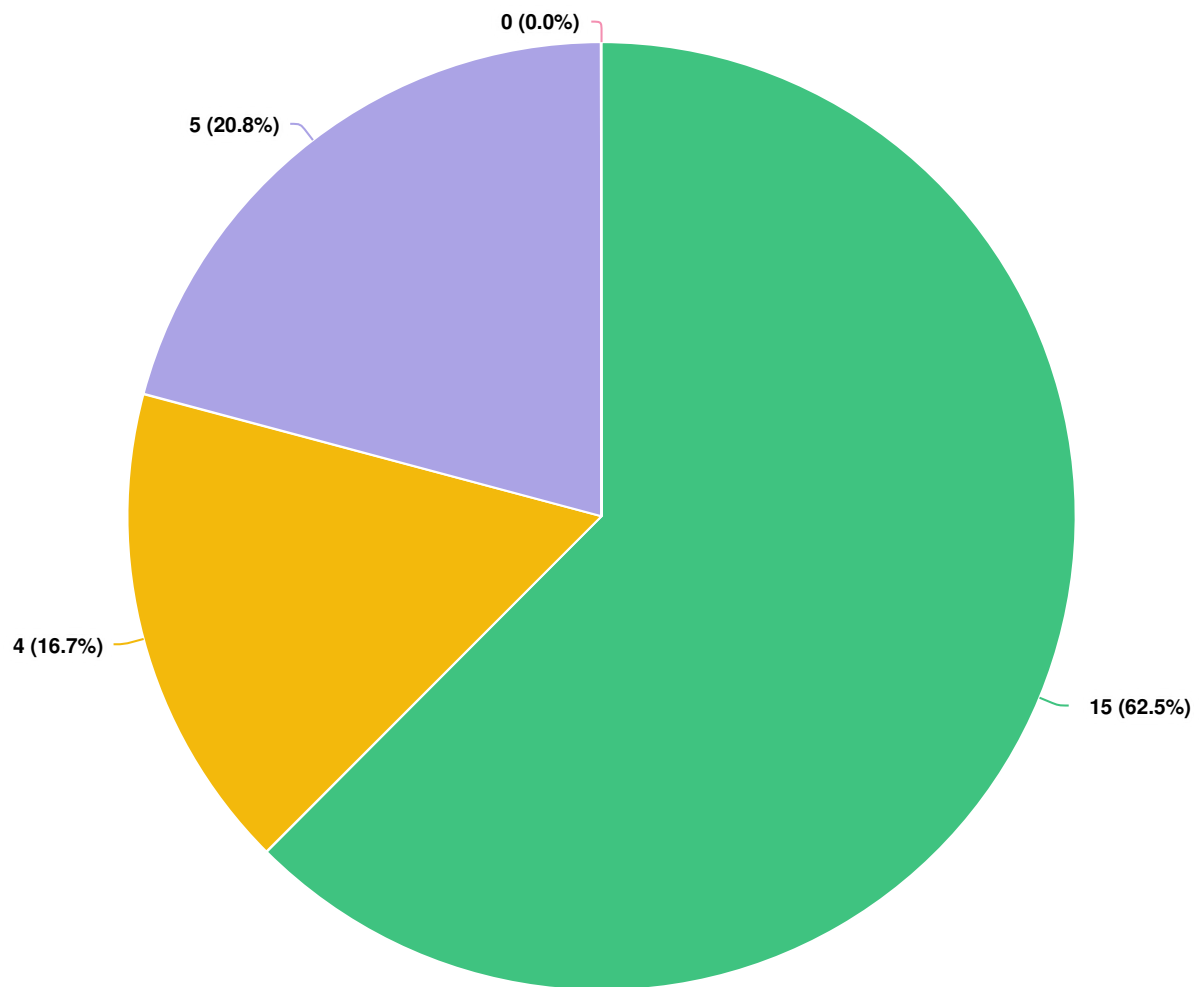


Question options

- Accommodations
- Contractors and Trades
- Food and Dining
- Professional Services
- Travel and Transportation
- Not applicable (i.e., I am not a business owner in Collingwood)
- Other (please specify)
- Retail

Mandatory Question (24 response(s))
 Question type: Checkbox Question

Q78 How familiar are you with STAs and online rental platforms (e.g., Airbnb, Vacation Rental by Owner [VRBO], HomeAway, Flipkey, etc.)?

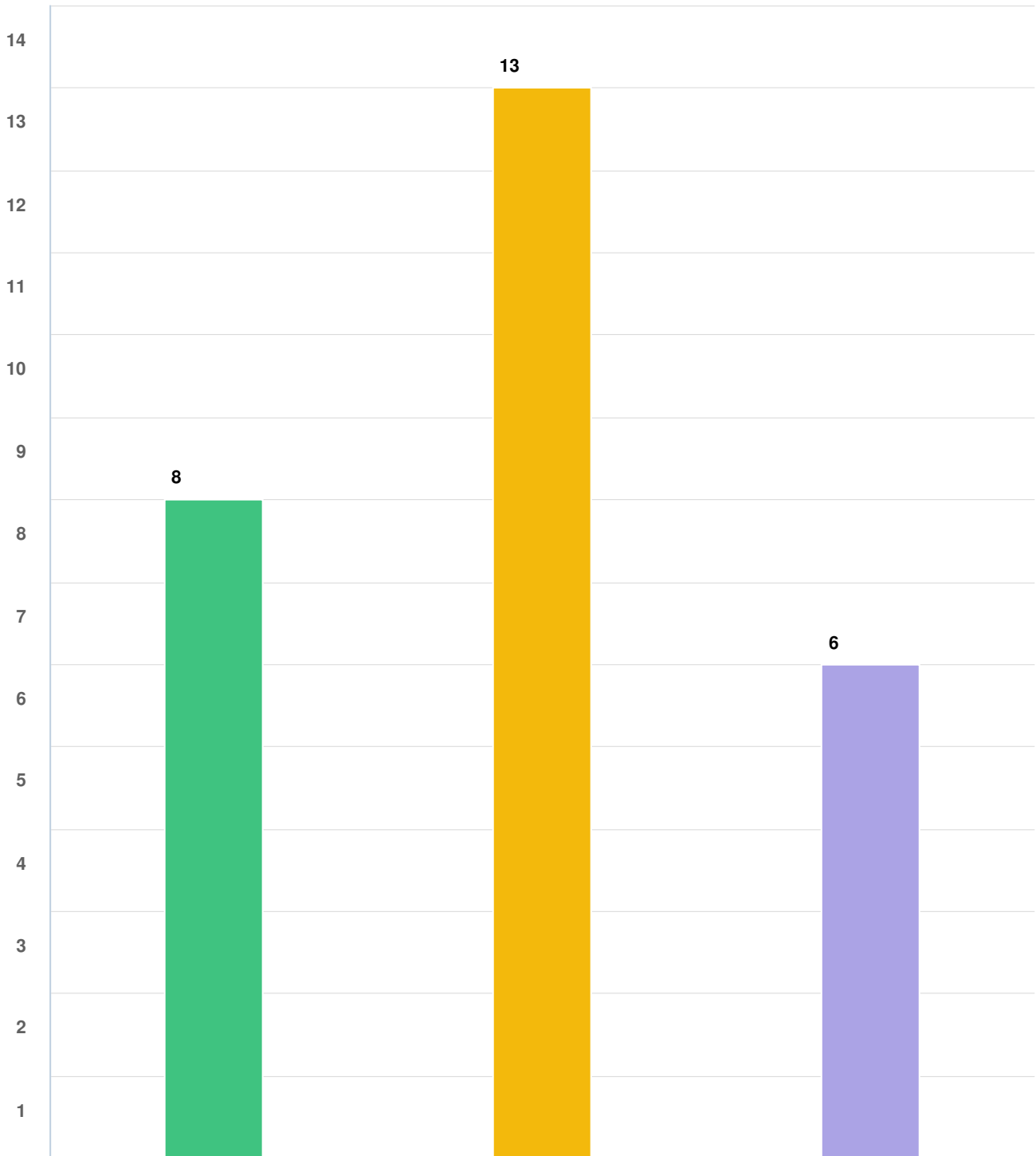


Question options

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

Mandatory Question (24 response(s))
Question type: Dropdown Question

Q79 Have you ever stayed as a guest at a STA in your travels? (Check all that apply)

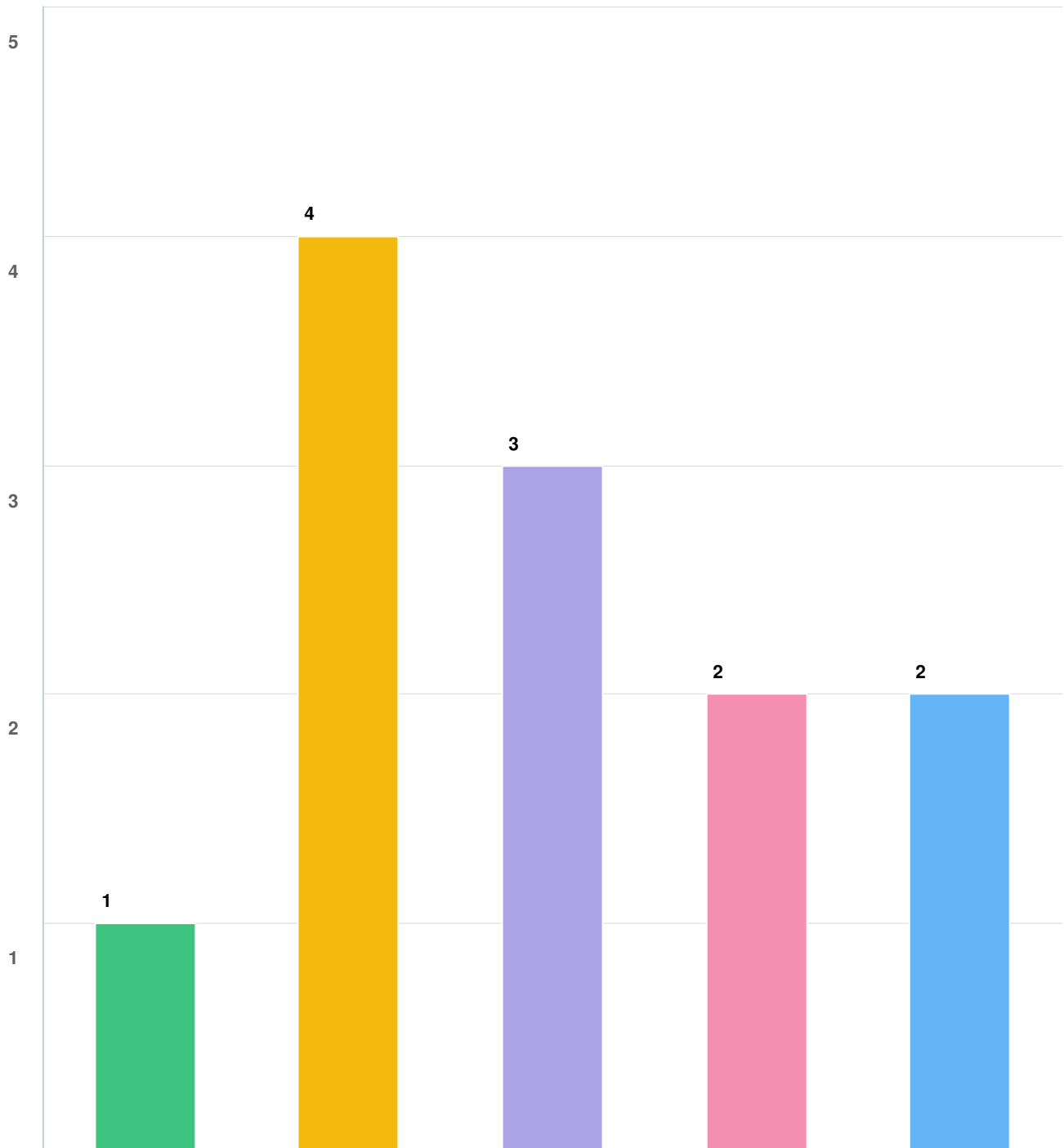


Question options

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

Mandatory Question (24 response(s))
Question type: Checkbox Question

Q80 If you have ever stayed as a guest at a STA in Collingwood, what was the purpose of your stay? (Check all that apply)

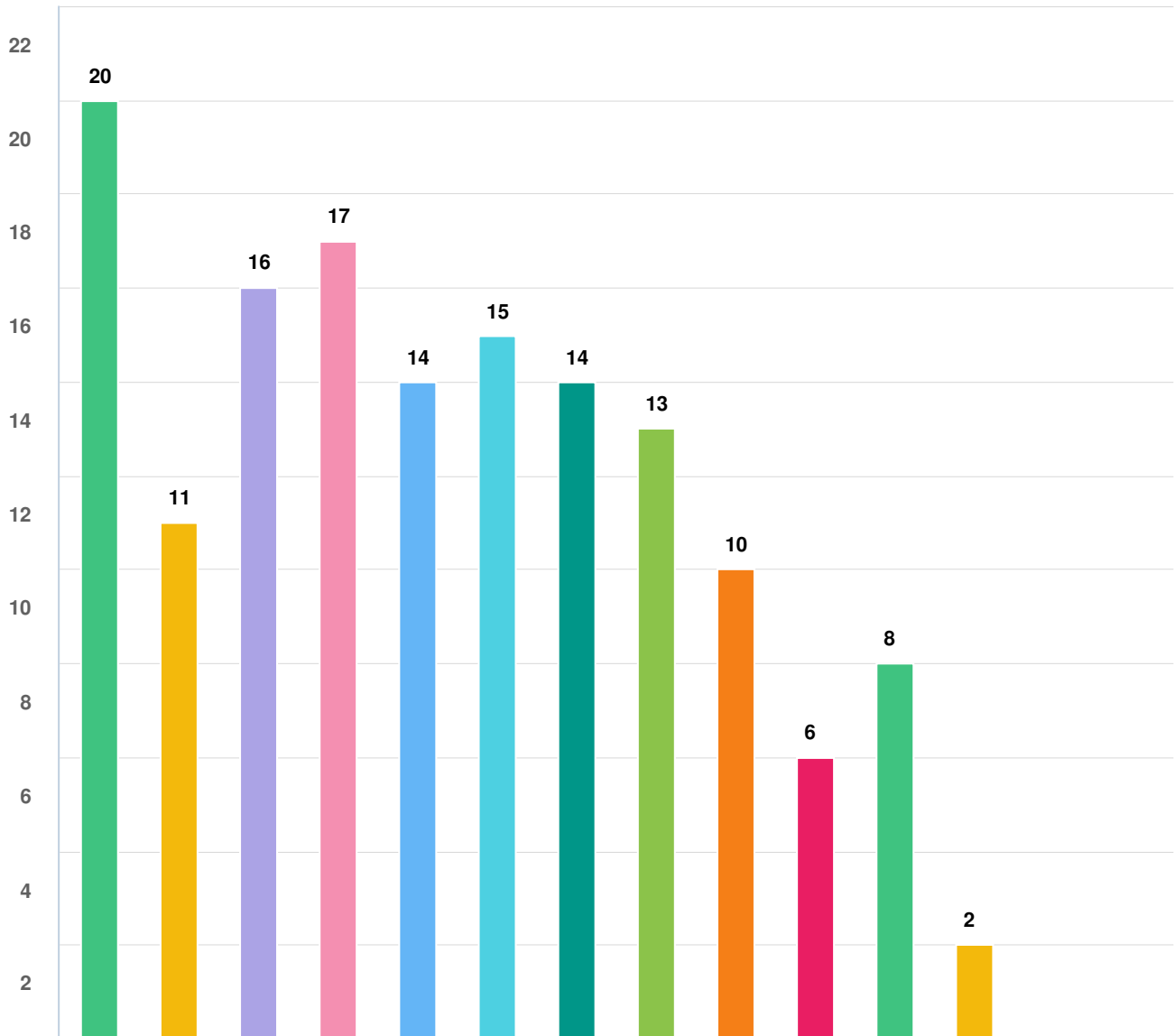


Question options

- Attending a special event (e.g., sports, concert, theatre, craft show, etc.)
- Visiting friends and/or family in Town (e.g., wedding)
- Site seeing
- Visiting neighbouring municipalities
- Other (please specify)

Mandatory Question (8 response(s))
Question type: Checkbox Question

Q81 In your opinion, what are the benefits of STAs? (Check all that apply)



Question options

- Offers an alternative form of accommodation for tourists and visitors to the Town
 ● Offsets the cost of housing for residents
- Provides additional disposable income for hosts
 ● Supports spending of tourist dollars at local businesses
- Offers a unique experience/quality of service
 ● Promotes local tourism
- Provides a landing place for those moving to the area or staying in Town for work
 ● Allows access to advantageous locations
- Makes use of underutilized residential dwellings/units
 ● Offers a cultural exchange between residents and visitors
- Allows the Town to increase revenue through a municipal accommodation tax
 ● I do not feel there are any benefits
- Unsure
 ● Other (please specify)

Mandatory Question (24 response(s))
 Question type: Checkbox Question

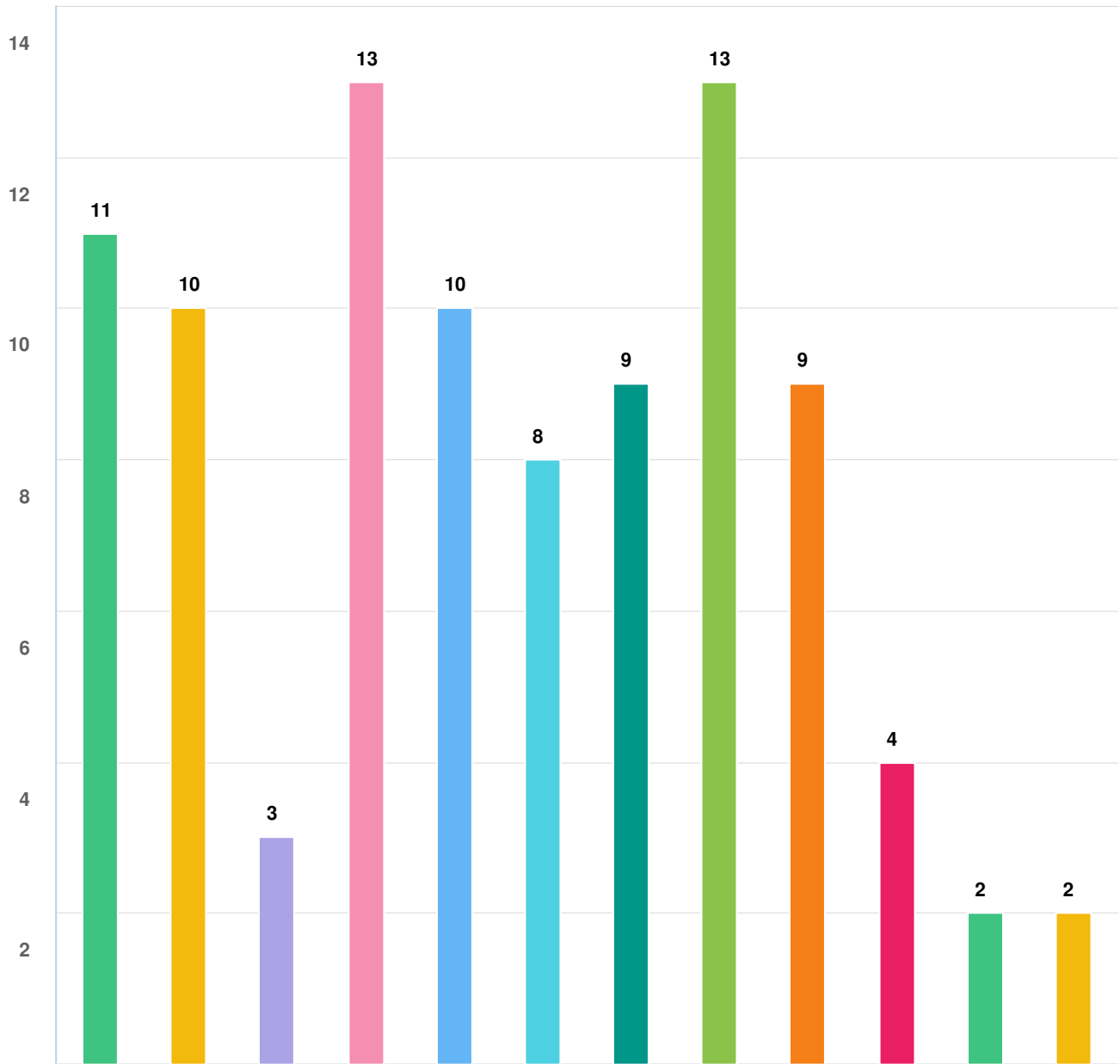
Q82 Please indicate your top 3 preferences in ranking order (i.e., 1 = the most important benefit, 2 = the second most important benefit, and 3 = the third most important benefit). If you answered that you "do not feel there are any benefits" or you ar...

OPTIONS	AVG. RANK
I do not feel there are any benefits	1.00
Offers an alternative form of accommodation for tourists and visitors to the Town	1.47
Supports spending of tourist dollars at local businesses	1.86
Offsets the cost of housing for residents	2.00
Promotes local tourism	2.13
Provides additional disposable income for hosts	2.63
Allows the Town to increase revenue through a municipal accommodation tax	2.67
Offers a unique experience/quality of service	3.00
Makes use of underutilized residential dwellings/units	3.20
Provides a landing place for those moving to the area or staying in Town for work	4.00
Offers a cultural exchange between residents and visitors	5.00

Optional question (23 response(s), 542 skipped)

Question type: Ranking Question

Q83 In your opinion, what are the challenges relating to STAs? (Check all that apply)



Question options

- Reduces the inventory of units available for long-term rental/permanent housing
- Fewer affordable options for long-term rental/permanent housing
- Unfair competition for other tourist lodgings (e.g., bed-and-breakfasts, hotels, motels)
- Creates neighbourhood issues (e.g., noise, nuisance, parking, garbage, etc.)
- Health and safety concerns
- Loss of neighbourhood character
- Property maintenance concerns
- By-law enforcement resources needed
- Criminal behaviour/safety issues
- I do not feel there are any challenges
- Unsure
- Other (please specify)

Mandatory Question (24 response(s))
 Question type: Checkbox Question

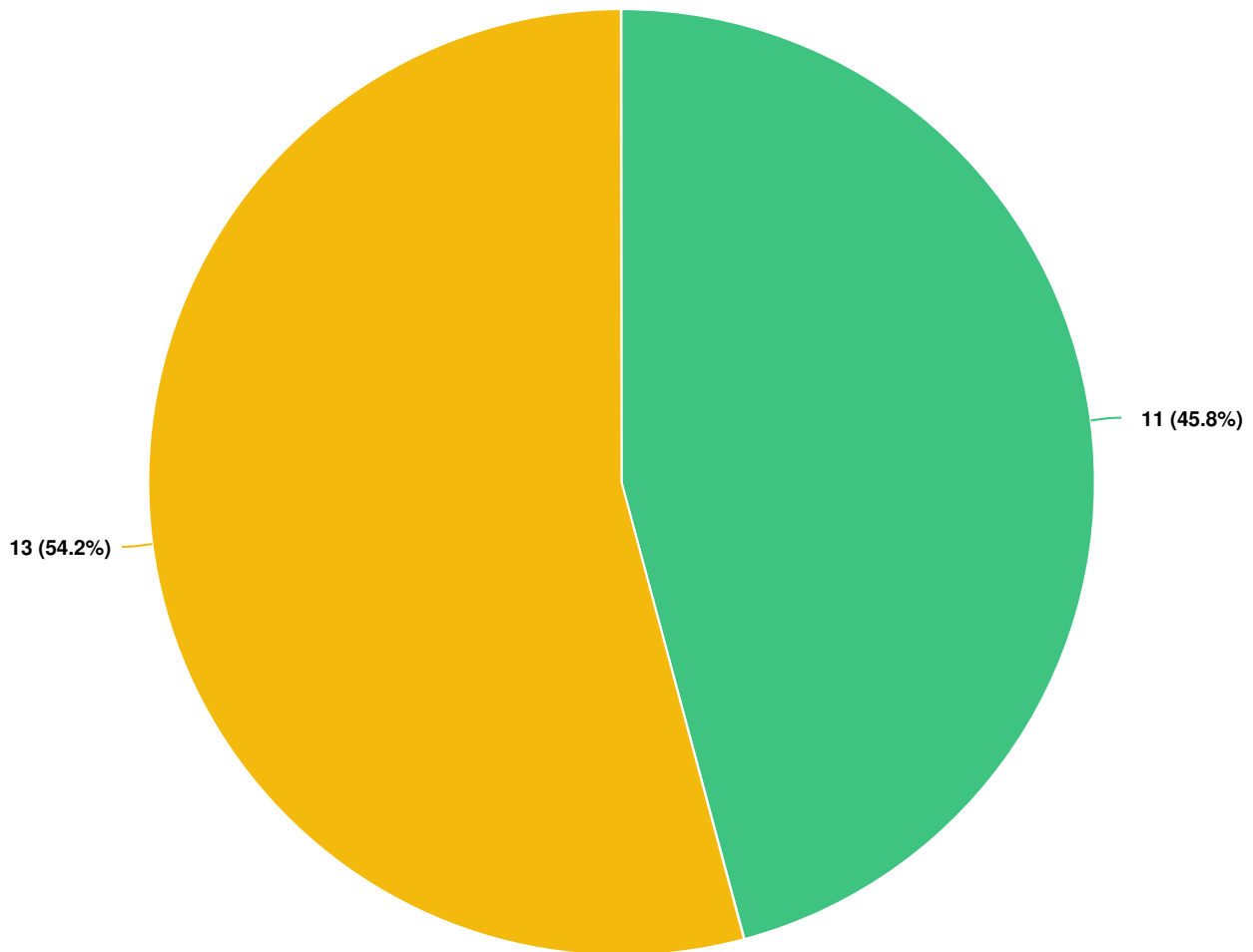
Q84 Please indicate your top 3 preferences in ranking order (i.e., 1 = the most significant challenge, 2 = the second most significant challenge, and 3 = the third most significant challenge). If you answered you "do not feel there are any challenges" ...

OPTIONS	AVG. RANK
Fewer affordable options for long-term rental/permanent housing	1.33
I do not feel there are any challenges	1.33
Creates neighbourhood issues (e.g., noise, nuisance, parking, garbage, etc.)	1.64
Reduces the inventory of units available for long-term rental/permanent housing	1.75
Unsure	2.00
By-law enforcement resources needed	2.44
Property maintenance concerns	3.00
Criminal behaviour/safety issues	3.33
Loss of neighbourhood character	3.50
Health and safety concerns	4.00
Unfair competition for other tourist lodgings (e.g., bed-and-breakfasts, hotels, motels)	5.00

Optional question (22 response(s), 543 skipped)

Question type: Ranking Question

Q85 | Would you be interested in participating in future consultations, workshops, etc. hosted by the Town in relation to STAs in Collingwood?



Question options

- Yes, I consent to be contacted by the Town
- No, I do not want to be contacted by the Town

Mandatory Question (24 response(s))

Question type: Dropdown Question

Q86 Do you have any additional comments you would like to share about STAs?

Screen Name Redacted

8/11/2022 10:13 AM

When an area is zoned residential that is what it should be. We didn't move into our area to live next door to multiple "hotels" with no property maintenance or management. Our neighbourhood is becoming a dump.

Screen Name Redacted

8/11/2022 10:12 AM

I think Collingwood is smart to look at this. Hotels do not provide the same opportunities as STA-as an example, it is hard to get multiple bedrooms and kitchen accommodations at a hotel. Also, Collingwood hotels are at capacity anyways and there continues to be demand for STA in the area. Finally, I would consider having a high price for the permit (\$1500+)-this will help to generate the income required to administer the program and to deal with issues.

Screen Name Redacted

8/11/2022 10:34 AM

I have an STA being operated beside my cottage. I can say from experience, over the last 4 years, that it is very disruptive to the community, and brings little to no benefits to anyone other than the property owner. Also, in Collingwood there is such a shortage of housing, allowing STA's would only make that problem worse. Please consider leaving the by law as is. Thanks!

Screen Name Redacted

8/11/2022 10:43 AM

guidelines for behavior of STA's

Screen Name Redacted

8/11/2022 10:43 AM

Please do not allow STA's except b&b's

Screen Name Redacted

8/11/2022 10:54 AM

The town needs to follow up on all the current Air BnB operating without permits in town. There is literally a list on the internet showing where a lot are located so it shouldn't be hard to find them.

Screen Name Redacted

8/11/2022 11:02 AM

Local businesses are struggling as a result of lack of employees. Without long term rentals, those employees have no where to live which in turn can lead to a local business shuttering its doors. Are people investing in real estate within the Community because they love living here and want to support the development and growth or are they in it for the money that they take home to their primary residence and spend in their Community elsewhere. How many STA owners actually reside in the Community full time? If they aren't residing here full time, then offering input about the Community is self

motivated to protect their interests, not the Community.

Screen Name Redacted

8/11/2022 11:30 AM

As said above, 30 day rentals are an issue already where I live, , short term would be a disaster. Keep them grandfathered where those who purchased were aware of the existing status, don't expand to other areas.

Screen Name Redacted

8/11/2022 11:02 AM

Overall I don't think they are terrible. As a renter however, I see the growing issue of not enough (inventory wise), and not enough affordable options for people who live in Collingwood full time. I do not think it is right that people from outside the town are benefiting from STA's, when people who live and work here and contribute to society are suffering and/or being pushed out of the town all together.

Screen Name Redacted

8/11/2022 11:17 AM

I've travelled many places using sites like Airbnb. I understand why they can be beneficial in some areas. But in Collingwood we simply do not have the space. The lack of affordable long term rentals in our area is devastating. This has snowballed into almost every industry being short staffed since many cannot afford to rent here. As a tourist town we need workers and without affordable long term rentals we have no chance to recruit workers from other places.

Screen Name Redacted

8/11/2022 11:36 AM

I hope they do not allow this.

Screen Name Redacted

8/11/2022 11:44 AM

We have stayed in many around the world and have never had an issue. Please don't limit an individual's ability to purchase a property that could allow this option. With noise and parking bylaws in place and enforced there shouldn't be an issue.

Screen Name Redacted

8/11/2022 11:55 AM

Individuals wishing to list an under utilized vacation home is acceptable. Corporations depleting limited home inventories for maximum profits is not-acceptable.

Screen Name Redacted

8/11/2022 11:57 AM

I think licensing is needed so there is oversight. And considering our desperate need for housing, I think STA licenses should only be granted to units that aren't suitable for long-term rental. I know that would require in-person inspections - perhaps a video tour of the space could suffice.

Screen Name Redacted

STAs are one of the oldest forms of travel accommodation and

8/11/2022 12:34 PM

income. I have traveled all across Europe and also Ontario extensively using only STAs. I prefer them to Hotels - a homeowner is clearly rated by visitors on various platforms. Hotels are only as good as the people cleaning them, managing them and servicing them. Homeowner occupied STAs are run with a sense of pride in homeownership and as a method to keep roofs over heads and food on tables.

Screen Name Redacted

8/11/2022 12:32 PM

The lack of affordable housing is such an important issue in our community that we cannot afford to allow residential units to become basically hotels.

Screen Name Redacted

8/11/2022 12:35 PM

I would strongly recommend that the town not allow STA's in residential areas.

Screen Name Redacted

8/11/2022 12:46 PM

i think they are a great way to supplement income but there should be rules to abide by. the biggest issue would be enforcing the rules that are put in place.

Screen Name Redacted

8/11/2022 12:59 PM

We were homeless for two summers after moving to Wasaga beach. My husband works in construction and yet we were unable to find long term housing in the collingwood area, which is where we both desired to live. We were forced to live in a tent and then finally found a motel for the winter. This has got to change for the residents of the area who live and work here!

Screen Name Redacted

8/11/2022 01:18 PM

Given the housing crisis in Collingwood, I do not feel that STA's are sustainable or necessary at this time. Collingwood needs affordable rentals more than anything.

Screen Name Redacted

8/11/2022 01:27 PM

Please make regulations so non Collingwood residents can't own STA's within city limits. Our town is at a cross roads. Maintain character of the existing town, or allow Collingwood to be another place solely based on rental properties.

Screen Name Redacted

8/11/2022 01:28 PM

Yes , don't allow them

Screen Name Redacted

8/11/2022 01:49 PM

Do not allow them, increase fines for those who break the law and keep our community safe

Screen Name Redacted 8/11/2022 01:57 PM	Living at Lighthouse Point, we quite often get people here on a short-term basis. They are easy to identify as they have a “party” attitude and are often loud, blast music, don’t pick up after their dogs and drive too quickly. This makes it difficult for those of us who actually “live” here and results in loss of enjoyment and lowers our standard of living.
Screen Name Redacted 8/11/2022 01:40 PM	No thank you.
Screen Name Redacted 8/11/2022 01:49 PM	I believe that the more people visit our beautiful town (which was my hometown), the more our retail business will thrive.
Screen Name Redacted 8/11/2022 02:04 PM	Collingwood is a tourist destination. People are going to do it whether the town and community like it or not. Many of these owners do not even live in Collingwood meaning that if anything were to happen that might disturb the neighbourhood or put tourists at risk because there are no standards in place we have an ongoing issue for nothing. Offering a license with specific requirements such as having a property manager if you don't live in the immediate area, fire inspections, noise monitors installed, a municipal tax etc. will mitigate risk and offer more options than the large corporations that own the hotels. It also allows tourists who like to use STA's in place of hotels, a much more personal touch.
Screen Name Redacted 8/11/2022 01:53 PM	Once STAs are allowed, there is no going back.
Screen Name Redacted 8/11/2022 01:57 PM	No
Screen Name Redacted 8/11/2022 02:00 PM	Do not allow less than 2 week stays
Screen Name Redacted 8/11/2022 01:57 PM	This survey contradicted itself in many questions . I do not support short term rentals in collingwood full stop...we have a unit in our complex which is apparently rented out weekly and there is noise and lack of respect for owners. No way of policing so why would i report to the town? 🤔
Screen Name Redacted	Definitely need to permit Air b&b and UBERS in town of Collingwood.

8/11/2022 02:04 PM

Limits dome visitors need that bring business to the town of Collingwood. Since roundabouts have been built tourism is able to bypass Collingwood and stay at blue mountain full time. With casino coming in the next few years would help accommodate visitors too!

Screen Name Redacted

8/11/2022 02:16 PM

STA's can be a great thing for the community and the property owner. It will generate more revenue for everyone involved. Having been a long term landlord for many years and the trouble we encounter with unfit tenants and the process or lack of proper process to evict them - this seems like a better option to me. Long term rental units are depleting due to this, people work hard to own a secondary property but often lose in the end. STA's provide for more places to go for accountability. You can get a damage deposit, the money is received upfront through these companies (Airbnb/vrbo), they also provide some insurance coverage for the owner.

Screen Name Redacted

8/11/2022 02:08 PM

They are an absolutely zero-value addition to the municipality. There is ample tourism, and if demand outstrips supply they should be purpose built short term rentals, not absentee landlords contracting the management out and removing homes from the supply.

Screen Name Redacted

8/11/2022 02:19 PM

enforce the current bylaws with additional officers and the problem goes away

Screen Name Redacted

8/11/2022 02:45 PM

Would only agree to a specific number of B&Bs as housing for all local residents is most important

Screen Name Redacted

8/11/2022 02:45 PM

No

Screen Name Redacted

8/11/2022 02:51 PM

Be fair.

Screen Name Redacted

8/11/2022 03:14 PM

I already did

Screen Name Redacted

8/11/2022 03:28 PM

Allowing STAs where the owner lives on property is a great option - way less noise, party, and garbage complaints plus it give home owners an opportunity to better afford the property.

Screen Name Redacted

this survey is not all that well constructed, will be confusing for many,

<p>8/11/2022 03:07 PM</p>	<p>limits replies to those with computers and internet access AND the map is ridiculous! There are NO indicators anywhere, e.g. major streets, major bldgs (town hall, library). I'm not sure that I chose the correct area and I live at Birch & 8th</p>
<p>Screen Name Redacted 8/11/2022 03:10 PM</p>	<p>I see this as a viable business for property owners and they should be allowed for those willing to be responsible and treat it like a business.</p>
<p>Screen Name Redacted 8/11/2022 03:13 PM</p>	<p>n/a</p>
<p>Screen Name Redacted 8/11/2022 03:31 PM</p>	<p>The survey questions are definitely skewed to having some type of STAs in Collingwood. I hope they are NOT permitted in residential communities that are distant from the downtown, the waterfront and the beaches.</p>
<p>Screen Name Redacted 8/11/2022 03:20 PM</p>	<p>I have used STAs in North America and Europe and prefer them over hotels in many cases, however there needs to be some regulation and enforcement of noise and parking violations with penalties to the owner if repeated offences including loss of license.</p>
<p>Screen Name Redacted 8/11/2022 03:37 PM</p>	<p>Don't get me wrong - I love STAs. I have stayed in Air BnBs across Ontario and in other countries as often as I've stayed in hotels over the last 10 years. However, there needs to be some legislation around housing utilization, the same way there is legislation and fees applied to land use.</p>
<p>Screen Name Redacted 8/11/2022 03:23 PM</p>	<p>Rental accommodation is very difficult to find and has become extremely expensive, especially for families and those with limited incomes.</p>
<p>Screen Name Redacted 8/11/2022 03:28 PM</p>	<p>Get it under control now before we have the major problems</p>
<p>Screen Name Redacted 8/11/2022 03:43 PM</p>	<p>None</p>
<p>Screen Name Redacted 8/11/2022 03:46 PM</p>	<p>I feel the current limit of 30 days is working fairly well, as it balances the desire of owners to rent properties in residential neighbourhoods, with the concern/consideration of the residents themselves. I would NOT want to see this limit reduced or removed.</p>

Screen Name Redacted 8/11/2022 03:54 PM	Fix the rta to be more fair and there wouldn't be people drawn to do sta s and there would be more housing available....
Screen Name Redacted 8/11/2022 03:58 PM	I am concerned that Collingwood will only be affordable to those with means. There are a lot of seniors who can no longer live in their homes and wish to rent instead, but with no affordable accommodations, they are unable to find suitable accommodations.
Screen Name Redacted 8/11/2022 04:14 PM	I believe, and have witnessed, that without responsible owners, and municipal by-laws too many individuals care more about the monies than the potential impact on the neighbourhoods being impacted, as most are not residents of the community. Our local hotels/motels/B&B's continue to struggle to have full bookings so why do we want to impact them in another negative fashion? They pay huge taxes and we need to support their efforts not take away from their business.
Screen Name Redacted 8/11/2022 04:17 PM	I think all existing timeshares should be grand-fathered as they have operated for 30 plus years with no issues as the property management have to follow strict RCI or II (Interval ain't) regulations. They are a model the Town can use!
Screen Name Redacted 8/11/2022 04:18 PM	I don't think they're a good idea at this time due to the lack of housing for full time residents. The price of housing is too high because of the lack of inventory.
Screen Name Redacted 8/11/2022 04:32 PM	The Town should be focussed iron housing for all the low income earners that make this town operate and not lining the pockets of property owners.
Screen Name Redacted 8/11/2022 04:46 PM	Communities across the country are regulating or banning STAs for good reasons including loss of LTAs, expensive to regulate, etc. our community should heed the reasons why this trend is happening
Screen Name Redacted 8/11/2022 04:58 PM	Thank you for the opportunity to participate in this discussion!
Screen Name Redacted 8/11/2022 05:15 PM	There are illegal STAs operating in Cwood with no consequences or bylaw enforcement. They should be heavily fined and this should

stop. There are developments like harbour house with multiple units currently being build which could be a haven for STA. With no owner present, vacationers are not held accountable for their actions and disrespect to the tax paying neighbours. Bylaws exist to create a safe and respectful community.

Screen Name Redacted

No

8/11/2022 05:23 PM

Screen Name Redacted

STA should be allowed! When people buy a home they should be able to do with their property as they please.

8/11/2022 05:19 PM

Screen Name Redacted

Our residential street just recently had a home purchased which sleeps 10 guests. A party house for sure. The owners & guests have no interest in maintaining lawn, or garbage pick up days. Their guests are not informed or aware of fireworks bylaw(s) or picking up dog feces. Guests are here to party with no regard to the quite neighborhood they are staying in. I DO NOT think STA's should be allowed on residential streets -- especially when they sleep more than 2/4 people -- NOT 10!

8/11/2022 05:45 PM

Screen Name Redacted

There are lots of hotels and motels in Collingwood (and apparently council is bending the rules for even more). That is more than sufficient. You don't control the illegal STA operating in our town now so why open the flood gates. STA ruin neighbourhoods and communities. Yes there are many good people who rent these but it only takes a few bad ones, and there will be lots of bad ones, to ruin a neighbourhood. Landlords are usually absentee and are looking to make a fast buck. There is no upside to having STA. Think hard and fast about caving to people supporting STA. They have only their interests at heart, not the community's. This is not what Cwood is about.

8/11/2022 05:46 PM

Screen Name Redacted

I feel they promote tourism and give people a nice alternative to hotels, especially when travelling as a family. It also provides income to the hosts, which in turn they can spend in their town as well as the tourism dollars.

8/11/2022 06:07 PM

Screen Name Redacted

uu

8/11/2022 06:09 PM

Screen Name Redacted

they are way to unregulated and taking away from regular annual

8/11/2022 06:07 PM

rentals

Screen Name Redacted

I think it would be more positive than negative for Collingwood

8/11/2022 06:09 PM

Screen Name Redacted

I feel they are a huge disruptor to permanent residents in neighbourhoods (both owners and long term renters) and to long term housing supply. Short term housing needs and Tourist Accommodation should be limited to commercially designated areas of a Town, managed by the Hospitality industry.

8/11/2022 06:49 PM

Screen Name Redacted

There are far more tourists visiting the area than what the local hotels are able to support. If STA's are regulated, and the Town requires that STA's meet the criteria to operate as a Bed & Breakfast with a Property Manager residing on-site (I.e. No "ghost hotels"), that will be sure to drastically reduce the number of neighbour complaints being made within the Town.

8/11/2022 07:01 PM

Screen Name Redacted

No but thank you for allowing us to give our opinion

8/11/2022 07:00 PM

Screen Name Redacted

My concern is that people are losing their housing to these places. It is happening all over Collingwood.

8/11/2022 07:48 PM

Screen Name Redacted

We need affordable housing in the Collingwood area. STAs could lower the amount of rentals available to service workers who work in the Tourism Industry in this area. Also, STAs, are they really needed in this area where there are so many hotel, time share and condos available for short term stays.

8/11/2022 08:04 PM

Screen Name Redacted

Destroys residential communities.

8/11/2022 07:59 PM

Screen Name Redacted

I hope the control of the STA's is better run than the building control. The residents of the town shouldn't have to bear the burden of reporting them in order to have something done about it. If tourists can find the short term rentals then so can town staff.

8/11/2022 08:20 PM

Screen Name Redacted

I am concerned about STA's in my neighborhood. I know of several homes listed on VRBO and air BNB. The property is not well maintained.

8/11/2022 08:28 PM

Screen Name Redacted

8/11/2022 08:52 PM

Long term rentals are a challenge in our neighbourhood now. I can't imagine what short term rentals would be like. Bylaw does nothing to control the neighbours when their are issues now.

Screen Name Redacted

8/11/2022 08:50 PM

No

Screen Name Redacted

8/11/2022 10:53 PM

If the Town moves forward with STA zoning, a suggestion would be to zone neighborhoods with lower property values and if possible to assess areas where there are a large number of owners that would like to sell. Once zoned as STA permitted, their property values will rise and will be easier to sell providing them with enough capital to invest in either an upgraded property or a downsize and retirement security.

Screen Name Redacted

8/12/2022 01:15 AM

STA's are great for tourism, which is one of the primary economic cornerstone of Collingwood at this time.

Screen Name Redacted

8/12/2022 02:52 AM

See my previous comment. I strongly recommend against any efforts to open up the STA market in Collingwood. We have a robust tourism industry as it is, and resources would be better dedicated towards working on more pressing issues. As has been demonstrated in other municipalities, compliance STA regulations is very difficult to enforce. It would require a significant investment into more robust policy and bylaw efforts, with potentially very little return. Considering the long term issues facing our community and region at large, and with the knowledge of the extensive planning underway on other projects (e.g. the updated official plan, grain terminals project, ICBL, etc.), this seems a significantly ill-placed use of resources.

Screen Name Redacted

8/12/2022 04:35 AM

As a renter, STA's are quite the hindrance in Collingwood. The housing market has gone through the roof due to pure greed and it blows my mind that it not only continues to happen but the amount of homelessness is on the rise. Staffing issues at local retail outlets and establishments is such an issue because people are only here to visit. Retaining those who are willing to work is hard because most of the people who do visit are mean and aggressive with those workers. Our hospital is overwhelmed. As a long term resident, I can never find groceries and find myself having to drive to other cities to fill my fridge or order online. Traffic is a mess and our roads cannot accommodate. Collingwood is a mess and unbelievably expensive and we are no longer able to afford it. Its frustrating and sad as it was once a really

nice place to live.

Screen Name Redacted

8/12/2022 05:00 AM

Good morning Amanda, Town Staff and Council, First off, thanks for pushing out this survey. I am the Business Development Manager for Vacasa. Vacasa is the largest supplier of professional full service short term vacation rental management here in The Blue Mountains as well as across North America with over 35000 units in our inventory. I, myself, was raised here at Blue Mountain and, as such, being from the Blue Mountain and Collingwood area I have a deep understanding about all that our incredible and unique region has to offer to those who wish to come and visit. I have been involved in the accommodations business here at Blue for almost twenty years so I have therefore been involved with the TBM's Municipality, from day one, in the development and design of the Short-Term Licensing program. I will state at the outset, myself and my industry partners are all huge proponents of the licensing regime. Although challenging at times for stakeholders, especially the uninitiated, as is the norm with any sizable and "new" piece of legislation, I have a full and deep understanding of all its components, its pro's and con's and opportunities. I do wish to categorically confirm for you that although the design and implementation of the STA Bylaw is Blue Mountains has been a heavy lift for all, we the industry, are huge fans and supporters of the legislation. It has raised the bar in terms of professional management protocols and Ops practices, it has made for safer snf higher quality vacation props for the vacationing public and it has had nothing but an extremely positive effect on our businesses, the industry reputation, property values and our bottom lines. I will point out that the economics of the licensing program is now a revenue driver for the Town. It is a self-supporting program and we see that as being important on a number of levels. The sharing economy is here to stay and, when managed properly by way of fair and equitable legislation, the outcomes can be proven to benefit all stakeholders, residents, the property owner, local business, the traveling and vacationing public, and therefore the community as a whole. I would obviously like to stay close to any and all developments with Collingwood's initiatives on short term rental licensing. I wish to stay close for reasons relating to industry reputation as a whole, I see community engagement and cooperation as being vitally important and also for the simple fact that Vacasa does see opportunities existing within the Collingwood market. I see from the cited 3rd party reports that several hundred illegal rentals are operating within Collingwood. That is not good so presumably, as it did within The Blue Mountains, Municipal short-term accommodations licensing is the major and provably most effective tool in the eradication effort of the illegal market. There are several other tools a Municipality can use and I am pleased to go over the TBM's efforts and outcomes, in this space, within the illegal market. I

am available to meet anytime and would very much appreciate the opportunity to do so. The TBM's Bylaw team and Town management (CAO etc.) know me well and will endorse my engagement as well as my knowledge in this specific legislative realm. I look forward to working with your team in some form of private/public effort from which all the desired outcomes can be achieved. Thanks again for your efforts and those upcoming efforts of additional Town Staff and Council in moving in the direction of Municipal licensing for all STA's within Collingwood.

Screen Name Redacted

8/12/2022 05:17 AM

Just that you need to provide more affordable housing. People and local businesses are suffering because there isn't housing. I work in healthcare and we can't even hire people because they can't afford to purchase a home or find affordable accommodation in Collingwood

Screen Name Redacted

8/12/2022 06:25 AM

While travelling solo, B&Bs have been my accommodations of choice. Wonderful opportunity to meet interesting people and learn from the 'locals'. I worry here that STAs could be a health and safety issue. I wonder how regulations are going to be enforced. Is it just one more thing that depends on neighbour complaints to by-laws? I really think attractive signage to identify licensed STAs is a must. I don't think houses should be rented out. I feel the owner should be living in the house with their guests.

Screen Name Redacted

8/12/2022 06:38 AM

i feel by allowing sta in collingwood it just encourages outsiders to buy property for purely profit and monetary gains not carrying about the local economy and people working at below poverty wages struggling to live survive in Collingwood. there aren't many jobs paying a living wage. I have lived in Collingwood my entire life and watched many town councils made up of business owners pushing there tourists goals and letting all the industry jobs slip away not fighting for the future children good paying jobs. All my Children have left Collingwood area because aforementioned reasons.

Screen Name Redacted

8/12/2022 06:51 AM

We moved at the end of last year across town. Our previous residence was beside a STA. It was rented every weekend. The number of people regularly in attendance was between 10-16 every weekend. Garbage everywhere blowing around. Loud music until late in the evenings. Multiple complaints from neighbours were forwarded to bylaw. The owner was given a warning that she would be fined. She continues to rent still today. So there is little follow up with the Town as they don't have the man power and the owners don't care because they are making huge dollars. This money is not reported as income. I don't see STA's working and regulated and I feel it takes

away from legit businesses of bed a breakfasts/hotels

Screen Name Redacted

8/12/2022 06:58 AM

At the end of the day these are people who own the home. They should choose how and what they do with their home as long as they are following noise and other bylaws. As someone who is a frequent traveller min. 30 nights is not feasible and becomes too expensive. We should provide a space to promote tourism while allowing residents of Collingwood the opportunity to make a disposable income, retirement etc.

Screen Name Redacted

8/12/2022 07:14 AM

There are people circumventing the town bylaw where I live and when renters are asked about how long they are staying they simply say they are family or friends and are just using the place for the weekend. Money exchanged under the table I suppose, but the bylaw office needs to figure out a way to fix this loophole. This is quite common.

Screen Name Redacted

8/12/2022 07:31 AM

What perturbs me most is the significant number of "units" that are not privately owned but Tripadvisor, Priceline and Expedia owned. Totally blows the "4.1 Benefits A) Economic Opportunities" right out of the park. From the map, Source: govService, Host Compliance Collingwood Presentation (February 2022), it looks like owning a STA does not benefit many private residents.

Screen Name Redacted

8/12/2022 07:30 AM

We are a tourist town, applying well thought out regulations can make STAs a viable tourist option to attract tourists.

Screen Name Redacted

8/12/2022 07:33 AM

The type of stays need to be monitored by the towns bylaw officers. The STA can cause a host of problems such as alcohol, drugs, and garbage. The town needs to charge absentee landlords with big fines if the visitors break the law. I would suggest you contact Blue Mountain rentals because the STA caused numerous problems and nothing was done about it. It must be thoroughly monitored or there will be huge issues in the neighbourhoods.

Screen Name Redacted

8/12/2022 07:43 AM

This community has much to offer. Properly licensed STAs will allow visitors to stay closer to the downtown area, thus increasing revenue for local businesses and restaurants. It provides an alternative to staying at the mountain. Licensing Revenue to the town can offset the increase in maintaining and monitoring the process.

<p>Screen Name Redacted 8/12/2022 07:46 AM</p>	<p>Bylaw needs to enforce on a regular basis not just complaint basis. Owners are not adhering to law because it's not enforced</p>
<p>Screen Name Redacted 8/12/2022 08:13 AM</p>	<p>Please don't approve STA in residential neighbours, it's not fair to existing tax payers. thank you for the opportunity to comment on this issue.</p>
<p>Screen Name Redacted 8/12/2022 08:22 AM</p>	<p>No</p>
<p>Screen Name Redacted 8/12/2022 11:07 AM</p>	<p>I have seen STA's in GTA that have caused serious issues with Condominiums and very Exclusive Residential Areas, where shots were fired, garbage, drugs, etc. left on the street. Please let Blue Mountain deal with this type of problems and keep our community good.</p>
<p>Screen Name Redacted 8/19/2022 04:11 AM</p>	<p>No</p>
<p>Screen Name Redacted 8/12/2022 11:54 AM</p>	<p>Nope</p>
<p>Screen Name Redacted 8/12/2022 12:46 PM</p>	<p>I think STA's could help the town of collingwood/blue mountain bring in a lot of local business which would help the community</p>
<p>Screen Name Redacted 8/12/2022 12:58 PM</p>	<p>City of Toronto and the Town of The Blue Mountains STA programs are both great examples of possible and different types of solutions.</p>
<p>Screen Name Redacted 8/12/2022 01:07 PM</p>	<p>No STAs</p>
<p>Screen Name Redacted 8/12/2022 01:28 PM</p>	<p>Surveying those of us who own property in Collingwood is a good idea. It considers a broad spectrum of opinion. When in doubt, have a subsequent survey to further clarify opinions on issues.</p>
<p>Screen Name Redacted 8/12/2022 02:18 PM</p>	<p>I wonder, how else will my grandchildren enter the housing market? They should be able to rent out a suite, or rent their primary residence, a few weeks/weekends per year. I understand there are issues with reducing inventory but I am thinking of all the families (like mine) who don't know how their adult kids can ever live here. This is</p>

sad, and unrealistic to expect young people to reside with parents and grandparents.

Screen Name Redacted

8/12/2022 02:27 PM

Please take a long-term vision for a small-town atmosphere where there is inter generational living across all economic levels rather than focusing solely on tourism dollars. People who are visiting will never care for this beautiful community or for the preservation of this wondrous region as well as the residents will. There needs to be a wise balance.

Screen Name Redacted

8/12/2022 02:25 PM

We have had very bad experiences with the townhouse next door rented. The owners lied to the association who stayed there. Many young people showed up (over 20). They disturbed our peace/woke us up/were disrespectful of the neighbors/house used for large party/alcohol and drugs were used

Screen Name Redacted

8/12/2022 07:40 PM

I support short term rentals in resort areas only.

Screen Name Redacted

8/12/2022 02:23 PM

No

Screen Name Redacted

8/12/2022 03:37 PM

It is very difficult for people in this town to find a place to rent. Which means it's very difficult to find people to work in the collingwood area. Taking away and not allowing STA's will help free up more places to rent, which in turn will help more businesses with finding employment.

Screen Name Redacted

8/12/2022 04:39 PM

Allow STA

Screen Name Redacted

8/12/2022 04:57 PM

level the playing field- as it is you are penalizing the properties that are categorized for accomodation by giving illegal STA's the ability to operate with no regulations.

Screen Name Redacted

8/13/2022 04:05 AM

Part of the problem currently with STA bylaw is unfortunately their are no resources to control complaints on STA. Moving forward if STA are allowed more resources will need to be allocated to monitoring STA.

Screen Name Redacted

8/12/2022 10:22 PM

I enjoy staying in STAs and think they can be beneficial. I am more concerned about impact on residential neighbourhods than I am on

local hoteliers;

Screen Name Redacted

8/12/2022 11:20 PM

I am very excited to learn that the town is reviewing and considering STA accommodations to help the area that so many admire and respect thrive. It is an indication that we are moving towards a more difficult draw and inclusive community, beyond the opinions of just legacy owners. It is a step forward that will afford the town the opportunity to flourish.

Screen Name Redacted

8/13/2022 08:20 AM

It seems that having no regulations on the books regarding STA means the town has no tools with which to manage them nor does it discourage them operating illegally. Licensing with appropriate resources for enforcement may be the best option.

Screen Name Redacted

8/13/2022 11:19 AM

We have enough problems with outside people coming in our complex and using the beach and facilities

Screen Name Redacted

8/13/2022 01:21 PM

I think the challenge of enforcement has to be a key part of this discussion

Screen Name Redacted

8/14/2022 10:33 AM

Keep existing rule structure in place and minimize residential area rentals.

Screen Name Redacted

8/14/2022 11:01 AM

Our condominium complex has a bylaw forbidding rentals of less than 30 days. This has not stopped these rentals. The Town's bylaw refusing to allow gates that can be accessed by our fob makes enforcement almost impossible. The renters have been told to lie and state they are friends. The doors have keyless entries so the owner has no need to be on the property. The excuse given by the Town is that the gates would impede emergency vehicles. this is not correct as emergency vehicles in other municipalities do not not a problem as there are devices to remedy this problem.

Screen Name Redacted

8/14/2022 03:01 PM

I live in a community where owners tried to Airbnb, it was a total disaster, there was constant partying, nuisance, noise, disrespectful, I could go on and on, the condo corp put in restrictions and it did help, but it is still going on. I moved to Collingwood 10 years ago and have been in the area for 30 years. Letting STA in Collingwood would change the town to a place where there would be a constant nuisance and absolutely no benefit for the town and business and people who live here. I always hear about municipal trying to get

attainable housing ,letting people to short term rent will only drive up the cost of monthly rental,

Screen Name Redacted

8/14/2022 06:27 PM

No

Screen Name Redacted

8/15/2022 08:54 AM

STA's are here to stay, as they should be. If managed responsibly they add substantially to the fabric of the community. My experiences, both as a guest and a host, have been entirely positive.

Screen Name Redacted

8/15/2022 09:31 AM

I understand that the Town is short of bylaw officers. Whatever is in place now is better than allowing STA. Eliminating the bylaw and opening the door to STA will cause chaos for many condominium corporations. I see condo property values decreasing because of problems created by STA. I also see many condo owners voting against town councilors who think this a good idea. I am a condo board director and have dealt with too many problems created by homeowners who try to sneak short term renters into our property. The weekend renters come with no regard for homeowners, condo rules, safety procedures, garbage, parking problems, etc. We have encountered short term renters bringing glass beer bottles to our pool. We needed our stairwells cleaned from vomit because of short term renters. Short term renters pile too many people into small locations creating unsafe conditions. I had a neighbour who rented to 8 women in a one bedroom suite. Whomever thought repealing this bylaw is a good idea should contact condo board members for input. This move is a horrible idea.

Screen Name Redacted

8/15/2022 11:39 AM

Condominium properties are less attractive if STA's are present, "family living" now becomes "party central". Maintenance costs, security costs go up and property values go down.

Screen Name Redacted

8/15/2022 02:09 PM

Short term renters have no stake in the community- and no reason to care how the neighbourhood around them suffers from their vacation activities. They aren't paying taxes here. The owners of STA s are only thinking of the money they can earn and are no where to be found when problems arise. As a widowed female, I would be extremely nervous of the constant arrivals of strangers. Currently I know ALL of my neighbours and we have a good community. When problems arise with STAs, (fireworks, excessive noise, etc) the OPP are called upon. What a waste of my taxes! STAs use up properties that could be housing Collingwood residents and workers. As a property owner on the water, I pay huge taxes for the privilege. I would expect the Town to reduce those taxes considerably if my

neighbourhood was allowed to host STAs. Thank you. [REDACTED]

Screen Name Redacted

8/15/2022 02:19 PM

This issue needs to be considered very carefully by the Town. There are already a number of issues with STA's and one only has to go on line to see how many STA's already exist. Bylaw will likely have difficulty keeping up with complaints if this is not handled carefully.

Screen Name Redacted

8/15/2022 03:16 PM

Blue Mountains is setting a good example of addressing the problem and then ongoing fine tuning and monitoring with fines. Why is Collingwood dragging their heels on this - there are so many municipalities that have done the ground work! If I knew my property value would be in question, I would NOT have purchased in Collingwood.

Screen Name Redacted

8/16/2022 06:51 AM

They have more benefits than negatives and this notion is not going away. We should embrace it.

Screen Name Redacted

8/16/2022 07:01 AM

None

Screen Name Redacted

8/16/2022 07:03 AM

I have previously worked for a company that provided stas. I fully understand the good and bad side. I honestly do not feel it will be managed properly. The fact that our town is all tourism based, we need workers to live here too. They already cannot afford it. Get affordable housing in place and consider it down the road.

Screen Name Redacted

8/16/2022 07:10 AM

I've always had mostly excellent stays and found a lot of value with STA's when travelling. However, there is a lot of concern with respect to neighbours being bothered by visitors... especially with noise/partying. I also have concerns about these homes being used to facilitate human trafficking. Scary, but true! I think it really comes down to WHO the home owners are and how willing they are to participate lawfully within regulations. There are homes being used right now as STA's, so I personally think it's an opportunity to engage the community and regulate for the better. Heck... make some \$ off each via taxation and help offset another staff member in the Bylaw Dept.

Screen Name Redacted

8/16/2022 07:12 AM

This should not be permitted until the housing crisis in Collingwood can be better managed and more housing is made available for local residents.

Screen Name Redacted

8/16/2022 07:39 AM

I think STAs have a lot of advantages and can be beneficial for the town of Collingwood. However, with that being said, rules and regulations are needed to accommodate and support those who are full time residents.

Screen Name Redacted

8/16/2022 07:53 AM

This is a difficult subject. There is a growing market for STA's. I am convinced they are not a solution to the shortage of long term affordable housing in Collingwood and that is where Council's first priority needs to be.

Screen Name Redacted

8/16/2022 08:10 AM

Most STAs are not a problem. If regulated appropriately I feel it is a great way for residents to supplement their income. My family owns an Airbnb at blue mountain that my dad wanted to buy for us so when he passes away he would be leaving his kids with an asset. It is no secret that over the past few years residents have been experiencing great financial difficulty. As a renter myself, It is very difficult to find a long term rental. I am not against STAs but I strongly feel there should only be allowed a certain amount so that the residents are able to find places to live otherwise there will be none if not regulated properly, STAs aren't protected under the landlord tenant act therefore it's wiser for owners to rent out short term at the moment. I believe we can find a good balance of both.

Screen Name Redacted

8/16/2022 08:31 AM

Although not totally in favour I realize they, STAs are here to stay However, I feel the town must establish a process i.e. licensing and an enforcement mechanism of the regulations, rules i.e. health, safety, noise etc., that is actually applied not simply provide lip service. A moderate licensing fee yes but not in favour of a municipal tax as I feel owners of STAs may then look for ways to circumvent the whole process.

Screen Name Redacted

8/16/2022 09:24 AM

They wreck your neighbourhood and don't respect you

Screen Name Redacted

8/16/2022 10:16 AM

Allowing STA's means depleting the current number of dwellings for people to find long-term accommodation. It can really affect the quality of the neighbourhood for people who are living on the street full time. The amount of policing of the suggested alternatives would be overwhelming and really not possible. it is a slippery slope and I think it's a bad idea.

Screen Name Redacted

It would be a shame to turn the town into a party town, BUT I do think

8/16/2022 10:17 AM

that responsible tenancy and short term rentals can benefit the community. Our neighbours currently do the 30day plus rentals and we have never had an issue. When people are coming in for the weekend, there is a higher likelihood of them partying and causing trouble. Perhaps a 2 week restriction would help??

Screen Name Redacted

8/16/2022 02:13 PM

I think we need to slow down for a bit . That building near the dairy queen make me feel like I have just drove down Bloor street in Toronto. Not a nice image to see. We have lost our old town look and feeling. Young people that grow up here can even afford to live here so sad. I have live here over 52 years and raised my children here now my grandkids will be living with their parent for a very long time or take their skills else where. Progress is one thing but do we really what to turn into Barrie.. They lost a lot of farm land.

Screen Name Redacted

8/16/2022 02:05 PM

No

Screen Name Redacted

8/16/2022 02:52 PM

Lots, but my comments have been to no avail. Unfortunately our bylaw officers are unable to deal with them, which may explain the decrease in phone calls from residents, as there's no use. I've been here since 1994 and recently people have moved into this neighbourhood to get away from STA'S in Town of The Blue Mountains. From neighbourhood experience they are a bane and this is no place for them.

Screen Name Redacted

8/16/2022 02:52 PM

STA's ruin neighbourhoods. You don't get a community feel when homes are run as an STA rather than community members living in the house. It also drives the price of house up as people buy them as an investment opportunity. Safety also becomes an issue when groups of strangers are constantly coming in and out of a community they don't care about

Screen Name Redacted

8/16/2022 03:07 PM

There is no connection to tourism revenue in an STA, that is fabrication. A full time resident would bring more revenue locally over the period of a year than occasional occupancy by visitors. I added a new member to my team two months ago. The only place they could find accommodation...Barrie.

Screen Name Redacted

8/16/2022 04:03 PM

We need to get more rental housing stock back into the town of Collingwood. Far too many affordable apartments, duplex etc. have been converted to STA's. These inexpensive weekend party-palaces can ruin neighborhoods and our ability to house people who want to

	<p>work in our town. These inexpensive places to stay don't affect my B&B business, we are a very different type of accommodation but they have drastically affected our community in other ways mentioned above.</p>
<p>Screen Name Redacted 8/16/2022 04:43 PM</p>	<p>Property maintenance (lawn mowing, snow plowing, sidewalk plowing), seems lacking for the majority of rental accommodations..STAs seem ever more susceptible to becoming neighbourhood eyesore than other types of accommodations.</p>
<p>Screen Name Redacted 8/16/2022 04:46 PM</p>	<p>" Provides additional disposable income for hosts " ... disposable income could be "supplemental income". Some homeowners may need this additional income just to remain " home owners "</p>
<p>Screen Name Redacted 8/16/2022 05:23 PM</p>	<p>do not want sta's</p>
<p>Screen Name Redacted 8/16/2022 06:55 PM</p>	<p>I do not think individual homeowners should be held responsible for the availability of rental housing nor is this a valid reason to restrict STA use. In our case, we live at our home 10 months of the year and rent it for 2. I do not think the purchase of a home to use entirely as STA is reasonable either and does need to be restricted but I do not think the multitude of other options (part time STA, seasonal STA) should be restricted either I also think the implementation of a municipal accommodation tax will prove beneficial to the town from both the perspective of furthering tourism and in covering the costs of administration / enforcement of an STA plan. I have worked very closely in implementing a similar plan in Muskoka and would be happy to share best practices.</p>
<p>Screen Name Redacted 8/16/2022 08:12 PM</p>	<p>STA promotes tourism all 4 seasons in town like collingwood. Good for all businesses</p>
<p>Screen Name Redacted 8/16/2022 09:06 PM</p>	<p>We recently moved here from Nova Scotia. I'm an excellent tenant with great credit and struggled to find a home in the limited rental options. STAs are killing affordable accommodations, please regulate them! The rental pool is very shallow</p>
<p>Screen Name Redacted 8/17/2022 06:08 AM</p>	<p>No</p>

Screen Name Redacted
8/17/2022 07:47 AM

STAs should be considered as part of the whole housing landscape of the Town. Long-term affordable housing should be prioritized, but the strategy shouldn't disallow STAs completely.

Screen Name Redacted
8/17/2022 08:32 AM

Must be licensed and pay fees and be taxed on revenues, with consequences and monitored

Screen Name Redacted
8/17/2022 08:59 AM

STA's have contributed to property value inflation because of unfair tax treatment both property tax and income taxes.

Screen Name Redacted
8/17/2022 09:12 AM

STAs provide options for those who cannot afford to stay in hotels. Promotes tourism and additional business in this beautiful town.

Screen Name Redacted
8/17/2022 09:39 AM

Remember that's laws and regulations are only worth their enforcement value.

Screen Name Redacted
8/17/2022 11:43 AM

don't allow sta's unless someone is in the home.

Screen Name Redacted
8/17/2022 03:58 PM

My biggest comment is that it STR takes away from the community feeling in subdivisions. They create issues - parking, noise, unkept properties and no one knows who owns them and who is responsible. STRs take away many jobs from people who work or support Hotels in Collingwood. STRs are often owed by people who do not live in Collingwood and do not support the economy (other than their taxes). In talking to renters they are mainly going to Blue Mountain and bring their own food and beverages - again not supporting local business. No I do not support STRs in Collingwood!

Screen Name Redacted
8/17/2022 02:36 PM

Collingwood should allow STAs

Screen Name Redacted
8/17/2022 03:07 PM

I think it's a great opportunity for people to come visit our beautiful area.

Screen Name Redacted
8/17/2022 04:44 PM

STAs have their place in poor countries like Cuba, where the population depends on this for generating much needed income and the hosts live on site. STAs in a town like Collingwood take away from the inventory pool for long term rentals and affordable housing in general, and many are used as party palaces. The guests have little

to no consideration for the people who call Collingwood home. STAs should be banned outright, or heavily regulated with regards to length of stay, etc. We have a housing crisis. STAs only make the matter worse.

Screen Name Redacted

8/18/2022 03:47 AM

They should not be permitted, we don't have enough housing as it is! My husband and myself will never be able to own a house in this town that I grew up in because of people doing this here

Screen Name Redacted

8/18/2022 08:53 AM

no

Screen Name Redacted

8/18/2022 08:53 AM

I'm pleasantly surprised this topic is being reviewed - whatever the outcome, well done for the consideration and listening to the residents!

Screen Name Redacted

8/18/2022 10:05 AM

No.

Screen Name Redacted

8/18/2022 10:33 AM

I feel that STA is definitely an asset to Collingwood as it is a tourist town. Also I know doctors from the GTA need short term accommodation while to they work at the Collingwood Hospital. I was speaking to a few doctors from the Toronto area and they love STA as it gives them the benefits of being home with the same luxuries (cooking, backyard, laundry in home etc) Hotels/Motels do not offer that luxury.

Screen Name Redacted

8/18/2022 01:59 PM

I see no issues beyond renters who aren't respectful of the neighborhood

Screen Name Redacted

8/18/2022 03:45 PM

STAs make it very difficult to find long term accommodation for people living/ working in the area. Realtors know that they will receive more income renting an Airbnb compared to a long term rental and therefore are pushing for clients to rent basements and other properties as airbnbs. Given the current real estate market it is difficult for single income families or young adults to find accommodation in the area as most rentals are short term only or very expensive and buying a home is not possible for most low income families. Overall, the housing market in Collingwood has made it very difficult for young and low income families to make Collingwood a home so a limit on how many STAs are allowed in the city would be appreciated.

Screen Name Redacted 8/18/2022 07:37 PM	No
Screen Name Redacted 8/19/2022 06:45 AM	No just happy to see the conversation opening up
Screen Name Redacted 8/19/2022 08:13 AM	Thanks for looking at this. Collingwood and visitors will benefit from allowing sta
Screen Name Redacted 8/19/2022 10:22 AM	I think home owners need to have more rights - tenants are walking all over landlords and making more people want to move to STAs.
Screen Name Redacted 8/19/2022 01:20 PM	The town needs to remember the locals that try and live here year round. Not everything needs to be about catering to the tourists...
Screen Name Redacted 8/19/2022 01:53 PM	Street parking especially in winter is a problem for neighbours
Screen Name Redacted 8/19/2022 03:13 PM	Given the housing crisis Collingwood faces, STAs will only create more problems if permitted. We already permit B&Bs; owners can use that option instead.
Screen Name Redacted 8/19/2022 05:37 PM	Finding a way to balance the positive impact of STAs to our tourism and local economy while protecting and respecting the needs and daily experience of full-time residents (both owners and rentals) is essential to making this work. Town regulations (which are communicated and enforced) are key.
Screen Name Redacted 8/19/2022 06:55 PM	The STA In this complex have resulted in excessive noise, garbage, disturbed sleep, by law officer involvement and police involvement
Screen Name Redacted 8/20/2022 05:02 AM	Residential areas should not have STAs.
Screen Name Redacted 8/21/2022 04:09 AM	They're already here and not going away. So let's use their presence to meaningfully improve our ability to build affordable housing to offset their impacts on the most important thing - housing availability and affordability. None of the other concerns (traffic noise etc) matter even an iota compared to how that could impact our community long

term.

Screen Name Redacted

8/20/2022 07:49 AM

No

Screen Name Redacted

8/20/2022 08:17 AM

Having lived in an area rife with STAs for several years, there was nothing more upsetting or disruptive than different tenants, every weekend, mostly interested in partying, with unit owners never ever visiting Collingwood.

Screen Name Redacted

8/26/2022 01:49 PM

I believe STAs should be allowed in Collingwood. Both Wasaga and Blue Mountain have licensing programs. Collingwood should not prohibit any zone from having an STA. It would be better for STAs to be spread across areas than only being in certain zones. If there is a licensing program that would be so helpful for residents as it really helps offset the costs of our mortgage. It will also be helpful for neighbours so that STAs are being kept track of and run properly. No one wants there to be issues with neighbours. If there is noise, there should be a small fine, not shutting down the STA all together. I have run an STA in the past and it got shut down due to one bad guest making noise. All my other guests (50+) enjoyed their stay and were respectful of the neighbours. They want to come back to Collingwood and spend their money in restaurants and boutiques. This allows for families to come up comfortably instead of renting by room in a hotel. We love when families used to come and stay and enjoy the outdoors. STAs should be legal in Collingwood, it is the only right next step. There will continue to be illegal ones run no matter what, so I think everyone would prefer it to be tracked and more regulated, than nothing at all. I would be happy to join in any workshops or further discussions. Please contact me if needed.

Screen Name Redacted

8/20/2022 09:55 AM

In the majority of cases, STAs should be limited to a minimum of 30 days, but where a host knows the renters and/or has been referred to them by a trusted source, then a smaller rental period should be allowed.

Screen Name Redacted

8/20/2022 10:22 AM

Saved our day = had nowhere to live while waiting for occupancy status on our condo. Price ridiculous. biggest challenge = not enough accessible locations for PWD

Screen Name Redacted

8/20/2022 12:55 PM

Renters may not care about the unit rental after they leave; but we as owners have then maintain the facilities (cost issue) and put up with possible parties, unruly behaviour. From experience, we are not in

favour of STAs.

Screen Name Redacted

8/20/2022 01:33 PM

Not at this time.

Screen Name Redacted

8/20/2022 01:53 PM

In my opinion, STAs will not improve Collingwood.

Screen Name Redacted

8/20/2022 02:10 PM

It's never pleasant trying to fall asleep with constant loud noise from renters in the area, or a strong smell of pot (acknowledging this isn't ALL renters, this has been a reoccurring theme).

Screen Name Redacted

8/20/2022 02:32 PM

Consider unique STA units like tiny homes, air stream trailers, coach houses, Yurts, and properties that additional outdoor spaces to make available for experiential tourism and stays.

Screen Name Redacted

8/20/2022 04:28 PM

I feel strongly that STAs should be strongly limited to insure that people trying to rent to live and a paying member bringing in professionalism to Collingwood have a fair chance at being able to find and hopefully afford rent.

Screen Name Redacted

8/20/2022 04:46 PM

I live in an area that the condo corporation doesn't allow for STA's and people continue to buy condo units for the purpose of STA's despite what the agreements are for purchasing the units. I am continually bothered by people trying to find the unit that have rented out the property for the night because the address isn't clear for the renters to see and I'm the next unit they see that isn't the correct address

Screen Name Redacted

8/20/2022 05:05 PM

I think STAs are part of life and should be allowed in our town.

Screen Name Redacted

8/20/2022 07:16 PM

The rules concerning STA are a problem for me as a resident. Being that I live in a small condo, when family visits they often end up renting an STA in Wasaga Beach, as they cannot find a good STA in Collingwood. Also, STAs become very useful when problems arise with your house and you must live somewhere else for a few months while your house gets fixed. It also is another way for residence to make some income. To me, it does not make sense to give all of that tourism money to big corporate hotel chains when a family can create a unique experience to have a small business. Maybe put a limit on how many STAs a person can own. One per person would make

sense so that corporations don't buy up all the houses.

Screen Name Redacted

8/20/2022 07:15 PM

Total number of units offered should be limited.

Screen Name Redacted

8/21/2022 05:00 AM

Town of Blue Mountain seems to have a lot more experience in STAs. I lived in my daughter's chalet for seven months waiting for my Collingwood house to be built. Bylaw officers came by twice to make sure it was not being used as STA. Perhaps sit down with them and see what works.

Screen Name Redacted

8/21/2022 07:27 AM

There may be the odd bad experience but in general, 300 or more have been operating without incident for decades. In general, I favour policies which promote investment in our town, and which support our number one strategic imperative, tourism. Be wary of over regulation and NIMBY. The idea that long term affordable housing is being absorbed by STAs is laughable. The Towns focus on developing affordable housing has nothing at all, whatsoever to do with this STA policy. Not one of the STAs would be considered 'affordable' if STAs were banned. That argument is a red herring. Registration and a very small tax (don't discourage these forms of investment!) is perhaps warranted to help manage the very small percentage whose owners are not neighbor friendly or community conscious. Over regulation stymies investment. STAs are incredible opportunities for homeowners and for travellers - it's a great way to truly experience Collingwood.

Screen Name Redacted

8/21/2022 08:18 AM

Its best to approve legal STAs since you will know where they are and can monitor and enforce, rather than have them operating underground.

Screen Name Redacted

8/21/2022 09:27 AM

NA

Screen Name Redacted

8/21/2022 09:37 AM

I don't think they are a bad idea but they need to be regulated like a hotel. They also need to uphold the standards of any neighbourhood / bylaws.

Screen Name Redacted

8/21/2022 12:53 PM

Enough already! Build some hotels/motels!

Screen Name Redacted 8/21/2022 08:25 PM	Number of days per year restrictions 30 day terms only
Screen Name Redacted 8/22/2022 05:57 AM	This is a very difficult issue to get right! Our family has rented STAs in Collingwood. We chose that option rather than a hotel as it was affordable, but more importantly it allowed us to be all together. However, we are very considerate guests of any town or city we stay in. We respect and abide by all the rules as set out by the host and town. We have had several visits to Collingwood in this way, and have really enjoyed having that option. We have also spent and contributed tourist dollars during our stay. However, I also see the other side if STA guests are not respectful and cause issues for residents of the town. In addition, we are sympathetic to the lack of affordable housing in the area and the impact STAs may have on that.
Screen Name Redacted 8/22/2022 01:06 PM	See earlier comments and thank you for the opportunity to provide input.
Screen Name Redacted 8/22/2022 12:40 PM	No
Screen Name Redacted 8/22/2022 06:54 PM	No
Screen Name Redacted 8/23/2022 06:22 AM	The accesible and affordable housing crisis in COLLINGWOOD needs to be addressed in conjunction with STAs.
Screen Name Redacted 8/23/2022 06:29 AM	In a tourist destination like Collingwood, it is a missed opportunity to ban STAs. I've stayed at lovely STAs in other small towns (Cape Cod, Italy, Toronto, etc) that welcome such arrangements and visitors and it has been a wonderful experience. Why ruin a good thing and ban it when there are relatively few incidents? My family have enjoyed STAs around the world and prefer them to hotels because they usually have more room, kitchen etc and are more affordable. And it provides a source of income for homeowners in our community that want to run a STA business.
Screen Name Redacted 8/23/2022 09:16 AM	Please put a plan in place to prohibit these STAs
Screen Name Redacted	I think it is a great idea especially for investors in this type of market

8/23/2022 09:23 AM

and economy-people are struggling all around and this allows for people to have more affordable options of living as well as promote a work/life balance for people who work remotely and like to travel to different places short term. It puts money back into the community and town and generates way more tourism which is money put back into Collingwood which is a very sought after place in the market. STA through websites like airbnb are also evolving which gives stricter rules for guests and allows hosts to attract the right guests who take care of the dwelling. They also promote Long terms stays over 30 days and a lot of ppl like this option as well. It nice to be able to have that balance. Personally have a unit in Collingwood which I rent long term-it would be nice to have the option of short term as well. I think its a win win.

Screen Name Redacted

8/23/2022 09:47 AM

Based on the experience of big cities one would need to be very cautious and certainly regulations and licensing are needed.

Screen Name Redacted

8/23/2022 10:56 AM

Good luck with this task!

Screen Name Redacted

8/23/2022 11:34 AM

STA's are currently happening in Collingwood. It would nice to put a proper program with rules and guidelines to protect everyone (tenant and visitor). Bette to be up front

Screen Name Redacted

8/23/2022 08:07 PM

The hotel industry should have a say in this as well as it really affects them. I have rented a Villa in various Caribbean Islands but there is always a mandatory stay required. A week and for us it is usually 2 weeks or 10 days. That is due to the fact that we are a group and all wish to stay close and it is very awkward in a hotel usually then can accommodate a few only and then we need to be very quiet in the late evening when we dance and play cards etc. but this is an entire house and there is no one we are disturbing as the next Villa is 5 minutes away by car. Very different having someone a few floors up create havoc. Thank you for the opportunity to sound off.

Screen Name Redacted

8/24/2022 12:25 PM

none at this time - appreciate the town asking our opinion

Screen Name Redacted

8/26/2022 04:00 AM

Open up the opportunity. People will travel and spend money.

Screen Name Redacted

8/26/2022 09:22 AM

STAs beyond B&Bs will require additional inspectors which is a problem as there are not enough inspections with current ban on

STAs. That is why many AirB are operating under the current system illegally

Screen Name Redacted

8/26/2022 06:27 PM

Affordable housing is hard to come by in collingwood for a family. Resulting in the requirement to rent long term. Allowing STAs would not only further restrict our buying ability but also pose many challenges for affordable rentals. I do not agree with allowing STA in collingwood and think it would be a huge detriment to the people who work and live in this wonderful town.

Screen Name Redacted

8/26/2022 06:39 PM

STAs do not provide benefits to existing residential communities. It will diminish the value and quality of life for current owners. STAs will decrease availability and affordability of long term rentals, an issue in itself in the town of collingwood. Assign additional enforcement officers to uphold the current bylaw.

Screen Name Redacted

8/28/2022 04:59 PM

I would like to add I think short term rentals are a good idea if your neighbours are okay with you doing it. I see no reason for it not to be allowed. At the bare minimum it should be allowed with primary residence. I lost a lot of money renting long term to renters that didn't pay and on air bnb you are guaranteed pay, so not allowing short term rentals doesn't make more long term rentals available. People will just not rent out their houses. It's not worth the bother for long term renters in my experience long term renters are 100x worse to get out of your house and cause more damage! I think what the town needs to understand is that if it's not air bnb it will be another platform or another way for people to rent out their houses short term. With technology evolving at such a rapid pace I feel like the best means for this problem is to make it a permit tax and you the town will make money off of it as you are losing a lot right now not doing so. Yes there will still be people doing it illegally but the ones with established short rentals will be far more popular and will keep visitors safer with stricter safety measures and professionalism from their host. Finally with 300 "illegal Airbnb's" right now imagine shutting it all down and 300 groups of people can't come and stay in collingwood. That would be a lot of money lost for restaurants, stores, small businesses and you the town! I really feel like the cats out of the bag and the best way to deal with it is to acknowledge that there are some really great air bnb/ short term rental hosts out there and their neighbours are fine with them renting out their house so there should be no problem at all with it as long as hosts and visitors are RESPECTFUL of our town and people!

Screen Name Redacted

Shorter than 30 days stay should NOT be allowed.

8/29/2022 08:07 AM

Screen Name Redacted

8/29/2022 01:33 PM

Not fair to condo owners who have to put up with unruly occupants of STAs who think partying in/around our homes is acceptable.

Screen Name Redacted

8/29/2022 05:18 PM

I truly hope this plan does not move forward. There is a concern that long-term housing is already at a shortage. This would make things much worse.

Screen Name Redacted

8/29/2022 05:43 PM

STAs should not operate at the expense of neighbours or the neighbourhood. Appropriate regulations need to be in place to ensure that they serve the intended purpose without adversely affecting others.

Screen Name Redacted

9/01/2022 04:34 AM

would like to know what current issues there are with STA in Collingwood

Screen Name Redacted

9/01/2022 01:29 PM

If landlords were more supported, there wouldn't be a housing shortage. There are too many irresponsible, uncaring and abusive long-term tenants, who often get a year's worth of accommodations for free, which sometimes bankrupts the landlord with loss of rent and also having to spend money on renovations after getting ripped off.

Screen Name Redacted

9/02/2022 09:07 AM

The town should consider encouraging developers to build a complex of units specifically for Short term rentals that is separate from residential areas. We risk destroying the nature of our residential communities that makes Collingwood a desirable place to live and work. Please consider changes to the bylaws carefully and provide the necessary enforcement people and the legal teeth required.

Screen Name Redacted

9/02/2022 07:15 PM

This is not a solution to what collingwood needs.. this can cause a bigger issue than it needs to.. noise issues.. garbage issues.. higher maintenance fees is condo areas etc...

Screen Name Redacted

9/03/2022 01:07 PM

Inform neighbours if there is an STA on the street and the option to report any offensive behaviour. Make clear, one offence by STRenters, STA will be delicensed and shut down.

Screen Name Redacted

9/03/2022 08:01 PM

Collingwood is a beautiful city blessed with natural resources. We should share these special with anyone like to visit for a short term

for different reasons- tourist, visitors to relatives that need short term stay. The short term renters are families with short term needs and they should be accepted by the city. The houses are built for living regardless whether they are the owners or someone permitted by the owner. The property owner should have right to decide for the use of their property, as long as the residents lawfully use the property. I would like to see Collingwood grows into a diversified and inclusive community.

Screen Name Redacted

9/04/2022 11:23 AM

no thank you for opportunity to comment

Screen Name Redacted

9/04/2022 02:53 PM

Great survey

Screen Name Redacted

9/05/2022 06:32 PM

Home owners need additional income, long term tenants destroy our property.

Screen Name Redacted

9/06/2022 11:33 AM

Yes, I live in condo corporation and people who operate STA pocket the money while the other residents have to deal with fallout like noise, property maintenance and rude guests who are just here to have fun, paying below market price. Residents are left to deal with situation by themselves, sometimes with no option but to directly approach guests

Screen Name Redacted

9/06/2022 03:54 PM

You peepleshould be ashamed as town councillors to even think os self centred you do don't care about the town just your pockets what you have to build is disgusting

Screen Name Redacted

9/07/2022 07:26 AM

STAs adds to the problem of an increasing the wealth divide. This new business model allows investment class people (those who don't think about grocery bills) another easy way to make more money, while contributing little to Canada. Its a model designed to skirt existing laws, and is falsely described as a way for an average Canadian family to make a little more money.

Screen Name Redacted

9/07/2022 09:43 AM

Investigation and enforcement are key components of STR legislation.

Screen Name Redacted

9/08/2022 10:07 PM

Improve enforcement responses asap I did not receive any reply to my complaint

Screen Name Redacted
9/09/2022 06:58 AM

Yes,,,ban them outright in Collingwood area as they serve no positive purpose,,instead attract developers to build additional hotels or provide incentives for bed & breakfasts.

Screen Name Redacted
9/09/2022 08:21 AM

By-law enforcement by the Town Of Collingwood is inadequate and a joke. STA renters have NO REGARD for their neighbours, or the property they are renting. This is unfair to tax paying residents. Most rent to have a party place creating excess noise and no respect for property or other residents. This creates conflicts and potential violence. Therefore STA's should be prohibited, period.

Screen Name Redacted
9/09/2022 01:04 PM

They are very disruptive and noisy on silver creek. It's bad enough we hear the village noise and fireworks I don't need party animal renters

Screen Name Redacted
9/09/2022 01:57 PM

keep them out of Collingwood and charge owners who are renting under 30 days

Screen Name Redacted
9/09/2022 01:59 PM

I expect the council to take specific action on this issue early in their tenure.

Screen Name Redacted
9/09/2022 03:22 PM

The housing crisis is a very real problem in Collingwood. People need to be considered over profits if we want to be forward-thinking about the future of the town and the best interests of the people that live here over the bank accounts of a few.

Screen Name Redacted
9/09/2022 03:56 PM

The bylaw should not be changed 30 day minimum rental for SAT and they should not be in any residential area.

Screen Name Redacted
9/10/2022 05:57 AM

We have an issue with employment in Collingwood and not enough affordable housing for lower income individuals. We need to save what little market there is.

Screen Name Redacted
9/10/2022 03:32 PM

No

Screen Name Redacted
9/10/2022 04:36 PM

No

Screen Name Redacted 9/10/2022 04:37 PM	I am very concerned about the lack of affordable housing in Collingwood. I personally know of someone who owns 6 houses in the Collingwood area that are rented out regularly as STA's. I do not agree with these being allowed here.
Screen Name Redacted 9/11/2022 07:15 AM	Town of Collingwood should most definitely rethink its zoning bylaw and allow Short Term Accommodations. The town has a lot to offer in terms of its beautiful landscape and tourist attractions and STAs would allow many more tourists and visitors to experience and enjoy it. Other comparable towns in the area are doing extremely well and benefit both their visitors and property owners (ex: town of Blue Mountains and Tiny Township). Without an STAs option, our preference would have been to invest in those towns in order to benefit from the opportunity of renting our unit for short terms and it will be our major consideration for any future investment choices.
Screen Name Redacted 9/11/2022 08:38 AM	Thank you for this initiative. Allowing STAs would contribute greatly to the city's future growth and development. It will also put more money into Collingwood residents' pockets rather than hotels with corporate owners in other cities and countries.
Screen Name Redacted 9/11/2022 08:39 AM	As a young adult in this town, I really fear the number of STAs. My roommates and I have experienced the negatives affects and we were kicked out of a place right before ski season because the landlord could make double/triple as a short term rental compared to us. We'd been there almost two years and had switched to month-to-month as we're trying to purchase a home. We could've fought this technically, but it is such a hassle. Houses should be homes, not businesses.
Screen Name Redacted 9/11/2022 10:27 AM	Town of Blue Mountains saw challenges and they are still not resolved.
Screen Name Redacted 9/11/2022 11:01 AM	Permitting STAs will improve the future prospects of Collingwood as an economic regional centre and will greatly support local population with extra income which currently goes to hotel chains with a few already rich owners who are usually far away from Collingwood.
Screen Name Redacted 9/11/2022 04:18 PM	No
Screen Name Redacted	No STAs in Collingwood. Read the news...enough good examples of

9/11/2022 04:26 PM

the challenges other communities have faced. Only benefit investors...not homeowners/neighbours/neighbourhoods. It's enough for all of managing our transient tourist population. Happy to have them visit often...stay in a hotel.

Screen Name Redacted

9/11/2022 07:36 PM

Your positioning is clearly biased against STAs. When families want to visit the area or attend a wedding or family gathering, it is exorbitant to rent a series of hotel rooms. Why do you assume that when a group of people rent a STA that they will be loud, rude and leave garbage? Visitors to the area spend \$ at restaurants, local shops and enjoy our area! Then they come back and do it again! Visitors should have better options than expensive barren hotel rooms with TV's. Your positioning is clearly biased against STAs. When families want to visit the area or attend a wedding or family gathering, it is exorbitant to rent a series of hotel rooms. Why do you assume that when a group of people rent a STA that they will be loud, rude and leave garbage? Visitors to the area spend \$ at restaurants, local shops and enjoy our area! Then they come back and do it again! Visitors should have better options than expensive hotel rooms where families have to eat out at a restaurant for 3 meals a day.

Screen Name Redacted

9/12/2022 01:55 PM

I encourage the town to consider throwing out the loudest and most biased opinions both sides of the issue. A centre point can and should be reached that respects the local economy and neighbors across the region. STR's may go away from Collingwood but they will not go away. Let's find a way to benefit economically while respecting neighbours.

Screen Name Redacted

9/12/2022 03:03 PM

no, but more focus should be on creating a significant number of affordable housing units in Collingwood.

Screen Name Redacted

9/12/2022 07:32 PM

Please see my comments previous. As a multiple property owner I FULLY SUPPORT the existing by law (yes unusual!). Collingwood must maintain existing accommodation businesses and protect its character and charm!!!

Screen Name Redacted

9/13/2022 06:30 AM

I found this survey somewhat fuzzy to navigate

Screen Name Redacted

9/13/2022 09:19 AM

One gets the impression council is looking for a way to eliminate the woefully inadequate by-law enforcement of the existing by-law. Make the fine for breaking this law substantial and you'll raise more revenue

than the proposed tax on rentals as well as easily cover the the cost of hiring more enforcement officers!

Screen Name Redacted

9/13/2022 11:19 AM

There is no way for you to manage the people who will do this without letting you know, it is already happening. Residents purchase a house wanting the security of knowing your neighbors are invested in keeping the residential area's safe. Short term rentals takes that safety away, anyone could be coming in. They are here to party not live in harmony. People coming on vacation shouldn't be in our residential area's, homes are not hotels.

Screen Name Redacted

9/14/2022 05:05 PM

30 day rentals are the minimum I would support , STAs disrupt neighbourhoods take business away from hotels and other tax paying tourist businesses. Many STAs are part of the under ground economy and do not report income properly ...cash deals etc appears to be common .

Screen Name Redacted

9/13/2022 05:08 PM

I believe they should be taxed and limited to only BnB status

Screen Name Redacted

9/13/2022 08:06 PM

I think it is important to ensure that STA are not disruptive to neighbors

Screen Name Redacted

9/13/2022 08:42 PM

Ban them and actually enforce it!

Screen Name Redacted

9/14/2022 08:28 AM

If people cannot afford their property without short term rentals maybe they should not own it. May help reduce home prices so young families can afford them.

Screen Name Redacted

9/14/2022 08:51 AM

Keep our community safe And peaceful. I lived in cranberry years ago when wild New Years party occurred and so many rowdy people that police would not come and break it up. We have seen what has happened in other communities, the garbage the noise the disrespect. If people commit to at least a month more likely to behave as good neighbours.

Screen Name Redacted

9/14/2022 11:27 AM

I feel bylaws exist for noise, tidiness and safety for residents and neighbourhoods etc. We should expect compliance. And if not we contact officers and the town for complaints. Why should we do anything differently.

Screen Name Redacted

9/14/2022 12:34 PM

I honestly believe that allowing STAs into residential areas will decrease the amount of affordable rental and ownership housing supply for the desperately needed local labour force. The housing supply is very low in Collingwood and expanding STAs will only contribute to that shortage. There is also too much incompatibility between how STAs are used and stable residential areas like you mention i.e noise, parties, parking, illegal activities etc. What makes this incompatibility worse is that it becomes almost impossible to enforce and pits neighbour against neighbour. There are other opportunities for STAs such as allowing them in multi-use zones where residential units are secondary to another use. For example, apartments above stores, above businesses like hairdressers, part of golf course developments, farm houses in agritourism areas etc. These are just a few of my thoughts. Thanks for the opportunity to provide input

Screen Name Redacted

9/14/2022 06:10 PM

When properly regulated, like blue and wasaga beach, they are positive source for the town, and a great option for extra income for current home owners

Screen Name Redacted

9/14/2022 09:27 PM

Professional common sense regulations aimed at targeting bad owners with increasing fines for bad rentals is the way to proceed. No need to keep rental bans that do not provide tourists with the accommodation choices they want in a post Covid era, deny the local economy to benefit, and allow home owners to earn additional revenue which should be a property right and instead introduce licensing regulations and enforce strongly the problem owners.

Screen Name Redacted

9/15/2022 06:18 AM

See #21:)

Screen Name Redacted

9/15/2022 07:47 AM

Noise and the decline in property value is my greatest concern.

Screen Name Redacted

9/15/2022 07:11 PM

Such a massive decision with so many perimeters involved.

Screen Name Redacted

9/17/2022 06:17 AM

Already widespread illegally and needs to stopped. Undermines neighbourhood quality offline. Transient traffic and people without regard for neighbours in a small town. Relative has serious ongoing problem in Blue where out of control B

Screen Name Redacted

9/18/2022 02:42 PM

A critical element that has been missed in this survey. The complete disregard of the influence an STA has on neighbouring property values. After speaking with several real estate experts, the presence of an STA in a residential neighbourhood contributes to lower property values and longer selling times.

Screen Name Redacted

9/19/2022 04:52 AM

They waste the time of the police. I called the police 22 times in one year for noise complaints. Seems like a lot. Not really. 52 weeks a year x 3 different renters a week.

Screen Name Redacted

9/19/2022 07:34 PM

When my elderly parents had a serious health emergency, two different times, and needed my help for a few days, it was a very helpful and economical way to quickly find short term accommodation. My parents do not have space for me to stay, and it was difficult to find something as some of the hotels were already booked up; the STA filled the gap and helped during very stressful times.

Screen Name Redacted

9/21/2022 04:48 PM

- continue to seek resident input - don't allow STAs in established neighbourhoods - don't allow STA's in residential condominiums - ensure minimal impact on availability of affordable housing - survey existing programs developed in other jurisdictions and build on successes - ensure OP/Zoning, by-laws, etc. are specific in providing rules, regulations, penalties, etc. associated with program to ensure minimal impact in the community - primary responsibility for enforcement of program should be on the STA unit owner with significant penalties for infractions (see Twn of Blue Mtn approach) - cost of any program should be recoverable in total

Screen Name Redacted

9/22/2022 06:45 PM

In a established neighbourhood, the fact that unknown people are staying in a residence when the owner is absent gives one a feeling of lack of safety.

Screen Name Redacted

9/23/2022 02:52 PM

As someone who has used STAs while traveling, it's nice to have those options. And it provides income to the owners. However, in smaller towns like Collingwood, I do believe long term rentals should take precedent over STAs to provide sufficient, affordable housing.

Screen Name Redacted

9/23/2022 02:53 PM

I don't feel that STAs support Collingwood's goals of providing affordable housing. Our infrastructure does not currently support further development; we need to support current community members before expanding to other opportunities.

Screen Name Redacted

9/23/2022 02:59 PM

The town needs to put the needs of permanent, primary dwelling residents above those that are looking to make a buck off our tourism.

Screen Name Redacted

9/26/2022 07:54 AM

Thank you for the opportunity to address the growing need for change.

Screen Name Redacted

9/28/2022 04:40 PM

There is a severe shortage of affordable rental housing in Collingwood. Short term rentals are a double edged sword. STAs need some limitations and regulations, if allowed, IMO.

Screen Name Redacted

9/28/2022 06:59 PM

I would like to open one in Collingwood but am concerned about affordable housing for residents. Can Collingwood incentivize real estate investors to build more affordable housing? It economically as a real estate investor makes more sense to operate a STR even if it isn't as good for the town.

Screen Name Redacted

9/28/2022 08:23 PM

Yes. I lived on Hilton Head Island in South Carolina in a gated community that allows AirBnB, VRBO etc. In our complex the majority of the units were on rental programs. As a permanent resident I saw all the downside to investor-owned STAs, and short term rentals allowed by part-time owners. There was no upside for a permanent resident. Every Saturday from May to September, and Christmas, and multiple spring breaks, and golfing season etc....the one-two week visitors would roll in. Collectively they are there to vacation and party, with no regard for residents who have to sleep so they can get up and go to work the next day. The visitors showed little regard for gardens and landscaping, proper garbage disposal and just generally the 'rules' of the community. Short term renters are hard on the properties, and absentee owners are disconnected from community issues. A sense of neighbourhood is lost when too many units are no longer owner occupied. In condos few owners are around to keep an eye on maintenance issues or sit on the boards. Prospective permanent residents are turned off by STAs and will choose to buy elsewhere. We lived there for almost 10 years and chose Collingwood and Lighthouse Point so we would have real neighbours. If Collingwood does not maintain the prohibition on STAs, condo communities in particular will quickly become mostly investor-owned with constant visitor turnover, both in summer and ski season. It may be great financially for the investor class who are in it for the money, but terrible for the community as a whole, for prospective permanent residents, and for long-term renters who can't find a place to live.

Businesses cannot find enough staff now, because people in the service industry cannot find affordable homes or apartments to buy or rent here. This problem will only get much worse if the stock of shelter/housing gets further bought up for STAs. Hotels, motels, and Bed and Breakfasts exist to serve short term visitors....residential zoning means 'residents' and the Town should not 'break faith' with the residents who bought here believing they would be protected from STAs. Collingwood really does not want to become another transient community like many of the US southern coastal communities and Florida.

Screen Name Redacted

9/29/2022 08:33 AM

I think the urgent needs and issues of our local community must take precedence over the interests of those wishing to provide STA as an income producer. We must prioritize the needs of local citizens, especially those who support the service sector—without an adequate supply of workers we can't support the demand of local residents, never mind an ever-increasing tourist base. We do not have a shortage of short term rental accommodation for tourists. We have a shortage of affordable housing for our own residents. Let's deal with this.

Screen Name Redacted

9/29/2022 08:38 AM

A minimum number of days is important, eg 6 night minimum

Screen Name Redacted

9/29/2022 08:46 AM

Apply the Zoning By-law to its fullest extent of the law and eradicate STAs.

Screen Name Redacted

9/29/2022 09:15 AM

STA's are the future. Hotels are businesses - they routinely jack up pricing to ridiculous levels, are unclean, old, and expensive. There is a reason STAs have been so popular elsewhere, families prefer to be "at home" when they stay somewhere. They like the comfort of a couch, a kitchen, a bed, a sharing area for multiple people to make memories. Moreover, it provides a source of income for the ever increasing cost of housing in this country. Rising interest rates are making it even harder for a family to afford living where they currently are.

Screen Name Redacted

9/29/2022 11:37 AM

STA can not only help the property owner, to promote and generate local business, it is also proven to help the growth of the town.

Screen Name Redacted

9/29/2022 09:46 PM

No

Screen Name Redacted

9/30/2022 10:40 AM

Alternative forms of accommodation can be economically rewarding for the town if it is licensed and there is strict enforcement of non - licensed STR's. One major consideration when licensing is the requirement that the property has adequate parking and meets health and safety regulations.

Screen Name Redacted

9/30/2022 01:24 PM

These are our homes and I feel that tax paying resident have a right to enjoy their properties without neighbourhood home being used as profit turning businesses

Optional question (296 response(s), 269 skipped)

Question type: Essay Question

APPENDIX D: STA Survey Results - Written Comments

Are there any other standards you feel should be considered for STAs?

(5 skips)

1	Respect homeowners rights to rent their properties. Permanent homeowners cause same i.e. noise, maintenance, etc., and we tend to tolerate or regulate standards. Same should apply to rentals.
2	-Before approving an STA site, ensure that the neighbours on each side of the site are aware that they will be okay with an STA. -Provide license on an annual basis after reviewing the past year's experience.
3	Since I am against STAs the above Q32 – checks & ranks are only if STAs are allowed to continue. Note – I am in favour of B&B as owners are cooperative and follow the by-laws. I am not aware of any complaints concerning B&B operations.
4	(1) Limit number of renters/unit (i.e., 2 per bedroom) (2) Limit number of cars to be parked (3) Limit number of dogs/animals

Do you have any additional comments you would like to share about STAs?

(3 skips)

1	For the last 4-6 years we have put up with having new neighbours every weekend while the owners only appear on weekends for the ski season. Every Friday around 4pm five or more big cars arrive and 15-20 renters show up for the weekend. This is not fair. We don't live in a hotel zone.
2	Residents should have the right to rent their properties. Town of Collingwood would benefit substantially if accept STA – could market standards and welcome strategies to our area. We have a lot to offer but we are allowing some sub-standard operators to spoil it for others. I rented STA at "\$35,000" per year that was taken away by the Town while taxes have increased substantially. There are many permanent renters or owners who are disturbing to their area and visitors to our area. We should work as all interested partners to increase the standard and make Collingwood accessible to STA customers.
3	I have been approved as a bed and breakfast so to abide by this I did leave my guests adequate continental breakfast items. This should not be necessary my guests usually a younger group were not interested to sit at my table for breakfast. They were scheduled to meet friend have a T-off time or ski tickets, they were a younger active group who wanted a good location, clean and access to all Collingwood has to offer. Please just allow STA without that B&B regulation. When we decide to resume our rental, I am considering using a property management group.
4	STAs should not be allowed in residential areas. Collingwood & area have major hotels & more to come. Absentee property owners offer nothing to the neighbourhoods, their only investment (rental fees) leave the area. My experience with bylaw enforcement in Collingwood (not related to STAs) is very slow response and hesitation to implement enforcement. The town needs to look at affordable housing for its citizens. STA renters have no investment in the town.

5	<p>I do not support STAs in Collingwood. However, since it is being allowed in opposition to our by-laws, I believe that it soon will be made “legal”. Strict controls must be implemented. In my mind, STAs are a business and should be treated as such. Owners are earning high profits with no obligations or consequences. If allowed STAs should be approved and monitored by fire and building codes. They should be licenced, charged a business tax and be registered for income tax purposes. All Collingwood businesses should be treated equally and fairly. Q32 lists some good “action steps” but will need to be enforced. Thank you. A very comprehensive survey – a good starting point.</p>
6	<p>I cannot stress enough the problems that will result from this change. I did not move to Collingwood to have a “hotel” operating beside me or in my neighbourhood. Many residents pay huge condo fees to help maintain the integrity and beauty of our homes and streets and I can tell you, from experience, that renters coming in for a night, a few days or a week, have absolutely no interest in reading or following any regulations or guidelines set out for them. Eg. An American group came in with 3 days and thought it was a good idea to put one of them on the front lawn under a tree. Eg. A group came in with 3 large SUVs totally 19 people for a weekend into a 3 bedroom, 1200 sq. ft unit. 3 of the women slept in one of the SUVs, undressing etc. directly in front of a neighbours unit. This group invited more friends to use our pool and we also had to deal with 3 dogs roaming about, untied. Eg. Renters (this summer) came in and within hours their 2 young daughters were set up on Cranberry Trail W to sell lemonade – the parents were unwilling to acknowledge the danger posed to the girls & the heavy traffic on this road with local residents & numbers trucks of all kinds. Our only resource has been the existing Town by-law to halt this daily/wkend rental STA and the town was instrumental in helping us shut down these operations. I Hate to think what will happen to our neighbourhoods should you change a minimum 30-31 day stay. No amount of licensing fees will ever raise enough money to cover the costs of enforcement, maintenance and neighbourhood strife. Please don’t let the greed of landowners dictate what is “good” for this town. Also: you can impose a licensing fee but I know that most will not pay the fee and continue their rental practices. How will you ever control that.</p>

APPENDIX E: Additional Written Submissions

Amanda Fone

From: Jo Casey <Joc601815@outlook.com>
Sent: July 4, 2022 3:58 PM
To: Amanda Fone
Subject: Re Tonight's Council Meeting

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I wonder if this viewpoint of Air B&B has been under presented.

IMPORTANTLY-- Most of us who would like to be hosts in the AirB&B company are the following type of owners:

#1) Seniors- most likely single, some may still be married- who with increased costs and unchanging retirement incomes need an additional source of additional income, yet, their space and their living patterns do not facilitate having an annual tenant. (Eg if as a host, one accepts an Air B&B candidate for 1 week and they break the "house rules"- the host can report that to Air B&B , and likely- more frequently used by hosts- not allow that person or a person referred by that person to return to their home.----1 week for discomfort- end of Relationship.

#2) A Single parent(Male or female) with children. Such people may block their special family holiday periods- eg summer school holidays, or religious or cultural holidays; one cannot do the same with a tenancy. Air B&B gives some added income, and also, provides for greater privacy within one's owned home.

The choice that will help me- and I suspect many others- is AirB&B.

It is a simple, well documented solution.

Eg The parent company "well insures" both the visitor and the owner within the amount it deducts for service fees.

Furthermore -I doubt that the hosts offering AirB&B who are investors doing so in order to carry their house would only be approximately 5% of those interested in using this platform within Collingwood. (More in the Blue area- due to many purchases being for second properties....)

AND if some were doing so, for several years on a first property -in order to enable the family to be able to afford to own a property-- it is easily seen that Air B&B is an easier vehicle to use when the person, family is able to reverse to private use. If the property had had a tenant. The Landlord and Tenant Act is very complex.

Thank You for your attention to this Matter
Josephine Casey- 60 Oak St

Amanda Fone

From: Luba Mifflin <Luba.Mifflin@outlook.com>
Sent: September 18, 2022 4:50 PM
To: Amanda Fone
Cc: Chris Mifflin (chris.mifflin@outlook.com)
Subject: Short Term Accommodations - missing element needs to be addressed

EXTERNAL EMAIL: This email originated outside of the Town's email system. Do not click any links or open any attachments unless you trust the sender and know the content is safe. If in doubt, please contact the helpdesk at x4357.

Hello Amanda,

We appreciate the STA Open House held last Wednesday, especially having Will from TBM explain how their licencing program is working, and that it has taken 10 years to get it right. From the turnout, one can see just what a hot and polarizing topic this is!

We also applaud the ability give feedback through the On-line Survey.

Since we have been dealing with an STA house right across the street, for 2 years, we were not surprised to hear the many problems By-law, Planning, Building, Fire and Legal have in dealing with them. And acknowledge what Council is facing in making a decision.

However, I am taking this opportunity to point out a **critical element** that has been missed in the process, both in the survey and in the 'place your dots' boards used at the Open House. **The complete disregard of the influence an STA has on neighbouring property values.** After speaking with several real estate experts and knowing what would influence me in purchasing a home I probably don't need to point out that location is the number one consideration when making a Real Estate purchase so, **the presence of an STA in a residential neighbourhood contributes to lower property values and longer selling times.**

You ask whether the income of an STA unit offsets the cost of housing. You ask if an STA unit might add disposable income. But you don't ask retirees and seniors, who have made the largest purchase of a lifetime to enjoy what Collingwood has to offer and stand to lose much of their retirement savings, how they feel when an STA opens close by! **You MUST allow residents to give input on this aspect.**

I spoke to Nathan Wukasch about this at the Open House. He said he would talk to you about it. He also suggested I write to you directly. I would very much appreciate a reply with assurances that this would not be overlooked in any future surveys and public consultations.

No matter what side of the fence one sits on regarding STA's in Collingwood, it seems that the only way to deal with them is to regulate and have the program cover the costs needed to control them.

Sincerely, Luba Mifflin
23 Forest Drive
647 588-5104

Amanda Fone

From: IAN CHADWICK <ichadwick@rogers.com>
Sent: September 15, 2022 5:06 PM
To: Amanda Fone; Sara Almas; Adam Harrod
Subject: Short term accommodations

EXTERNAL EMAIL: This email originated outside of the Town's email system. Do not click any links or open any attachments unless you trust the sender and know the content is safe. If in doubt, please contact the helpdesk at x4357.

Thank you for your presentation last night. It was very informative. I made a suggestion after to some of the staff I would like to share with you. This assumes that STAs will be licensed and regulated in future.

I believe there needs to be a mechanism to inform neighbours of an STA licence application *before* it gets issued, similar to the way neighbours are informed of construction, zoning changes, development, etc. If the town assumes a similar restriction to distance as the TOBM uses (120m), then all neighbours within that radius should be informed.

Second, the applicant should have to make a presentation in public and answer neighbours' questions and concerns, similar to the way a Committee of Adjustment hearing is held. This would be done in front of a panel (likely staff and potentially non-political appointees as well) who would assess the case and the concerns and determine if the licence can be issued.

Of course there needs to be a mechanism for applicants to re-submit if the licence is denied, assuming they can alter their plans sufficiently to garner neighbourhood support.

Engaging neighbours before a licence is issued will help alleviate community problems and accusations of lack of transparency and accountability. Plus it gives everyone an opportunity to speak with one another, including the applicant, and possibly allay concerns before they become confrontational.

Also, it informs the neighbourhood that transients will be coming in and leaving, so no one will assume they are thieves or it's a house run by drug dealers.

Finally, a public hearing would let staff explain the rules, the regulations, and the methods of enforcement to the community so everyone will understand the process, their responsibilities (including those of visitors to the STA), and their rights. It's a lot better to do it in public than to let a problem fester on social media.

Please give this idea some consideration.

And I liked the TOBM's methods of licensing and inspections, although of course they would need to be tailored for Collingwood (e.g. possibly capping the number of licences instead of restricting STAs to particular zones).

Cheers
Ian Chadwick
www.chadwickforcouncil.ca

Read not to contradict and confute, nor to believe and take for granted, nor to find talk and discourse, but to weigh and consider. Sir Francis Bacon "Of Studies" (1597)

Amanda Fone

From: p.m.millar p.m.millar <p.m.millar@sympatico.ca>
Sent: August 12, 2022 8:32 PM
To: Amanda Fone
Subject: Survey

Follow Up Flag: Follow up
Flag Status: Completed

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Ms. A. Fone,

I have completed many surveys online and the survey on short term rentals is a mystery on how the public can access it. Neither my husband nor I could get past the sign in! It is impossible to figure out "sign in", "login", "password" or "register". Many residents who want to respond on this issue will give up. Find a survey that works for everyone.

Penny Millar, 263 Cedar Street, Collingwood, Ontario. 705-446-6298