



Short-Term Accommodation Licensing Service **Application Guide**

The Short-Term Accommodation (“STA”) Application Guide provides step-by-step instructions for applying for an STA Licence through the Town of Collingwood’s [Cityview Public Portal](#). This guide will help you navigate the process, including uploading required documents and paying fees.

Before you begin, we recommend reviewing the ‘Application Process’ section on the STA Licensing webpage (www.collingwood.ca/sta) to understand licensing and eligibility requirements. Gathering all required documents in advance will help streamline your application process.

If you need assistance or have questions about the application process, please contact the Town’s By-law Services Division via email at bylaw@collingwood.ca or 705-445-1030.

Registering for the Public Portal

To begin your STA Licence Application, you must first register for an account on the Public Portal. If you already have an account, you can sign in by following the first two steps below.

1. Visit <https://cvportal.collingwood.ca/portal> to access the Public Portal.
2. On the Portal Home page:
 - If you need to create an account, click **“Register”** in the top-right corner.
 - If you already have an account, click **“Sign In”** in the top-right corner and proceed to **“Step 1: Apply for a Short-Term Accommodation Licence”**.
3. Enter the email address you wish to use for your Portal account/login ID.
4. Please create a password with a minimum of 8 characters and re-enter it to confirm.
5. Click **“Next Step”** and complete all required contact information fields.
6. Select the **“I am not a robot”** checkbox, enter the characters displayed in the image, and click **“Submit.”**
7. Check your email for a confirmation message sent to the email address you registered with. If you don’t see it in your inbox, check your spam or junk folder. Click the link in the email to validate your account.
8. Once your account is validated, log in to the Portal using your email and password to start your STA Licence Application.

Managing Your Application

Before you begin your application, it's important to familiarize yourself with the features available to help you navigate, save, and manage your progress:

- **Cancel:** Use this option if you wish to terminate your application process completely. Please note that any unsaved progress will be lost and cannot be recovered.
- **Save for Later:** To avoid losing your progress, click “Save for Later” if you need to pause your application. This feature securely saves your work, allowing you to return and continue from where you left off.
 - To resume your application, select “My Items” from the top of the Portal Home page.
 - Under “My Business License Applications,” select your application to continue.
 - If your application is not visible, use the “Filter Applications” dropdown menu and select “Show In-Progress Applications.”
- **Previous Step:** Use this function to navigate back to the last step in the application process. This is especially helpful if you need to review or update information before proceeding further.
- **Session Expiry:** For security reasons, your session will expire after a period of inactivity. Any unsaved progress will be lost, and you will need to restart your application. To avoid this, save your application regularly using the ‘Save for Later’ feature.
- **View Licence Status:** After submitting your application, you can log in to your Portal account to check its status:
 - Select “My Items” from the Portal Home page.
 - Your application’s status will be updated as it moves through the application process.

How to Apply

Step 1: Applying for a Short-Term Accommodation Licence

1. From the Portal Home Page, navigate to the “Business Licensing” section.
2. Click “**Apply for Short-Term Accommodation Licence.**” You will be redirected to the Short-Term Accommodation Basic Information page.



Business Licensing

- > [Apply for Short-Term Accommodation Licence](#)
- > [Status and Fees](#)
- > [Upload Submittals](#)

Step 2: Basic Information

Complete all required fields in the “**Description of Business**” section. Use the provided dropdown menus and free text fields to provide your responses.

Below is a list of the questions and information you will need to provide:

1. Business Name

- Enter the name of your Short-Term Accommodation. If your STA business operates under a different name, include both (e.g., “Smith Enterprises Inc. (operating as Smith Rentals)”).
- If you do not have a business name for your STA, enter your full legal name as the applicant/operator. Ensure that the name matches any supporting documents submitted with your application.

Business Name:*

Limit 100 characters

2. Please describe what your business does

- This field is optional/not required.
- If you choose to provide information, include a summary of your Short-Term Accommodation business.

Please describe what your business does:*

Limit 4000 characters

3. Classification Type

- Select the appropriate licence class for your property from the dropdown menu.
- If you are unsure about the correct licence class, visit the [STA Licensing webpage](http://www.collingwood.ca/sta) for more information (www.collingwood.ca/sta).

▾ Classification Type

Classification Type:*

--Select--



4. Does the property fall under the authority of a Condominium Corporation?

- Select “Yes” if the property is governed by a Condominium Corporation.
- Select “No” if the property is not part of a Condominium.

Does the property fall under the authority of a Condominium Corporation?:



5. Is the property your principal residence?

- **Please Note:** the property must be your principal residence to be eligible to apply for a STA Licence.
- **“Principal Residence”** means:
 - a. the Dwelling Unit owned or rented by a Person, either alone or jointly with others, where the person ordinarily resides, makes their home, and conducts their daily affairs, including,

- without limitation, paying bills and receiving documentation related to identification, taxation and insurance purposes, driver's licenses, income tax returns, medical plan documentation, vehicle registration and voter registration, or similar information; and,
- b. where the person has no other property designated as such within the Town of Collingwood or any other jurisdiction (STA Licensing By-2024-078).

Is the property your principal residence?:

6. How many guest rooms are you looking to rent short term?

- Select the appropriate response from the dropdown menu.
- Note: the maximum occupancy is limited to two persons per guest room, with an overall maximum limit of eight persons.

How many guest rooms are you looking to rent short-term? (Note: the occupancy is limited to 2 guests per room, with a maximum of 8 renters/guests total.):

7. How many parking spaces are available in the Parking Area?

- Use the free text field to enter the total number of parking spaces available.
- **“Parking Area”** means that portion of a property or premises primarily used for the parking of motor vehicles, which may include spaces within a building and/or a hard surfaced driveway consisting of gravel, asphalt, concrete, interlock or similar hard or permeable surface, but shall not include any part of a street, highway, or private road (STA Licensing By-2024-078).
- **STA Parking Requirements** (pursuant to the Town's Zoning By-law):
 - For 2 or fewer guest rooms: 1 parking space per guest room, in addition to the spaces required for the primary dwelling unit (usually 2).
 - For 3 or more guest rooms: A minimum of 2 parking spaces, in addition to the spaces required for the primary dwelling unit (usually 2).
 - Each parking space must measure a minimum of 2.8 meters in width by 6.0 meters in length.

How many parking spaces are available in the Parking Area? (Note: the minimum parking space size is 2.8m by 6.0m.):

8. Is the applicant the property owner, tenant or agent?

- Select the appropriate response from the dropdown menu.


Is the applicant the property owner, tenant or agent?:

9. What part of the property is proposed to be used as the STA?

- From the dropdown menu, select the response that best reflects your proposed STA.
- Once this section is completed, select **“Next Step: Classifications”** to proceed.

What part of the property is proposed to be used as the STA?:

Step 3: Business Owner

1. Confirm that the contact information is correct and matches the applicant's name and the address of the proposed STA.
 - o If the applicant's mailing address differs from the address of the STA, you will have the option to provide a different mailing address on the next page.
2. Click **"Next Step: Contact Information"** to proceed with the application.

Short Term Accommodation - Business Owner
TMPLC2025000017

Required information is indicated with an asterisk (*).

Use my name and address

Step 4: Contact Information

1. If the applicant's mailing address is different from the address of the STA, please enter the mailing address here. Note: All official correspondence related to your business and application will be sent to the email address provided.
2. If the applicant's mailing address is the same as the STA, use the **"Copy from the Business Owner"** button to auto-fill the fields.
3. Click **"Next Step: Additional Contacts"** to continue with your application.

Short Term Accommodation - Contact Information
TMPLC2025000017

Required information is indicated with an asterisk (*).

Please enter the mailing address and contact numbers for your business. Correspondence with your business will be sent here.

[Copy from the Business Owner](#)

– Mailing Address and Contact Numbers ☺

Preferred Contact Method:*
 ✓

Street Address:*

Address Extra Line 1:

Address Extra Line 2:

City:* Province:* Postal Code:*
 ONTARIO ✓

Step 5: Location of STA

- If the location of the STA is the same as the applicant's mailing address, check the **"Use My Location"** box to auto-fill the details.
- Alternatively, you can manually search for the correct address using the search bar or map feature. If your address does not appear, click the **"Can't Find Address"** button below the search bar, enter your address manually, and select **"Use This Address"** to continue.

- Select **“Next Step: Upload Files”** to proceed.

Short Term Accommodation - Location of Business
TMPLC2025000017

If the location of the STA is the same as the Applicant's mailing address, please check the 'Use My Location' box to auto-fill the details. Alternatively, you can manually search for the correct address using the search bar or map.

Find locations near me
Find location in map

Use my location:

Search for an address:

Begin typing a street address or Roll Number above and we will search existing locations within the jurisdiction. If your location appears, please select it from the list.

Can't find address?

Step 6: Upload Files

- Before uploading your documents, review the “Guidelines for Electronically Submitting Documents” at the top of the page to ensure your files meet the specified requirements.
- Visit the “Step 2: Prepare Required Submittals” section on the STA Licensing webpage (www.collingwood.ca/sta) to download the required forms and view sample documents.
- Refer to the [Application Checklist](#) for more information about the required documents.
- Upload all documents listed in the “Current Submittals” section. To upload, click the **“Browse”** button next to each submittal item and select the appropriate file. Ensure all submittals are accurate and complete, as incomplete applications will not be reviewed.
- Once all required files have been uploaded, click the **“Next Step: Review & Submit”** button at the bottom of the page to continue with your application.

<input checked="" type="radio"/> Floor Plan Drawing Pending
Select a new document for this requirement: <div style="border: 1px solid #ccc; padding: 2px; display: inline-block; background-color: #ccc;">Browse..</div>
<input checked="" type="radio"/> Fire Safety Checklist Pending
Select a new document for this requirement: <div style="border: 1px solid #ccc; padding: 2px; display: inline-block; background-color: #ccc;">Browse..</div>

Step 7: Review & Submit

- Review all responses in your application, including property and business details, mailing address, and uploaded documents. Ensure all information is accurate and complete, as incomplete applications will not be reviewed.
- In the **“Fees”** section, you will see the applicable fees associated with your application, along with the total amount payable. The \$500 application fee must be paid in full before your

application can be submitted. Note: the remainder of the licence fee will be due upon licence issuance.

- Carefully review the acknowledgment/declarations and check the corresponding boxes to confirm you agree with each statement.
- After reviewing all declarations, select **“Agree”** from the dropdown menu at the bottom of the page to certify that you have read and examined your application and affirm that the information provided is true and correct.
- Click the **“Submit Application and Pay Fees”** button to finalize your application and proceed to the payment screen to complete your online payment.

Short Term Accommodation - Review & Submit

TMPLC2025000017

Please review the information below and if it is correct, press the submit application button to submit your application.

Step 8: Fee Payment

- On the Fee Payment page, review the overview of the fee type and amount. Click **“Next Step: Payment Information”** to proceed to the payment screen.

Fee Payment - Fees			
Fee Type		Amount	Amount Paid
	Licensing & Zoning Review	\$100.00	\$0.00
	Property Standards & Licensing Inspection	\$125.00	\$0.00
	Fire Prevention Inspection	\$150.00	\$0.00
	STA Building Compliance Letter	\$125.00	\$0.00
	Totals:	\$500.00	\$0.00
	Total Amount Owning:	\$500.00	

- Enter your credit card information in the required fields. Once completed, select **“Next Step: Confirmation.”**

Fee Payment - Payment Information

Required information is indicated with an asterisk (*).

- Credit Card Information ☺

Card Type*
VISA

Card Number:*

Expiry Date: *
--Select-- --Select--

Amount to Pay: \$500.00

- Verify that your credit card information is correct, then click “**Complete Payment.**”

Fee Payment - Confirmation

Please ensure all information is accurate. When you click on the 'Complete Payment' button, your payment will be processed and your credit card will be billed.

- After completing your payment, you will be directed to a confirmation page indicating that your application has been successfully submitted. You will also receive an email confirming your payment, application submission, and details about the next steps in the process.
- You can log in to your Portal account at any time to check the status of your application:
 - Select “My Items” from the Portal Home page.
 - Your application’s status will be updated as it progresses through the application process.