



# STAFF REPORT

**TO:** Council **MEETING DATE:** December 3, 2019  
**FROM:** Odete Pinho, Planning Consultant **FILE NO:** 6440-19  
**SUBJECT:** Short-Term Rental Accommodation Regulations Consultation Results

---

## RECOMMENDATIONS

1. **THAT the report titled Short-Term Rental Accommodation Regulations Consultation Results be received;**
  2. **AND THAT Council directs staff to proceed with refining and revising bylaws, to implement short-term rental accommodations regulations and licensing using two approaches: hosted and un-hosted short-term rental regulations.**
- 

## BACKGROUND / PURPOSE

Short-term rentals (<30 days per stay) are currently not defined in the Town's bylaws, beyond bed and breakfasts and tourist accommodation use. In the absence of specific regulations for short-term rental accommodations, the Town has been regulating them as though they are bed and breakfasts (B&B). The current lack of clarity provides little guidance to short-term rental operators who wish to operate responsibly. Town Council directed that it wishes to find an appropriate balance between responding to the needs of owners and tourists, keeping the scale of business appropriate to residential neighbourhoods and retaining the long-term rental supply.

On July 23, 2019, Town planning staff provided Council with a possible approach for regulating short-term rentals, modeled on the regulations used in the District of Sechelt. Council received proposed bylaw amendments including draft Zoning Bylaw, Business Licence, and Notice of Enforcement Bylaw, that would regulate short-term rental accommodations. Following Council's review of proposed regulations, Council adopted the following resolutions:

### **R2019-250 Short-Term Rental Accommodation Regulations**

*THAT a public engagement process begin for the purpose of collecting short-term rental operator and stakeholder input;*

*AND THAT staff report back with feedback received from the public engagement process prior to consideration of future bylaw amendments.*

## **R2019-251 Short-Term Rental Accommodation Regulations**

*THAT the notification distance for short-term rental accommodations be 100 metres.*

### **SUMMARY**

This report summarizes consultation feedback received from residents, short-term rental (STR) operators and stakeholders on the topic of regulating short-term rental accommodations in the Town of Gibsons. Proposed revisions for new regulations are outlined, based on guiding principles, Gibsons' context and public consultation feedback received in October 2019. Staff are recommending proceeding with bylaw amendments that regulate short-term rentals using two approaches: hosted and un-hosted short-term rental regulations.

### **DISCUSSION**

Residents were invited to share their perspectives on short-term rentals in the Town of Gibsons from October 11 and November 1, 2019. A total of 91 survey responses were provided through an online survey (70 responses) and in-person small group discussions (21 participants). Four small group meetings (2 hours per meeting) were held with 21 participants on October 22 and 23. The 21 small group participants, consisting of mostly STR operators (19 out of 21), and provided in-depth input on proposed regulations. It should be noted that survey respondents and discussion group participants were self-selected, based on their interest in this topic. The information provided is a collection of opinions and perceptions from interested and potentially affected residents and business owners. This is not a statistically significant random sample survey of all Gibsons residents and the results are qualitative in nature.

The survey and small group discussions provided a summary of possible short-term rental regulations under consideration, which were similar to conditions applied to short-term rental accommodations in the District of Sechelt. The survey provided an opportunity to gather input regarding ways to allow STR's to operate in a manner that balances the needs of Gibsons residents, businesses and other stakeholders.

Respondents to online surveys and discussion groups showed some agreement in the following topics:

1. *Tourism* was recognized by respondents as essential to Gibsons and Sunshine Coast economy (supporting local services, shops, restaurants, businesses etc.) STRs are regarded as a benefit, providing tourists with greater accommodations options and experiences for staying in and visiting Gibsons.
2. *Regulations* that provide clarity for STR accommodation operators is desired. Majority of respondents (90% online survey) support regulations for STRs, particularly around business licensing conditions for managing operations that are compatible with residential neighbours. STR operators wanted regulations to be reasonable and not excessive, as most STR's are currently being responsibly managed and providing a valued service.
3. *Owner On-site Versus Off-Site Management* – Respondents agreed that an on-site owner present during guest stays (or in the community), versus an off-site operator, is the most significant difference for their compatibility with residential neighbours. There are few concerns about

negative impacts when the owner is on-site. When an owner/operator is not on-site or in the community during a guest stay, there was high support for greater conditions for the business (ie. requirement for providing local contact person with requirement for adjacent neighbour notification, higher licence fees, security deposit, and fines for non-compliance with business licence terms and conditions).

Respondents' perspectives differed most on the topic of measures aimed at addressing Council's direction on retaining the *long-term rental supply*. Gibsons residents generally supported the Town protecting long-term rental housing supply (ie. online survey respondents 83% in support of restricting STR to main dwelling and not secondary suites, and 66% support for limiting number of units per property). However, STR operators (from small group discussions) strongly believe the homeowner should decide what to do with their property and several stated that STR spaces would be left vacant (ie. cottage and suites would be reserved for friends and family use), if they were restricted, and would not become long-term rentals.

Small group discussion participants highlighted Sunshine Coast and Gibsons specific context of seasonal vacation homes, empty/vacant homes and recent changes to the BC *Residential Tenancy Act*, as important factors for considering appropriate regulations aimed at long-term housing supply. In 2018, the BC Government made significant changes to the *Residential Tenancy Act*, which impact future and existing tenancy agreements (ie. legislation is retroactive). Effective May, 2018 fixed term tenancies are no longer permitted, except in limited circumstances (ie. if both landlord and tenant have a mutual agreement to end tenancy). On the Sunshine Coast, there are homeowners who have traditionally rented their homes for fixed terms for the purpose allowing for the owner and family to occupy homes seasonally during the summer months and this practice may change due to more restrictive legislation intended to protect renters rights.

The consultation feedback indicated that although it may be desirable to apply regulations that align with the District of Sechelt, the specific context of Gibsons requires modified regulations. In addition, the Sunshine Coast Regional District boundaries wrap the Town of Gibsons and their regulations differ greatly. There is a need for including Town boundary maps in communications materials, to provide clarity for residents. The complete consultation summary report is in Attachment A.

### **Regulatory Principles and Rationale**

The objective for regulating short-term rental accommodations in Gibsons is to find an appropriate balance between responding to the needs of owners and tourists, and keeping the scale of businesses appropriate to residential neighbours. Based on Town Council direction, future regulations are to be designed to balance the following objectives:

- Responding to needs of home owners who wish to have added revenue
- Providing tourists with accommodation options for staying and visiting Gibsons
- Keeping the scale of business appropriate to residential neighbourhoods
- Retaining long-term rental supply in Gibsons

Based on the consultation input received, there is support for the first three objectives. Regulations outlined in this report address the objectives of added revenue for home owners, providing tourist accommodation options and keeping scale of business appropriate to residential neighbourhoods. However, 'retaining long-term rental supply in Gibsons' was a contentious topic,

with strong emotions expressed on both sides. The Town of Gibsons is in progress with developing a Housing Needs Assessment, due for completion in Spring 2020. In preparing a Housing Needs Assessment, data will be collected on housing in Gibsons including information about rentals, vacancy rates, and impact of STRs on the housing supply. This is important housing data which is currently not available and will provide a useful basis to support an informed approach. At this time, the recommended STR regulation revisions reflect what was heard in the consultation and do not include measures aimed at retaining the long-term rental housing supply. It is recommended that measures aimed at retaining the long-term rental housing supply be contemplated after the Housing Needs Assessment has been completed.

### **Recommended Regulations & Licensing for Short-Term Rentals**

Proposed key elements of new regulations are outlined, based on guiding principles, Gibsons' context and the public consultation feedback received in October 2019. The regulations attempt to balance meeting the needs of Gibsons residents, business owners and tourists.

The consultation feedback strongly indicated that B&B model is an outdated concept and that vacation rentals, visitors experience, their management and marketing has shifted greatly in the past few years. Many B&B's are now using online platforms like AirBnB, VRBO etc. In the small group discussions, there was consensus that in vacation rentals with hosted onsite owner (versus non-hosted rentals) there are few problems and there is good residential neighbourhood fit. From the perspective of neighbourhood compatibility, STRs generate few problems (like noise, parking, garbage), when an owner operator is onsite or in the community. There was general support for the concept that there should be two streams for STR businesses: hosted and non-hosted, with different licence conditions applied to each.

The recommended revisions to draft STR regulations would include:

- Two streams for STR regulations and licensing: 1) Hosted – where operators live on the property during guest stays; 2) Un-hosted - STR operators who reside off site during guest stays. Hosted and un-hosted STR's would have different application of licence fees, neighbour notification requirement and security deposit.
- STR's would be permitted in any dwelling unit on a property (no restricted unit type), however only a maximum of one STR booking or reservation, permitted to be rented per property at the same time, to ensure that the business scale is appropriate to the residential neighbourhood.

Table 1 summarizes recommended bylaw and licence revisions for regulating STRs.



**Table 1: Summary of Proposed Hosted and Un-hosted STR Regulations**

<b>Proposed Conditions for Short-term Rentals</b>	<b>Hosted STR (Owner on-site, during Guest Stays)</b>	<b>Un-hosted STR (Owner off-site during Guest Stays)</b>
The owner or resident operator must live on site. If not on-site, additional conditions will apply. Proof of residency with taxes and/or drivers licence.	Yes – owner onsite.	No – owner lives off the property.
Accommodation Unit Type and Quantity. Guest suites permitted in entire home, secondary suite, garden suite, or sleeping unit in home or accessory building	Maximum of 1 STR unit would be permitted to be rented per property	Maximum of 1 STR unit would be permitted to be rented per property
Guest suites permitted in apartment building, townhouse, condominium or live/work units.	Yes. If strata, bylaws permit or council approval	Yes. If strata, bylaws permit or council approval
Local contact person who is responsible for responding to any issues that may arise during a rental booking. Adjacent neighbours provided with local contact information (and updated when contact information changes)	Must provide local contact information on business licence application.	Must provide local contact info to adjacent neighbours and on business licence application.
On-site parking requirement (1 stall per 2 guest rooms)	Yes	Yes
Required to operate with a Business licence (and follow specific terms and conditions for STRs)	Yes. STR must follow terms	Yes. STR must follow terms
Annual business licence fee.	Flat fee of \$200 / year	Flat fee of \$400 / year
Security Deposit	None	\$1000

### Neighbour Notification Area

On July 23, 2019, Council adopted resolution R2019-250, that the notification distance for short-term rental accommodations be 100 metres. The consultation asked for input on neighbour notification area. Online survey respondents were supportive of a requirement for providing contact information for a responsible local person who can quickly to address concerns, when an operator does not live on site. 52% (29 out of 55 respondents) favoured 100m notification radius and 47% supported 50m radius for neighbor notifications. Small group discussion participants were shown two examples of how 50m and 100m neighbor notification area would be applied in lower and upper Gibsons (Figure 1 and 2). Group discussion participants supported notification to immediately adjacent neighbours only, as 100m area was seen as excessive and even 50m was not supported. The practical issue of acquiring owners mailing addresses within the radius area was identified as a concern, however the Town could manage notification mailouts as part of the business licence process.

Based on the input received, it is recommended that local contact information be given only to immediately adjacent neighbouring properties as notification of an operating STR.

**Figure 1: Example of 50m and 100m Neighbours Notification Area on North Fletcher Road**

17 homes notified in 50m radius versus 57 homes notified with 100m radius.



**Figure 2: Example of 50m and 100m Neighbours Notification Area on Payne Road**

18 homes notified in 50m radius versus 36 homes notified with 100m radius.



Should Council support the above revisions for STR regulations, the following bylaws would be amended:

**Zoning Bylaw No. 1065, 2007**

The following revisions are recommended to the Zoning amendment Bylaw to:

- Define short-term rental accommodations with two categories – hosted and un-hosted. Bed and breakfast use would be removed entirely and replaced with a definition that captures this use as a hosted short-term rental.
- Allow short-term rental accommodation to be an accessory use in most zones where residential uses are permitted, including single family, multi-family and mixed-use commercial zones. Thereby, permitting STR in any dwelling unit, including in extra rooms, suite, garden suite, accessory building or occasionally renting out home for periods when owner is away.
- Require on-site parking for short-term rentals (1 on-site parking space per every 2 guest rooms).

***Business Licence Bylaw 666, 1992***

The following revisions are recommended to the Business Licence bylaw to provide terms and conditions for the operation of short-term rental accommodations:

- An annual (one-year) business licence to operate a hosted short-term rental \$200 flat fee, and \$400 for un-hosted STR, which is intended to cover costs incurred by the Town to administer short-term rental business licences.
- For all STRs, a local contact person(s) name is provided on the licence to assist Town in following up with complaints (should they occur);
- For un-hosted STR, immediate neighbours abutting property (on all sides and across streets), are to be provided with local contact information for the local contact person(s);
- Require inclusion of the Town business licence number when advertising a short-term rental on any platform;
- For strata units: A resolution of the strata council or copy of the strata bylaws which allows short-term rental use, must be submitted with the application form;
- In cases where the unit is a rental, the owners authorization must be provided;
- Building and Fire inspections may be required to confirm minimum life, health and safety requirements are met;
- Hosted and un-hosted short-term rentals are limited to one STR rental per booking period, per property;
- The ability of Town to revoke, refuse to grant, issue, transfer or renew a business licence for reasonable cause.

***Bylaw Notice of Enforcement Bylaw No. 1125, 2010***

In addition to the Zoning Bylaw and the Business Licencing Bylaw, the Town may regulate properties and activities through the application of enforcement. The Bylaw Notice Enforcement Bylaw would be amended to include a penalty with fines of up to \$200 per violation for non-compliance with the business licence conditions (listed in the Business Licence Bylaw) for short-term rental accommodations.

Enforcement is an essential part of regulating short-term rental accommodations and this involves dedicating resources for this purpose. Council may also wish to consider adding dedicated staff time for business licence inspections and dedicating a budget for proactive enforcement of short-term rentals.

**Next Steps for Adopting Regulations**

Should Council support the above revisions for STR regulations the next steps would be:

- Council endorsement for revising future bylaw amendments as recommended (or with modifications);
- Planning staff drafting bylaws for Council 1<sup>st</sup> reading;
- All proposed amendments to a Zoning Bylaw must undertake a public information process as prescribed by the *Local Government Act*. This includes notice by concurrent advertisements in a local paper and a statutory Public Hearing. Council is required by the *Local Government Act* to hold a Public Hearing in advance of proceeding with adoption of a zoning amendment bylaw (between 2<sup>nd</sup> and 3<sup>rd</sup> reading).

- Amendments to the Business Licence Bylaw and Notice of Enforcement Bylaw require adoption over two Council meetings;
- Once bylaws are adopted, develop communication, education and application materials for implementation. Provide clear timing roll-out for businesses to be informed and comply by date.

## **POLICY / PLAN IMPLICATIONS**

### **Strategic Plan Implications**

The Town of Gibsons Strategic Plan is currently under review.

### **Financial Plan Implications**

There are no negative implications to the financial plan.

### **Other Policy or Plan Implications**

Official Community Plan policy 11.2.6 is supportive of the 'sharing economy' and how to encourage this type of activity'. The 'sharing economy' refers to the sharing of assets such as vehicles, tools, real estate etc. to reduce costs and environmental impact. Policy 5.6.8 is to 'Increase tourist accommodation within walking distance of the Harbour area'.

## **RECOMMENDATIONS / ALTERNATIVES**

Staff recommendations are on page 1 of this report.

Alternatively, Council may suggest modifications or additional terms to direct staff to include for the Town's bylaw amendments to regulate short-term rental accommodation. Finally, Council may request specific regulatory conditions be incorporated in future bylaw revisions.

## **Attachments**

A – Consultation Report for Short-Term Rental Accommodations, dated November 11, 2019.

Respectfully Submitted,



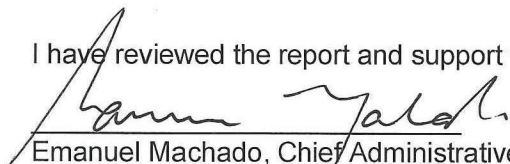
Odete Pinho, MCIP, RPP  
Planning Consultant



Lesley-Anne Staats, MCIP, RPP  
Director of Planning

## **CHIEF ADMINISTRATIVE OFFICER'S COMMENTS:**

I have reviewed the report and support the recommendation(s).



Emanuel Machado, Chief Administrative Officer

# Town of Gibsons

## Consultation on Short-term Rentals

November 11, 2019

*Report Author: Odete Pinho, MCIP Agora Planning Inc.*

### **Contents**

<b>1. Executive Summary</b>	<b>2</b>
<b>2. Consultation Intent, Approach and Notification</b>	<b>3</b>
<b>2.1. Consultation Intent</b>	<b>3</b>
<b>2.2. Approach</b>	<b>3</b>
<b>2.3. Notification and Advertising</b>	<b>4</b>
<b>2.4. Consultation Input Sources Received</b>	<b>4</b>
<b>3. Summary of Feedback – Small Group Discussions</b>	<b>4</b>
<b>4. Summary of Feedback – Online Survey</b>	<b>6</b>
<b>5. Topics Related to Short-term rentals &amp; Housing Supply</b>	<b>8</b>

### **Appendices**

- A – Newspaper Ad and Letter Invite**
- B – Fact Sheet**
- C – Short Online Survey & Long Survey Forms**
- D – Online Survey Responses Data Summary**
- E – Small Group Discussion & Long Survey Responses Data Summary**

## 1. Executive Summary

Residents were invited to share their thoughts on short-term rentals in the Town of Gibsons from October 11 and November 1, 2019. A total of 91 survey responses were provided through an online survey (70 responses) and in-person small group discussions (21 participants). It should be noted that survey respondents and discussion group participants were self-selected, based on their interest in this topic. The information provided is a collection of opinions and perceptions from interested and potentially affected residents and business owners. This is not a statistically significant random sample survey of all Gibsons residents and the results are qualitative in nature.

The survey provided a summary of possible short-term rental (STR) regulations under consideration, which were similar to conditions applied on short-term rental accommodations in District of Sechelt. The survey provided an opportunity to gather input regarding ways to allow short-term rentals to operate in a manner that balances the needs of residents, businesses and other stakeholders.

Respondents to on-line surveys and discussion groups were aligned in the following themes:

1. **Tourism** was recognized by respondents as essential to Gibsons and Sunshine Coast economy (supporting local services, shops, restaurants, businesses etc.) STR's are regarded as a benefit, providing tourists with greater accommodations options for staying in and visiting Gibsons.
2. **Regulations** that provide clarity for STR accommodation operators is desired. Majority of respondents (90% online survey) support regulations for STR's, particularly around business licensing conditions for managing operations that are compatible with residential neighbours.
3. **Owner On-site Versus Non-Resident Management** - Bed and Breakfast was identified as an out-dated business model. Respondents agreed that on-site owner present during guest stays (or in the community), versus non-resident managed STR, is the most significant difference for their compatibility with residential neighbours. There are few concerns about negative impacts when the owner is onsite. When an owner/operators is not onsite or in the community during a guest stay, there was high support for greater conditions for the business (ie. requirement for providing local contact person, higher licence fees, security deposit, and high fines for non-compliance with business licence terms).

Respondents perspectives differed most on the topic of measures aimed at addressing **long-term housing supply**. Residents generally supported the Town protecting long term rental housing supply (ie. 83% support restricting STR to principal residence and 66% support for limiting number of units per property). However, STR operators strongly believe the home owner should decide what to do with their property and several stated that STR spaces would be left vacant (ie. cottage and suites would be reserved for friends and family use), if they were restricted, and would not become long-term rentals.



## **2. Consultation Intent, Approach and Notifications**

### **2.1. Consultation Intent**

On July 23, 2019, the Town Planning and Development Committee (PDC) considered new regulations for short term rental accommodations. The regulations proposed for consideration were modeled on the approach used in the District of Sechelt since 2005. Draft changes to zoning bylaw, business licence and enforcement bylaw were considered by the Committee. As a follow up, Council requested that public consultation be undertaken with short-term rental operators, tourism accommodation providers, community members and housing associations to provide opportunity for dialogue between the Town, citizens, and affected stakeholders. The objective of the consultation was to gather insights from those most affected, before Town Council considered adopting regulatory bylaws.

### **2.2. Approach**

The topic of regulating short-term rentals is complex. To understand the reasons for proposed regulations and their implications, information resources were prepared to support the delivery of meaningful public consultation including:

- Town web page prepared for the short-term rental consultation to provide background information and summarize the regulations under consideration
- Fact sheet was prepared to explain the rationale for regulations under consideration and their purpose (Appendix B)

Public input was collected from October 11 to November 1, 2019 and consisted of the following:

1. On-line survey, accessed from Town website (Appendix C);
2. Small group discussions (2-hour meetings), were held October 22 and 23, 2019. Four meetings in total were held with 21 people participating. The consultation facilitator and Town planning staff took notes during the discussions. In addition, attendees filled in a long survey form. 20 long survey forms were completed and submitted to the Town (Appendix E);
3. Public Open House – 3 people attended the open house on October 22. The 3 participants received a presentation and filled in survey form (same as small group discussion participants). Their input and survey results are included in small group discussion findings (Appendix E).
4. Short-term rental operators were also invited to submit letters, email and other forms of input that best suited them.

## 2.3. Notification and Advertising

The following notifications and advertising were used to invite participation in the consultation:

- Newspaper – Two consecutive advertisements were printed in the Coast Reporter community newspaper classifieds section on Friday October 11 and Friday October 18, 2019.
- Mailed letters – 51 letters mailed to operators of short-term rentals and tourism accommodations on October 7<sup>th</sup>. The letters shared information about the consultation and invited participation in a small group discussions being held on October 22 or 23<sup>rd</sup>.
- Personal email invitations were sent to the following organizations on October 16: Sunshine Coast Tourism, Chamber of Commerce, Sunshine Coast B&B Cottage Owners Association, Sunshine Coast Affordable Housing Society, Coastal Workforce Housing Society.

## 2.4. Consultation Input Sources Received

The following sources of input were received and are summarized in this consultation report:

- Small group discussions (4 discussions held on October 22 and 23. Each discussion was a 2-hour meeting) – 21 participants in the discussions and 20 submitted surveys
- On-line survey accessed via Town website from Oct 11 to November 1<sup>st</sup> – 70 completed
- Phone interview with Paul Kamon, Executive Director, Sunshine Coast Tourism
- Follow up email/ letters received from 2 residents and 1 short term rental operator

## 3. Summary of Feedback – Small Group Discussions

A total of four small group discussions were held between October 22 and 23. The two-hour discussions included a presentation summarizing regulations under consideration, with rounds of group discussion on the topics. Participants filled in feedback forms at the meeting (2 submitted completed surveys after the meeting). A total of 20 completed forms were received. The feedback received is summarized below. A complete summary of responses from discussions is in Appendix E.

The small group consultation participants were primarily STR operators (18 out of the 20 participants were STR operators. 90% of participants). Insights and perspectives provided through discussions is mostly from the perspective of operators.

**Participants Interest in STRs** – Small group consultation participants spoke to the positives of STR's including: supplemental income, enjoying people/guests they meet, providing service to tourists by



adding accommodation options to limited number of hotels/ motels in Gibsons, economic spin-offs generated in the community (restaurants, shops, grocery, housekeeping, landscape, home maintenance providers). Tourism is important to the economy on the Sunshine Coast. Several STR operators spoke to concerns with potential over regulation by Town, as their reason for participating in the discussions. The two non-STR operators/ residential neighbors, spoke to concerns related to nuisance (noise, parking, garbage), loss of long-term rentals and commercialization of residential neighbourhoods.

**Possible Limits on Numbers of STR units/ Guest rooms on a property:** Half of discussion group participants (50%) did not support limiting the number of rental units on a property (in case of properties with multiple residences or suites). There was even less support (45%) for limiting number of guest rooms in a home. Many expressed that the intent of limiting number of rental units and guest rooms on a property (to prevent party homes) was not seen as an appropriate approach for addressing the reality of so few homes that have such problems in Gibsons. There were no STR operator participants for whom there are multiple units being rented (and it was pointed out that properties in the Town are generally small). However, several operators would like the option to continue to have a short-term rental and rent their principal residence for concurrent period of time, should they be away (which limiting number of STR units on a property to maximum of one, would prohibit this option). There was only one home among the small group participants that has a home with more than 3 bedrooms available for short term rental. The impact of possibly limiting of number of units per property or guest rooms on a property would impact few, however there were strong views opposing a limitation on room numbers and applying a maximum person limitation instead, was seen as preferable (more direct approach to addressing the concern of party homes).

**Limiting STRs to principal residences:** The small group participants acknowledged that there is a significant difference between STRs operated with an owner operator on the property (or residing in community) versus properties where the owners are not present. The owner-occupied residences have the owner around to address neighbours concerns and any problems that may arise, quickly. Participants explained that people who own residences for STR, but live outside of the community should have additional requirements placed on them (ie. local contact person and security deposit). STR operators view that limiting the number of units per property, as a way to free up more long-term rental units, places an unfair burden on them. Several spoke to concerns with this rationale, and that if STR was not an option, the unit may not be used for long term rental. Several operators had concerns with not permitting STR in out buildings (cottage, laneway home). Three participants had a rental cottage, or laneway house that would be prohibited should a requirement limiting STR to occurring only in principal residence be in place. In these three cases and for several STR operators with suites in their residence, the additional suite or unit, is only rented occasionally, (it is often used by friends and family). In these cases, if the unit was prohibited from STR, it would not become a long-term rental.

**Requirement for On-site Parking:** 75% of small group respondents (15 out of 20), supported proposed requirement for on-site parking as a means of reducing impacts on neighbours (competition

for street parking). This requirement was deemed reasonable for most neighbourhoods, however there were two who explained that it would not be possible to meet this requirement. A couple operators also spoke to the desire to encourage transit use and bikes, rather requirement for provision of vehicle parking (however, those participants do currently provide additional on-site parking for guests).

**Possible requirement for neighbor notification** – Small group participants were shown examples of a 50m and 100m notification requirement applied to properties in lower and upper Gibsons. There was strong objection for 100m neighbour notification (it was seen as excessive), and 50 m was seen to be more reasonable. There is not strong support overall for this requirement in survey responses, yet the discussions reflected high support for notifying neighbours when an owner/ operator is not onsite. The respondents suggestions differed from a fixed notification radius. Some owners stated that a more reasonable requirement would be to just notify immediately adjacent neighbours, or requirement to provide primary contact to Town (with business licence) so that Town can provide contact only if needed. Respondents had concerns with privacy and safety in applying the requirement for notifying neighbours when they are away for an extended period. Some suggested a requirement for contact person be posted at a visible location at the property entrance or requirement for bonded property manager, in cases where owners are not local residents. The practical issue of acquiring owners mailing addresses within a given radius was a concern. This could be addressed with requirement for only hand delivery of notices, but that may miss some owners (non-residents). Alternatively, the Town could provide adjacent neighbours addresses or manage notifications mailout, as part of the business licence process.

**Business Licence, Security Deposit and Fines** - The majority of respondents stated that the proposed fee is reasonable and they had no concerns. 11 out of 20 supported the proposed fee, 6 expressed concerns and 3 did not comment. Feedback included that the current business licence for STR is \$100 and the jump in fee was questioned. In addition, some operators questioned why there would be additional charged based on additional guest rooms. It was recognized that the vast majority of short-term rentals are currently operating without any concerns. In Gibsons, concerns /complaints have been limited to a couple homes. Operators wanted regulations to be reasonable and reflect current reality. The majority of operators (19 out of 20) were supportive of heavy fines for those that do not operate responsibly (negatively impact neighbours) and who sour the business for others. The majority, 60% of participants (12 out of 20) did not support a \$1000 security deposit and spoke about the likely impact this could have in limiting businesses who would operate (removing the smaller operators or having them operate without a licence). In addition, a \$1000 security deposit was considered an administrative burden both for the Town and operators.

#### **4. Summary of Feedback – Online Survey**

A fact sheet summarizing STR regulations under consideration (Appendix B) and an online survey to gauge residents perspectives on proposed regulations (Appendix C), were prepared for broad community input. Between October 11 to November 1, 2019, 70 residents participated in the survey. The complete survey results are attached in Appendix D.

The majority, 78% of online survey respondents, were not operators of a short-term rental (55 out of 70 respondents) and 75% of respondents (53 out of 70) were aware of short-term rental accommodation in their neighbourhood. Respondents who are not short-term rental operators, correlated strongly (90%) with supporting all of the regulations under consideration for short-term rental accommodations. STR operators (15 survey participants) were less supportive of regulations (only 2 out of 15 stated yes to the question 'Do you there should be more restrictions on short term rental accommodations).

Overall survey response was greatest for the following regulations (in order of most to least support). (A total of 55 survey respondents answered this question).

1. Enforcement and fines for problem homes, with fines for non-compliance (eg \$200/ violation) - 83.6%, 46 out of 55 responses
2. Limit STR's to principal property (defined as place where operator lives most of the year) - 78%, 43 responses
3. Limit the number of rental units on a property - 69%, 38 responses
4. Limit the total number of guest rooms allowed in one dwelling 63%, 35 responses
5. Limit the number of STR's allowed in the Town of Gibsons - 60%, 33 responses
6. Require a deposit of \$1000 for STR's as a security against costs incurred by the Town as a result of hearings, appeals and other enforcement actions - 54%, 30 responses
7. Requirement to provide local contact information to neighbours within 100m radius, when the operator does not live on site - 52%, 29 responses
8. Requirement to provide local contact information to neighbours within 50m radius, when operator does not live on site - 47% 26 responses
9. Limit STR's to main house - not secondary suites or guest cottages - 38%, 21 responses

Based on open question responses, residents who are not STR operators, favoured regulations that would achieve the following objectives:

- Support responsibly managed short-term rentals compatible with residential neighbors and proactively address nuisance concerns such as noise, backyard campfires, garbage, increased traffic and on street parking. When STRs are not compatible with residential neighbours, respondents were most supportive of heavy fines.

- Concerns with long-term rental housing supply (shortage and affordability) were expressed by many. Perspective that short-term rentals displace long-term rental supply and attainable living-wage housing. There was support for restricting STR's from garden suites and cottages (self-contained units), as these are ideally suited to long term housing. Several respondents suggested that the Town create incentives to support increase of long-term rental housing.
- Respondents frequently acknowledged that when there is an on-site owner present, there are few issues concerns with STRs. Respondents favoured greater conditions and fines applied to off-site operators (versus on-site owner), as they believe lack of oversight is the primary source of nuisance concerns for neighbours;
- When homes are dedicated for short term rental, without an owner onsite (or supervisor), respondents spoke to concerns about lack of management of guests behaviors, nuisance issues and loss of community connection and trust, when neighbouring homes are primarily used by transient visitors. The ability to contact non-resident owners, or a local contact person, who can quickly respond if there are problems, is strongly desired.

The small group discussions summary provides a comprehensive overview of STR operators perspectives on regulations under consideration. The online surveys repeated many of the same key messages. STR operators were most concerned with over regulation and favoured regulations that would achieve the following:

- Be reasonable and recognize the value that STR's bring to the community by delivering tourism accommodation options and economic benefits. STR operators employ various support service providers like housekeeping, gardening, maintenance services etc. and also bring business to local shops, restaurants and tourist services.
- Town business licence at a flat fee is preferred (not base and additional charge by room).
- Provide clarity for responsible management of STRs in the business licence, which aligns with insurance and building code requirements.
- STR operators did not support restricting the type of units permitted for short term rental, with objective of addressing long term rental housing concerns.
- The majority of STR operators are providing a valuable business service and are not impacting neighbours enjoyment of their homes and properties. Operators favoured heavy fines for problem homes and did not support \$1000 security deposit, as they believed it would be onerous to administer and would exclude many small operators or encourage STRs to operate without a business licence.

## **5. Topics Related to Short-term rentals & Housing Supply**

During the consultation a number of topics, broadly related to short- and long-term housing supply, were brought up by participants, which are not within the Town's regulatory jurisdiction. The following

topics are Provincial or Regional District jurisdiction, and are also related to the short-term rental housing discussion in the Town of Gibsons.

**Residential Tenancy Act** – In 2018, the BC Government made significant changes to the Residential Tenancy Act, which impact future and existing tenancy agreements (ie. legislation is retroactive). Effective May, 2018 fixed term tenancies are no longer permitted, except in a limited circumstances (ie. if both landlord and tenant have a mutual agreement to end tenancy). Landlords must now give four-month's notice to end a tenancy for demolition, renovation and repair. Several measures were put in place to discourage landlords from wrongfully evicting tenants and to give tenants more time to move in the low vacancy rental market. On the Sunshine Coast, there are homeowners who have traditionally rented their homes for fixed terms for the purpose allowing for the owner and family to occupy homes seasonally during the summer months. There were concerns expressed that change to Residential Tenancy Act adds a challenge for landlords and the context of seasonal rentals on the coast. However, several communicated positive experiences with long term renters.

**Speculation and Vacancy Tax** – Participants in discussions and survey respondents explained there are many cottages and family homes on the Sunshine Coast, and in Gibsons, where residences are vacant ~6 months of the year and owners typically return to enjoy the summer months. Several survey and discussion group participants referred to empty homes as a significant problem for the provision of housing in the community. BC's Speculation and Vacancy Tax is a measure that was applied in 2018 to tackle the housing shortages in major urban centres in British Columbia, where home prices and rents have skyrocketed out of reach for many residents. A 0.5% to 2% speculation and vacancy tax is applied to residential properties located in the designated taxable region in BC where the home is unoccupied for more than 6 months of the tax year. (The City of Vancouver has a separate 1% Empty Homes Tax). The Town of Gibsons and other communities on the Sunshine Coast are not part of the BC taxable regions for the Speculation and Vacancy Tax. Several participants spoke in favour of a vacancy tax being expanded to applied to properties in the Town.

**Sunshine Coast Regional District Versus Town Boundaries** - Need to communicate Town of Gibsons boundaries versus Regional District area. SCRD recently made changes to regulation of STRs, which are aimed at prohibiting rental of large homes. Participants reported that in the SCRD, a limit on STRs no larger than 2 bedrooms is permitted, and that this change occurred without consultation. There is great concern regarding this change, as the larger homes in SCRD have been essential to hosting desirable groups, like family reunions. There were some respondents who confused the SCRD regulations, with those under consideration by the Town of Gibsons. As the Town and SCRD boundaries are not clear to many residents, there is need to provide Town of Gibsons boundary maps with communication material, to avoid confusion.

**Tourism Tax Applied to All Tourist Accommodations** – Some survey respondents asked how tourist accommodation taxes are collected and benefit the Town. In 2016, a Municipal Regional Tourism Destination Marketing (MRDT) program was applied to the entire Sunshine Coast Regional District, including the Town of Gibsons and District of Sechelt. A tourism destination marketing fee of 2% tax, plus 8% provincial accommodation tax, is applied to all accommodations, hotels, B&B's etc. There are some exemptions to the tax, for example if the provider is a small accommodation (3 rooms or less) and total revenue is less than \$2500 annually, as such this tax is not collected on all short-term rentals. The tax collected in Gibsons is used by Sunshine Coast Tourism for coordinated regional tourism marketing, projects and programs.

In February 2018, the Government of BC announced an agreement with AirBnB to collect occupancy taxes on short-term rentals offered through its platform to help fund housing affordability initiatives. AirBnB will collect provincial sales tax (8%PST) and the 2-3% MRDT tax on short term accommodations through its platform. The province is looking to develop similar arrangements with other accommodation platforms.

## **Appendices**

**A – Newspaper Ad and Letter Invite**

**B – Fact Sheet**

**C – Short Online Survey & Long Survey Forms**

**D – Online Survey Responses Data Summary**

**E – Small Group Discussion & Long Survey Responses Data Summary**

# HOW DO YOU FEEL ABOUT SHORT-TERM RENTALS?

If you have an opinion, we'd like to hear from you!

Currently, Gibsons' Council is considering new regulations for short-term rentals (STRs) that aim to balance the needs of STR operators, their neighbours, tourists and long-term renters. There are three ways to provide your input on the proposed regulations:

**1. Attend a small group discussion.** Choose from:

Tues. October 22nd: •9am-11am •1pm-3pm •4pm-6pm

Wed. October 23rd: •9am-11am •1pm-3pm

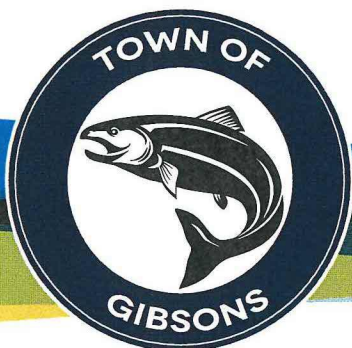
Space is limited! Please register by calling 604.568.8876.

**2. Attend an Open House** on Tuesday, October 22nd from 6:30pm to 8pm in Council Chambers.

**3. Complete an online survey** before November 1st.

» You can find more information about the proposed regulations and a link to the online survey at:

[gibsons.ca/short-term-rentals](http://gibsons.ca/short-term-rentals)



• *visit* [gibsons.ca](http://gibsons.ca)





## TOWN OF GIBSONS

PO Box 340  
474 South Fletcher Road  
Gibsons BC | VON 1V0

T 604-886-2274

F 604-886-9735

info@gibsons.ca  
www.gibsons.ca

---

October 7, 2019

File No.: 6440-19

---

**Re: Short Term Rentals Consultation  
Invitation to Small Group Discussions - October 22 or 23, 2019**

---

Currently, Town of Gibsons Council is considering implementing new regulations for short term rental accommodations and wants to hear from tourist accommodation providers and residents early to help guide future regulations.

As an accommodation business in the Town, we would like your early input to help guide future regulations. Please know that whether or not you currently have a Town licence for accommodations, the Town wishes to hear from you.

On Wednesday, October 22<sup>nd</sup> and Thursday, October 23<sup>rd</sup>, the Town will be hosting small group discussions to present proposed regulations and collect early feedback. On these dates, small group discussions (of up to 8 people) are being hosted at Town Hall Council Chambers from:

- o 9:00 to 11:00am
- o 1:00 to 3:00pm
- o 4:00 to 6:00pm

If you are able to attend a small group discussion, registration is made by calling 604-568-8876.

If you are not able to attend these dates/times, there are two additional ways to provide input on proposed regulations.

- 1) Attend an Open house on Tuesday, October 22<sup>nd</sup> from 6:30 to 8:00pm at Town Hall Council Chambers.
- 2) Complete an online survey before Friday, November 1<sup>st</sup>, 2019.

Information on the proposed regulations and a link to the online survey can be found at:  
[gibsons.ca/short-term-rentals](http://gibsons.ca/short-term-rentals)

The input received from small group discussions, the public open house and online survey will be summarized and presented to Council in advance of its future consideration of regulations.

The Town of Gibsons looks forward to hearing your perspectives on short-term rentals.

Kind regards,  
**TOWN OF GIBSONS**

Lesley-Anne Staats  
Director of Planning

---

**TOWN OF GIBSONS**

*"Nature is our most valuable asset"*

## FACT SHEET: Proposed Regulations for Short-Term Rentals

### What is a short-term rental accommodation?

Short-term rentals are commonly referred to as “AirBnB”, “home sharing” or “vacation rentals”. They are commercial accommodation of guests in a private residence – a room, apartment, secondary suite or house – on a temporary basis (less than 30 days). Online advertising platforms include: AirBnB, VRBO, HomeAway, FlipKey and others.

### What is the difference between a short-term rental accommodation and a Bed & Breakfast?

B&B’s typically have an on-site resident or operator where the principal home has guest suites. With this approach, B&B’s have the oversight of operators who are responsible for the conduct of guests. Challenges with short-term rentals occur in the absence of an on-site owner or local contact person. A short-term rental often includes an entire residence without an on-site operator, similar to a house exchange for a short-term period of time.

### Why is the Town considering regulating short-term rental accommodations now?

Short-term rental accommodations, beyond bed and breakfasts or tourist accommodations (e.g. hotel/motel), are not defined in the Town’s bylaws. The current lack of clarity provides little guidance to short-term rental operators who wish to operate responsibly, and has caused some noise and parking-related concerns from neighbours of short-term rentals.

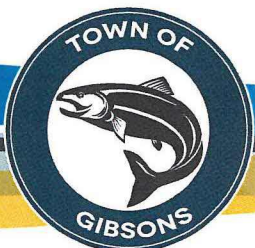
### What would be the purpose of having any regulations?

The Town believes that added clarity for short-term rental operators would benefit residents, businesses and tourists. The intent is to find an appropriate balance between responding to the needs of owners and tourists and keeping the size of business appropriate to residential neighbourhoods. The Town is aiming to find a balance that will:

- Respond to the needs of home owners who wish to have added revenue;
- Provide tourists with accommodation options for staying and visiting Gibsons;
- Keep the scale of businesses appropriate to residential neighbourhoods; and
- Preserve the long-term rental supply in Gibsons.

### Specifically, what regulations are being considered by the Town?

The Town Planning & Development Committee reviewed and considered possible future regulations for short-term rentals in July 2019. To read the background report on this topic [follow this LINK](#).





## **Specifically, what regulations are being considered by the Town?** *(cont'd from previous page)*

Regulations being considered include:

- Limiting the number of short-term rental units on a residential property;
- Limiting the number of guest rooms permitted in one dwelling;
- Limiting short-term rentals to the principal residence, not secondary suites or guest cottages;
- Requirement to provide local contact information to neighbours within a 100m radius of a short-term rental property, when owner is not residing on the property; and
- Requiring a deposit of \$1000, as a security against the costs incurred by the Town as a result of enforcement actions.

## **Will regulations align with the Regional District and in Sechelt (or create confusion)?**

Sechelt and the Sunshine Coast Regional District (SCRD) are using regulatory tools within their authority to regulate short-term rentals. Sechelt has been regulating short-term rentals since 2005, using Zoning, Business Licence and Enforcement Bylaws. The approach and conditions being considered by Town of Gibsons are similar to Sechelt's. The SCRD implemented regulations using Temporary Use Permits in 2018. Regional districts have few regulatory tools available to them compared to municipalities, so the regulations in the rural areas around Gibsons will be different, but unavoidable. The proposed regulations would be in line with Sechelt's.

## **Why would the Town consider restricting the number of units and rooms permitted to be rented on a property?**

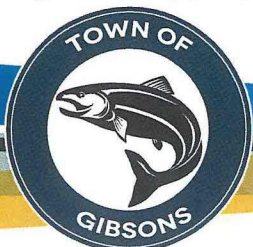
Limiting the number of units and rooms permitted at a single property is to address concerns with large properties becoming a nuisance to residential neighbours. In addition, restricting number of units and rooms for short term rental, address concerns about the impact on long-term rental and affordable housing. The regulations being considered would allow homeowners to rent out all or some of their principle home or a suite on the property, but prohibit more than one unit, as a way to reduce the impact on rental housing stock.

## **How would the regulations help protect long-term rentals (address low vacancy rates)?**

On properties with multiple homes, the proposed regulations prohibit more than one home, secondary suite, garden suite or accessory space to be used as a short-term rental. The intent is to reduce the impact on rental housing stock in the Town.

## **How would the Town prevent 'party houses' with regulations?**

The conditions proposed for regulating short-term rental accommodations includes providing a local contact person, notifying neighbours within a 50 to 100m radius of the short-term rental. Neighbours would be given the local contact name in case there is need to address concerns. Also, limiting the total number of guest suites (guests) is designed to prevent negative impacts on neighbouring properties.



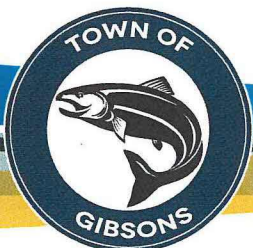
### **Would there be 'grandfathering' for businesses that have been operating with a Town business licence?**

No, once new Town bylaws come into effect (zoning, business and enforcement), all businesses would be required to follow the requirements of those new bylaws and operate within the terms and conditions of the new business licence.

### **Who is the Town consulting with on proposed regulations?**

The Town wants to receive input from the people most affected by possible regulations, including accommodation operators, neighbours of these businesses, tourism & business associations, housing associations and Gibsons residents.

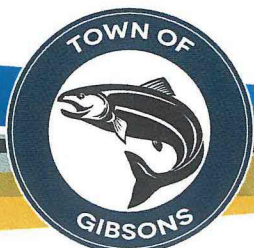
To have your say, please fill in a survey and/or join a small group discussion on this topic. You can find the online survey and more information about the public consultation meetings at: [gibsons.ca/business/short-term-rentals](http://gibsons.ca/business/short-term-rentals).





## Proposed Differences Between Short-Term Rentals and Bed & Breakfasts

Conditions of Use	Short-Term Rental Accommodation	Bed & Breakfast
The owner or resident operator must be present on site	No	Yes
Accommodation must be located in a principal residence	May be in principal residence or accessory building.	Yes, only permitted in principal residence.
Guest suites permitted in entire home/principal residence, secondary suite, garden suite, or sleeping unit in home or accessory building	Yes	No, only permitted within rooms in single-family dwelling
On properties with multiple homes, limitations on the number of guest homes that may be permitted to rent. Limitations on the number of guest sleeping rooms.	Yes, one STR unit permitted per property. Maximum 3 guest rooms.	No, guest rooms only allowed in single family dwellings. No limit on the number of rooms.
Guest suites permitted in apartment building, townhouse, condominium or live/work units.	Yes. If strata, bylaws permit or council approval	No, only in single family dwelling
Limitations on suite with kitchen/ kitchenette	No	No
On-site resident or operator must be present	No	Yes
Local primary and secondary contact (if owner not on site)	Yes	Requires resident or operator on site
Neighbours within 100m radius provided with local primary and secondary contact information (and updated when contact information changes)	Yes	No
On site parking requirement	Yes	Yes
Required to operate with a Business licence (and follow specific terms and conditions for STRs)	Yes. STR must follow terms	Yes, B&B operates as home occupation
Deposit \$1000 is required with business licence as security against costs incurred by the Town as a result of hearings, appeals or other enforcement actions	Yes	No
Annual business licence fee.	\$200 + \$100/ additional rooms. Maximum \$400	\$200/ year



## Small Group Discussions – October 22 - 23, 2019 Short-Term Rentals Consultation

Town Council is seeking early feedback on proposed regulations for short-term rentals and small group discussions provide an opportunity for greater depth of conversation on this complex topic. Thank you for sharing your time and insights on short-term rentals by participating in small group discussions.

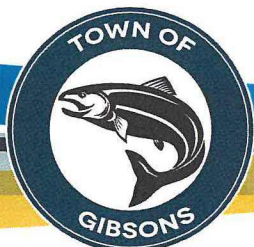
### Introduction Questions

- 1) Do you operate a short-term rental in the Town of Gibsons? Yes \_\_\_\_\_ No \_\_\_\_\_
- 2) Are you aware of short-term rental accommodations in your neighbourhood?  
Yes \_\_\_\_\_ No \_\_\_\_\_
- 3) What is your interest in the topic of short-term rentals?

### Regulations for Short-Term Rentals – Limits on Number of Rental Units or Rooms

- 4) Do you think there should be any of the following limits on short-term rentals:
  - Limit the number of rental units on a property? Yes \_\_\_\_\_ No \_\_\_\_\_  
If yes, limit number of rental units to (how many)? \_\_\_\_\_
  - Limit the total number of guest rooms allowed in one dwelling? Yes \_\_\_ No \_\_\_\_\_  
If yes, limit number of guest rooms to (how many)? \_\_\_\_\_
  - Limit the number of STR's allowed in the Town of Gibsons? Yes \_\_\_\_\_ No \_\_\_\_\_  
If yes, limit number of short-term rentals in the Town to (how many)? \_\_\_\_\_

*Please explain and add your reasons below:*





### Regulations for Short-Term Rentals – Limits on Type of Residence

5) Do you think there should be any of the following limits on short-term rentals:

- Limit STR's to principal residences (defined as the place that the operator(s) lives most of the year and demonstrated as the address listed on the operator(s) tax return).

Yes \_\_\_\_\_ No \_\_\_\_\_

- Limit STR's to the main house – not secondary suites or guest cottages Yes \_\_\_\_\_ No \_\_\_\_\_

*Please explain and add your reasons below:*

### Regulations for Short-Term Rentals – Stratas and Renters

6) Should strata units be permitted as short-term rental, if strata bylaws permit or with strata council approval? Yes \_\_\_\_\_ No \_\_\_\_\_

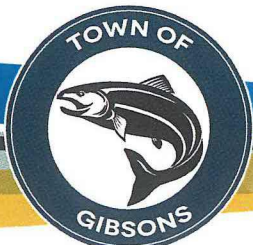
7) Should non-owners be permitted to operate short-term rentals, if proof of owner permission is provided? Yes \_\_\_\_\_ No \_\_\_\_\_

*Please explain and add your reasons below:*

### Regulations for Short-Term Rentals – Parking

8) On-site parking requirement is one space per 2 sleeping units. If there is only one unit, no additional on-site parking would be required. Would you support this? Yes \_\_\_\_\_ No \_\_\_\_\_

*Please explain and let us know what you think is reasonable:*



### Regulations for Short-Term Rentals – Neighbour Notification

9) What are your thoughts on requirements for on-site owner/resident present, or local primary and secondary contact persons who can address concerns?

*Please explain and let us know what you think is reasonable:*

10) Would you support:

a. Short-term rentals where the owner does not live on site, would be required to provide local contact person information to neighbors within a 50m notification area Yes \_\_\_\_\_ No \_\_\_\_\_

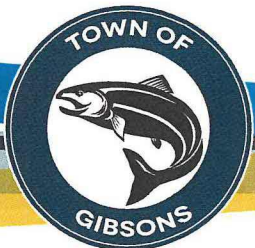
b. Short-term rentals where the owner does not live on site, would be required to provide local contact person information to neighbors within a 100m notification area Yes \_\_\_\_\_ No \_\_\_\_\_

*Please explain and add your reasons below:*

### Regulations for Short-Term Rentals – Business Licence Fee

11) The annual business licence fee for a bed and breakfast is currently \$200/year. For short-term rentals the licence fee is currently \$100/year. The proposed business licence fee would be \$200 per year + \$100/additional room (maximum \$400/year).

*Please let us know what you think is reasonable and explain why:*







## On-Line Survey re) Short-Term Rentals

1. First, please read the fact sheet on short-term rentals. Have you read this sheet?

Yes

No

2. Do you operate a short-term rental in the Town of Gibsons?

Yes

No

3. Are you aware of any short-term rental accommodations in your neighbourhood?

Yes

No

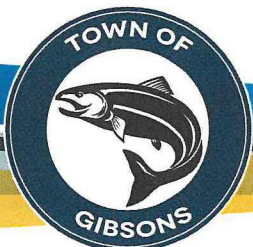
4. Do you think there should be more restrictions on short-term rental (STR) accommodations?

Yes

No

Maybe

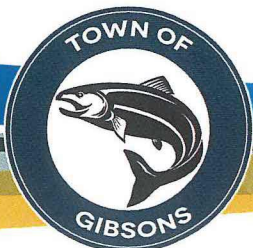
5. Please tell us more.



**6. If you answered 'no' or 'maybe' to Question 5 (above), please go to Question 7 (below). If you answered 'yes' to Question 5, please indicate the type of restrictions the Town should consider. Check all that apply:**

- Limit the number of rental units on a property
- Limit the total number of guest rooms allowed in one dwelling
- Limit the number of STR's allowed in the Town of Gibsons
- Limit STR's to principal property (defined as the place where the operator lives most of the year and demonstrated as the address listed on the operator's tax return.)
- Limit STR's to the main house – not secondary suites or guest cottages
- Requirement to provide local contact information to neighbours within a 50m radius, when the operator does not live on site.
- Requirement to provide local contact information to neighbours within a 100m radius, when the operator does not live on site.
- Require a deposit of \$1000 for STR's as a security against costs incurred by the Town as a result of hearings, appeals and other enforcement actions
- Enforcement and fines for problem homes, with fines for non-compliance e.g. \$200/violation and can be cumulative.
- Other (please specify in Additional Comments at the end of this survey).

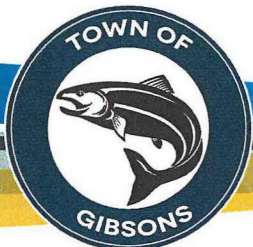
**7. What do you think the Town should be doing MORE of – with respect to regulating short-term rental accommodations?**



**8. What do you think the Town should be doing LESS of – with respect to regulating short-term rental accommodations?**

**9. Please provide any additional comments here.**

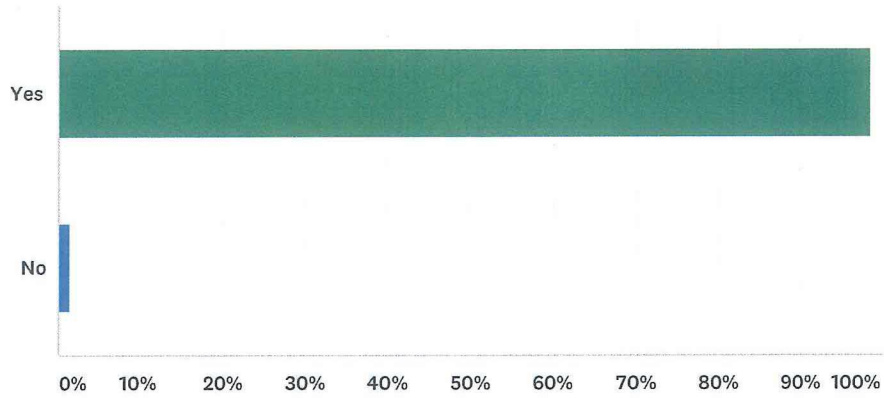
Thank you for taking the time to complete this survey! Your opinion is valuable to us.



Appendix D Online Survey Responses Data Summary  
Community Survey re) Short Term Rentals

Q1 First, please read the fact sheet on short term rentals. Have you read this sheet?

Answered: 70 Skipped: 0



**ANSWER CHOICES**

**RESPONSES**

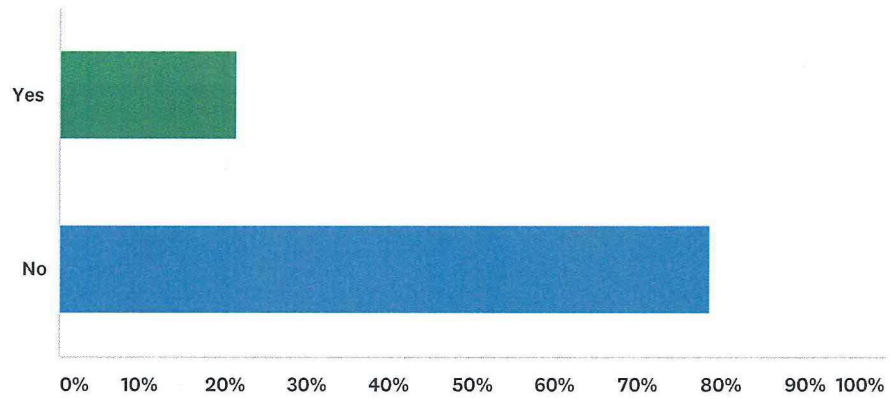
Yes	98.57%	69
No	1.43%	1
TOTAL		70



Community Survey re) Short Term Rentals

## Q2 Do you operate a short-term rental in the Town of Gibsons?

Answered: 70 Skipped: 0



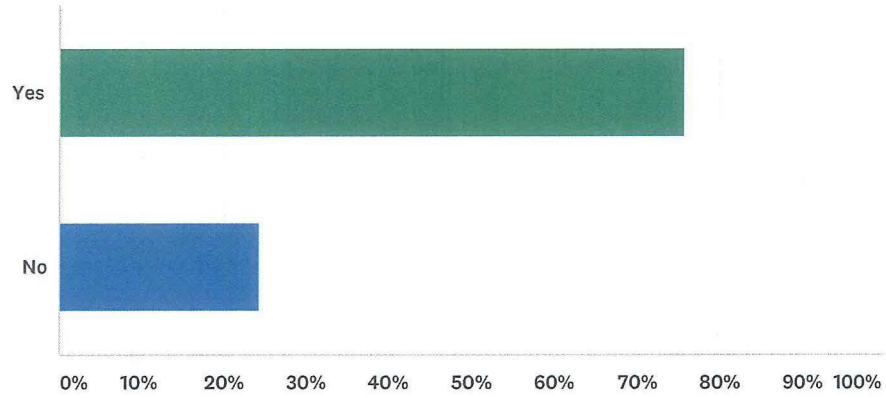
**ANSWER CHOICES**

**RESPONSES**

Yes	21.43%	15
No	78.57%	55
TOTAL		70

### Q3 Are you aware of any short-term rental accommodations in your neighbourhood?

Answered: 70 Skipped: 0



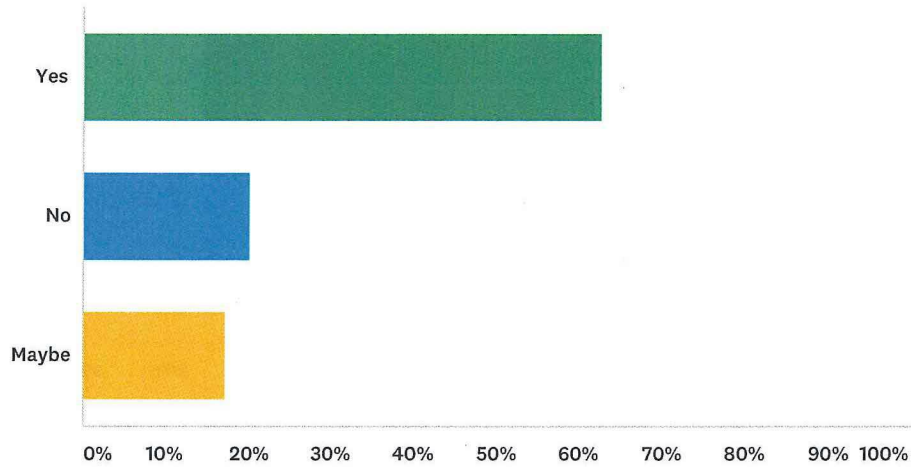
**ANSWER CHOICES**

**RESPONSES**

Yes	75.71%	53
No	24.29%	17
TOTAL		70

### Q4 Do you think there should be more restrictions on short-term rental (STR) accommodations?

Answered: 70 Skipped: 0



**ANSWER CHOICES**

**RESPONSES**

Yes	62.86%	44
No	20.00%	14
Maybe	17.14%	12
TOTAL		70



Community Survey re) Short Term Rentals

Q5 Please tell us more. (Click on the box below to start typing. Click "OK" when done.)

Answered: 59 Skipped: 11

#	RESPONSES	DATE
1	I have just heard from a mother of two children who is desperate to find rental accommodation, and cannot. There are not enough long-term residential rentals, and their rents are too high for most people (e.g. \$1,000 a month for a bedroom in Halfmoon Bay!). In the last 20 years I have watched settlers from Vancouver buying up properties, and these same people are now building "laneway houses" for Air b'n'b and other short-term revenue production. WHERE ARE THE ROOMS AND BASEMEMNTS THAT USED TO BE AVAILABLE for people wjo will always rent and will never be able to buy property? There are many Gibsons people who face homeeessess because THERE ARE SO FEW LONG TERM RENTALS. They must see wealthy owners doubling their wealth without through speculation and not even offering a livable basement space for a couple or family to rent at a modest rent.	11/1/2019 10:38 AM
2	1) We have a severe lack of housing (watching airbnb over the years show a clear migration of housing stock into short term rentals. At least some of those units were once rentals). 2) I'd be concerned if a neighbouring property offered accomm to a series of weekenders; it could, and has, gone bad.	10/31/2019 10:14 PM
3	I just know that a lot of potential places that could have long term renters in the them, don't. This severely limits local renters choices.	10/31/2019 5:34 PM
4	I have several concerns about STRs. 1) they lead to less housing being available for renters. I know homeowners who are weighing the inconvenience and expense of monthly tenants versus charging an occasional guest almost as much. 2) they lead to parking, noise, and other problems in neighbourhoods that were neither designed nor zoned for hotels 3) the notion that they benefit homeowners is a myth - banks just pressure homeowners to rent out in order for new owners to pay inflated prices for their homes 4) they conflate the difference between residents and guests. Guests (whether hotel or personal guests) stay under the supervision of a hotel manager/staff or the personal homeowner; residents live in the home whether as tenants or owners; people staying in an STR are often under no one's supervision. 5) they take business away from motels and hotels, which employ local people, are trained in their business, and pay local taxes.	10/31/2019 4:15 PM
5	We would love to participate occasionally in the short term rental market, as we feel others who want to spend time in Gibsons would enjoy our location. However, I've heard of people whose homes are located near an 'out of control' STR having a miserable time with noise and wild behavior. More importantly, I have been depressed by the large number of cottages and family-sized homes in our area that are unoccupied for much of the year, while people who need homes while they work and live in our town struggle with low availability and high rent.	10/31/2019 3:06 PM
6	we are classified as a BnB by our insurance coverage. Does the town definition of STR and BnB match the insurance companies definition? how will this definition be determined?	10/30/2019 10:30 PM
7	Restrict it to on site operator only . No off site operation. An owner needs to monitor the site for noise and other infractions and this is not possible if there is no one on site .	10/30/2019 12:40 PM
8	owner should live on site, noise bylaws should be enforced from 7 pm to 9 am, no more than 1 suite per residence, much higher fines for bylaw infractions	10/30/2019 12:13 PM
9	Too much car traffic on our block; new people looking through our hedges and letting their dogs (I know dogs have more rights than people but I don't like it) run all over my yard. Risk of theft by people arriving and not belonging to the neighbourhood and having a sense of community (we moved our kayaks and canoe and paddle board to the other side of the property).	10/27/2019 3:11 PM
10	I think having short term rentals is important for people need supplementary income. It's so expensive to live and own on the coast. Plus a lot of businesses in lower Gibson's reply on tourist dollars. People need places to stay. I am totally against forcing owners to decide and possibly losing money as a result	10/26/2019 7:18 PM

## Community Survey re) Short Term Rentals

11	I encounter people frequently through my employment in health care that cannot find affordable housing and are forced to move away from Gibsons. These are low income seniors, low paid workers, and young families. I am involved with a society that is focused on building affordable housing and have been made aware of the depth of this housing problem. I believe that homeowners need to have better protection from tenants that are noncompliant, however. There needs to be regulation that addresses the rights and responsibilities of all players.	10/24/2019 6:25 PM
12	There are at least 5 on my street. It is 1 block long. In addition I have an illegal second home built with the knowledge of the ToG.	10/23/2019 11:35 PM
13	Tourism is absolutely vital to our economy. Regulations to ensure operators are paying appropriate taxes and registered as a business are important, but not limiting the number of STRs or their ability to operate.	10/23/2019 4:45 PM
14	Responsibly operated short term rentals should not be subjected to further restrictions. On the contrary, I feel they should be encouraged for the following reasons: Investment in real estate on the sunshine coast is expensive and is considered( by some) as a means of providing oneself with 'a job' that makes living on the coast possible. The service provided by short term rentals is in demand and provides attractive alternatives to tourists travelling to Gibsons (and the coast). Short term rentals provide employment for residents of Gibsons (cleaning, home maintenance, gardening, management...). Tourism related businesses benefit from the availability of short term rentals on the coast because they attract customers and allow them to stay in town. It goes without saying that a variety of accommodation options is a positive addition to tourism. I do think that there should be more affordable housing on the coast BUT the responsibility of providing that is the government's (funded by taxes and ??). To target home owners with suites as a solution to the housing crisis seems unfair. From my personal experience as a landlord, I have decided to never do longterm rentals again. I had a tenant that did not pay rent for a year and it was almost impossible to get her to leave. I had another tenant who was absolutely mean. He was allowed to sublet a room (an arrangement before I owned the house) and would then treat his tenant unfairly in the house that I owned!! And, I couldn't get him to change his behaviour. A nightmare! Also, the rental tenancy act gives decent landlords no recourse to terminate a very unpleasant situation in their own home. No way I'd ever do that again. I also think that targeting creative homeowners with suites to generate NECESSARY income is unfair. There are many large lavish homes in Gibsons occupied by only 2 people who are not expected to help solve the housing crisis. Short term rentals advertised through airbnb and VRBO offer a whole new world to travellers. It is a progressive and interesting way to travel and for individuals to be involved in the tourism industry. Why should blanket restrictions be imposed? If noise or parking bylaws are violated, they should be addressed on a case by case basis. And if there have been no previous complaints, why should one have to submit \$1000 deposit? Short term rentals make our community richer in culture and far more interesting to tourists. More facilitating...less restricting is the way to go! Our town should be supporting, not restricting short term rentals.	10/23/2019 12:28 PM
15	Air bnb has added a 10% tax and supposedly it goes to the TOG. How much \$\$ did last year bring in to TOG? What is that \$\$ used for?	10/23/2019 12:07 PM
16	Need to balance ability to keep the home and make income from STR in order to do so, and need for housing in the community, as well as nuisance cost for those not well managed (party houses/parking)	10/22/2019 10:51 PM
17	There really doesn't seem to be a problem. I believe that there are only 2 houses and they have been shut down.	10/22/2019 10:23 PM
18	STR need to have a local owner available. The owners need to be responsible for the quests they accept and the impact on their neighbours and community.	10/22/2019 8:03 PM
19	Too many restrictions & controls by town & neighbours	10/22/2019 11:49 AM
20	Experience so far would show that the impact of party houses in a neighbourhood can be quite devastating especially after 16:00 after the noise bylaw officer is off duty and the police is tied up with other daily business, also the lack of long term rental space is widely known	10/22/2019 2:13 AM
21	There are a significant amount of short term rentals on the Sunshine Coast, particularly Gibsons which makes it very difficult for full-time residents to find housing. Regulating short term rentals offers more opportunities for those who need full-time accommodation.	10/21/2019 6:31 PM

## Community Survey re) Short Term Rentals

22	I am a full-time, long-term, senior, low-income renter in a house in Gibsons that the owner is considering selling. Given the escalating cost and diminishing supply of long-term rental accommodation in this town (and on the entire Lower Coast), I am extremely concerned about my options, if/when I am obliged to find a new place to live, as well as the options of others in similar or worse situations than mine.	10/21/2019 2:41 PM
23	There is no reported or documented problems with current str available for review. This is a discriminatory contemplated policy with no factual basis	10/20/2019 1:48 PM
24	I'm opposed to limiting STRs to just the primary residence. As someone who regularly and responsibly uses STRs while traveling, I always look for accommodation that is private and separate from the principal residence. In a town where there are very few suitable hotels and motels, and where the growth of the community relies on the income from tourism, limiting these options would be a poor decision. These proposed restrictions seem to be acting on the assumption that most visitors have bad intentions.	10/20/2019 12:18 PM
25	Do not agree with the town being involved with how tax payers manage their properties. \$1000. dollars sounds like a punitive tax. Takes away tourist accommodation and does not lead to long term rentals. Would rather have a short term rental than a long term rental . Notifying neighbors is ridiculous . If there is a problem, call the police.	10/20/2019 10:17 AM
26	If a portion of a property is to be used as an STR, this property MUST be the owner's principal residence and the owner MUST reside there. Therefore, the entire property cannot be used as a STR. In townhouses, condominiums, STR's must be for 30 days or more and again this MUST be the owner's principal residence and the owner MUST reside there. Anything less could be detrimental to the other people living there. Strata bylaws must also be adhered to. Parking MUST be provided on the property, not on the street or in the lane or in visitor parking stalls.	10/19/2019 8:56 PM
27	the home beside mine was bought and modified with the soul purpose of capitalizing on a lucrative tourist nightly rental opportunity. Slick "over selling" of the size of the property , the suggestion of sleeping facilities for a dozen adults (plus infants),and the supply of outdoor hot tubs and firepits guaranteed unbearable pressure on the neighbourhood and local police force.	10/19/2019 3:50 PM
28	The most important is to ensure that short term rentals don't turn into "party venues" or other noisy situations that disturb neighbourhood residents	10/19/2019 1:13 PM
29	Across the street we have parking problem with all the cars	10/19/2019 8:55 AM
30	the info sheet talked about "party houses" - well that' s just a number of beds which theoretically translates to person occupants - ever lived next to the wkld rental with dogs barking (which incites all the neighbor dogs barking), music blaring, car doors slamming and honking and motors roaring w people yelling whooping it up --- they might not all be "sleeping" in the short term rental but they might have been "invited" over to the rental. Is the septic sewer system meant for this / is the parking meant for this / is the balcony meant for this (Aldergrove BC lawsuit in recent news). We don't commute all week to work hard for our two days off to have our wkld disturbed by some long-distance landlord. B&B - fine - with owner on site in the same building.	10/19/2019 12:52 AM
31	the more restrictions the better	10/18/2019 9:23 PM
32	I believe that the amount of short term rentals operating in gibsons has greatly and negatively impacted our rental market.	10/18/2019 12:59 AM
33	property owner should be in residence at the house	10/17/2019 10:43 PM
34	If Short term rentals are allowed then I think the owner needs to be on site.	10/17/2019 10:26 PM
35	There should be someone responsible on site to deal with bylaw infractions (noise, garbage, campfires, etc.).	10/16/2019 7:09 PM

Community Survey re) Short Term Rentals

36	<p>Why are you singling out short term rentals as the catchment issue as a problem for long term rentals and attempting to provide the town staff with unlimited powers to enter my/our homes? This is far beyond acceptable and just a further bureaucratic maneuver to choke the limited remaining privacy we may have in this overbearing technology age. You mention there are 40 such rentals? How many of those rentals are problematic that require such heavy handed regulations? 10%? It sounds like a make work project to generate revenue streams to administer the unnecessary monitoring of everyone due to maybe 4, 8, 10 properties that may have problems? Why can you not fine or close down the problem rather than 'proactively' interrogating a short term rental that has no impact? Really? Fine them and if that doesn't work shut their water off. Why would you not be asking many of these questions to longer term rentals? Are their tenants loud, take up parking and diminish the character of the neighborhoods? If you asked that the town be able to enter anyone's home that has guests, or a roommate or tenant they would probably start planning to go to war not just answering your survey! If long term housing is our main concern; which this effort looks like that is the focus; why did you not start with a survey that asked people why they choose not to offer long term rentals if they have something suitable? You missed the most obvious fundamental question as it pertains to attempting to understand available housing rental inventory or lack thereof. You assume without evidence or data that short term rentals are made available to earn more money than a long term rental. You are jumping ahead to make it appear you are doing something proactive when the issues are much greater than short term rentals. If you regulate to the point I/we would not provide a short term rental I would not offer long term rental regardless. I would not ever offer long term rental to a tenant I could not remove accept for under the terms of the current BC tenancy act. They are far too bias to tenants than landlords. Many short term rentals are backlash for tenancy rules that favour the tenants and not the landlords. So your efforts may only reduce economic stimulus that these short term rentals have done for this town, created negative inequitable bureaucracy for home owners with extra space. The issue of housing is the whole community's concern and the short term renters should not be vilified as this activity is doing. What are more affluent higher value real estate properties contributing to this issue? All the people other than the 38 you indicated will answer this survey yet there are no questions about what they should be contributing or whether you can enter into their homes at will. That question should have stood alone in itself! The suggestion that we have to provide a phone number to our neighbors is infringing on my privacy. I have a problem neighbor who I had to speak to the police about and you would force me to give him my personal phone number? Even though there isn't and wouldn't be any issues at my property? Is he supposed to complain to me directly if he feels there is a problem with my property? I would not take his call because he is aggressive, not rational and I am scared of him. If there is a legitimate problem to the neighbourhood why would he not call the town and you call me? If he can complain legitimately about one car relating to my house why cant I complain about multiple guests, visitors and children's cars he has at his house? This whole effort is inequitable as it targets a tiny amount of community members in a highly public way to appear that this is top of agenda. The top of the agenda should be to reform the BC Landlord Tenancy Act. When has there ever been an evaluation of those rules and the recent changes they have made that have been negative to the housing availability? They have made some recently that have lessened available rentals. Its just Airbnb is the problem in the eyes of the media. We need to dig way deeper. Its just too easy to go at Airbnb as it appears to be the surface layer.....further down is just to complicated for everyone to absorb and it would require that we look at ourselves. There is so much more that could be done to improve housing availability that significantly dwarfs this short term housing rental concern. Its just unfortunate that this is a visible scape goat that everyone can point a finger at without doing anything themselves as it only right now relates to 38 properties in Gibsons. You need to postpone this activity until you understand why property owners with rent-able spaces do not want to rent them. Ask things like have you ever gone to court and lost money trying to evict a bad tenant? Have you lost money over rental damage that the tenant never was held responsible for? Did you suffer emotional stress in your own home over problem tenants you could not evict without significant distress? Would you rent our your space if the eviction process was no fault with 4 to 6 months notice? Answers to these types of questions would help understand what is happening. Consider those who have suffered these damages and have moved to a short term rental option because of it. The numbers are more than you think. Now you want to propose more loss of liberties to them after most have already suffered. Its like if you have a place to rent you are a target and this action is making it more so. Talk to land lords first! Look at the many restrictive local bureaucracies that are in place like those surrounding tiny homes, house moving, house demo salvage, etc etc. Create a ongoing task force with local residents before you come down on short term rentals! Help them and the housing availability would increase accordingly!</p>	10/16/2019 4:52 PM
37	I would like to see a mechanism by which owners could be contacted if there are problems.	10/16/2019 10:27 AM
38	restrict the number of people per rental units,	10/16/2019 9:58 AM

## Community Survey re) Short Term Rentals

39	I strongly support that no short term rental should operate in any dwelling that could be use as a long term rental. The support the TOG proposal that STR be prohibited in secondary suits, garden suit, cottages or houses that are not primary residence.	10/16/2019 9:56 AM
40	The excessive traffic when the place is rented especially with people that don't know not to park across driveways or Speeding down busy street.	10/16/2019 8:11 AM
41	It is very necessary to put on restrictions	10/15/2019 10:17 PM
42	I live in Lower Gibsons; there are a few STRs in my neighbourhood and none of them has presented a problem for me. A family member has operated a popular one bedroom STR in the SCRd for 10 years, so I am familiar with the pros and cons for all perspectives. - designated off street parking for STRs should be mandatory - a \$1000 deposit would be onerous, as many STR operators rely on the income to help them stay in their own homes. I doubt it would be used by Gibsons to actually hire enforcement (our lone bylaw officer is already hard pressed to cover current bylaws...my further comments will reiterate this;-) and the deposits would likely just go into general operation funding. - The number of STR rooms in a house could be limited using an allowable to square footage ratio. - Ridiculous to restrict the total number of STRs allowed in Gibsons. How would that number be determined? and enforced? (see my other comments...there's a theme!) - Many STRs are advertised year round, but actual bookings are far below the availability for many of these STRs. The one operated by my relative is booked on average 4 nights a month and is used far more by visiting family and friends. If one purpose of restrictions would be to make more long term rentals available, it wouldn't achieve its goal. LTR, unlike STR, is not flexible enough for some operators. - STR operators should be resident on site...no party houses or condo/apartment full unit rentals. - detached cottage or garage loft STRs should be allowed if the operator resides in the main residence - I think that people residing in RVs parked on Gibsons streets and roads are more of a problem than STRs...and I don't mean tourists in rented RVs who get stuck for a night with no where to go. There's one residential RV regularly on the same street as Town hall and another often adjacent to Dougal Park. ?????	10/15/2019 8:07 PM
43	I think if a unit is livable (ie has a kitchen and bathroom), it should be available for long term rental and not short term. However, I also believe that less governance is better, and believe that people who own their properties should be able to do as they see fit (within laws of conscience). For example, once new housing units are built, the need for housing will decrease and short term rentals will not bear the brunt of everyone's frustration. Perhaps a solution in the interim is to offer tax incentives for homeowners willing to rent their units long term rather than short term - banning something or creating operational parameters now means they must be edited or removed at some point in the future. Another option is to offer deeply discounted property management through a local provider that is committed to long term housing options and has a tenant and landlord-vetting process in place.	10/15/2019 7:54 PM
44	What appears to need to be clarified is that property ownership laws need to be restricting useage @ times of housing crisis; preventing purchasing of properties for investments & income generation other than LTR. Limiting STR 1)increases demands for tourism accommodations 2)decreases availability for employable people in community. One big PRO to STR is that it deflects many concerns landlords have with the Tenant/Landlord ACT. Several people I know prefer to leave their home empty rather than take chances with tenants due to the heavily weighted protection of the tenants in the ACT. What would help is to have a Community BASED rental ombudsperson. Someone in the field of mediation already.	10/15/2019 6:06 PM
45	Next to my mother there is an empty home that has been renovated to accommodate 12 people and the parties held at this home late into the night are disruptive to the neighbours enjoyment of their homes. Police know this house they have been called so many times for complaints.	10/15/2019 11:53 AM
46	I want to operate legally but need to continue to be allowed to have a STR to afford my house.	10/15/2019 11:50 AM
47	They should be the same as any B&B or require re-zoning to commercial use with appropriate property taxes. They are not a residential use.	10/14/2019 9:08 PM
48	The short term rentals that cause the biggest problems are when the owners are vacant.	10/14/2019 8:22 PM
49	The ones I know about are a disruption in the neighbourhood	10/13/2019 7:37 PM
50	Currently short term rentals are unlicensed businesses, mini-hotels if you will, without the controls, oversight, and restrictions that normals hotels and businesses operate under. There is major scope for abuse (and any number of horror stories regarding them). They need to be closely regulated in any community.	10/13/2019 3:41 PM

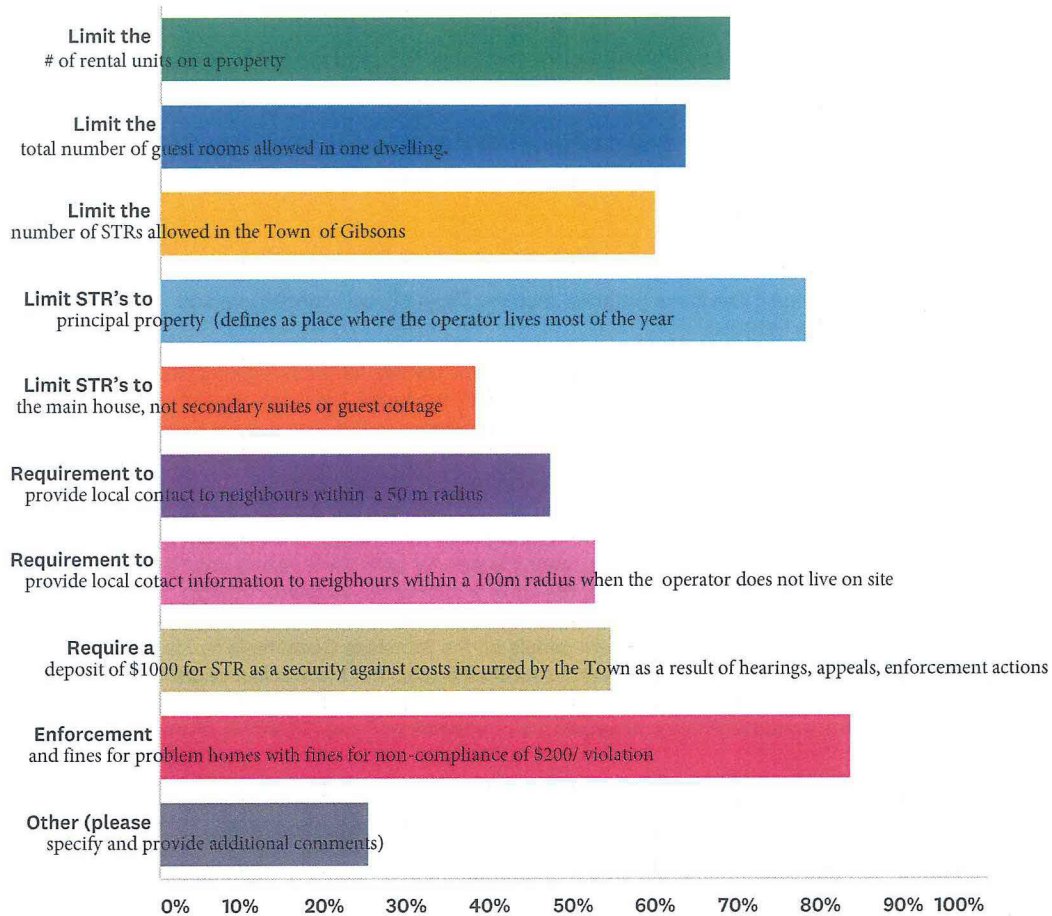
## Community Survey re) Short Term Rentals

51	STRs should have the owner on the same property or close at hand to handle any complaints, problems. STRs in apartments are not fair to the remaining tenants - people coming and going and any complaints will not get immediate response. Some busier tourist areas could have modified rules for the STRs but neighbours must be in agreement.	10/12/2019 9:39 PM
52	I fully support restricting non resident owners renting out homes with no supervision.	10/12/2019 11:30 AM
53	Retain the long term rental supply	10/12/2019 2:34 AM
54	The proliferation of short-term rentals threatens the integrity of neighbourhoods, reduces much needed long-term rentals and can skew values as some speculate on numerous properties to rent out as short-term.	10/11/2019 6:45 PM
55	I think if the town truly wants to address the lack of long-term rentals it needs to go farther with the restrictions. Traditionally, "affordable housing" meant a basement suite in a house, which these restrictions don't address.	10/11/2019 4:03 PM
56	Our biggest concern is when there is no on-site supervision and the number of people renting.	10/11/2019 12:26 PM
57	testing. not clicking ok	10/10/2019 6:12 PM
58	more	10/10/2019 4:20 PM
59	Our short term rental tenants bring many tourists to the town of Gibsons and local businesses, and allow us to spend time in Gibsons (travelling from Vancouver) when it's not in use. Our house in Gibsons has become a place for our family and friends to get away from the city to relax and we have created many wonderful memories there. With the new short term rental rules, we would be unable to visit the property at all. We have multiple suites on our property, one of which is a currently vacant two bedroom long term rental. It is sitting empty because I cannot find any qualified tenants. I imagine that changing these rules will result in many home sales, which in turn would drive the housing prices down. We are an Airbnb Superhost having invested a lot of money into our property recently, we pride ourselves on renting to responsible tenants who will take care of our home and property as if it is their own. We only rent to people with good reviews, and people pay a premium for a property that is well taken care of. We also have a regular tenant who comes about once a month to stay at our place because there are no hotels in Gibsons that she feels are adequate. Her daughter lives two doors down from us, so with our suite, she is able to spend time with her grandkids without intruding into their space. Our home has become a vacation home for not only us, but many of our guests who have returned multiple times throughout the last two years or so.	10/10/2019 8:56 AM

Community Survey re) Short Term Rentals

Q6 If you answered 'yes' to the question above, please indicate the type of restrictions the Town should consider. (Respondents who answered 'no' and 'maybe' can skip this question). Check all that apply:

Answered: 55 Skipped: 15



ANSWER CHOICES	RESPONSES
Limit the number of rental units on a property	69.09% 38
Limit the total number of guest rooms allowed in one dwelling	63.64% 35
Limit the number of STR's allowed in the Town of Gibsons	60.00% 33
Limit STR's to principal property (defined as the place where the operator lives most of the year and demonstrated as the address listed on the operator's tax return.)	78.18% 43
Limit STR's to the main house – not secondary suites or guest cottages	38.18% 21
Requirement to provide local contact information to neighbours within a 50m radius, when the operator does not live on site.	47.27% 26
Requirement to provide local contact information to neighbours within a 100m radius, when the operator does not live on site.	52.73% 29
Require a deposit of \$1000 for STR's as a security against costs incurred by the Town as a result of hearings, appeals and other enforcement actions	54.55% 30
Enforcement and fines for problem homes, with fines for non-compliance e.g. \$200/violation and can be cumulative.	83.64% 46



Community Survey re) Short Term Rentals

Q7 What do you think the Town should be doing MORE of – with respect to regulating short-term rental accommodations? (Click on the box below to start typing. Click "OK" when done.)

Answered: 49 Skipped: 21

#	RESPONSES	DATE
1	I don't know, but I DO K NOW that a family has been sleeping in sleeping bags in the woods along the Inglis Trail. It is monstrous that Gibsons residents on modest wages are unable to safely raise their kids in a secure long-term home by renting.	11/1/2019 10:38 AM
2	Keep going in this direction - regulation.	10/31/2019 10:14 PM
3	Well first find out about them! I am sure there are many more out there than you realize.	10/31/2019 5:34 PM
4	The Town should ban them, but if that is not possible, then the Town should licence them and publish a list of the properties licenced.	10/31/2019 4:15 PM
5	I think the Town should consider innovative ways to reward home owners for providing long term rental housing. I realize a tax break would be hard on the Town's revenues, but surely we can come up with some kind of a bribe/reward for people to allow someone to live in and enjoy their unoccupied properties ? We have daughters age 34, 37 and 40 who work hard and make steady wages. Two of our daughters (located in Vancouver and London, UK ) share rental accommodations with two or more room mates. Another, a PhD, lives in a low income coop in Vancouver. Meanwhile, the young people across the street from us in Gibsons, all employed, are facing a 'renoviction' as the home three of them are renting is now for sale. My husband and I like young people around, and if they go will miss them. We know a man about 40 years old who rented a suite across from the Public Market. He was renovicted, informed the suite would go to Airbnb, and had to move to Langdale. Many affluent people on the Sunshine Coast have no idea what younger people are going through to keep a roof over their heads. For the first four years we've lived here, I walked our dog past many homes that seem to be vacant 250 or more days of the year. I think the town is on the right track to restrict the number of STR units available on each property. OK	10/31/2019 3:06 PM
6	Much higher penalties for infractions like not being on site . Fines that are cumulative and are attached to the tax bill or title so that consequences are more substantial. Providing 24/7 enforcement for violations like noise disturbances at night .Requiring owner to be on site at all times and heavy fines for infractions.	10/30/2019 12:40 PM
7	hire more bylaw officers and strictly enforce the bylaws in regards to STR	10/30/2019 12:13 PM
8	Don't allow it. Hotels are in hotel zones for a reason; transient populations vs communities.	10/27/2019 3:11 PM
9	Is this really that much of a problem?? If there are people making a lot of noise then the cops can show up. Just like any other residence. I think this is an over reaction.	10/26/2019 7:18 PM
10	Short term rentals has revitalized the whole Sunshine Coast and we will be shooting ourselves in the foot not to ensure it continues.	10/24/2019 9:38 PM
11	enforcement will be the challenge with any regulations...this must be done regularly checking things like up to date contact info when owner is not on site, for example. Checking listings on the internet and ensuring these listings are compliant with the regulations. I am in favour of limiting these short term rentals to build the long term rental opportunities.	10/24/2019 6:25 PM
12	compliance and enforcement. ToG does not investigate complaints. Grow a spine BEO!	10/23/2019 11:35 PM
13	Ensuring complaints are dealt with in a timely and efficient manner.	10/23/2019 4:45 PM
14	More facilitation , more appreciation of what is brought to the table.	10/23/2019 12:28 PM



## Community Survey re) Short Term Rentals

15	Complaint driven would make the most sense. If the property owners are doing a good job, then why limit their ability to make some money? We hire local cleaners, we hire local gardeners, we buy local, and we have a 5 star rating on Air Bnb. We don't have complaints from anyone. I don't feel that a long term rental shortage is our problem. I also don't feel that a tourist business that needs short term workers accommodations is our problem either. Look at tourist towns all over North America, the employer builds their own accommodations for its workers. Gibsons has poor tourist hotels. Think of your Air bnb operators as revenue generators in the community, instead of blaming them for the ills that affect the town. We have very happy clients, they love Gibsons, they often return, and they tell their friends. Each and every one of our clients sample the local restaurants, the market, the breweries, and the shops.	10/23/2019 12:07 PM
16	It would be good to do a survey of the community, not just STR people, to see what the community in general thinks. We have never had any complaints or issues with our STR. I think the \$1000 deposit is steep. Credit should be given for "good behaviour" and a history of good reputation.	10/22/2019 10:51 PM
17	I think the town should support us. Most of us have families and this is one of our only alternatives to remain on the coast	10/22/2019 10:23 PM
18	If it's not a problem do not over regulate Use other sister communities to follow best practices.	10/22/2019 8:03 PM
19	Balanced regulation	10/22/2019 11:49 AM
20	Limit number of licences made available	10/22/2019 2:13 AM
21	Limit the number of rental units on a property, limit to principal property, and limit the number allowed within the Town.	10/21/2019 6:31 PM
22	* Is \$1000 sufficient to cover costs in case of infringement of regulations? * In other jurisdictions, local or further abroad, how many home-owners are participating in short-term rental without registering, robbing the local government of even the very tiny fees required? * What provisions has Gibsons set up with regard to noise or other neighbourhood disturbance, and has the Town sufficient resources for enforcing these regulations?	10/21/2019 2:41 PM
23	Nothing - This proposed regulation is not required	10/20/2019 1:48 PM
24	Nothing . This will affect tourism and business owners negatively. Why is the town always bowing to the local minority?	10/20/2019 10:17 AM
25	I think that when all the comments regarding this survey are compiled, the Town will be able to draft some great bylaws. Regarding the utility bills, I strongly believe that property owners should be charged sewage costs based on the amount of water used, not as a flat fee as it is now. If more people are residing in a home, (STR), then the owner should pay their fair share of the sewage costs.	10/19/2019 8:56 PM
26	First protect and support the existing residents and neighbourhoods before attempting to allow a single home owner or new owner to explore "additional revenue opportunities".....also , the Town can support the by-law enforcement officer in using the existing by-laws, and their obvious written intentions, to protect the citizens against business activity in residential areas.	10/19/2019 3:50 PM
27	Strict regulations and enforce them ,no excuses if they don't pay deduct to the cost of their property when sold. Short term rentals is very upsetting when they move to the neighbourhood	10/19/2019 8:55 AM
28	It seems there was a problem house up on the Bluff a few yrs ago --- did the Town not learn? No long term resident will want to invest in a home in a community where their hard work is not respected. The snowball effect will be felt in how taxpayers of longterm value want their money spent - schools, ice rinks, pool upgrades, libraries etc. How will the Town pay for policing for party places?	10/19/2019 12:52 AM
29	I think short term rentals main cause of shortage of rentals in Gibson's short of banning them altogether enforce the restrictions you are going to put on to them if you have the bad luck to be near one very disturbing to neighborhood,	10/18/2019 9:23 PM
30	The 100 dollar licensing is too lax.	10/18/2019 12:59 AM
31	limit the number of STRs in any given block	10/17/2019 10:43 PM
32	The Town should maintain accurate data on number and type of STRs, should set a limit on the % of dwellings so Gibsons doesn't become a ghost town in the off-season. Bylaw compliance is critical when it comes to issues of garbage (bear attractants) and campfires especially in summer/fall months.	10/16/2019 7:09 PM

## Community Survey re) Short Term Rentals

33	<p>It sounds like the reason for the enforcement is to stop problem short term rental houses (and presumably increase long term rentals). I say presumably because it is assumed that if you restrict available rental spaces more long term will come on the market. You have no data to support that assumption. Why don't you focus the efforts on enforcement and leave the rest of the responsible caring community members alone. If the property isn't managed properly then escalate the fines and then if that doesn't work shut off the water. There are means to shut down a poorly managed property or a property that makes rental noise....you just haven't listed those options here for us to vote on. You just proposed to regulate all of us. Short term rentals has been one of the most significant economic development drivers this town has ever had. Visitors shop, eat out, explore, tell their friends and move here. Over regulating is a slippery slope. Bureaucracies must match what you are asking home owners to provide. Why is it the rules are that you cant get a mortgage on a piece of land? You could get an equity mortgage on a house with no job. Why not an equity mortgage on land? Affordable housing doesn't mean its just cheap to rent or to buy as is. There are many other creative and affordable ways to get people housed. What you could do more of is looking at your restrictive policies and attempt to fix those. Apparently 10 years ago your building inspector said it was overdue that the town rules about moving or barging a house into Gibson's be changed. He said it was restricted because they moved them at night and the town didn't like the noise. Hopefully a little noise can be tolerated to allow this affordable housing option, not to mention a landfill reduction when people demolish these homes instead of moving them. Has this been allowed now? I heard you could move a house within Gibson's but not from outside Gibson's into Gibson's. This is an example of a positive check mark on the list of things in favour of more affordable housing that doesn't cost the town anything.</p>	10/16/2019 4:52 PM
34	<p>Ensure that units or houses are not bought for use as STR yet fall into the category of primary residence. The TOG needs to evaluate whether it has the capacity to properly regulate or police STR. It should not rely on the typical "complaints driven" enforcement approach. This puts the onus on neighbours to complain to the contact or TOG. Neighbours have no say in whether SRT operate in their area and receive no benefit yet all of the potential cost and disruption. The town needs to build into the regulatory framework a way to measure the support by neighbours of operators on an ongoing process.</p>	10/16/2019 9:56 AM
35	<p>Get Enforceable regulations in place asap</p>	10/15/2019 10:17 PM
36	<p>There should be more bylaw officers. One is not enough...no one is available on weekends or after hours, so how exactly would you be able to enforce more bylaws when the Town can't even enforce the ones already on the books?</p>	10/15/2019 8:07 PM
37	<p>Collaborate regionally to address lack of housing options and get real units built asap. Town could potentially create a fast-track process for developers of housing units where the application, design, and discussion process takes less than the typical 1-3 years.</p>	10/15/2019 7:54 PM
38	<p>There's absolutely NO point in creating new laws unless you have the means to enforce them. If you solely rely on the tattletales of unhappy neighbors, then this will create animosity among neighbourhoods. I believe this is something of a concern raised by Honourable Bill Beamish in his platform he expressed a desire to get more 'community connection and cohesiveness'.</p>	10/15/2019 6:06 PM
39	<p>Removing licences for repeat offenders so they understand they will lose all revenues if they do not screen or supervise renters appropriately - it should not be up to neighbours to raise issues.</p>	10/15/2019 11:53 AM
40	<p>I think the town should have someone come to each and every short term rental site to determine whether or not it's appropriate. Also promoting the ones that do a great job and help bring revenue to the town.</p>	10/14/2019 8:22 PM
41	<p>The biggest thing is making sure people who live here have accommodation BEFORE str are allowed.</p>	10/13/2019 7:37 PM
42	<p>As above, the Town needs to be pro-active and take charge since there is currently a gap in regulation. The ideas listed above are a start and can be reviewed as time goes on.</p>	10/13/2019 3:41 PM
43	<p>Investigate what other communities in Canada are doing to ensure a good balance and quality of life for their long term residents - social and business.</p>	10/12/2019 9:39 PM
44	<p>I support the prevention of party houses appearing in residential neighbor hoods</p>	10/12/2019 11:30 AM
45	<p>I think if you limit the overall number of units, you address the issue I mentioned above - if the town truly wants to address the lack of long-term rentals it needs to go farther with the restrictions. Traditionally, "affordable housing" meant a basement suite in a house, which these restrictions don't address.</p>	10/11/2019 4:03 PM
46	<p>By-law to restrict noise after 11pm.</p>	10/11/2019 12:26 PM

Community Survey re) Short Term Rentals

Q8 What do you think the Town should be doing LESS of – with respect to regulating short-term rental accommodations? (Click on the box below to start typing. Click "OK" when done.)

Answered: 38 Skipped: 32

#	RESPONSES	DATE
1	Don't be distracted by claims of 'needing extra income'. If the unit in question is self-contained, the homeowner can gain income by renting it long-term	10/31/2019 10:14 PM
2	The Town should stop promoting the myth that STRs are needed to attract visitors to the Coast. We have B&Bs, motels, and hotels for visitors. We do need housing that the people needed to work here can afford. I can't hire a resident in a STR to roof or paint my house or take care of me in the hospital. I need residents for that, people who can afford to live here.	10/31/2019 4:15 PM
3	Agree better to have less response to complaints based on immediate and reactive situations and more proactive checking to ensure the STR is compliant OK	10/31/2019 3:06 PM
4	Theses type of accommodations are detrimental to a neighbourhood. They are disruptive. Short term renters have no interest in what's good for the community. They come and go . They have no incentive to be a good neighbours and as such they are noisy,inconsiderate , and often overuse the land ie septic systems and roadways . I have seen fire pits I use when there are fire restrictions in place and I have heard parties all night even though the absent owner had said 'no noise after 10 pm' . What a joke .	10/30/2019 12:40 PM
5	nothing enforcement should be greater	10/30/2019 12:13 PM
6	Less being unclear and indecisive	10/24/2019 9:38 PM
7	Pretending there is no problem and pandering to the wealthy who are most likely not paying taxes on the income. The impacts on neighbourhoods by not having real neighbours is ultimately devastating to the well-being and health of the whole community. It is critical to building neighbourhoods to have real and stable residents.	10/23/2019 11:35 PM
8	the 1000 bond is not acceptable to me If my Air BnB became a problem sure but I have never had complaints and live on the premisses	10/23/2019 5:50 PM
9	Do not limit the number of guest rooms, or use of secondary suites or guest houses. Tourism economy relies on this, especially in lower Gibsons where there are no hotels. Owners who don't want to do long-term rentals won't, and instead they'll just sit empty. It's a lose lose situation.	10/23/2019 4:45 PM
10	Address problems as they arise. Stop painting all short term rental operators with the same brush...money grabbing greedy villains.!!	10/23/2019 12:28 PM
11	Quit trying to limit growth. It's an expensive little town to live in. Air bnb gives us much needed income so we can pay those steep property taxes.	10/23/2019 12:07 PM
12	Too many restrictions - without the staff for enforcement - no need to limit number of guests / units / etc. unless there is a problem. The regulations should be available for problem situations and not have to apply across the board.	10/22/2019 10:51 PM
13	I do not agree with the increase of a business licence. Or having to pay an extra \$100 a room. What are we getting for this increase? And having to put a\$1000 fee as a damage deposit when 70/72 properties have not been a problem. Please be fair, we have a home business and I don't know of any other business that asks for this damage deposit. we are home owners and are proud of our homes.	10/22/2019 10:23 PM
14	The fees for licensing based on rooms available for rent is excessive and a flat rate per STR is reasonable.....are other business licences based on their operating size?	10/22/2019 8:03 PM
15	Less regulation	10/22/2019 11:49 AM
16	Look at the promised economical impact of the phenomenon	10/22/2019 2:13 AM

## Community Survey re) Short Term Rentals

17	* Letting short-term rental owners from simply raking in the profits. I'm especially concerned with the second-home owners, not those who own one home & maybe are on fixed income & are just scraping by. * What is \$100 today, especially to someone who owns a second home (i.e. the absentee owners)? Hardly more than a meal at a high-end restaurant. Don't hotels/motels and B&Bs pay other fees to the Town or other governing body -- \$200 B&Bs, & some sort of hotel tax for the others, & I don't know what else? Short-term rental must be very lucrative for the homeowner, or there wouldn't be so many jumping into it. Surely they should be contributing a reasonable amount for the privilege?	10/21/2019 2:41 PM
18	Existing regulations already cover these issues	10/20/2019 1:48 PM
19	Stay out of the short term rental debate. It is not illegal to have a short term rental. You are creating more bad will in this town.	10/20/2019 10:17 AM
20	Less Delay in enforcement of any current by-laws, while waiting for a new or specific by-law.	10/19/2019 3:50 PM
21	We need more worker to enforce the law.	10/19/2019 8:55 AM
22	pretending the situation will go away - look at any and many other communities in popular destinations in BC	10/19/2019 12:52 AM
23	I don't have any suggestions for less.	10/18/2019 12:59 AM

## Community Survey re) Short Term Rentals

24	<p>Over regulating. The suggestion that you think it is a fair and reasonable option to proactively inspect the inside of my/our homes is absolutely big brother unacceptable. If you are doing it it must be across the board to all rental houses with long term tenants or any house that accepts guests. There is no equitable logic to target one type of occupancy regardless of the spin on it. If everyone has to have proactive home inspections the townspeople would vote no and we all know it. Its not fair to ask others who are not subject to this invasion of privacy to impose it on another when they aren't having it imposed on them selves. We should not have to give the neighbors a letter telling them what is not any of their business and offer them our private phone number. This is so that the neighbor will police each other on a one way basis? They can have guests park and have multiple tenants but a short term rental is at risk of a complaint that the same neighbor does as well? This is not equitable and you are vilifying short term rentals. I pay school taxes yet I have no children. As a community I believe it is fair I contribute to my community. It appears like you are trying to raise funding to cover the cost of policing and scowering anyone for short term rentals and the costs with monitoring complaints. This is part of living in a community and either is shared by the community or is paid for by fines from the bad offenders. I know neighbors that are supposed to park in their garages but have gyms, storage, man caves and workshops in them. How are you policing and monitoring them? You are again vilifying short term rentals. What level of control are you planning to employ to catch people watering on restricted days? Why is there not a program to employ new staff and fly drones to route them out? (We obviously don't want that). This is a town of 4200 people. How much policing of how we live do you intend to adopt as technology makes surveillance so easy? As for restricting how many people can stay in a short term rental home; again normal respectful use would not be a problem. Its when more fill the house and have a party that seems to be the problem. Fine the problem people!! The SCRD mentioned something about allowing only two people per bedroom. Does this mean parents that sleep with a child can not do this? The problem is too many people in the house that make noise or party...so do not over regulate families enjoying families and fine the people taking advantage and not respecting the neighbourhood. Just because some major cities over regulate short term rentals doesn't mean that all major cities do or should. Some have exactly opposing views. Copying what Vancouver does doesn't make it the best solution or one that makes sense in a tiny town like ours. The question about whether we should allow someone to host a short term rental that isn't its primary home is also not that simple. Many people live on the coast seasonally. These are their summer cottages. New rules by the government don't allow them to rent out their cottages for less than a long term forever rental. You can not have a lease term anymore. So they used to be able to rent those out from say Sept to May. Now they cant. They might be prime candidates to put their cottages on short term rental (under 30 days). They would not qualify as these cottages are not their primary residence although these people are part of our community. They are not investors buying up real estate to Airbnb out. If they rent out on Airbnb its assumed they do it all the time. They might just do it here and there to help pay their property taxes. This type of rental is good for our local economy. It employs mostly women who are contracted to do the cleaning at \$30 to \$35 an hour. What other jobs on the coast pay women that kind of wages? Less of that is disappointing. So less blanket approaches of regulations and more understanding how government tenancy rules negatively affect long term housing and how short term rentals differ from each other. Your question should have been should we allow people to buy property solely to Airbnb out full time? Most of us would answer no. If you asked should a seasonal property owner who lives primarily in West Vancouver be able to post their cottage on AirBnb a few times, all the time or never would be considered differently than the question you posed.</p>	10/16/2019 4:52 PM
25	<p>Less STR in neighbourhood areas. Put more emphasis on improving the appeal of businesses in areas zoned for short term accommodations.</p>	10/16/2019 9:56 AM
26	<p>I am not aware that it is doing anything right now</p>	10/15/2019 10:17 PM
27	<p>Less looking for ways to extract more \$\$ out of taxpaying home owners. The STR operators I know count on the income and provide accommodation for TOURISTS who spend a lot in Gibsons. Most of our tourists - excluding day trippers - would not be here otherwise. The motels are overpriced, shabby, and booked up with off coast workers who spend little in our shops and galleries. Also, none of the operators I know would even consider having a full time tenant or boarder as they do not operate their STRs on a 24/7/year round basis. Gibsons would lose a valuable tourism resource if it strangled STR operators.</p>	10/15/2019 8:07 PM
28	<p>Less laws. More community engagement and integration on a personal level, creating accountability. Town could run anonymous interviews with people who are employed-homeless and create awareness campaigns for positive messaging rather than putting up blocks and further distancing from residents.</p>	10/15/2019 7:54 PM

## Community Survey re) Short Term Rentals

29	Regulation of STR's is really a reflection on home owner's rights. Your may want to consider approaching this whole "housing crisis" a different way - and look at how housing as a investment has created this crisis more so than what people are doign with their investments... Change the property ownership rules for times of housing crisis.	10/15/2019 6:06 PM
30	Less regulation on types of properties	10/15/2019 11:50 AM
31	Telling someone that they can't do what they are doing but then not following up. Small slap on the wrist doesn't solve anything.	10/14/2019 8:22 PM
32	More not less	10/13/2019 7:37 PM
33	I think too much deference is paid to those who wish to use their home or other property as a cash cow with complete disregard to how their neighbours and the town are affected. In the order of priorities not having to worry anout living next to a party house, and having enough rental income for our town should come before the desire for some homeowners and investors to make big AirBnb bucks.	10/13/2019 3:41 PM
34	I do not think the town should be involved in meddling with short term rentals in a tourist area. Doing so, will negatively affect the businesses that are not accommodation based, I.e. shops and restaurants.	10/13/2019 10:17 AM
35	I do not think you should be placing any restrictions on local residents that forces them to rent to only long term renters.	10/12/2019 11:30 AM
36	pressing the ok	10/10/2019 6:12 PM
37	more	10/10/2019 4:20 PM
38	Interjecting at all - As long as STR operators have a business licence and operate responsibly, they should be allowed to continue as they are. We have NEVER (in almost two years of operating) received a complaint from any neighbours, or anyone for that matter.	10/10/2019 8:56 AM

Community Survey re) Short Term Rentals

Q9 Please provide additional comments here. (Click on the box below to start typing. Click "OK" when done.)

Answered: 35 Skipped: 35

#	RESPONSES	DATE
1	Gibsons needs affordable housing. We do not need people buying up housing and inflating prices because they can rent them out at high prices.	10/31/2019 4:15 PM
2	We have a single family home that we regularly share with various family and friends but have never tried BnB, which is the only hosting we qualify for. I like the idea of BnB once in awhile to help pay toward vacations. Have often wished we had room in our home and property to provide long term rental as am sensitive to today's challenges for so many people. OK	10/31/2019 3:06 PM
3	If people want to make money by having a short term rental then it should not be at their neighbours expense. The town must require on site operation by the owner so that there is accountability. The current fines are ridiculously small and not a deterrent. Enforcement is almost non existent . If you are going to allow short term rentals then you must have the infrastructure in place to provide infraction enforcement.	10/30/2019 12:40 PM
4	The Town has been consistent in avoiding the issue for the past several years. Why is that? Meanwhile our neighbourhood has been been depleted and minimized.	10/23/2019 11:35 PM
5	Please consider my comments above. Lorna MacDonald	10/23/2019 12:28 PM
6	Think of Air bnb operators as valuable tourism operators. We bring money into our town each weekend when we have clients. Thanks	10/23/2019 12:07 PM
7	Many of us cannot afford to live in our homes unless we subsidize our costs with STR. This needs to be taken into consideration	10/22/2019 10:51 PM
8	I think it is silly to try and use Sechelt as our example to follow. Sechelt is run very different than Gibsons and I believe that's why we have chosen Gibsons to live. It is as crazy as making Gibsons like Lonsdale Quay- all apartments, no interesting shops and no where to park...	10/22/2019 10:23 PM
9	STR are providing a great option for tourists with the limited types of accommodations presently available. The number of persons occupying a premise based on the number of sleeping spots can be used to determine after hours how many individuals Should be in the house. Other hospitality Business's have noise/Operating regulations that can be used as guide for STR	10/22/2019 8:03 PM
10	Deal with problem owners on an individual basis as you do in many areas of complaints eg: dogs barking, noisy parties, etc.	10/22/2019 11:49 AM
11	Exporting known problems from tourist destinations into residential areas can not be desirable Focussing short term stays towards hotels and motels and b&bs appears still to be a concept worthwhile	10/22/2019 2:13 AM
12	Thank you for using a Survey method that allows freedom to move back and forth, and the chance to add written comment, rather than forcing one to click a box for each question, skipping none, & no space for adding more.	10/21/2019 2:41 PM
13	If I were to rent my space, it would not be long term. It would be short. Bad long term renters are worse than bad short term renters. It is difficult to get rid of the long term renter. Much easier yo deal with a bad short term renters, they leave and you do not rent to them again.	10/20/2019 10:17 AM
14	I feel most properties with-in the Town are too small and in too close proximity to their neighbours to be used as un-chaperoned nightly rentals. Therefore no full house rentals should be allowed with-in the Town. Significant limitations on how many beds can be offered with an on-site should be imposed, and no amount of disturbance or noise discomfort is acceptable to the neighbourhood if it is the result of a for profit business or an individual earning "Extra Revenue"	10/19/2019 3:50 PM
15	To solve the problem illiminate the short term	10/19/2019 8:55 AM
16	proper B and Breakfasts (or self catered) with resident manager owner on site are great - and in many cases, an asset to the community.	10/19/2019 12:52 AM

## Community Survey re) Short Term Rentals

17	Don't think benefits out way the negatives.	10/18/2019 9:23 PM
18	The license or fee should be very high considering the rentals that are charged per day	10/17/2019 10:43 PM
19	I appreciate that you have asked the public to contribute their input if you truly will consider it and not just use it to support the recommendations to council. Thank you for reading all this. I have much to say on the topic as you can see. I am so very frustrated that the provincial government made more changes to the tenancy act that made things actually worse for prospective tenants as well as landlords. Then my little town is on the verge of adding more (while good intentioned). Its still making some movements towards things that are too invasive and too broad. The responsibility of finding solutions for affordable housing and housing stock is everyone not just the folk that need the revenue in order to afford their mortgage. You are treading on sacred ground by imposing things that happen inside someones home. To be fair if you want to move ahead with restrictions around short term rentals then there needs to be some transparency with equitable treatment to other things that affect our neighborhoods; parking, noise, other bureaucracy that is not positive in helping increase housing stock or that annoys neighbors. I think this approach is premature, overbearing and is following a trend that hasn't really found a solution but that is in a hurry to adopt one to appear like we are keeping pace. Having some statistics surrounding how much of a nuisance this really is would help us understand why the approach is so heavy handed. How much trouble are 38 listings really causing the town of Gibson's? How many complaint calls have been received and how many of those are from different properties? How many long term housing opportunities are really actually available from these 38 listings? Is it 50%? We should know that before we throw all sorts of resources and oppression at this when the number is probably less than 17. You need to survey those 38 that have something rentable and survey the town to see if others just do not make empty accommodation available and why. That needs to happen first or you are going through all this polarizing effort in the dark. I respectfully request you do more balanced research before you attempt to adopt most of what you are proposing against one segment.	10/16/2019 4:52 PM
20	The TOG needs to track costs associated with developing, regulating and enforcing STR. This cost should be born entirely by STR operators.	10/16/2019 9:56 AM
21	They should be properly licensed. They should pay sales and accommodation taxes just like hotels are required to do. There should be adequate off street parking. Limit rentals to 4 weeks. If the operator does not live on site there should be a local appointee who is responsible if a problem arises.	10/15/2019 10:17 PM
22	The badly parked vehicles and boat trailers parked on street around the Gibsons Marina boat launch and Public Market during summer and on weekends are far more of a problem than STRs: on corners, across driveways, in front of post boxes, in signed restricted parking spots, and impeding roadways. Please hire a bylaw officer for weekends as the RCMP do not respond to - and shouldn't be distracted by - calls about parking infractions. Think of all the \$\$\$ Gibsons could make if there was regular and rigorous enforcement 7 days a week. Grind the scofflaws; not STR taxpayers. Enforce the bylaws already on the books...stop wasting our time and money on minimal to non existent problems with STRs.	10/15/2019 8:07 PM
23	1. Community engagement 2. Community education/awareness 3. Community assistance 4. Developer, NPO, and regional government collaboration	10/15/2019 7:54 PM
24	The concern that home owners who use their 'extra dwellings' as investments for income generation are not likely going to invest in homes when there is a ruling passed or an increase on empty home taxes that prevent home ownership with less than 6 month occupancy. You need to look at the perspective of "We have a housing crisis, we have a township who lacks employable people due to this, we need to find a way to open up housing that is being used for investments only and place super high taxes to decrease these investment types. In doing so, this too will make the market demand less and bring the pricing down and affordability up! Also, we need to find a means to balance the Landlords Tenants ACT as so many potential rentals are empty due to the feeling that Landlords are not protected and that the ACT heavily protects tenants. To do this, a local appointed mediator/ombudsperson would help to alleviate this stress and also open many rental opportunities. A Cheri LePage 604-740-1018	10/15/2019 6:06 PM
25	The above steps are a great first steps. It would, however, be wonderful for those who live/work here - if rental prices were reduced so that we don't end up spending 30% of our take home pay on housing.	10/15/2019 10:44 AM



## Community Survey re) Short Term Rentals

26	Do not allow any STR without an on-site operator! Scattered "hotel suites" are commercial, not residential land use! They destroy our rental housing supply while disrupting our social neighbourhoods and leaving their garbage out for the bears and raccoons. Enough BS about "mortgage helpers". Operate a B&B if you need the funds!	10/14/2019 9:08 PM
27	Think about legalizing lane houses and carriage houses for long term rental WAY before STR	10/13/2019 7:37 PM
28	Increase utility fees for operators of STR's as there is an increased use of water, garbage etc. STR's should be restricted to the owner being present when when rental in use.	10/13/2019 5:42 PM
29	A three strikes and you are out kind of rule might be an idea for nouse complaints with short term rentals. I think the cost of a business license for a short term rental should be higher (\$1000+) to help pay for enforcement. Thank you for taking this issue seriously J.Davis	10/13/2019 3:41 PM
30	There is good reference material from the City of Kelowna - Guide Book - short term rental operators guidebook. Many good tips there. The proposed business licence fee is too low. If you have a good ratio of short term and long term accommodation then the short term business will be making sufficient income from that business (they will of course have to ensure that their rental room or unit meets all safety and local standards). The fees should cover any enforcement costs - there should be someone monitoring accommodations that are not being declared - reviewing rental sites and cross-referencing. Who will ensure that the building has insurance and that it meets the building usage? Average home insurance does not cover having paying guests when the owner is not there. This can have an influence on the neighbours - whether in an apartment or the next door house.	10/12/2019 9:39 PM
31	Implementing rules that don't allow for exceptions should be avoided. I live in a house on a property with a guest cottage right beside me, on same property, that I use for friends and family, and VRBO rentals. Your general guidelines would seem to exclude me using it as a STO, even though I provide direct supervision of property. I am properly licensed and have never had a complaint in 5 years of operation.	10/12/2019 11:30 AM
32	I am pleased that the town is moving towards more regulation of short-term rentals.	10/11/2019 6:45 PM
33	Thanks for the opportunity to complete this survey. We need STRs for our local tourist industry.	10/11/2019 12:26 PM
34	not pressing ok	10/10/2019 6:12 PM
35	more	10/10/2019 4:20 PM

## Appendix E: Summary of Feedback from Small Group Discussions – Oct 22 and 23, 2019

Feedback forms were made available for residents to fill in during the four small group meeting discussions held on October 22 and 23. A total of 21 people attended the meetings and 20 feedback forms were completed and submitted to the Town. The feedback received from filled in survey forms is organized in the same order as the questions on the feedback form. The summary also includes input received from notes collected by the discussion facilitator Odete Pinho and Town Planning staff, Kirsten Rawkins.

### 1) Do you operate a short-term rental in the Town of Gibsons?

- 16 out of 20 respondents are currently short-term rental operators
- 2 out of 20 respondents formerly operated a short-term rental accommodation
- 2 out of 20 were not an STR operator, but a neighbor of an STR

**Summary** - *The small group consultation participants were primarily STR operators. Insight and perspectives provided through discussions is mostly from the perspective and insights of operators (90% of participants).*

### 2) Are you aware of short-term rentals in your neighbourhood?

- 17 out of 20 respondents were aware of STR in their neighbourhood (3 out of 20 were not)

### 3) What is your interest in the topic of short-term rentals?

Those who operate STRs, currently or in the past stated:

- We enjoy operating our short-term rental. We've invested significantly in setup, enjoy sharing our home and meeting people and rely on the income.
- We have an apartment in our home lower level that we use on AirBnB
- Would like to rent primary residence while we vacation
- Operate without interference by Town of Gibsons
- We would like to be allowed to continue to use our suite as a B&B
- We have operated a successful business in the past and we'd like to continue in future. We operate responsibly. Our interest in whole home rentals
- I have an STR in Regional District
- Being part of discussion and having a voice to say how I would like to see AirBnB not be separate from B&B. Less regulations the better.
- I am an owner / host
- I enjoy the short stay hassle free rental
- To be able to continue operating our guest cottage as an STR
- We would like to do nightly rentals again, in an appropriate way for the community
- Interest in municipal/ provincial regulations "actually harm the community and actually make it harder for people to find housing". Must also look at ALR and Landlord Tenancy Act impact of new provincial regulations.

The two (out of 20) participants who are not STR operators stated the following interest in this topic:

- Noise, parking, garbage impacts. Loss of long-term rentals. Commercialization of residential areas if % of units goes over certain levels

- Working towards proactive solutions in order to implement responsible infrastructure and bylaws which can best facilitate the community as a whole. Concerns for eroding relationships and quality of life within residential neighbourhoods due to ongoing transient activity potential noise disruption, security and privacy issues if policies are not in place.

**Summary of Participants Interest in STRs** – Small group consultation participants spoke to the positives of STR's including: supplemental income, enjoying people /travelers they meet, providing service to tourists by adding accommodation options to limited number of hotels/ motels in Gibsons, economic spin-offs are generated in the community (restaurants, shops, grocery, housekeeping, landscape, home maintenance providers). Tourism is recognized as important to the economy on the coast. Several STR operators spoke to concerns with potential over regulation by Town, as their reason for participating. The two residential neighbors spoke to concerns related to nuisance (noise, parking, garbage), loss of long-term rentals and commercialization of residential neighbourhoods.

#### **4) Do you think there should be any of the following limits on short-term rentals?**

**Limit the number of rental units on a property?** 50% supported limits (10 out of 20)

If yes, how many? Responses included: half of respondents did not support limits on number of rental units on a property. Those that supported, answers included: four responded limit to 1/ property; four responded limit to 2/ property; 2 responded "depending on the property size"; one responded "more than 1 and less than half a dozen"; and one responded "use building code standards".

**Limit the total number of guest rooms allowed in one dwelling?** 45% supported limits (9 out of 20)

If yes, how many? One supportive response was received for each of the following: 1 to 2; 2 to 3; maximum of 3, 3 to 4; 4 to 5. Four respondents supported max 2 units. One stated "depends on house size"

**Limit the number of STR's allowed in Town of Gibsons?** 16 out of 20 did not support limiting total of allowable STR's in Gibsons (as is the system applied in some communities, like Nelson).

Other comments included:

- How do you limit # in town. Lottery?
- I believe that if a home/ land owner has multiple rentals on a large lot (carriage house and a suite) they should be allowed to manage their own rentals. A small single home should be regulated, no 10 people in a 2-bed home.
- Support - By total # within neighbourhood, so say Heritage Hill doesn't have more than x% of units, say 15-20% of lots
- Reducing # of rental rooms would affect families ability to rent which is more cost effective than hotels. However, how to control noise and traffic etc becomes a possible issue.
- How could this be rolled out, please no!
- % would have to have more information and understanding of the issue to come up with number
- The property owner has a direct financial interest in maintaining to safety and respect for the buildings and property. The rental sites allow you (operator) to vet for appropriate behavior. Insurance would not cover losses if you were proven negligent. Therefore, I believe there are

enough means and motivation in place for property owners to make decisions in the best interest of their property.

- Do not regulate guest rooms but number of people per dwelling. Limiting occupancy is different than guestrooms
- Long-term rental is not an option. If it weren't short term, there would be no rental.
- Each property is unique and used differently. Large families need multiple rooms or buildings to be together.
- Anyone who wishes to operate their private property as an STR should be able to do so
- The building code sets standards for safe occupation of a dwelling. No need to prescribe it more tightly.
- If parties are the problem, enforce this so you don't have to make up all this over regulation for people who behave.

### **Should there be limits on STR's to the main house, not secondary suites or guest cottages**

90% do not support limiting STR to main house. 18 responded no, and 2 responded yes.

Added explanations included:

- Zoning should dictate on secondary suites. I feel it is very unfair to put the onus on home owners to ensure adequate long-term rentals when home purchase prices have sky rocketed as well. We are zoned for 2 suites, 2 separate addresses, so that should equal 2 short term rentals
- Many existing STRs are secondary suites and guest cottages. Some owners spent more for these properties to be able to have STR income.

***Summary of possible Limits on numbers of STR units/ guest rooms on a property:*** Half of discussion group participants (50%) did not support limiting the number of rental units on a property (in case of properties with multiple residences or suites). There was even less support (45%) for limiting number of guest rooms in a home. Many expressed that the intent of limiting number of rental units and guest rooms on a property (to prevent party homes) was not seen as an appropriate approach to addressing the reality of so few homes that have such problems. There were no STR operator participants for whom there are multiple units being rented (and it was pointed out that properties in the Town are generally small, and such a context is more likely in the Regional District). However, several operators would like the option to continue to have a short-term rental and rent their home for concurrent period, if they are away for vacation (which limiting number of STR units on a property to max one, would prohibit). There was only one home among the participants that has more than 3 bedrooms available for short term rental. The impact of possibly limiting of number of units per property or guest rooms on a property would impact few, however there were strong views opposing a room number limitation and applying a maximum person limitation instead.

- 5) **Do you think there should be any of the following limits on short-term rentals: Limit on STR's to principal residences** (defined as the place that the operator(s) lives most of the year and demonstrated as the address listed on the operator(s) tax return).

12 responded Yes. 7 responded No and 1 did not respond.

Those who do not support limiting STR's to principal residence also stated:

- As is the case with our B&B, it is multipurpose space so would never be available as a long-term rental.
- Home is a major financial undertaking. It is in the owners own best interest to ensure it is maintained in a safe, respectful manner.
- There hasn't been very much of a problem. Most B&B owners work closely with AirBnB and if you are not following rules, they will discontinue your listing.
- How can you be on-site and only rent your principal residence?
- This is especially relevant to my situation. Our guest cottage is not a suitable long-term rental so removing it as an STR will not improve rental stock. And again, you should be allowed to do as you wish with your property.

Those who do support limiting STR's to principal residence also stated:

- I believe the community suffers if the owners are renting out a space without knowledge of who is coming and going. Also, direct emergency contact is necessary
- Yes, would be my answer if there was a local rental ombudsperson. Most LTR landlords/homeowners are afraid of current (Landlord Tenancy) Act.
- STR rental is a principal residence, but not need to be limited as it is opening up not controlling how one uses their property.
- Principal residents can and do contribute to the neighbourhood and community. People who buy houses to turn into 'hotels' do not blend into the community although their activity does positively impact our economy.

***Summary of Limiting STRs to principal residences:*** *The small group participants acknowledged that there is a significant difference between STRs operated with an owner operator on the property (or residing in the community) versus properties where the owner is not present. The owner-occupied residences have the owner around to address problems quickly. People who own residences for STR, but live outside of the community should have additional requirements placed on them (ie. local contact and security discussed in next section). STR operators feel that limiting the number of units per property, as a way to free up more long-term rental units, places an unfair burden on them. Several spoke to concerns with this rationale, and that if STR was not an option, the unit may not be used for long term rental. Several operators had concerns with not permitting STR in out buildings (cottage, laneway home). Three participants had a rental cottage, or laneway house that would be prohibited should a requirement limiting STR to occurring in principal residence be in place. In these three cases and for several STR operators with suites in their residence, the additional suite or unit, is only rented occasionally, (it is more often used by friends and family). In these cases, if the unit was prohibited from STR, it would not become a long-term rental.*

- 6) **Should strata units be permitted as short-term rentals, if strata bylaws permit or with strata council approval?** 12 out of 20 respondents supported allowing STR's in strata's.
- 7) **Should non-owners be permitted to operate short-term rental, if proof of owner permission is provided?** 11 out of 20 respondents supported allowing renters to operate an STR's with owner's permission

Additional comments from those who supported STR's in both strata and by renters included:

- I know personally of a renter renting an STR business with owners' permission. All needs to have some regulations and licensing.
- if the renter is able to do the change in the suites (laundry etc), they should have the options with the owners approval
- This will allow renters to maintain a home they didn't use full time. We need rental housing for tourism/ hospitality staff and seasonal employees
- (Paraphrased summary) Support if the home or strata unit primary purpose is for seasonal use by owner, and then rented the rest of the time. Do not support with sole purposed AirBnB.

Additional comments from those who did not support STR's in strata or by renters included:

- Not support of strata or renters – due to community concerns, impact on neighbours
- Strata bylaws typically state non-rental clauses, if this didn't exist
- Owners should be present for short term rentals and reduce inappropriate use which would negatively impact other renters
- My personal experience was that my renter did not have my permission to rent my home.

**Summary of STR in Stratas or managed by non-owner (with permissions):** *The small group participants were split on allowing STR's in stratas or managed by renters.*

- 8) **On-site parking requirement (proposed) is one space per 2 sleeping units. Would you support this?** 15 out of 20 respondents supported on-site parking requirement

Additional comments from those who supported parking requirement included:

- We provide one in driveway spot per guest 1 vehicle. We have a large driveway
- Our area parking is very 'particular' and anyone parking outside of 'our spot' would negatively impact our neighbours
- Street parking is available in most neighbourhoods
- Lack of parking causes congestion in communities
- Reasonable
- No problem with this
- For my house, I had additional off-street parking made on the lot
- Paraphrase - There is plenty of room to park in most neighbourhoods. AirBnB operator in principal residence should give their on-site parking spot to guest to minimize conflicts with neighbours.

Additional comments from those who did not support parking requirement included:

- There should be parking. AirBnB asks these questions. They have questions that are directed at parking etc.
- As long as street parking is available
- We have a number of people arrive on transit and think that should be encouraged

**Summary of Requirement for On-site Parking:** *75% of small group respondents (15 out of 20), supported proposed requirement for on-site parking as a means of reducing impacts on neighbours (competition for street parking). This requirement was deemed reasonable for most neighbourhoods, however there were a few who explained that it would not be possible to meet this requirement. A couple operators*



*also spoke to the desire to encourage transit use and bikes, rather than car with provision of vehicle parking.*

**9) What are your thoughts on requirements for on-site owner/ resident present, or local primary and secondary contact persons who can address concerns?**

The following statements were made, which supported some contact information to be provided to neighbours in cases where the owner is not on-site:

- Homeowners should be present, notifying neighbors seems unrealistic. Off-site owners must use property management company as an option. I think the owner onsite is better, but 50m seems more realistic unless town can help mail out (notifications) or provide (mailing) addresses.
- 50 m looks adequate for Town. Yes, notice be required to neighbours if non-resident
- Absolutely there needs to be contact for neighbors...
- I support on-site owner/ resident and in absence of that, a primary local contact. A secondary contact seems unnecessary. 50m seems reasonable.
- One local contact should be enough in support of the primary contact, irrespective of where.
- Adjacent properties is reasonable (not a fixed distance radius).
- Local primary and secondary contact persons are as good as the owner/resident being present. During the summer, I stay nearby on my boat, 'smart' home sensors inform me of activity after 11pm, directly to my phone. 100m is too far.

The following statements were made by those who do not support contact information to be provided to neighbours in cases where the owner is not on-site:

- I think it is entirely up to the homeowner (on-site) to let whomever they feel comfortable with – if they are going to be away long term, longer than 3 months, there should always be an emergency contact number
- Homeowner should be responsible...pass along responsibility to a neighbor or nearby family member. I believe homeowner should maintain responsibility and have a community based appointed person when off site.
- Overkill, how to police this?
- Must have onsite owner, or limit the length of time owner can be away. Must have 2 contact person available at all times. STR should not be allowed where the owner does not live on the property at least for the majority of the time
- To (require owner) be present is too onerous. To be available by phone is more reasonable and will allow for the problem to be resolved. I believe a number for contact to be displayed on the site somewhere would suffice and meet that responsibly.
- I think the owner would themselves be responsible for neighbor or families to address issue, not 17 homes. Use a property manager on a system use a camera at front door to look after.
- Three strikes you are out. Support larger deposit and higher fines.
- There should be someone on site or an emergency contact in the Town. I think notifying your neighbours is an absolute invasion of our privacy. One contact is all there should be needed.
- I think that knowing a local operator/ contact is reasonable when registering for an STR licence. I think if you are operating an STR from outside the community, that should be considered a different type of business. I do not agree with neighbor notification, at least not for operators

who live on-site. For off-site operators, I think they should provide notice to their adjacent neighbours. I think setting a fixed distance is silly – it doesn't capture the differing property types in the community. Owners who are not on-site should notify the adjacent properties.

- It is an infringement on privacy to give neighbors notification when an owner is away. Point of contact should be given to Town, but not to neighbours.

**10) Would you support Short-term rentals where the owner does not live on site would be required to provide a local contact person information to neighbours within a 50m notification area? 100m notification area?**

50m notification area – 8 yes, 8 No

100m notification area – 2 yes, 13 No

**Summary for neighbor notification** – Small group participants were shown examples of a 50m and 100m notification requirement applied to properties in lower and upper Gibsons. There was strong objection for 100m neighbour notification (seen as excessive), and 50 m was seen to be more reasonable. There is not strong support overall for this requirement in survey responses, yet the discussions reflected high support for notifying neighbours when an owner/ operator is not onsite. The forms suggested differed from a fixed notification radius. Some owners stated that a more reasonable requirement would be to just notify immediately adjacent neighbours, or requirement to provide primary contact to Town (with business licence) so that Town can provide contact only if needed. Respondents had concerns with privacy and requirement for notifying neighbours when they are away for an extended period (safety concern). Some suggested a requirement for contact person be posted on the site or requirement for bonded property manager, in cases where owners are not local residents. The practical issue of acquiring owners mailing addresses within a given radius was a concern. This could be addressed with requirement for only hand delivery of notices, but that may miss owners who have homes rented. Alternatively, the Town could provide addresses or manage neighbour notifications mailout.

**11) The annual business licence fee proposed \$200/ year (for one bedroom), plus \$100/ each additional bedroom, up to \$400/ year**

**Summary on business licence fee** - The majority of respondents stated that the fee is reasonable and they had no concerns. 11 out of 20 supported, 6 expressed limitations (see below) and 3 did not comment. The current business licence for STR is \$100 and the jump in fee was questioned. In addition, some operators questioned why there would be additional charged based on additional guest rooms.

The following additional comments/ concerns included:

- For our small suite, that we don't rent out full time, I feel that \$100 licence is fair. I would be okay with a small increase. I think that the max. fee for larger homes is okay
- This may be a stumbling block for people who only rent when they vacation and don't use STR as primary income. Perhaps a loophole could be vacationing homeowner has a 'paying' house sitter
- No additional cost per room. Punitive for larger homes. \$200 keeping same as B&B reasonable
- No security fee unless B&B are also included, why charge \$100 room?
- It is not equitable to charge more for an STR licence than any business licence

**12) Would you support the following:**

- a) Require a deposit of \$1000 for STR's as security against costs incurred by the Town as a result of hearings, appeals and other enforcement actions? 7 Yes; 12 No; 1 No response
- b) Enforcement and fines for problem homes with fines for non-compliance \$200/ violation (and can be cumulative)? 19 Yes; zero No; 1 No response

**Security Deposit** - 7 Yes; 12 No; 1 No response

+ Reasons provided in favour of security deposit:

- Support only when there is off-site operator
- Take a \$5000 deposit from problem homes
- No out of town owners operators (should be permitted)
- I would agree to this as a credit card amount (not charged) but only used if needed

- Reasons provided in opposition of security deposit:

- Deposit is unnecessary and an administrative burden on the Town. If there are enforcement issues, you already have ways to deal with those.
- Deposit should not be required unless perhaps you've previous issues with compliance or payment of fines
- \$1000 deposit is too high. This will push people underground.
- Consideration that 95% are not the problem. Consider penalties on problem properties rather than harsher barriers to entry for law-abiding business owners.
- There are only 2 houses that have been a problem. Why stress us out coming up with a \$1000 security deposit.

**Enforcement and Fines** - 19 Yes; zero No; 1 No response

+ Reasons provided in favour of fines for non-compliance \$200/violation:

- Fines should be escalating ie \$100 first time, \$200 second time
- After 3 fines /enforcement issues, loss of licence
- Absolutely weed out the "bad" non-compliant owners
- Would consider maybe multiple complaints. Watch out could be 1 neighbour does not get along with others and is overall "grumpy". Multiple neighbours complaining = a bigger problem.

No reasons were provided opposing fines for non-compliance/ or stating other concerns related to fines.

**Summary Security Deposit and Fines** - It was recognized that the vast majority of short-term rentals are currently operating without any concerns. In Gibsons concerns /complaints have been limited to a couple homes. Operators wanted regulations that are reasonable and reflect current reality. The majority of operators (19 out of 20) were supportive of heavy fines for those that do not operate responsibly and who sour the business for others. The majority 60% of respondents (12 out of 20) did not support a \$1000 security deposit and spoke about the effects that this would limit businesses who would operate (removing the smaller operators or having them operate without a licence), as well as being an administrative burden both for the Town and operators.

13) **Closing Comments** (Shorted to key points due to length – see feedback forms for full length input)

- We all want to avoid problem homes, rentals that we see in the news, 20+ people in one house, people coming and going, at all hours, too many vehicles on the street etc. Regulations should address this
- Don't require a property manager for non-residents – simply allow it as an acceptable option
- Primarily I don't want to see restrictions that would prevent me from renting my guest cottage while I live on site. Long term housing shortage concerns should not be placed on owners.
- I would like to continue to operate a B&B without increase to our licencing fee. I would never rent long term. It would simply be off the market.
- Too many regulations may cause STRs to go underground
- Allow for whole home rental within 3-4 bedrooms available for nightly rental. Encourage professional/ responsible approach by requiring licence fees and security deposits.
- Focus on absentee operators. Residential operator living on site are not a problem and should be respected for their commitment to making this town a better place.
- Require off site owners to hire a rental agency (bonded). Also require a letter of approval of coverage from home insurance for this usage.
- Allow homeowners who are vacationing up to 6 months out of province, to have a paid housesitter on site, without having to register as a STR.
- Key issue is on site versus off site owner/ operator.
- Tourism is our primary industry aside from hospitality
- I believe STR is not the cause of lack of Long-term rental "housing crisis". The Town should impose empty housing taxes, plus limit housing purchasing as a commodity
- Consider limit on number of STR under one owner because this is a "scattered unit" motel/hotel, a commercial operation that should be paying commercial taxes
- I think on site operator is key to making this work. My biggest concern is only 1 suite per parcel. It should be per address.
- Other important considerations – job creation of cleaners; hotel options not good; tourism is very important to Gibsons; already a significant investment.
- Limiting number of STRs on a property may not have the desired effect of increasing number of long-term rentals, due to landlord concerns and restrictive Landlord Tenancy Act regulations

**Overall Summary**

Several key themes emerged from the small group discussions.

- 1) Not One Size Fits All for STR Regulations on the Sunshine Coast – Although consistency of regulations within a region and with surrounding municipalities is desirable, each community has its unique conditions. For example, in the Town of Gibsons, lot sizes and numbers of homes on a property are typically smaller and few have multiple units (compared to Sechelt and Regional District). The regulations that have served the District of Sechelt since 2005 were valuable as a starting point for discussing new regulations in the Town of Gibsons. However, there are several modifications required to better fit the Town context.
- 2) Owner Onsite versus Non-Resident Management - Recognizing the importance of residential neighbours and their right to enjoyment of their home /property. Neighbour concerns are typically low when owner /resident on site (or lives in the community) versus not. An on-site owner or resident responds to concerns in a timely way (within an hour), whereas an off-site operator is not available to respond in a timely manner. The objective is to have operators be

responsible for managing issues that arise and that neighbours only course of action should not be the calling the Town and RCMP (but rather the owner or local contact person). Heavier conditions (like licence fees, security deposit requirement, neighbour notification) should reasonably apply to non-resident managed STRs with greater requirements for them versus owner onsite operated STRs. Possibly require off-site operators to show that they are managed by a bonded third-party professional management company who will address concerns. Reasonable to apply higher requirements for non-resident owners to ensure the homes are responsibly managed and reduce impacts on residential neighbours

- 3) Responding to Current Model of Tourist Accommodation - The B&B business model is outdated. Consider changing the bylaws to remove B&B and change residential neighbourhood accommodations two streams: i) with resident living onsite/ in community or ii) non-resident operated accommodation.
- 4) Recognizing Tourism Accommodation as Economic Generator – Tourism is recognized as an essential economy of the Sunshine Coast. Accommodation providers spoke to the value of their service in providing accommodation options in the community (where options are limited). Many have made great investments in their homes to prepare for short term rental and they have concerns with over-regulation. They cited the economic spin offs business to local restaurants, shops and services, as well as employment of housekeeping, landscaping, maintenance service providers.
- 5) Fees, Fines and Enforcement - It was recognized that the vast majority of short-term rentals are currently operating without any concerns. In Gibsons concerns /complaints have been limited to a couple homes. Operators wanted regulations that are reasonable and reflect current reality. Most operators were supportive of heavy penalties for those that do not operate responsibly and who sour the business for others who are providing a valued service in a responsible manner.
- 6) Long term Rental Housing - STR operators do not want to shoulder the burden of long-term rental housing shortages. There are other bigger issues that affect this conversation such as changes to Landlord Tenancy Act and vacant homes, which need to be addressed. Several did not support limiting STR to maximum 1 unit on property as a means of reducing issues with neighbour conflicts or a means for having more long-term rentals in community.
- 7) Business Licence Clarity for Operators – There is a need for clarity on the business licence terms for short term operators. Items to include were: requirements for operators' responsibilities, insurance requirement, compliance with Building, garbage and wildlife ie. bear aware.

#### **Related Topics to STR - Out of Scope Key Findings**

During the discussions a number of topics, related to short- and long-term housing availability, were brought up by participants, which are not within the Town's regulatory jurisdiction.

- Residential Tenancy Act – In 2018, the BC Government made significant changes to the Residential Tenancy Act, which impact future and existing tenancy agreements (ie. legislation is retroactive). Effective May, 2018 fixed-term tenancies are no longer permitted, except in a limited circumstances (ie. if both landlord and tenant have a mutual agreement to end tenancy). Landlords must now give four-months' notice to end a tenancy for demolition, renovation and repair. The measures were put in place to discourage landlords from wrongfully evicting tenants and to give tenants more time to move in the low vacancy rental market. On the Sunshine Coast, there are homeowners who have traditionally rented their homes for fixed terms for the purpose allowing for the owner and family to occupy homes seasonally during the summer months. There were concerns expressed that change to Residential Tenancy Act will be a challenge in this

context. However, not all participants agreed that long-term tenants are a concern and several communicated positive experiences with long term renters.

- Speculation and Vacancy Tax – Participants in discussions and survey respondents explained there are many cottages and family homes on the Sunshine Coast, and in Gibsons, where residences are vacant ~6 months of the year and owners typically return to enjoy the summer months. Several survey and discussion group participants referred to empty homes as a significant problem for the provision of rental housing in the community. BC's Speculation and Vacancy Tax is a measure that was applied in 2018 to tackle the housing shortages in major urban centres in British Columbia, where home prices and rents have skyrocketed out of reach for many residents. Only those owning residential property located in the designated taxable region in BC must complete a declaration for the speculation and vacancy tax. The Town of Gibsons and other communities on the Sunshine Coast are not part of the speculation and vacancy taxable regions. Several participants spoke in favour of a vacancy tax being expanded to applied to properties in the Town.
- Sunshine Coast Regional District versus Town Boundaries - Need to communicate Town of Gibsons boundaries versus Regional District area. SCRD recently made changes to regulation of STRs, which are aimed at prohibiting rental of large homes. Participants reported that a limit on STRs no larger than 2 bedrooms is permitted and that this change in the SCRD occurred without consultation. There is great concern regarding this change, as the larger homes in SCRD have been essential to hosting desirable groups, like family reunions. As the Town and SCRD boundaries are not clear to many residents, there is need to provide Town boundary maps with communications about STR's to reduce jurisdiction confusion.
- Tourism Tax Applied to All Tourist Accommodations – Some survey respondents asked how tourist accommodation taxes are collected and how they benefit the Town. In 2016, a Municipal Regional Tourism Destination Marketing (MRDT) program was applied to the entire Sunshine Coast Regional District, including the Town of Gibsons and District of Sechelt. A tourism destination marketing fee of 2% tax, plus 8% provincial accommodation tax, is applied to all accommodations, hotels, B&B's etc. There are some exemptions to the tax, for example if the provider is a small accommodation (3 rooms or less) and total revenue is less than \$2500 annually. The collected tax in Gibsons is used by Sunshine Coast Tourism for coordinated regional tourism marketing, projects and programs.

