



STR Licence Suspension Policy Relating to Business Licence Compliance

July 2020

PURPOSE

To outline fair protocol and progressive licensing compliance steps associated to Short-Term Rental Business Licences.

POLICY SCOPE

This policy applies to the suspension or revocation of Business Licences associated to the operation of a Short-Term Rental business and guidelines to follow for progressive compliance and enforcement action relating to a Short-Term Rental.

BACKGROUND

Following the implementation of the Short-Term Rental regulations undertaken in spring of 2019, a policy was developed to outline progressive compliance action steps that may be required to address nuisance or operational matters relating to the operation of a Short-Term Rental Business in the City. Under the Short-Term Rental Business Licence and Regulation Bylaw no. 11720, a licenced Operator is required to follow all requirements within Sections 4.1 through 4.5 & Sections 6.1, 7.1 through 7.5, and Sections 8.1 & 8.2. Additionally an applicant is required under Section 4.2 (j) to sign a Good Neighbor Agreement in relation to the fair and reasonable operation of the Short-Term Rental as a requirement of necessary documentation for approval of the licence. The Good Neighbor Agreement is intended to clarify the City's expectations in relation to the operation of the Short-Term Rental and adhering to any related Bylaws. A Licence Inspectors authority to cancel, suspend or revoke a business licence is clarified under this Bylaw in Sections 5.0 & 5.1 Bylaw Offence Notice charges may be laid for any STR infractions pursuant to Schedule A of Bylaw Notice Enforcement Bylaw No. 10475.

PROGRAM GUIDELINE

Should a Licence Inspector find it necessary to suspend/cancel or refuse a Business Licence of a Short Term Rental business operator, the following steps must be followed as outlined in Section 5.0 and 5.1 of the Short-Term Rental and Regulation Bylaw No.11720 and/or the Guidelines within this Policy.

Prior to a licence suspension, a warning letter is to be mailed to the licenced operator outlining potential suspension action due to multiple related complaints received by the City and detailing any bylaw infractions associated to the STR operation. The potential action of a licence suspension by the City is to be made clear should additional verified complaints be received.

Notification of a Licence suspension must be followed as per Section 5.2 of the Bylaw outlining reasons for the suspension.

An applicant may request that Council reconsider a decision of the Licence Inspector under subsection 5.1 by delivering a request in writing to the City Clerk within 30 days of the Licence Inspector's decision being sent.

Should a licence suspension be considered under 5.1 sub (b), the licenced STR property must have been identified to have multiple nuisance or operational complaints (3 or more) relating to an associated City Bylaw or requirements and/or conditions within the STR Licensing and Regulation Bylaw.

A minimum of three documented nuisance complaints occurring on separate dates, but directly relating to the operation of the Short-Term Rental can constitute justification for a Licence suspension.

A Licence suspension may occur at the sole discretion of the Licence Inspector upon determination of charges laid with evidence existing to support a breach of any City Bylaw(s) relating to the operation of the Short-Term Rental.

Effective Date	Revised Date	Authorized By	Approved By
July 30, 2020	2020-09-09	Greg.Wise	Stephen Fleming