

# Business Licence Cancellation Reconsideration

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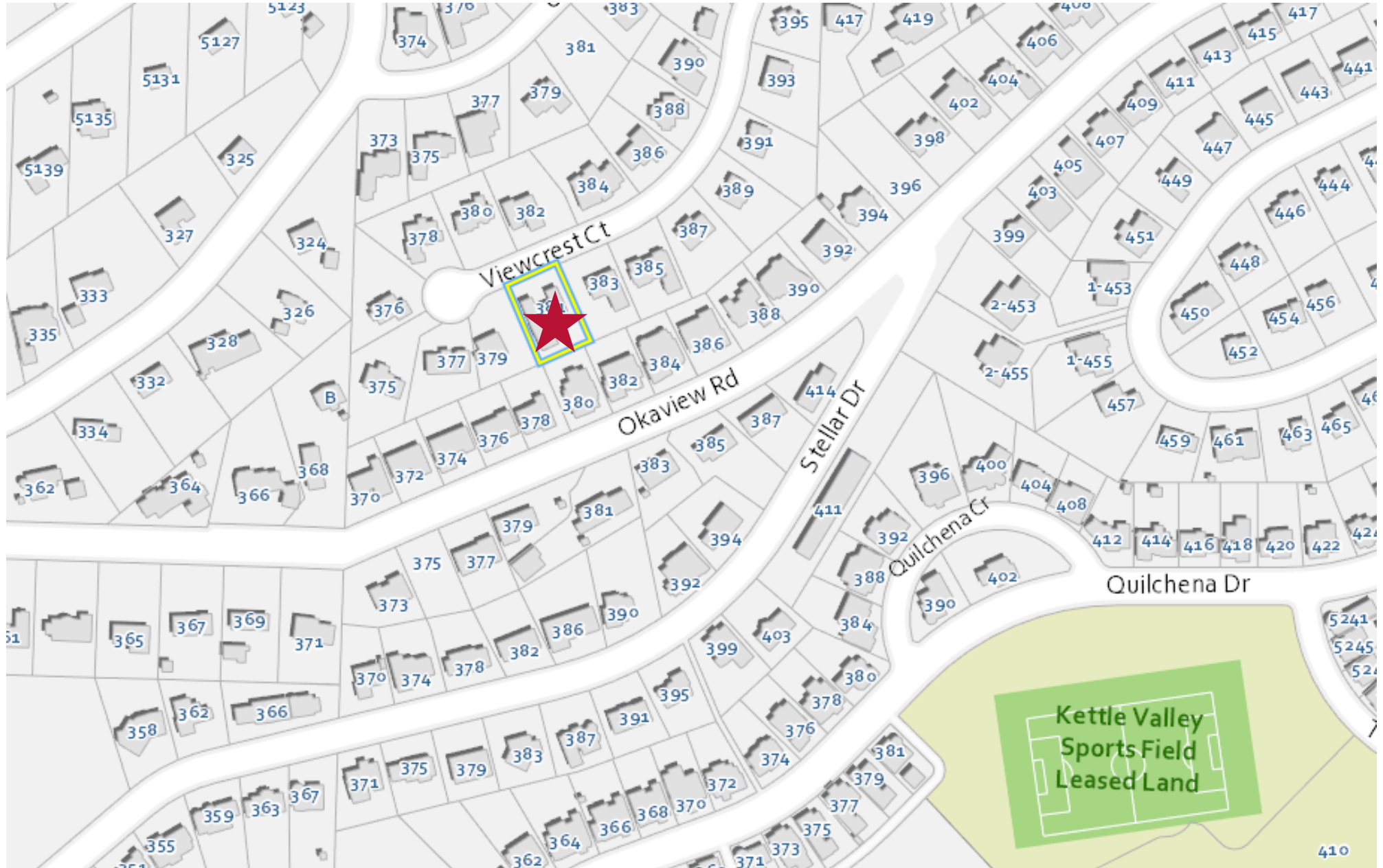


# Purpose

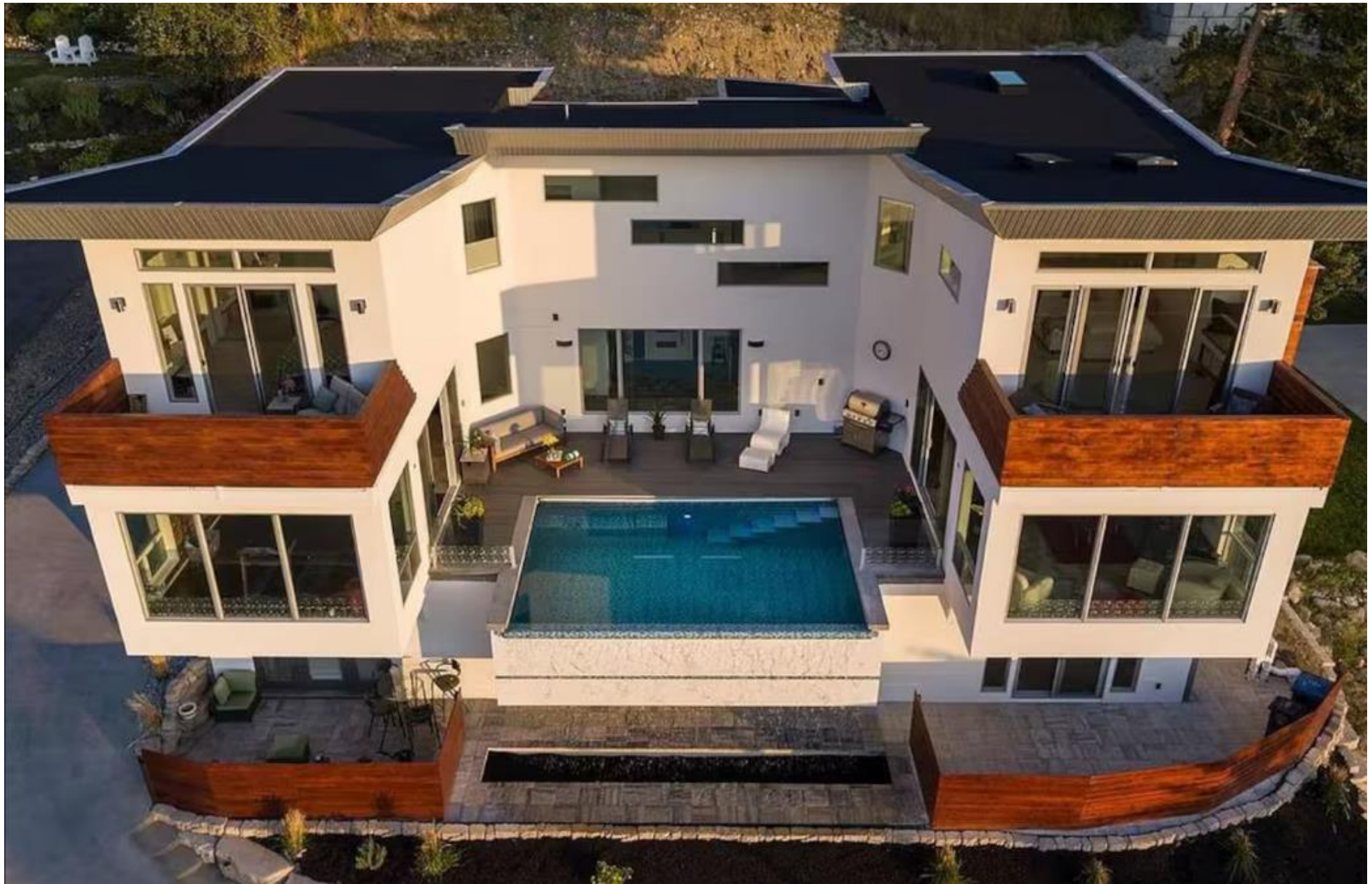
To hear a request for reconsideration of Business Licence No. 4089807 for a Short-Term Rental Accommodation business on the subject property.



# Context Map



# Site Photo



# Background

The authority to grant, refuse, suspend or cancel a business licence is provided under:

- Section 60(5) of the Community Charter and;
- Section 5 of the Short-Term Rental Accommodation and Regulation Bylaw No. 11720



# Regulations and Policies

Some of the criteria that must be met by operators includes:

- Compliance with City Bylaws
- Compliance with the Good Neighbour Agreement

The Short-Term Rental Licence Suspension Policy requires a minimum of three documented nuisance or operational complaints to suspend or cancel a business licence.

# History

Date	Action
July 2021	Subject property purchased by current operators
March 2022	Business Licence 4089807 Approved

Since August 2021 more than 50 complaints have been received regarding a short-term rental at the subject property.

# Complaint History

Year	Number of Files	Number of Complainants
2021	25	8
2022	7	2
2023	15	3
2024	13	4

Complaints include noise, parties, parking, and operating contrary to licence regulations.



# Compliance and Enforcement

Actions taken by City staff to date:

- Tickets and Warning letters
- Inspections, site visits and investigations
- Communications with operators and complainants
- Proactive enforcement including canvassing and noise logs

# Conclusion

Business Licence 4089807 was cancelled in accordance with the Short-Term Rental Suspension Policy as it was found operating contrary to:

- The Good Neighbour Agreement and;
- The Good Neighbour Bylaw No. 11500

# Staff Recommendation

THAT Council uphold the decision of the Licence Inspector to cancel the Short-Term Rental Business Licence for a 'Short-Term Rental Accommodation' business on the subject property.

