

Prepared for the City of Kelowna

Business Licence 4089807

Peter Drummond | March 29, 2025

Conditions to Maintain Our Business License



Good Neighbour Agreement

Commitment to compliance



Unfounded Complaints

Complaints primarily directed at us, the owners—contradicting our neighbours' claims and unrelated to our business license



Principal Residence

Confirming our homeownership status



The Good Neighbour Agreement

Wishes to demonstrate to the City of Kelowna (the "City"), and the Citizens of Kelowna their effort to be a responsible short-term rental accommodation operator within the City of Kelowna.

Recognizes their role as a responsible operator and neighbor within the community and agrees to work with the City and its departments to resolve all concerns.

Wishes to promote Kelowna as a vibrant, safe, and attractive community for the enjoyment of everyone, including residents, visitors, businesses, and their workers.

Recognizes that non-compliance with the short-term rental accommodation agreement may be brought to the attention of the Business Licensing Manager, Licence Inspector, or City Council, and may trigger a licence suspension and/or revocation hearing.

Recognizes that short-term rental accommodation operators have a civic responsibility to address the conduct of their patrons; and that the Good Neighbor Bylaw No. 11500, Traffic Bylaw No. 8120 and other City Bylaws require that certain standards of conduct and maintenance apply to their properties used for short-term rental accommodations.

Recognizes that should the Licensee's licence be suspended or cancelled and any short-term rental accommodation bookings and/or nuisance incidents pertaining to the operation of a short-term rental accommodation continue to occur and remain unresolved, the City may exercise its power to pursue additional enforcement action including increasing fines and/or legal Injunctive action.



Key Findings About Complaints



Majority of complaints are directed at us, the owners— **NOT pertaining to STR operations**



Nuisance complaints have been consistently **UNFOUNDED** for over 2 years

May 31 - Noise Complaints

Related Service Requests

Request	Department	Type	Problem	Status
703166	BLCON	BL for Enforcement	Short-Term Rental Operating Contrary to Regulations - BL4089807	C
694698	BY	GNB - Property Noise	THERE IS AN AIRBNB THERE AND THEY HAVE THEIR MUSIC BLARING BY THE POOL AND IT IS AN ONGOING ISSUE. THEY WILL HAVE IT GOING ALL WEEKEND AND WOULD LIKE TO PUT A STOP TO IT.	C
694303	BY	GNB - Objectionable Noise	LOUD PARTY, ONGOING ISSUE AT AIRBNB	C
694300	BY	GNB - Objectionable Noise	MUSIC IS VERY LOUD AND WANTS OFFICER TO GO TELL THEM TO QUIET DOWN	C
693866	BY	GNB - Property Noise	THERE IS AN AIRBNB MAKING LOTS OF NOISE. CALLER IS REQUESTING BYLAWS TO HEAD THERE AND KEEP Sec. 22(1)	C
693849	BY	GNB - Property Noise	Noise Complaint - large party with Airbnb guests at 381 Viewcrest Ct	C
692396	BY	GNB - Property Noise	NOISY PARTY	C
691312	BY	STR - SHORT TERM RENTAL B	Airbnb 381 Viewcrest Cr -concerns again - INFORMATION ONLY	C
691295	BY	GNB - Objectionable Noise	KIDS OUT YELLING IN THE POOL AND LOUD MUSIC.	C
691286	BY	GNB - Property Noise	MUSIC CRANKED UP	C
691188	BY	GNB - Property Noise	CALLER ADVISED THERE IS A HUGE PARTY GOING ON. THE ADDRESS IS AIRBNB	C
690209	BY	GNB - Property Noise	ONGOING NOISE	C
681464	BY	STR - SHORT TERM RENTAL B	AIRBNB OVERCAPACITY ADDRESS OF COMPLAINT: 381 VIEWCREST COURT CALL DETAILS: CALLING AGAIN INREGARDS TO THE AIR BNB THAT IS OVER CAPACITY. SAYS THERE ARE 12 PEOPLE WHEN THERE SHOULD BE ONLY SIX AND WANTS IT DEALT WITH TONIGHT	C

Mass Complaints

13

in a SINGLE DAY

- 7 falsely labeled as "AIRBNB"

ALL COMPLAINTS UNFOUNDED

24/7 Surveillance



Neighbours constantly monitor our property

Complaints filed within **minutes** of friends arriving

INVASION OF PRIVACY

May 31 - Official Findings

Bylaw Officers' Official Report

2024-05-31 21:04

N

Comment

DDUHAMEL

20:11 - BEO DUHAMEL and LIDHER attended this location and there was nothing to report. No noise, no people, no lights on inside the house, no vehicles on the road or in the front side of the driveway. DUHAMEL and LIDHER had both of their windows rolled down and the only thing they could hear was the sound of the vehicle and crickets.

At 20:20 **Sec. 22(1)** and waved down at us and asked if everything was all right and we replied yes. **Sec. 22(1)** If you need anything to just come to the front door.

There was no need for us to attend the front door as there was no violation happening at the time.

Our Rights as Homeowners

Protected

- 🛡️ We have the **right to use our property** and host friends
- ⚠️ Bylaw should be a tool for **public safety**—not personal bias

Summary of Findings

Official

- 🔊 **No noise violations** - Officers could only hear **vehicle and crickets**
- ✅ **Property was vacant** - Contradicting **massive party accusations**

May 31

Jun 23

Sep 2

Sep 6

Sep 12

Oct 25

May 31 - Our Actual Weekend

Best Friend's Birthday Weekend

- **Friday** Dinner at The Ricco Room



- **Saturday** Wine Tour at Mirabel

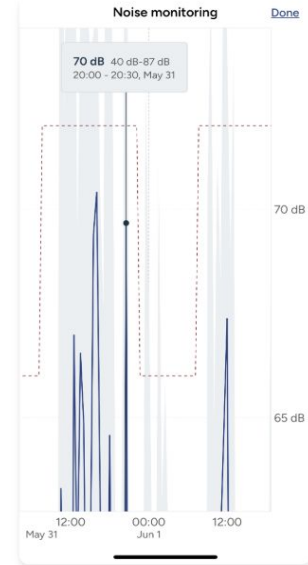


- **Sunday** Dinner at Cedar Creek



Official Evidence

- 📅 **Friday Morning:** Sarah Krakower from the City of Kelowna conducted a scheduled inspection of our property



Both electronic monitoring and official bylaw reports
confirm no violations occurred

June 23 - Noise Complaints

Informing Bylaw of Event


Peter Drummond June 25, 2024 at 9:34 AM
 Noise Complaints
 To: Sarah Krakower

Hi Sarah,

This weekend we had our home rented out to a couple for a romantic getaway on Saturday and Sunday night. The police were called, as I'm sure you're aware.

I've attached their noise logs for June 23 - June 24. You can see they never passed into the territory that is considered loud; they stayed below 70db the entire stay. Our noise monitor is right next to the speaker, so it's going to pick it up louder than the street. They averaged between 60 and 65, which is conversational level noise. Can you imagine having armed officers interrupt your weekend because you were relaxing, listening to music by the pool with your significant other?

If you listen to the conversation between the police and our guests, the guests don't even know why the officers are there. The officer said he's there for 2 reasons;

Reasons given by officer:

1 They received 2 calls, which in our case doesn't mean anything since our neighbours have a group chat to instigate bylaw & 911 as a team

#2 The aggression is coming from the house getting many bylaw calls. That's a seriously unfair dynamic as evidenced by the fact that police are at the house when a cute couple is trying to enjoy a romantic weekend in the pool. So the Police, as described by this officer, are going to treat us and our guests with hostility because the neighbours are harassing us with frivolous 911 calls. So just to summarize, the crime that these guests are guilty of according to the officer is being harassed.

Wouldn't it be better to deal with frivolous 911 calls by telling the people wasting city resources & tax payer dollars by telling them that at some point that this becomes a false alarm, which is a felony.

Does anyone think that 2 armed officers showing up at your door is a reasonable response to a couple enjoying a pool day alone?



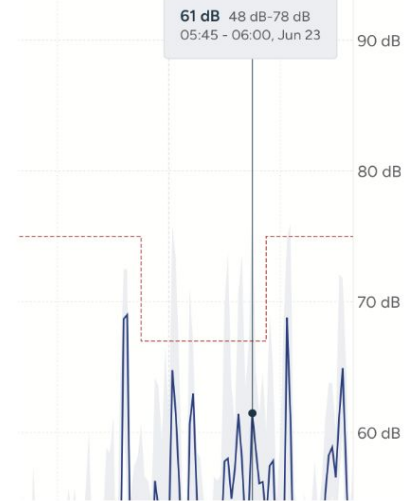

Complaint Unfounded by RCMP


Occupancy: 2 people

Sound Analytics

Noise monitoring

Done



Consistently under 65 decibels

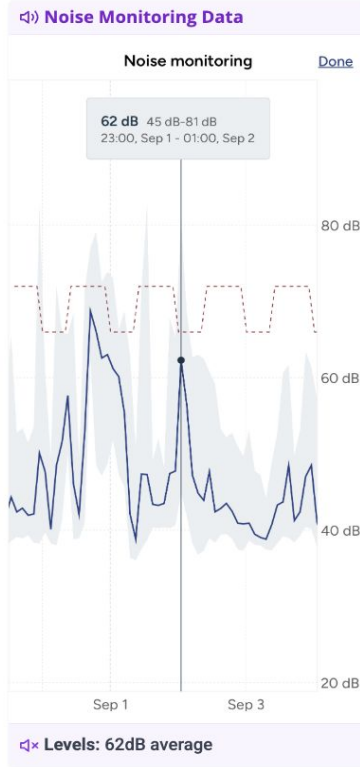
Sep 2 - Noise Complaints

✓ **Owner-Occupied Weekend**


August 31, 2024
9:48 PM



✓ **Evidence: Owners present**



🕒 **RCMP Response**



🕒 **Finding: No violation**

Sep 6 - Noise Complaints

1 ⚠ Multiple Complaints: Neighbours filed complaints **within minutes** of guests' arrival

2024-09-06 12:00	N	Comment	JPONT	BEO PONT attended the location @ the above date and time. There was no music playing when PONT arrived on location. PONT observed Sec. 22(1) in the swimming pool. One of Sec. 22(1) was talking Sec. 22(1) cell phone. PONT called SO BALLAN to update on the file and was advised to wait at the location until BALLAN arrived to gather more information.
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2 🕒 Proactive Surveillance: Bylaw visited **daily** to verify no infractions

2024-09-07 20:46	N	Comment	JPONT	After SO and BEO went back to their vehicles Sec. 22(1) were inside the house however you could hear them just speaking from street level. SO Ballan did not observe any music, noise or infraction occurring upon attendance. Supervisor Hunter and Manager Mead advised of attendance. PONT reattended the location @ approx. 2037H and did not observe any music or loud noises from the house. The sound of people talking was the only observation - no infractions observed.
2024-09-07 00:00 Y	N	Attachment	JPONT	Attachment added to request.
2024-09-08 13:16	N	Comment	JPONT	PONT called the additional COMs Sec. 15(1)(d), Sec. 22(1) and left a VM explaining the actions taken, pro-active patrols and the patrols scheduled for today.
2024-09-08 13:39	N	Comment	JPONT	PONT called the COM, Sec. 15(1)(d), Sec. 22(1) and advised of the officers attendance and the proactive patrols conducted. Sec. 15(1)(d), Sec. 22(1) very appreciative and complimentary of the officers response to this file. PONT advised Sec. 13(1) Sec. 15(1)(d), Sec. 22(1) advised that the guests had moved out and that the cleaners were at the property so the file can now be closed.

3 ✓ Unfounded Violations: Guests completed stay Sept 6-8 with **no violations**

Sep 12 - Parking Complaint

The Complaint

From: [Redacted]
To: [Bylaw Services](#)
Subject: 381 Viewcrest court parking on street
Date: September 11, 2024 10:25:20 PM
Attachments: [IMG_7904.jpeg](#)
[IMG_7905.jpeg](#)

CAUTION: External email - Check before you click!

Hello

To follow up on complaints for 381 Viewcrest court. What seems to be the owners have now appeared and parked their Tesla access the road two houses down from their driveway. Renters in upstairs unit so likely cannot use their driveway. They are parked [Redacted]

Neighbour filed complaint about our car parked on the public road.

Bylaw Photo Evidence



Bylaw officer confirmed the car was legally parked.

Sep 12 - Neighbourhood Response

Neighbour's 2nd Complaint

From: Sec. 15(1)(d), Sec. 22(1)
To: [Bylaw Services](#)
Subject: Fwd: Viewcrest Crt
Date: September 12, 2024 12:58:43 PM
Attachments: [IMG_0253.PNG](#)

CAUTION: External email - Check before you click!

We noticed bylaw speaking to the owner of 381 Viewcrest ^{Sec. 22(1)} white tesla was parked on the street. Assuming ^{Sec. 22(1)} asked to move it?? When bylaw left , the Tesla drove out of the neighborhood, circled then parked back on the street.

This is a extremely cocky arrogant lying owner.

Sec. 15(1)(d), Sec. 22(1)

• Personal Attack:

"...extremely cocky arrogant lying owner..."

Our Professional Documentation



Peter Drummond

2024-09-12

Re: Business Licence 4089807 Operating...

[Details](#)

To: Sarah Krakower & 1 more

Just a quick update, bylaw was in front of our car just now just as confused us, with Trevor and another neighbour standing on the street watching us again. Do they think harassing us and wasting valuable resources is funny? We are seeking guidance on how to respond to this.

• Mature Request for Help:

Documented pattern of harassment with City officials

Oct 25 - Family Wine Tour

Family Gathering

Occupancy: 10 family members

Annabelle's dad's brothers and their families were visiting for a wine tour weekend in the Okanagan Valley.

Wine Tour Destinations



Quail's Gate



Hidden Vines Family Estate



Crown & Thieves


Oct 25 - Noise Complaint

⚠️ Excessive Police Response



4+ police cars and between **6-10** officers responded to a frivolous complaint

✅ Police Confirmation: No Violation

 Royal Canadian Mounted Police Gendarmerie royale du Canada Security Classification/Designation Classification/désignation sécuritaire
Unclassified
CONFIDENTIAL

Officer In Charge
Royal Canadian Mounted Police
1190 Richter Street
Kelowna, BC V1Y 2K7

February 5th, 2025 Our File/ Notre référence
24-63224 & 25-4263

Attention: Annabelle KOVACS
381 Viewcrest Crt
Kelowna, BC V1W 4J9

Phone#: 778-952-9998

Dear Sir / Madam,

Reference your written request to the Kelowna RCMP Disclosure Unit received on January 31st, 2025. As requested, below is a vetted copy of the Synopsis from the file.

FILE: 2024-63224
2024-10-25 2225hrs RCMP received a call of a disturbance at 381 Viewcrest Crt in Kelowna BC. COM reporting neighbours are having a loud party. Police attended and did not observe excessive noise. Residence has a history of loud parties as it was an Airbnb. Police attended and spoke with the property owner Anabelle KOVACS. Expressed concerns with harassment from [REDACTED]. Complainant not updated due to the time of night and that complaint was unfounded. NFAR CH.

Cst.P.C.MOUNSEY - RCMP Kelowna Detachment Watch 3

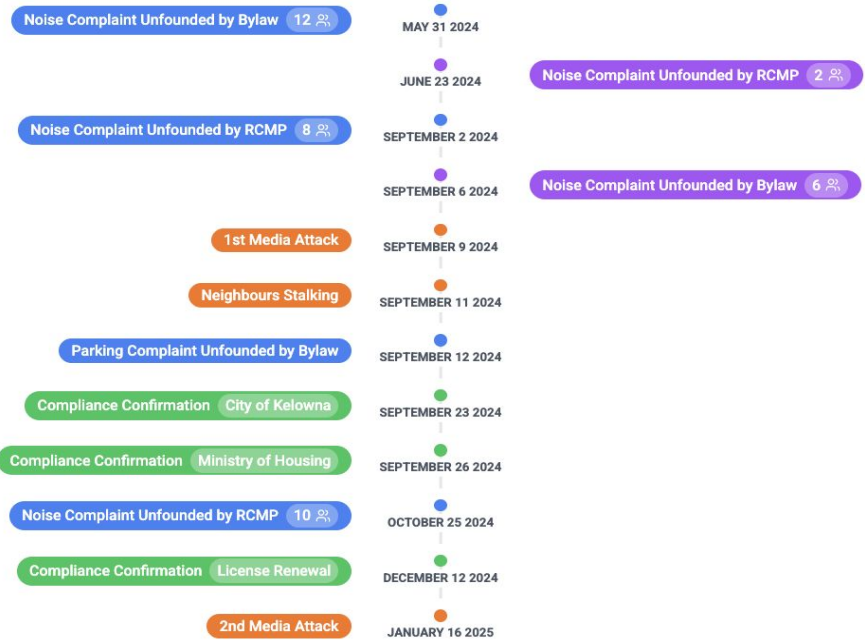
RCMP File #2024-63224

 **The Contrast:** Officers confirmed there were **no violations** and recognized this as part of a **pattern of harassment** to Annabelle, the owner.

Timeline of Events

OWNER

RENTAL



The Home Memories



Official Compliance Confirmation

City of Kelowna Verification



2025 BUSINESS LICENCE

THIS LICENCE MUST BE POSTED IN A PROMINENT LOCATION AT THE BUSINESS PREMISES.
THE FOLLOWING BUSINESS IS HEREBY LICENCED IN ACCORDANCE WITH
BUSINESS LICENCE AND REGULATION BYLAW NO. 12585

DESCRIPTION: **SHORT-TERM RENTAL - PRINCIPAL RESIDENCE**
OF UNITS: **3**

BUSINESS & MAILING ADDRESS:
PETER DRUMMOND AB&B
PETER DRUMMOND
381 VIEWCREST CRT
KELOWNA BC V1W 4J9

ACCOUNT NO: **4089807**

-  **Bylaw Services confirmed:** Property is in full compliance with all municipal regulations
-  **Business License:** Legally registered Short-Term Rental Principal Residence

Ministry of Housing Verification

HOUS Short-Term Rental Branch CEU HOUS:EX <ceu.str@gov.bc.ca>



to me ▾


Hi Annabelle,

Thank you for your response. I will add this email to your file and conclude it.

Thank you for your co-operation with the file.

Christine Sergeant

-  **Officer Christine Sergeant:** Compliance and Enforcement Unit within the Short-Term Rentals Branch
-  **Provincial confirmation:** Short-term rental operation meets all provincial requirements

 **Both municipal and provincial authorities have confirmed our full compliance with all applicable regulations and requirements.**

The Complaint Strategy



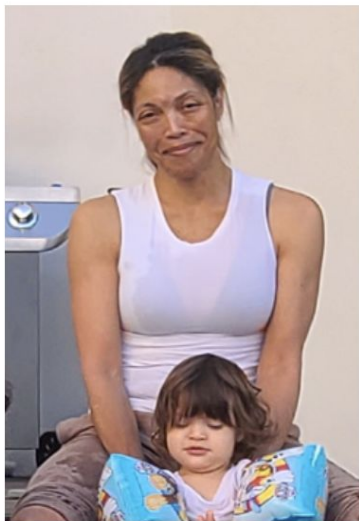
Volume Over Validity

20+

Complaints filed to create the impression of wrongdoing

100% False Accusations

The Reality



The Truth About Our Family

My mom and baby brother, **NOT** my mistress and child.

☆ I bought this home to retire her,

not to have the community make her feel threatened and unsafe, especially with a newborn.

Hysteria



Feb 19, 2025 - 2 Car Accidents

Discriminatory Rumours



Family Relationship Denial

There's no way that's his mom, and the kid must be his.



Appearance-Based Stereotyping

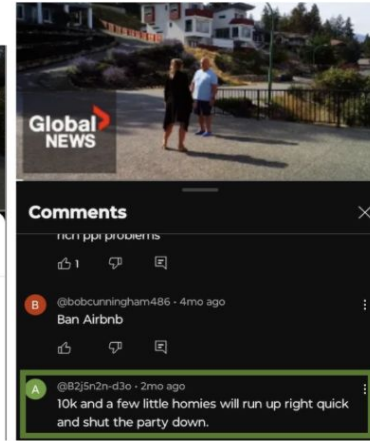
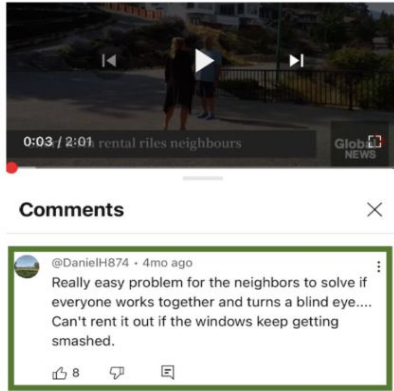
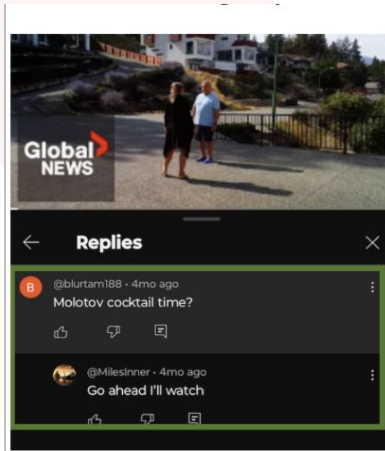
The owner has tattoos, he must be a drug dealer.



Derogatory Language

His mom is actually his mistress and his "baby momma", which he knocked up, so she needs a place to stay.

Social Media Threats



"Molotov cocktail time?"

Direct threat of arson against our home



"Windows keep getting smashed"

Threat of property damage



"10k and a few little homies..."

Threat of organized violence

The False Statements

Claims



David Montpetit

More videos

"We have **never met the resident** there, we do not know who they are. Otherwise I would have gone up to the door and knocked and said please keep it down."

"Someone rolling in to put up **Christmas lights, a tree**, and other accoutrements that **make it look like it is a home, not just a party stop.**"

Castanet Interview

The Credibility Question

The Reality

- ✓ **Met David** the first day we moved in
- ✓ **Gave him** our phone number
- ✓ **He has spoken** with several family members

If he's **lying about our presence...**

If he's **making unfounded complaints...**

If he's **ignoring direction from authorities...**

How could his demonstrably false testimony be trusted?

Impact on Our Family



Anxiety Medication

Annabelle prescribed anti-anxiety medication due to stress and fear from constant surveillance



Sleepless Nights

Chronic insomnia for both of us, constantly worrying about potential confrontations



Privacy Invasion

Installed additional security measures due to feeling constantly watched by neighbors

The Owners

Peter Drummond

VP Sales, Financial Automation | 8 years at Quadiant

quadiant

Because connections matter.

March 21, 2025

TO WHOM IT MAY CONCERN

This letter confirms that **Peter Drummond** has been employed with Quadiant CXM Canada, Inc. since **July 1, 2017**.

As of 2023, Quadiant approved Peter Drummond's relocation to Kelowna, with his principal address at **381 Viewcrest Court**. He currently holds the position of **VP Sales, Financial Automation**, overseeing a team of **16 individuals** and managing a broad scope of responsibilities within his role.

This is a permanent, full-time position with a standard workweek of 37.5 hours. We consider Peter Drummond a valued member of our team and appreciate his ongoing contributions.

If you have any questions or require further information, please feel free to contact me.

Sincerely,



Caity Croxen
Associate HRBP
c.croxen@quadiant.com



Annabelle Kovacs

Senior Director, SDRs | 7 years at Quadiant

quadiant

Because connections matter.

March 21, 2025

TO WHOM IT MAY CONCERN

This letter confirms that **Annabelle Kovacs** has been employed with Quadiant CXM Canada, Inc. since July 3, 2018.

As of 2023, Quadiant approved **Annabelle Kovacs'** relocation to Kelowna, with her principal address at **381 Viewcrest Court**. She currently holds the position of Senior Director, SDRs, overseeing a team of 13 individuals and managing a broad scope of responsibilities within her role.

This is a permanent, full-time position with a standard workweek of 37.5 hours. We consider **Annabelle Kovacs** a valued member of our team and appreciate their ongoing contributions.

If you have any questions or require further information, please feel free to contact me.

Sincerely,



Caity Croxen
Associate HRBP
c.croxen@quadiant.com



The Contrast



Neighbours



Persistently file false complaints



Weaponize false claims despite authorities repeatedly confirming no violations



Engage in surveillance and harassment



Responsible Homeowners



Proactively document all interactions



Endure harassment and public defamation



Cooperate with authorities to confirm compliance

The Harassment

Global News Coverage

David Montpetit

"The police are called regularly, bylaw is called regularly... they're well aware of the property, it's well documented."

Trevor Bigelow

"I've called the cops multiple times. I've called bylaw multiple times."

We were cleared—again and again—but our neighbours keep harassing us and the authorities with **unfounded complaints**.



Defamation



Stalking



**Media
Attacks**



**Coordinated
Complaints**



Recording

Our Commitment to Transparency

Our Approach: Document Everything



Complete Documentation

Maintained detailed records of all interactions with neighbours, bylaw officers, and city officials



Proactive Communication

Regularly updated authorities about compliance efforts and reported harassment incidents



Peter Drummond

June 16, 2024



Peter Drummond

Short-Term Rental Compliance
To: Sarah Krakower

June 16, 2024 at 6:36 PM

Hi Sarah,

Hope you had a good weekend!

Thanks again for visiting us a few weeks ago. I wasn't sure if there was any actioned required from our end based on the letter we received from you, but wanted to reach out to let you know we've made the requested changes.

All rental bedrooms now have a copy of our safety plan, including the entryway of our main area. We also updated it to include our emergency contact phone number (778-952-9998), as you recommended.

After your visit on Friday the 31st, we had a bylaw officer stop by, and it became clear that our neighbours might be confusing our hosting with short-term rental bookings. We only host more than six people when we have family and friends visiting from Vancouver, typically averaging 5-6 couples.

To be fully transparent, I'm the VP of Sales and my fiancé is the Senior Director at Quadiant by Beanworks. Majority of our team lives in Vancouver, so in order to help maintain our team culture and work excellence, we host each other's teams at our home every couple weeks, which usually consists of 12-14 people in those given weekends.

For example, our previous president of the company pre-acquisition just got let go, so we used this past weekend to host our entire leadership team (14 people) that we've been working with for over the last 12 years to celebrate his exit.

As mentioned, we strive to be extremely respectful to our neighbours. Fortunately, there were no bylaw visits this weekend. I want to assure you that when we have a large number of guests, it is not due to renting out our home but rather enjoying it ourselves.

Please let me know if we are all set on your end or if you need anything else from us to ensure compliance.

Thanks in advance.



Peter Drummond

September 12, 2024



Peter Drummond

Re: Business Licence 4089807
To: Sarah Krakower,

September 12, 2024 at 2:25 AM



Details

Hi Sarah,

We just had a really uncomfortable interaction with Trevor Bigelow (Sept 11 around 9:30 pm).

We came from dinner and Trevor Bigelow was standing in the dark, staring at my house, from the road near David Montpetit's house. It was so creepy, I felt like I had to get closer to see what he was doing because he had the presence of a stalker & I felt like I needed to protect my fiancé.

Tonight, we only have 4 people in our house & this creep is outside by himself, standing still, staring at them like a serial killer from a Netflix documentary.

Can you imagine coming home and some guy is standing across the street watching you & your family? How would you feel, how is this okay? How would he feel if some guy was standing outside his house staring into his window at his wife and kids? What would most men do?

We're not selling our home regardless of their creepy, invasive, harassment. We've had RCMP or Bylaw called on us almost every single time we had friends stay over for the last 3 years. As far as I can tell, our group has spoken to the authorities more than our guests.

Responsible Operators

We have always prioritized being good neighbours:

Security

Noise monitors and cameras ensure guest compliance

Minimum Stays

2-night minimum on weekends prevents parties

Risk Management

Cancel high-risk bookings and block party holidays

Strict Rules

Guest conduct guidelines with immediate eviction penalties

Occupancy Limits

Maximum 6 guests for rentals, no exceptions

Direct Management

Personally managed with zero fines in over 2 years

WiFi Controls

Monitor connections to verify occupancy and prevent parties

Guest Screening

Only accept guests with 5-star ratings, deny those with no reviews

Responsible Operators

Guest Verification Document



PROOF OF VERIFICATION

Guest name: _____
Booking dates: Sep 6 to 8
Booking at: The Infniti Villa | Heated Pool | Theatre | Gym, 381 Viewcrest Court, Kelowna, BC, Canada

SIGNED AGREEMENT

House Rules

1. No shoes in the house
2. No surprise guests—only those in the booking can visit & stay overnight. Breaking this rule results in a \$1,000 daily fine.
3. Keep it tidy! Clean your dishes. Extra messy? It's a \$50/hour fine for extra cleaning
4. Late checkout without approval? \$100/hour fine
5. No daily cleaning services, so please don't feed the dust bunnies
6. Pets are a no-go, except at our Glamping site or if a special approval was made
7. Smoke outside only! Indoor smoking incurs a \$1,000 fine
8. Keep it quiet and party-free. Noise violations incur a \$1,000 daily fine
9. Play safe! Report any hazards right away. You're responsible for any accidents
10. No third-party bookings unless it's a work trip. Violations = canceled stay with no refund. Need help? Just ask!
11. Booking with us means you agree to these rules. We verify all guests

Verification Info:

- Provide a government-issued photo ID
- Confirm your contact info
- Pass our guest portal check

Note: Info is for verification only, not stored or used otherwise.

Security Deposit: Required for your stay!

We look forward to your stay!

Signed  

Submitted on: 2024-09-06 15:26:01
Device information: iPhone / iOS 17.5.1 / Mobile Safari 17.5
IP Address: _____

Our Comprehensive Screening Process

ID Verification

All guests must provide government-issued photo ID before check-in

Past Reviews Screening

We only accept guests with positive reviews and verified profiles

Security Deposit

Required from all guests to ensure property respect and rule compliance

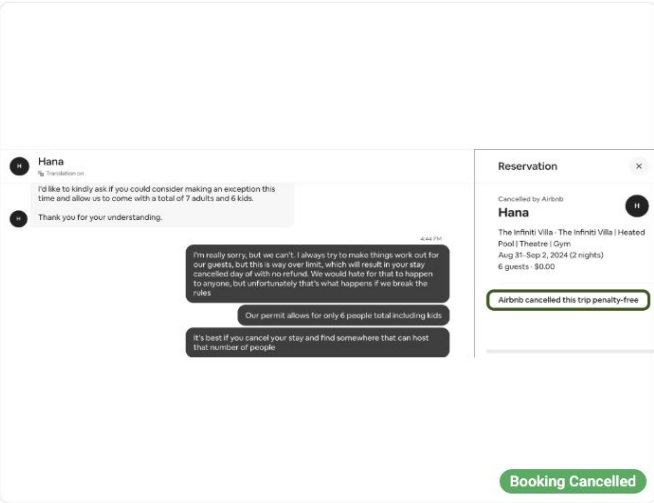
Signed Rules Agreement

Clear house rules with strict penalties for violations

We're proud to have gone **2+ years** without evicting or fining any guests.

Responsible Operators - Proactive Risk Management

Occupancy Limit Enforcement

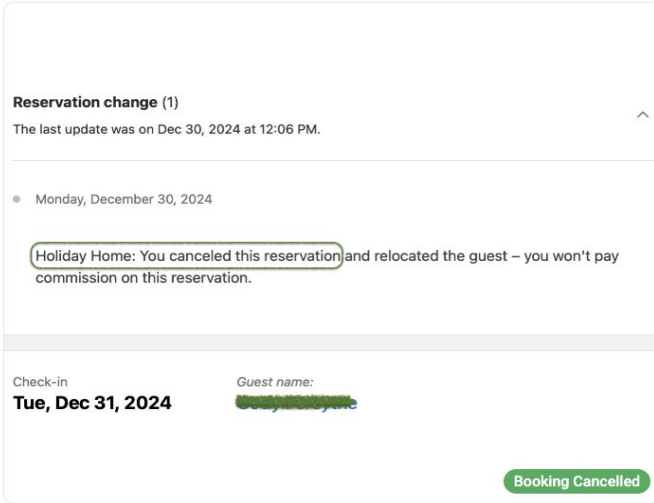


The screenshot shows a chat conversation between a guest named Hana and a host. Hana asks for an exception to the 6-person limit for 7 adults and 6 kids. The host explains the permit limit and offers to cancel the trip penalty-free. A reservation card for 'The Infiniti Villa' is visible, showing a cancellation date of August 29, 2024. A green button at the bottom right of the chat area says 'Booking Cancelled'.

Cancellation date: August 29, 2024
Booking request: 13 people (7 adults + 6 kids)

We strictly enforce our 6-person limit. Cancelled with only 2 days before check-in, leaving no time to rebook and forfeiting all revenue.

Party Risk Screening



The screenshot shows a reservation change notification for a booking on Monday, December 30, 2024. The notification states that the guest canceled the reservation and was relocated, resulting in no commission being paid. A reservation card for 'Holiday Home' is shown with a check-in date of Tuesday, December 31, 2024. A green button at the bottom right of the notification area says 'Booking Cancelled'.

Cancellation date: December 30, 2024
High-risk date: New Year's Eve 2024

Guest failed our screening for party risk. Cancelled just one day before check-in, ensuring no opportunity to rebook and losing all revenue.

 Compliance is the priority, even when it means **sacrificing revenue**.

2024 Guest Registry

Registry Shared with City of Kelowna

Property	Person	Start Date	End Date	# of Ppl	# of Nights
Infiniti Villa		January 2, 2024	January 4, 2024	3	2
Infiniti Villa		February 16, 2024	February 18, 2024	4	2
Infiniti Villa		February 24, 2024	February 26, 2024	6	2
Infiniti Villa		March 1, 2024	March 4, 2024	5	3
Infiniti Villa		March 9, 2024	March 10, 2024	6	1
Infiniti Villa		March 13, 2024	March 15, 2024	3	2
Infiniti Villa		April 1, 2024	April 7, 2024	4	6
Infiniti Villa		April 8, 2024	April 11, 2024	5	3
Infiniti Villa		April 12, 2024	April 14, 2024	2	2
Infiniti Villa		April 24, 2024	April 27, 2024	5	3
Infiniti Villa		May 12, 2024	May 14, 2024	2	2

Complete guest information recorded and verified

Average Group Size: 4-5 People

Average Stay: 2-3 Nights

2024 Bookings: 43

2025 Bookings to Date: 0

Professional Noise Monitoring

MINUT

Real-Time Alerts
Instant notifications for unusual noise

Crowd Detection
Monitors occupancy without privacy invasion

Detailed Logs
Complete history for verification

Proactive Management
Immediate response to potential issues

Active 24/7 monitoring subscription

Our commitment: Transparent operations with verifiable data and professional monitoring

The Neighbourhood Power Dynamics



Global News *"I want this eliminated and gone by this spring, if not the next couple of months."* - David Montpetit



Global News Reporter

Klaudia Van Emmerik

Only 1 attempt to contact us

ONE-SIDED STORY



B.C. Housing Minister

Ravi Kahlon

"We have an enforcement unit

hoping to take action"

PRESUMED GUILTY



Bylaw Surveillance

Zero violations despite daily checks

DAILY MONITORING



Critical Question

Will Kelowna Stand for Fairness—or Let Well-Connected Neighbours Set the Rules?

A Plea for Fairness Over Retaliation

Despite being advised to pursue **legal action** and **media exposure**, we chose a path of **trust** in the City's processes.

We believe in resolving issues based on facts, not headlines.

The Real Nuisance



Who is the **real nuisance** here?



Is **20+ False Accusations** not enough?



Who are the **real victims** ?

Ongoing Harassment

We're Not the Issue — We're Being Targeted



This is our principle
residence



We won't let
intimidation push us
out of our home



Ending our license
won't stop the
harassment

This isn't about short-term rentals. It's about long-term resentment.

Conclusion

Canceling our license would set a troubling precedent:

- 1 Unfairly target neighbours, disregarding facts and due process
- 2 Destabilize families who rely on lawful business
- 3 Erode trust in equitable governance



We trust the City shares our commitment to fair governance and ensuring policies serve their intended purpose

Thank You

Your time and attention to this important matter that affects our family's wellbeing is greatly appreciated.



Thank you for allowing us to share our truth.

We remain committed to being responsible property owners and good neighbours.