



Short Term Accommodation

Frequently Asked Questions

How many people can stay at my property?

The capacity of the property is based upon two persons per bedroom. A bedroom is defined as a room made for sleeping including an exterior window and an interior door. For example, a three bedroom house has the capacity to accommodate six people. A pullout couch or two sets of bunk beds does not denote additional capacity for registration of the property.

What type of septic inspection is required?

A visual inspection of your septic system is required to determine if it is in good working condition. A record of the pump out is required to be submitted. A receipt of pump out or inspection document is sufficient. This will need to be submitted as part of your licence application.

Does my site plan, floor plan, fire plan and parking plan need to be completed by a professional engineer?

No, they do not; however, your submission must be legible. A hand drawn map depicting the location of bedrooms, fire pits, garbage location etc. is acceptable. This will need to be submitted as part of your licence application.

What are the fees?

Determining Class

	Maximum Number of Occupants per unit	Maximum Number of Days Rented Per Year	Minimum Number of Nights of Stay
CLASS A & B	8	180	n/a
CLASS C	12	n/a	n/a

Note: All conditions must be met in order to meet the classification. Where a condition is not met the next higher classification would be utilized. Where a classification category cannot be met,

the STA would not be permitted without approval of a site-specific zoning by-law amendment. If the STA receives zoning approval, the Class C requirements would be required to be met.

Fees

CLASSIFICATION	REGISTRATION FEE (\$) PER UNIT	RENEWAL FEE (\$)
Class A & B	500	500
Class C	1500	1500

Other:

TYPE	FEE (\$) PER UNIT
STA Inspection	500
STA Re-inspection Fee	250
Class A Complaint Investigation Fee	300
Class B and C Complaint Investigation Fee	300 first, 450 second, 600 third

***Fees will be waived until December 31st, 2021 (registration and STA inspection fees). Please note if you have not applied by January 1st, 2022, registration and inspection fees will be applied.**

What type of insurance is required?

The property owner must at hold Liability Insurance of at least not less than \$2 million dollars per occurrence for property damage and bodily injury.

Who is a responsible person?

A responsible person is someone who is located within one hour of the property and is available for emergency calls. This can be a licensed property manager; however, the Municipality requires the property manager's contact information.

What happens after registration?

After submitting your application through <https://ca.cloudpermit.com/login>, the Municipality will validate the information and review your application. Staff will contact either the owner or applicant to schedule an inspection.

If the application is approved, a registration number will be generated and emailed to the licensee, along with a STA Manual PDF which should be posted inside the STA at all times.

The Municipality can deny an application based on the eligibility criteria and will inform the applicant of its intention to deny the registration. No one is eligible to register or renew a short term rental if the application was denied or revoked in the last 12 months.

What do I do after I am licensed?

Once registered as a short-term rental operator, you must:

- provide guests information about the property manager and instructions on how to contact 911 emergency services
- provide guests with an emergency exit plan
- keep the following records related to the short term rental and provide to the Municipality upon request:
 - the number of nights the short term rental was rented
 - the nightly and total price charged for each rental
 - the rental type (the entire home rental or single room rental)

The licensee shall be responsible for ensuring that the use of the short term accommodation unit shall not include:

- parties
- the lighting or discharging of fireworks
- exceeding occupancy limits in the unit or on the property
- use of outdoor speakers
- liability Insurance of not less than \$2 million dollars per occurrence for property damage and bodily injury
- parking must be adequately provided on a per bedroom basis
- garbage must be stored in an enclosed area at all times other than during garbage collection at which time garbage must be contained in appropriate containers for collection
- must display the STA manual inside the STA dwelling or dwelling unit
- must post ownership information inside and outside unit at all times
- must post how many occupants are allowed within the STA premise

My property is currently not in a residential zone, what do I do?

Generally, all existing STAs that were in operation prior to the passing of the STA By-law will be considered a legal non-conforming use and “grandfathered,” even if they do not comply with the provisions of the new Zoning By-law. STAs that were in existence prior to the new By-law are grandfathered and can continue to operate, whereas a new STA would not be permitted in those areas. New STAs are permitted in R1 and R2 zones only.

If the legal non-conforming status of a property were in question, an owner would need to provide proof that he/she were operating as an STA prior to the by-law being passed (records of rentals, proof of income, etc.).

I’m selling my property, what do I do?

A license is non-transferable with the sale of a property. The licensee must notify the Municipality within 15 days of any changes such as:

- change in business name

- change in the location of the business premise, such as the mailing address of the property owner
- change in ownership of the business
- change in the licensee's policy of liability insurance

If the licensee fails to notify the Municipality of any of the above changes, the licence will be considered void, and the owner/applicant must apply for a new licence.

I am having issues completing my STA licence application through CloudPermit. What am I doing wrong?

After you have successfully created an account. You can create a new project. Title the project "STA Registration: [insert property address]". Then, select the "residential" project type". Next, under "category" select "short-term accommodation" and under "work type" select "new". For further information on how to apply, please refer to the STA Registration Guidebook on the municipal website.

Where can I find more information?

Municipal staff are available Monday to Friday from 8:30am to 4:30pm. Please call the office at 519-793-3522.