



THE CORPORATION OF THE CITY OF VERNON

MEMORANDUM

TO: Will Pearce, Chief Administrative Officer **FILE:** 6450

PC: Kim Flick, Director, Community Infrastructure and Development **DATE:** June 15, 2022
Laurie Cordell, Manager, Long Range Planning
and Sustainability

FROM: Barbara Everdene, Long Range Planner

SUBJECT: SHORT TERM RENTAL REGULATIONS

On May 27, 2019, Council approved a process to develop regulations for the short term rental (STR) industry and to initiate a public engagement process.

Current State

According to AIRDNA, a STR analytics website, Vernon currently has 274 STR units listed on Airbnb and VRBO. This number is likely larger, as not all short term rental units are advertised on these websites or online. While STRs are playing an important role in Vernon's tourism industry, there have also been complaints from residents regarding noise, parking and other nuisances. In 2021, there were 49 complaints related to STR operations, 1% of the approximately 6,000 bylaw complaints received last year. The City of Vernon has Good Neighbour Bylaw #4980 in place to address some of these complaints. In addition, with a vacancy rate of 0.7% in Vernon and rising rental unit prices, there is concern that the growing STR industry is reducing the availability of long term rental housing in the community.

Background

In May 2020, a public survey was conducted on engagevernon.ca (Attachment 1). There were 180 responses to the survey: 7% identified themselves as STR operators and 42% identified themselves as living near an STR operation in Vernon. Of the 105 open-ended survey responses received (Question 18 in Attachment 1), 6% wanted a full ban on STRs, 9% wanted no regulation at all, and 30% were supportive of STRs provided that they are regulated by the City and regulations are enforced in a robust manner. As one respondent expressed:

"We are excited about rules and regulations concerning vacation rentals to come into effect [that will involve operators] paying for proper business licenses and adhering to bylaws and safety standards. There is no reason that this can't be done right, hand in hand with the City, so there are less complaints. With proper bylaws in place, vacation rentals can be a positive experience for everyone."

Guiding Principles

As a result of the public engagement results and a review of best practices in STR regulation in BC, Administration has developed the following Guiding Principles to inform the approach to regulating STRs in Vernon:

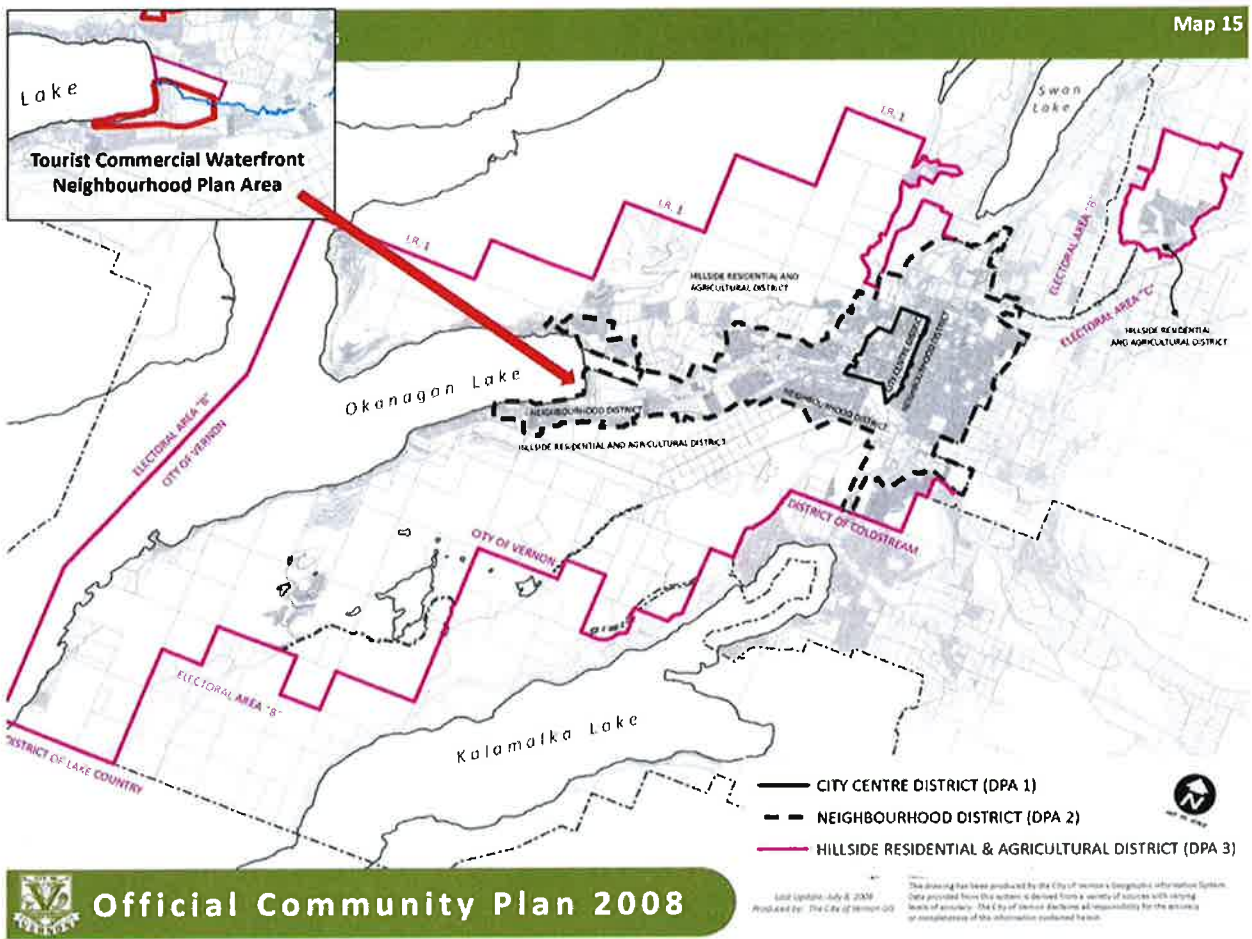
1. Mitigate the impacts of STRs on the long term rental housing supply to support the community's need for affordable housing;
2. Promote peaceful residential neighborhoods and limit nuisance from STRs;
3. Maintain vibrant and safe residential neighborhoods;
4. Promote equity among tourism accommodation providers; and
5. Support the needs of a vibrant local tourism industry.

Proposed Approach

Administration has researched the regulatory frameworks of other municipalities in the Okanagan region and in alignment with their approaches, proposes to add two new business licensing categories to the Business Licensing Bylaw #5480, as follows:

1. **STR Minor License:** This would allow an operator in any residential area of the City to use a portion of their principal residence as a short term rental unit, and require a responsible person to be residing on the site and available as needed to manage the operation; and
2. **STR Major License:** This would allow an operator in the Hillside Residential and Agricultural District or the Waterfront Neighborhood Plan Area (Figure 1 over the page) to use a portion of, or their entire property, whether a principal or secondary residence, as a short term rental unit. This license would require that there be a responsible person available on 24-hour basis as needed, but this person does not need to live on site.

Figure 1: Hillside Residential and Agricultural District and Waterfront Neighborhood Plan Area



This proposed approach requires more detailed development, including developing best practice guidelines within the business licensing and zoning bylaws and online orientation and educational materials for STR operators. Under a new regulatory regime, STR operators may need to certify their compliance with the Good Neighbour Bylaw #4980 in order to be eligible to receive a business license.

Regulating the STR industry would require additional bylaw enforcement capacity. A number of peer municipalities in British Columbia have found that third-party compliance monitoring has been an efficient and cost-effective option. Raising fees and fines for licensing and bylaw infractions, respectively, has proven effective to deter non-compliance and generate revenue to defray additional enforcement costs. Administration would conduct further research and present information to Council on options and associated costs.

Community Engagement

Since the last opportunity for the public to comment on STR regulation was provided in May 2020, Administration proposes to offer a focused community engagement process in July 2022. This would include a survey to stakeholders in the local tourism sector, including STR operators, as well as a digital Open House on engagevernon.ca for the general public.

Proposed Workplan and Timelines

The table below is a brief summary of the proposed workplan and timelines:

Task	Timeline
Update to the Affordable Housing Advisory Committee (AHAC), Tourism Commission and the Advisory Planning Committee	June and July 2022
Community engagement	July 2022
Presentation of community engagement and proposed Bylaw Amendments to Council for First and Second Readings	August 15, 2022
Public Hearing	September 6, 2022

RECOMMENDATION:

THAT Council endorse the Short Term Rental Regulation timeline and approach, in principle, and direct Administration to undertake public engagement as outlined in the memorandum titled "Short Term Rental Regulations" dated June 15, 2022 and respectfully submitted by the Long Range Planner;

AND FURTHER, that Council refer the memorandum titled "Short Term Rental Regulations" dated June 15, 2022 to the Affordable Housing Advisory Committee, Tourism Commission, and Advisory Planning Committee for review and comment.

Respectfully submitted:



Barbara Everdene
Long Range Planner

Attachment 1 – Survey Results Report

G:\6400-6999 PLANNING AND DEVELOPMENT\6450 COMMUNITY PLANNING - ZONING BYLAW REVIEW\PROJECTS\Short Term Rentals\Report\June 27 2022 Report\220615 Memo STR Regulation Update.docx

Short-term Rental Regulations

SURVEY RESPONSE REPORT

28 April 2017 - 13 June 2022

PROJECT NAME:

Short-term Rental Regulations



SURVEY QUESTIONS

Q1 Please select the category that best describes your residency in Vernon

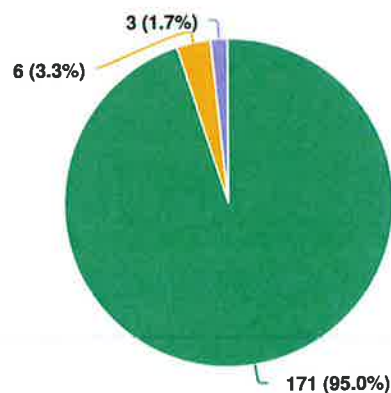


Question options

- ☒ I live full-time in Vernon
- ☐ I live part-time in Vernon (weekends, holidays, months, etc.) and spend most of the year in another location
- ☐ I'm living in Vernon full-time, but just for a year or two
- ☐ I live somewhere else and own property in Vernon
- ☐ I don't live in, or own, in Vernon. Please indicate where you live most of the time below

Mandatory Question (180 response(s))
Question type: Checkbox Question

Q2 Do you own or rent the residence you have in Vernon?

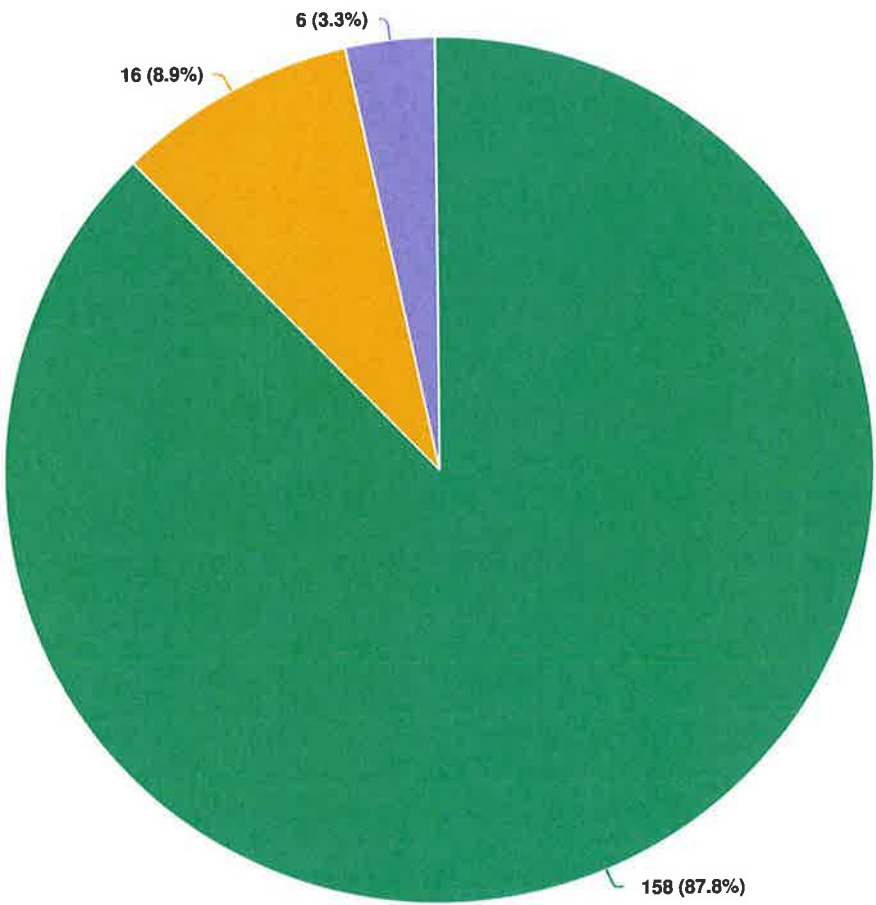


Question options

- ☒ Own
- ☐ Rent
- ☐ Not applicable

Mandatory Question (180 response(s))
Question type: Radio Button Question

Q3 | Do you own residential properties in Vernon that you DO NOT live in?

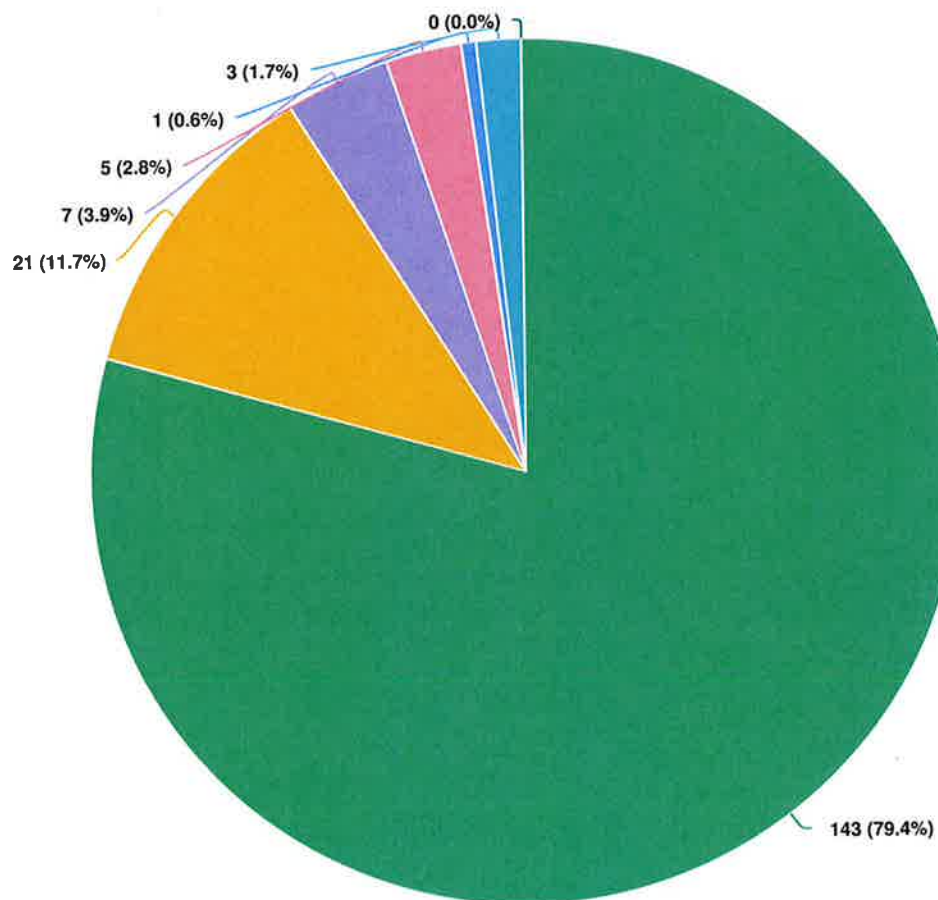


Question options

- ☒ No ☐ Yes, I own one residential property that I don't live in ☐ Yes, I own multiple residential properties

Mandatory Question (180 response(s))
Question type: Radio Button Question

Q4 | What type of residence is the dwelling that you live in?



Question options

- Single family home
- Semi-detached/duplex
- Townhouse
- Condo/apartment
- Carriage house
- Other (please specify)
- Secondary suite

Mandatory Question (180 response(s))

Question type: Radio Button Question

Q5 How long have you lived full-time in Vernon? (number of years)

Screen Name Redacted 2

3/14/2020 06:00 AM

Screen Name Redacted 6 years

3/14/2020 07:58 AM

Screen Name Redacted 3.5

3/14/2020 07:59 AM

Screen Name Redacted 44 years

3/14/2020 08:27 AM

Screen Name Redacted 9

3/14/2020 08:39 AM

Screen Name Redacted 9 years

3/14/2020 08:48 AM

Screen Name Redacted 12 yrs

3/14/2020 08:55 AM

Screen Name Redacted 2

3/14/2020 10:08 AM

Screen Name Redacted 40

3/14/2020 09:30 AM

Screen Name Redacted 15

3/14/2020 09:28 AM

Screen Name Redacted 5

3/14/2020 09:38 AM

Screen Name Redacted 1 year

3/14/2020 09:54 AM

Screen Name Redacted 12

3/14/2020 10:02 AM

Screen Name Redacted 3/14/2020 10:04 AM	4
Screen Name Redacted 3/14/2020 10:21 AM	48years
Screen Name Redacted 3/14/2020 10:38 AM	40 years
Screen Name Redacted 3/14/2020 11:02 AM	20+ Years
Screen Name Redacted 3/14/2020 10:45 AM	7 YEARS
Screen Name Redacted 3/14/2020 10:55 AM	6 years
Screen Name Redacted 3/14/2020 11:06 AM	14
Screen Name Redacted 3/14/2020 11:10 AM	4 years
Screen Name Redacted 3/14/2020 11:25 AM	37
Screen Name Redacted 3/14/2020 11:35 AM	30
Screen Name Redacted 3/14/2020 11:53 AM	20
Screen Name Redacted 3/14/2020 12:10 PM	41
Screen Name Redacted 3/14/2020 12:45 PM	12
Screen Name Redacted	20 yrs

3/14/2020 12:51 PM

Screen Name Redacted 20

3/14/2020 01:42 PM

Screen Name Redacted 4

3/14/2020 01:58 PM

Screen Name Redacted 40 years

3/14/2020 01:43 PM

Screen Name Redacted 1987

3/14/2020 01:45 PM

Screen Name Redacted 3

3/14/2020 02:41 PM

Screen Name Redacted 3

3/14/2020 02:12 PM

Screen Name Redacted irrelevant

3/14/2020 02:33 PM

Screen Name Redacted 10 years

3/14/2020 03:00 PM

Screen Name Redacted 5 yrs

3/14/2020 02:56 PM

Screen Name Redacted 9

3/14/2020 03:25 PM

Screen Name Redacted 4

3/14/2020 03:20 PM

Screen Name Redacted 10 years

3/14/2020 02:43 PM

Screen Name Redacted 4

3/14/2020 03:02 PM

Short-term Rental Regulations : Survey Report for 28 April 2017 to 13 June 2022

Screen Name Redacted 3/14/2020 06:20 PM	2+
Screen Name Redacted 3/14/2020 06:18 PM	29 years
Screen Name Redacted 3/14/2020 06:30 PM	5
Screen Name Redacted 3/15/2020 06:02 PM	13
Screen Name Redacted 3/14/2020 06:59 PM	2 years 3 months
Screen Name Redacted 3/14/2020 07:14 PM	14
Screen Name Redacted 3/14/2020 07:17 PM	5
Screen Name Redacted 3/14/2020 07:25 PM	10
Screen Name Redacted 3/14/2020 07:28 PM	9
Screen Name Redacted 3/14/2020 07:32 PM	9
Screen Name Redacted 3/14/2020 08:09 PM	Vernon is my hometown where I returned 18yrs ago to retire.
Screen Name Redacted 3/14/2020 08:06 PM	11
Screen Name Redacted 3/14/2020 08:04 PM	3
Screen Name Redacted 3/14/2020 08:45 PM	3

Short-term Rental Regulations : Survey Report for 28 April 2017 to 13 June 2022

Screen Name Redacted 3/14/2020 10:14 PM	4
Screen Name Redacted 3/14/2020 10:33 PM	7
Screen Name Redacted 3/15/2020 07:17 AM	12 years
Screen Name Redacted 3/15/2020 07:20 AM	12
Screen Name Redacted 3/15/2020 07:46 AM	20 years
Screen Name Redacted 3/15/2020 07:34 AM	2
Screen Name Redacted 3/15/2020 07:50 AM	30
Screen Name Redacted 3/15/2020 07:43 AM	32 years
Screen Name Redacted 3/15/2020 07:38 AM	8
Screen Name Redacted 3/15/2020 07:50 AM	25
Screen Name Redacted 3/15/2020 08:02 AM	11
Screen Name Redacted 3/15/2020 07:51 AM	8 years
Screen Name Redacted 3/15/2020 07:59 AM	11 years
Screen Name Redacted 3/15/2020 10:57 AM	3

Screen Name Redacted 3/15/2020 07:55 AM	22 years
Screen Name Redacted 3/15/2020 08:13 AM	13
Screen Name Redacted 3/15/2020 08:32 AM	11 years
Screen Name Redacted 3/15/2020 08:48 AM	9 years
Screen Name Redacted 3/15/2020 09:10 AM	3 years
Screen Name Redacted 3/15/2020 09:27 AM	2
Screen Name Redacted 3/15/2020 09:36 AM	2 years, in Kelowna 10 yrs before that
Screen Name Redacted 3/15/2020 09:41 AM	3
Screen Name Redacted 3/15/2020 10:01 AM	10
Screen Name Redacted 3/15/2020 10:16 AM	60
Screen Name Redacted 3/15/2020 10:29 AM	Part time for 4 years
Screen Name Redacted 3/15/2020 10:48 AM	11 years
Screen Name Redacted 3/15/2020 10:57 AM	2
Screen Name Redacted	4 years

3/15/2020 12:01 PM

Screen Name Redacted 50 years

3/15/2020 02:03 PM

Screen Name Redacted 2.5

3/15/2020 03:41 PM

Screen Name Redacted 4

3/15/2020 03:45 PM

Screen Name Redacted 14 years, first 13 in single family house in Foothills, now in a bareland strata.

3/15/2020 04:14 PM

Screen Name Redacted 3

3/15/2020 04:25 PM

Screen Name Redacted 6 years

3/15/2020 04:47 PM

Screen Name Redacted 4 YEARS

3/15/2020 05:24 PM

Screen Name Redacted 7 years

3/15/2020 05:31 PM

Screen Name Redacted Recently retired and hope to move to Vernon in the very near future.

3/15/2020 05:27 PM

Screen Name Redacted 1.5

3/15/2020 05:27 PM

Screen Name Redacted 13 years

3/15/2020 06:11 PM

Screen Name Redacted 2

3/15/2020 06:20 PM

Screen Name Redacted 3 years

3/15/2020 08:40 PM

Short-term Rental Regulations : Survey Report for 28 April 2017 to 13 June 2022

Screen Name Redacted 3 years
3/15/2020 08:56 PM

Screen Name Redacted N/A
3/15/2020 07:28 AM

Screen Name Redacted 3
3/15/2020 05:14 AM

Screen Name Redacted 24
3/15/2020 05:45 AM

Screen Name Redacted 15
3/15/2020 08:58 AM

Screen Name Redacted Almost 17 years
3/15/2020 09:28 AM

Screen Name Redacted test
3/15/2020 11:20 AM

Screen Name Redacted 3
3/15/2020 12:38 PM

Screen Name Redacted 8
3/16/2020 01:03 PM

Screen Name Redacted 10.5
3/16/2020 02:05 PM

Screen Name Redacted 3
3/16/2020 02:57 PM

Screen Name Redacted 10
3/16/2020 03:33 PM

Screen Name Redacted 32 years
3/16/2020 08:07 PM

Screen Name Redacted 46 years
3/16/2020 11:47 PM

Screen Name Redacted 16/12/2020 08:56 AM	3
Screen Name Redacted 9/17/2020 08:07 AM	16 years
Screen Name Redacted 31/7/2020 10:28 AM	7 years
Screen Name Redacted 20/7/2020 10:58 AM	20
Screen Name Redacted 10/7/2020 12:15 PM	7
Screen Name Redacted 16/7/2020 05:10 PM	1
Screen Name Redacted 20/7/2020 09:18 PM	On and off for 30 years
Screen Name Redacted 8/10/2020 01:44 AM	Have not lived full time only part time since 2017
Screen Name Redacted 20/02/2020 11:15 AM	4 years
Screen Name Redacted 07/06/2020 02:47 PM	2
Screen Name Redacted 20/12/2020 01:11 PM	43
Screen Name Redacted 20/10/2020 00:01 PM	15 years
Screen Name Redacted 20/02/2020 10:45 PM	15 years
Screen Name Redacted 10/02/2020 12:40 PM	59 years

Screen Name Redacted 2 Years

3/22/2020 08:01 AM

Screen Name Redacted 10 years

3/22/2020 08:52 AM

Screen Name Redacted one year

3/22/2020 09:14 AM

Screen Name Redacted 4 years

3/22/2020 12:27 PM

Screen Name Redacted 28 years

3/22/2020 01:29 PM

Screen Name Redacted 7 years

3/23/2020 07:13 PM

Screen Name Redacted 13

3/24/2020 03:12 PM

Screen Name Redacted 7

3/25/2020 12:26 PM

Screen Name Redacted 11

3/25/2020 04:16 PM

Screen Name Redacted 8

3/25/2020 12:21 PM

Screen Name Redacted 5

3/26/2020 03:43 PM

Screen Name Redacted 20

3/26/2020 03:34 PM

Screen Name Redacted 7 years

4/25/2020 12:25 PM

Screen Name Redacted 27

3/30/2020 12:42 PM

Screen Name Redacted 40 years

3/30/2020 03:00 PM

Screen Name Redacted 14

3/30/2020 05:20 PM

Screen Name Redacted 11

3/30/2020 08:45 PM

Screen Name Redacted 15 years

3/30/2020 08:05 PM

Screen Name Redacted 8

3/31/2020 09:24 AM

Screen Name Redacted 23 years

4/01/2020 07:27 AM

Screen Name Redacted 1994

4/03/2020 03:41 PM

Screen Name Redacted 1.5

4/05/2020 10:04 AM

Screen Name Redacted 52 years

4/07/2020 03:32 PM

Screen Name Redacted 5 years

4/08/2020 09:10 PM

Screen Name Redacted 6years,13years part-time

4/11/2020 07:01 AM

Screen Name Redacted twelve years

4/11/2020 08:24 AM

Screen Name Redacted 8 years

4/12/2020 09:37 AM

Short-term Rental Regulations : Survey Report for 28 April 2017 to 13 June 2022

Screen Name Redacted 4/11/2020 11:09 AM	3 years
Screen Name Redacted 4/11/2020 10:57 AM	8 years
Screen Name Redacted 4/11/2020 11:53 AM	12 years
Screen Name Redacted 4/11/2020 12:17 PM	12 years
Screen Name Redacted 4/11/2020 08:50 PM	We have owned a villa in Vernon for 12 years. It's our seasonal home
Screen Name Redacted 4/12/2020 09:02 AM	7
Screen Name Redacted 4/12/2020 09:50 AM	1
Screen Name Redacted 4/12/2020 09:54 AM	10
Screen Name Redacted 4/12/2020 01:04 PM	28
Screen Name Redacted 4/13/2020 07:52 PM	15
Screen Name Redacted 4/14/2020 01:54 AM	6
Screen Name Redacted 4/15/2020 04:01 PM	5 years
Screen Name Redacted 4/15/2020 10:35 PM	3
Screen Name Redacted 4/20/2020 11:26 AM	52

Short-term Rental Regulations : Survey Report for 28 April 2017 to 13 June 2022

Screen Name Redacted 27 years
5/01/2020 09:50 PM

Screen Name Redacted 11
5/05/2020 01:18 PM

Screen Name Redacted 26 years
5/05/2020 09:00 AM

Screen Name Redacted 15 years
5/05/2020 11:13 AM

Screen Name Redacted 25
5/05/2020 01:26 PM

Screen Name Redacted 13
5/05/2020 04:40 PM

Screen Name Redacted 11
5/05/2020 06:12 PM

Screen Name Redacted 27
5/14/2020 12:10 AM

Screen Name Redacted 14
5/14/2020 03:18 PM

Screen Name Redacted 5
5/11/2020 05:51 PM

Screen Name Redacted 31
5/13/2020 02:00 AM

Screen Name Redacted Six years
5/13/2020 04:05 PM

Screen Name Redacted 20
5/14/2020 02:15 PM

Screen Name Redacted 32
5/20/2020 06:01 PM

Screen Name Redacted

5/27/2020 9:41 PM

Moved from Vernon to Calgary 2 years ago but still own in Vernon.
Lived in Vernon for 30 years prior

Screen Name Redacted

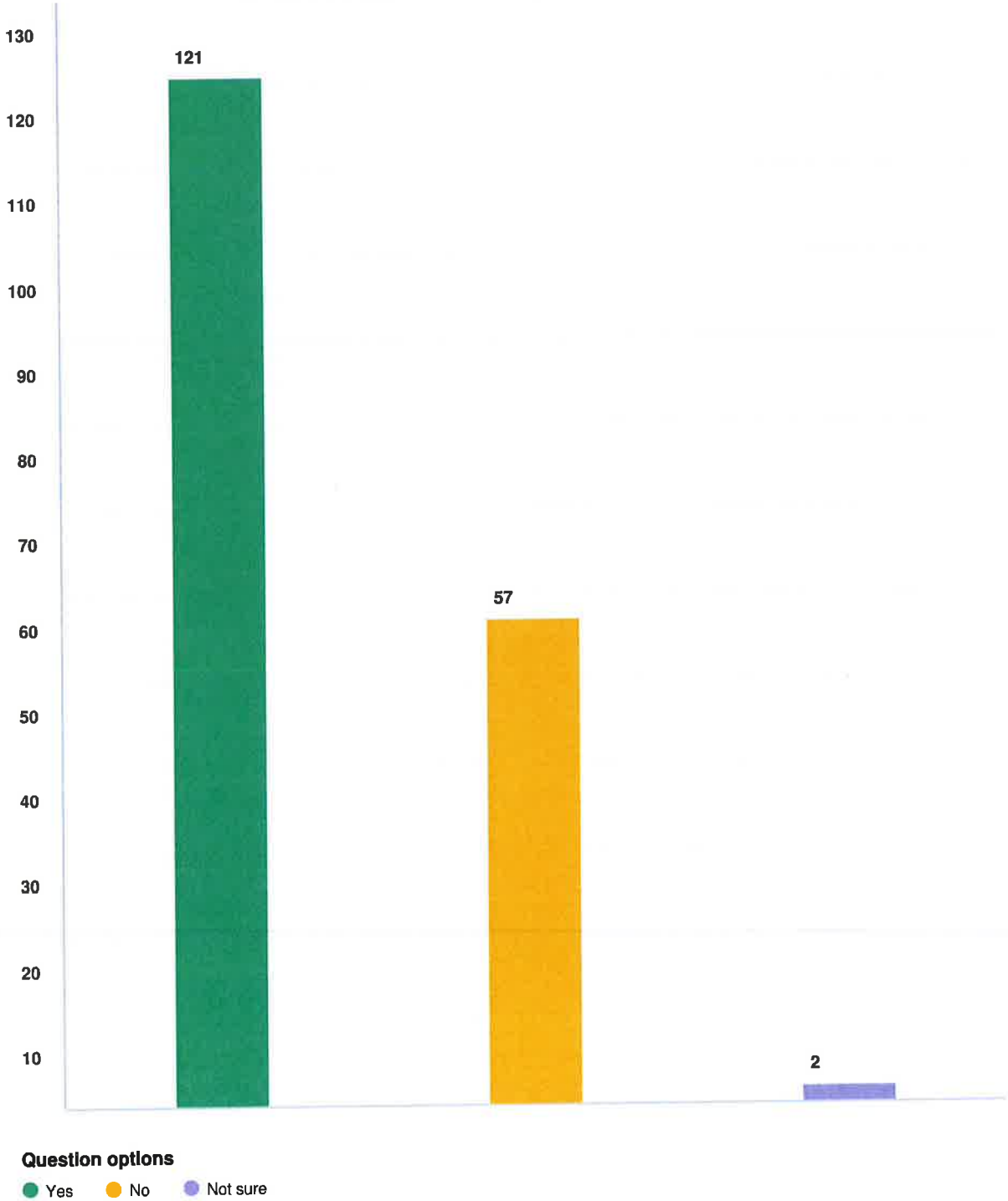
6/25/2022 01:43 PM

2

Mandatory Question (180 response(s))

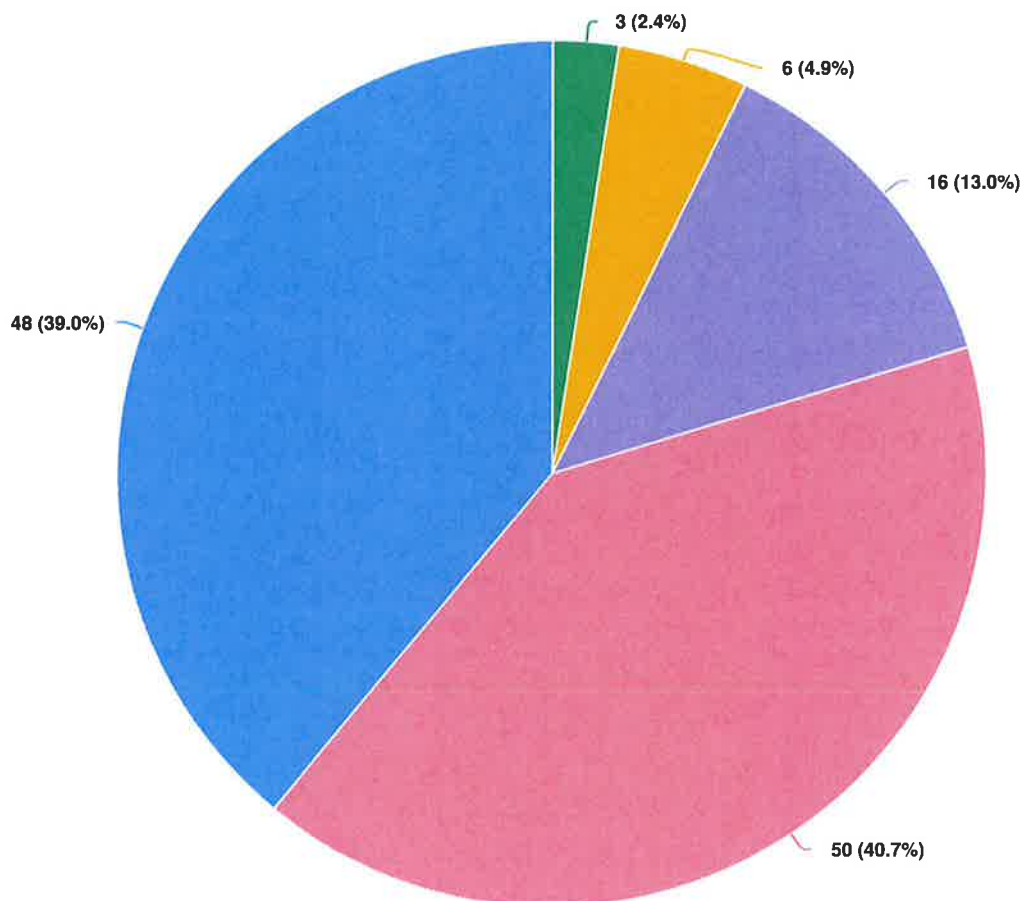
Question type: Single Line Question

Q6 Have you ever vacationed in a residential short-term nightly rental, booked through an online booking site or property manager?



Mandatory Question (180 response(s))
Question type: Checkbox Question

Q7 If you have booked a short-term nightly rental, how was the experience?



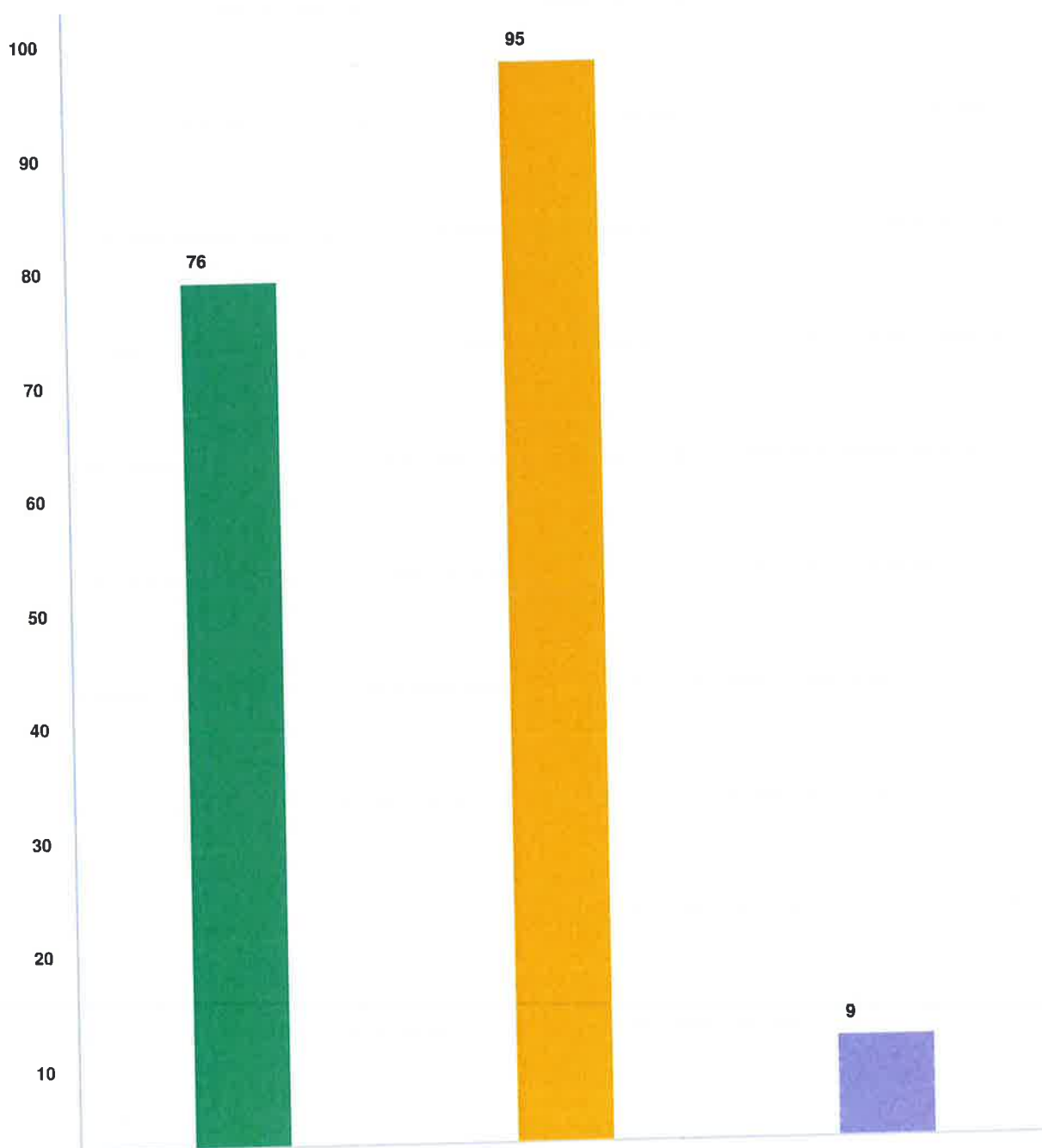
Question options

Extremely bad Bad Somewhat good Good Extremely good

Optional question (123 response(s), 57 skipped)

Question type: Emoji Question

Q8 Have you ever lived beside a short-term nightly rental property?



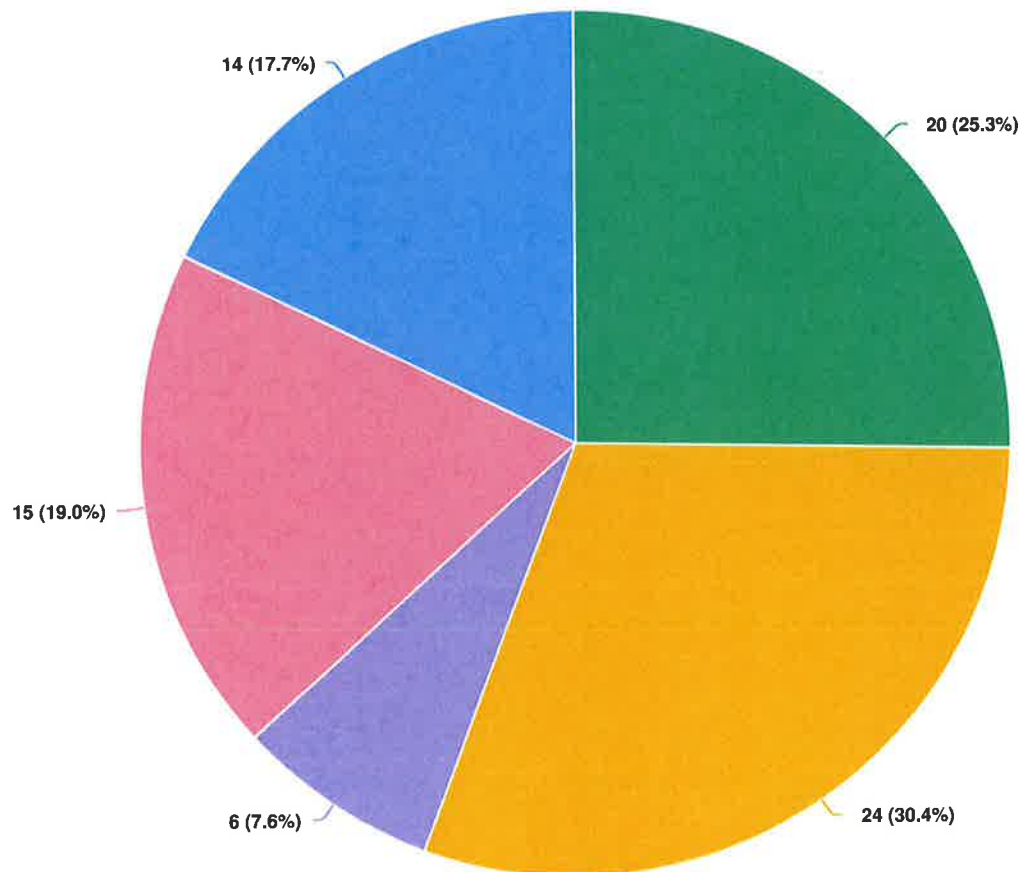
Question options

☒ Yes ☒ No ☐ Not sure

Mandatory Question (180 response(s))

Question type: Checkbox Question

Q9 If you have lived beside a short-term nightly rental, how was the experience?



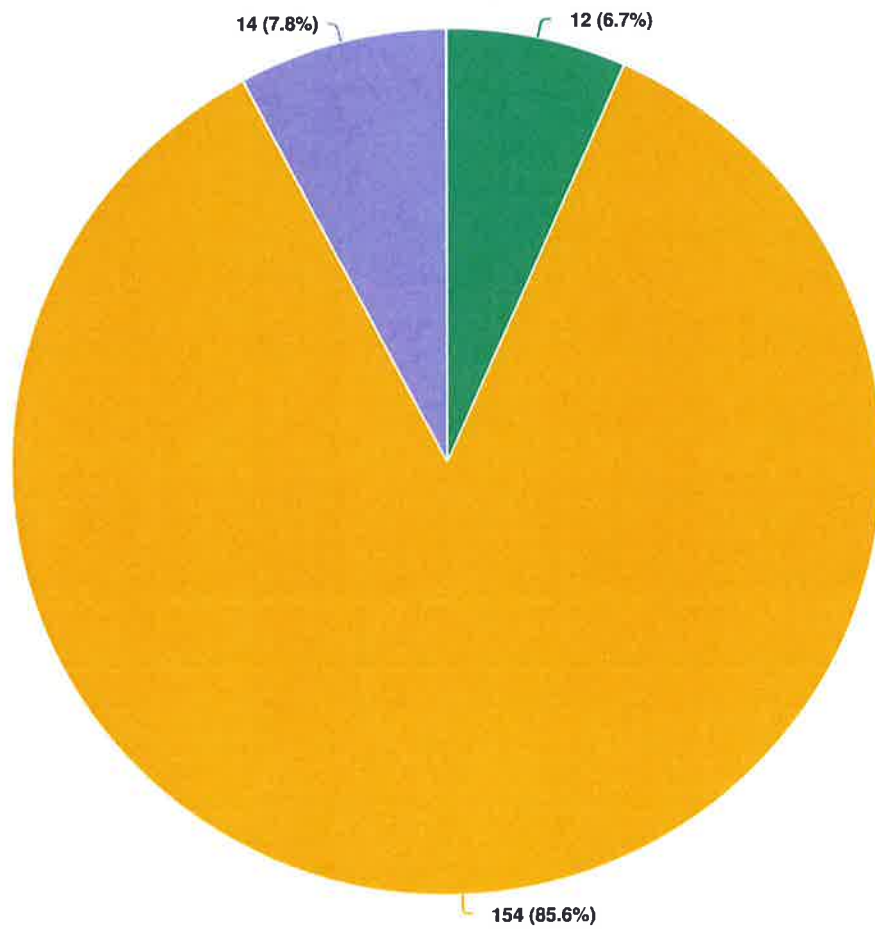
Question options

Extremely bad Bad Somewhat good Good Extremely good

Optional question (79 response(s), 101 skipped)

Question type: Emoji Question

Q10 Do you currently operate a short-term rental?



Question options

☒ Yes ☒ No ☒ Considering it

Mandatory Question (180 response(s))

Question type: Radio Button Question

Q11 If you currently operate a short-term rental or are considering it, what is the prime reason for doing so?

Screen Name Redacted 3/14/2020 08:00 AM	To meet travellers
Screen Name Redacted 3/14/2020 09:06 AM	Help pay bills and taxes
Screen Name Redacted 3/14/2020 09:54 AM	Occupy empty space/rooms, income, mortgage helper, meet new people, beautiful accommodation for travellers, meet new people, help provide and generate more business in Vernon and surrounding areas.
Screen Name Redacted 3/14/2020 10:56 AM	Want control over my home, and to have it available for Our growing family.
Screen Name Redacted 3/14/2020 01:48 PM	Rent out the property when I travel to help cover expenses and also to make extra income to help pay for taxes
Screen Name Redacted 3/14/2020 02:14 PM	Extra money for retirement
Screen Name Redacted 3/14/2020 10:31 PM	We have a suite and after going through some issues with our long term tenant we found out that as landlords we have not many rights or ways to protect ourselves and don't want the hassle of having long term
Screen Name Redacted 3/15/2020 07:14 AM	Flexibility with space, long term rental is not appealing
Screen Name Redacted 4/15/2020 12:47 PM	I do not own any short term rentals at this point, but my reason for looking into it would be to generate some extra income and get into an investment property.
Screen Name Redacted 10/10/2020 04:25 PM	We have the extra space, enjoy meeting other people, and a little extra income.
Screen Name Redacted	Mortgage helper

3/15/2020 04:47 PM

Screen Name Redacted

To create housing for tourist and to earn some extra money

3/15/2020 05:27 PM

Screen Name Redacted

Extra help with bill without having long term tenants. Because the tenants have more rights currently than landlords.

3/15/2020 08:40 PM

Screen Name Redacted

To replace my income; I no longer have an office job

3/17/2020 05:16 PM

Screen Name Redacted

Business investment and to help pay the mortgage

3/18/2020 01:44 AM

Screen Name Redacted

Supplementing income and keeping house occupied while away.

3/25/2020 10:44 AM

Screen Name Redacted

Income Property opportunity

4/11/2020 10:57 AM

Screen Name Redacted

Mainly to help balance expenses.

4/13/2020 05:14 AM

Screen Name Redacted

To meet people from all over the world

4/13/2020 07:57 PM

Screen Name Redacted

To help out with the mortgage and a cultural experience of meeting people from different areas and other countries

4/14/2020 01:54 AM

Screen Name Redacted

Real estate investment is our primary source of retirement income, and I love providing great experiences for people and sharing our beautiful home town, while bringing culture and diversity here.

4/15/2020 10:25 PM

Screen Name Redacted

Support Vernon Jubilee Hospital, Medical Students and Individuals visiting family and friends in the hospital. It is a service that is very much needed and as a single woman with a Disability pension, it is a perfect part time business for me.

5/01/2020 09:58 PM

Screen Name Redacted

Income

5/09/2020 04:40 PM

Screen Name Redacted

5/22/2020 02:01 PM

Summer and fall

Screen Name Redacted

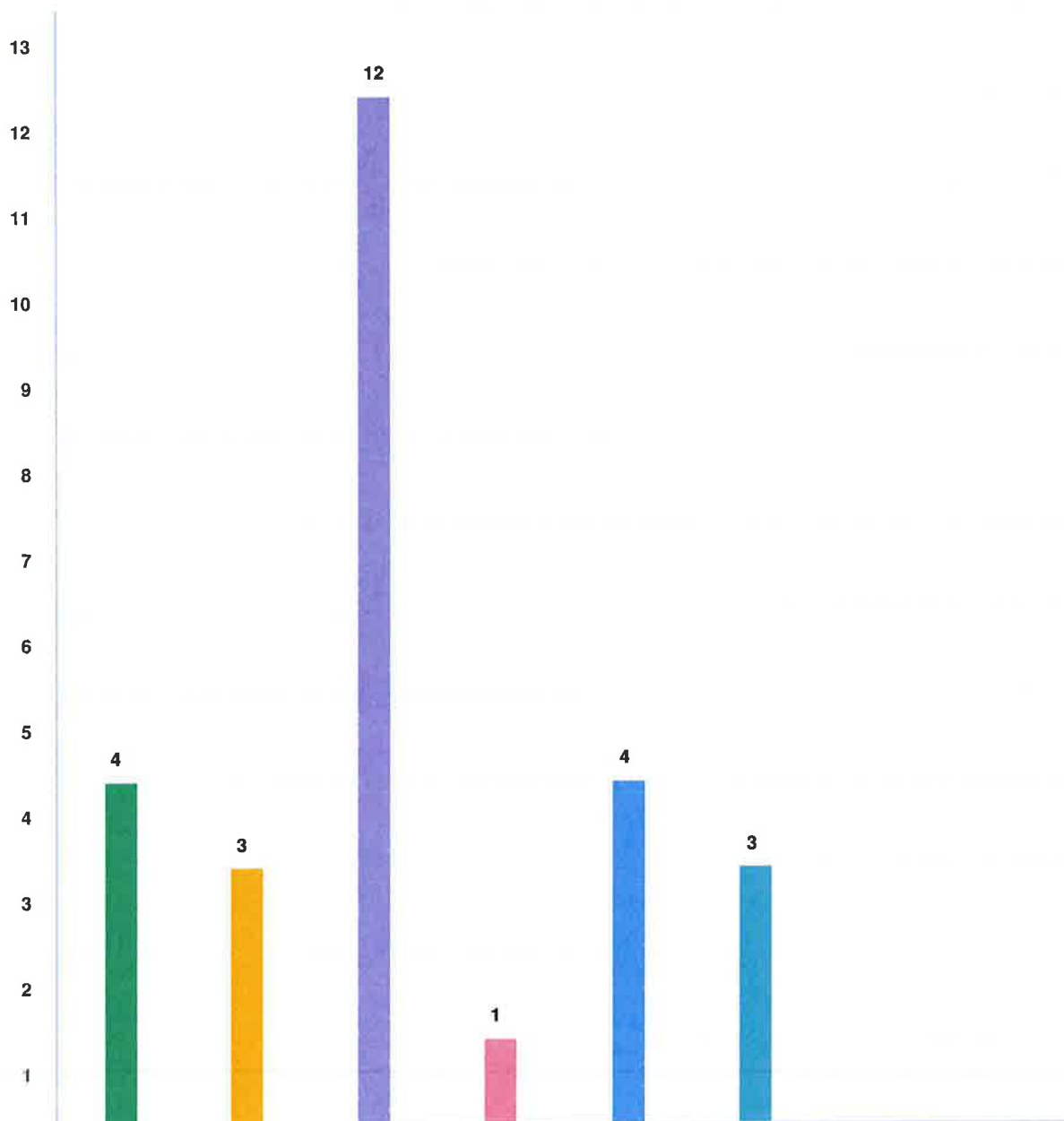
5/27/2020 05:41 PM

Considering renting it out on a short term basis until I am able to move back permanently. It is a lake-front home that will not rent out for enough money to cover expenses on a long term basis.

Optional question (25 response(s), 155 skipped)

Question type: Single Line Question

Q12 What type of unit(s) did you list for short-term rental? (select all that apply)



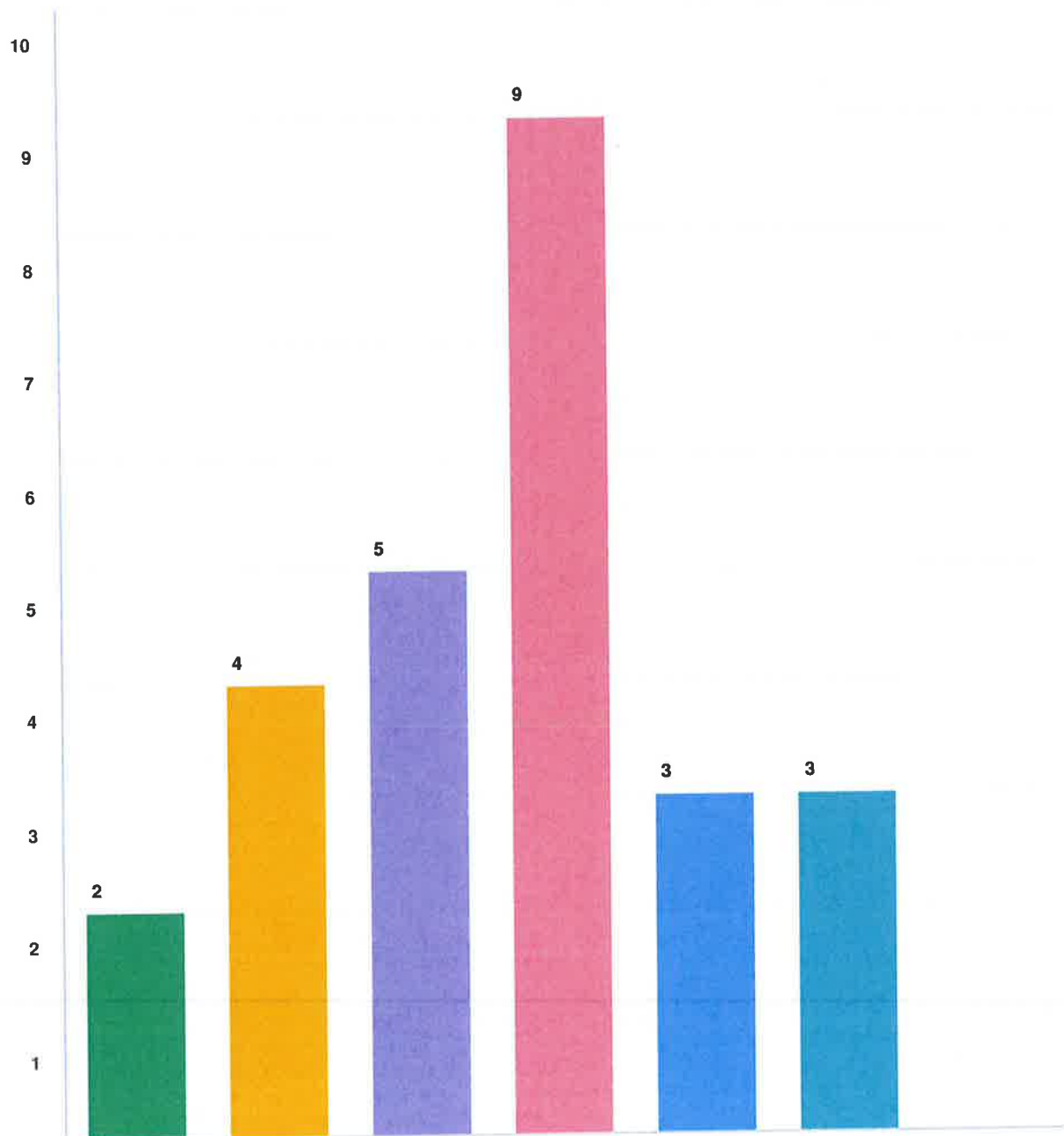
Question options

- Entire residential unit in a multi-family development (semi-detached, townhouse, condo/apartment)
 ● Entire single family home
- Secondary suite
 ● One spare room
 ● Two or more spare rooms
 ● Other (please specify)
 ● Carriage house
- RVs/tents

Optional question (24 response(s), 156 skipped)

Question type: Checkbox Question

Q13 Over the last 12 months, how many nights in total were your unit(s) rented out on a short-term basis?



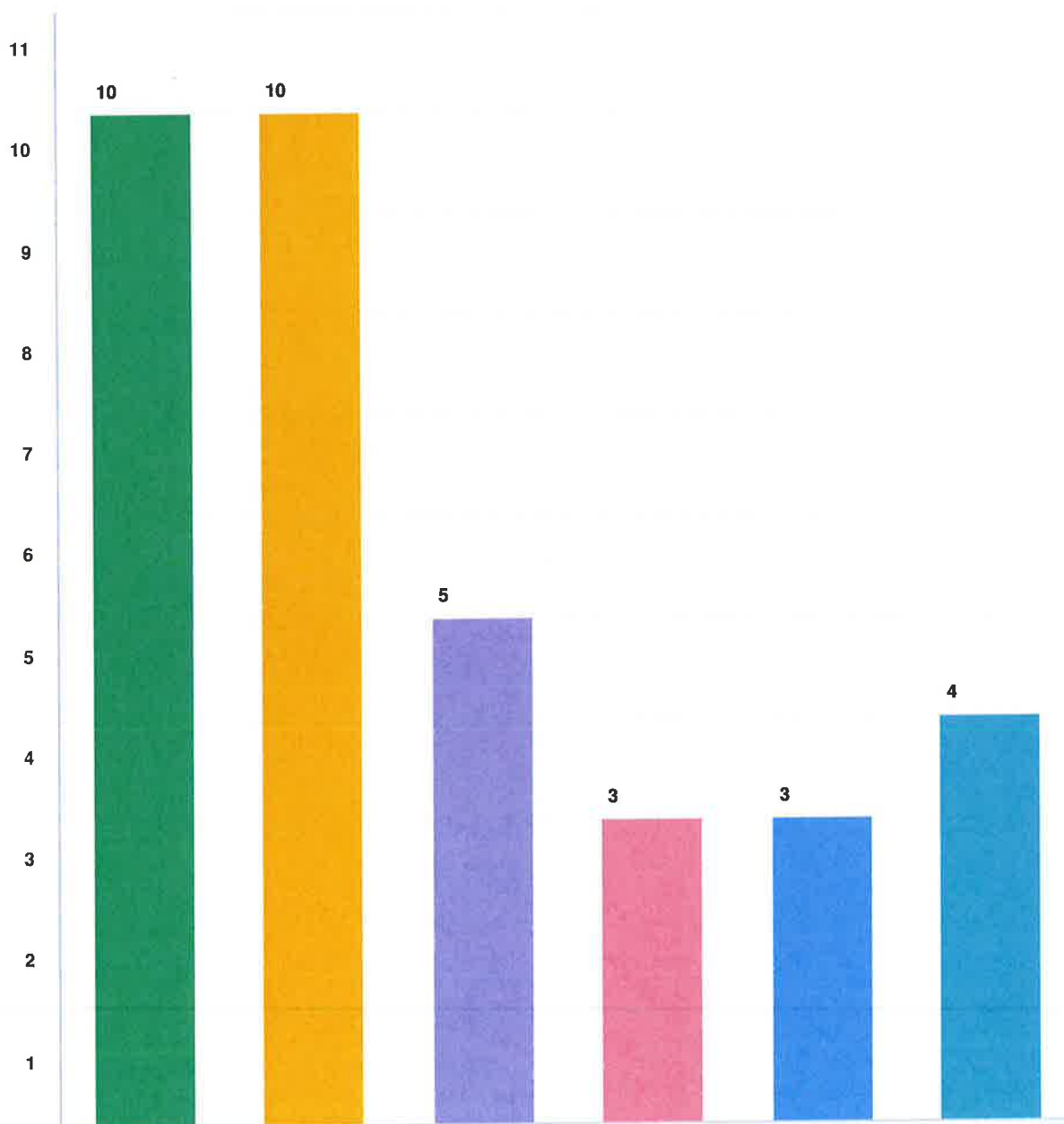
Question options

- 31 to 60 nights 61 to 90 nights More than 90 nights 0 nights Prefer not to say Don't know
1 to 30 nights

Mandatory Question (26 response(s))

Question type: Checkbox Question

Q14 If you had not rented your unit(s) short-term, how do you think the space would have been used? (select all that apply)



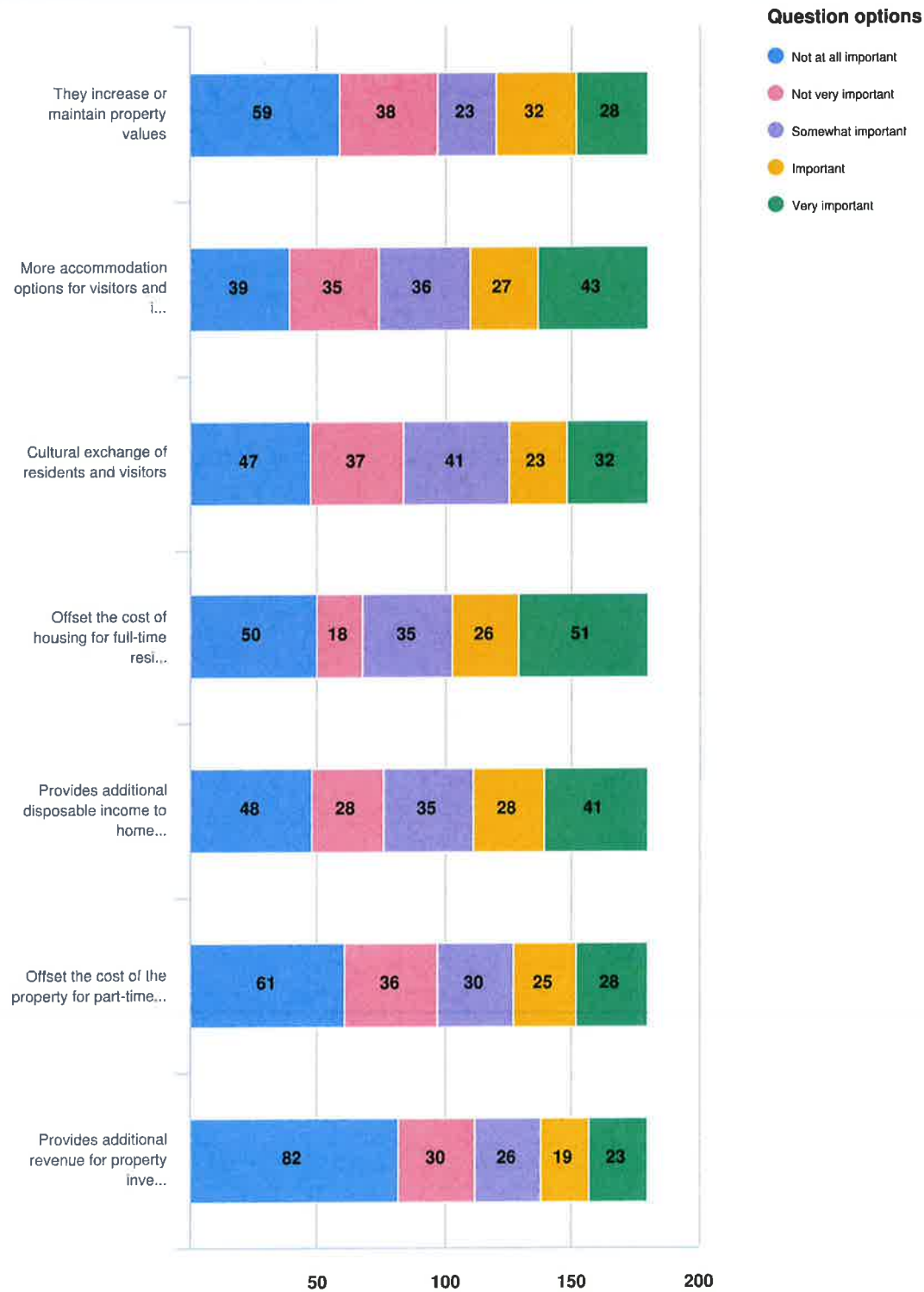
Question options

- ☐ It would have been vacant
- ☐ Family or friends would have used the space
- ☐ It would have been rented to a long-term tenant (more than 30 days)
- ☐ I would live in it
- ☐ Not sure
- ☐ Other (please specify)

Mandatory Question (26 response(s))

Question type: Checkbox Question

Q15 Below is a list of commonly reported benefits of short-term rentals. Please prioritize the importance to Vernon of each benefit from 5 (very important) to 1 (not at all important).



Mandatory Question (180 response(s))
Question type: Likert Question

Q15 Below is a list of commonly reported benefits of short-term rentals. Please prioritize the importance to Vernon of each benefit from 5 (very important) to 1 (not at all important).

They increase or maintain property values

Not at all important : 59



Not very important : 38



Somewhat important : 23



Important : 32



Very important : 28



5 10 15 20 25 30 35 40 45 50 55 60 65

More accommodation options for visitors and improves experiences of Vernon



5 10 15 20 25 30 35 40 45 50

Cultural exchange of residents and visitors

Not at all important : 47



Not very important : 37



Somewhat important : 41



Important : 23



Very important : 32



5 10 15 20 25 30 35 40 45 50

Offset the cost of housing for full-time resident homeowners

Not at all important : 50



Not very important : 18



Somewhat important : 35



Important : 26



Very important : 51



5 10 15 20 25 30 35 40 45 50 55

Provides additional disposable income to homeowners

Not at all important : 48



Not very important : 28



Somewhat important : 35



Important : 28



Very important : 41



5 10 15 20 25 30 35 40 45 50 55

Offset the cost of the property for part-time residents/owners

Not at all important : 61



Not very important : 36



Somewhat important : 30



Important : 25



Very important : 28



5 10 15 20 25 30 35 40 45 50 55 60 65

Provides additional revenue for property investors who don't use their units

Not at all important : 82



Not very important : 30



Somewhat important : 26



Important : 19



Very important : 23



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Q16 | Do you have any other comments on the benefits of short-term rentals?

Screen Name Redacted 3/14/2020 03:00 AM	They shouldn't change or affect a residential neighbourhood and it's character
Screen Name Redacted 3/14/2020 07:58 AM	I feel there should be regulations on how many our city can have. We have a housing shortage for our city's residents and the focus should be incentives for landlords to house those people, not tourists. What incentives can the government provide to help owners rent long term? This needs to be priority.
Screen Name Redacted 3/14/2020 09:06 AM	It can help retired people afford increased taxes and cost of living. It can help increase tourism that supports small business.
Screen Name Redacted 3/14/2020 10:58 AM	The main benefit is allowing people that are on a limited budget to vacation here. We vacationed in Kelowna and Penticton for two years before we even stopped in Vernon. We booked a couple of Airbnb stays in Vernon and decided to buy a place here and move. At that time if there was no Airbnb option we would never have stayed here and would not have seen what a nice city it is. Plus my brother and his wife decided to move here after visiting us a few times. Plus our children and other family members have visited and in both summer and winter, definitely adding to the local economy.
Screen Name Redacted 3/14/2020 00:20 AM	They are needed but only if the city can control them properly!
Screen Name Redacted 3/14/2020 06:28 AM	I take issue with the premise in question 11, first point. While the short term rental property may increase in value, I believe the value of all neighbouring properties will decrease. In addition, the wear and tear on the infrastructure in our strata could increase our cost of ownership disproportionately.
Screen Name Redacted 3/14/2020 09:54 AM	Every aspect of a short term rentals is beneficial. Airbnb provide insurance coverage and owners can place custom or specifics rules & regulations for the renter to follow.
Screen Name Redacted 3/14/2020 16:38 AM	bylaws are very much needed to begin to reduce the negative effects on neighboring properties. the bylaws also help to ensure a level playing field for licensed accommodation providers
Screen Name Redacted 3/14/2020 11:02 AM	Increasing property values is doubtful - especially if they end up being party houses which negatively impact neighbours Visitors may have

	more rental options, but locals end up with fewer long-term rentals Offset the cost of owing the rental home for owners - but end up taking valuable rental properties out of the market
Screen Name Redacted 3/14/2020 10:45 AM	Short term rental owners don't care about the neighbourhood, they are a nuisance for parking. Majority of short term rental users are partiers who don't care about the neighbourhood trying to have a good night sleep. Please let the hotels and motels do their job. And not create a residential area into a downtown motel situation.
Screen Name Redacted 3/14/2020 11:05 AM	No long term benefit for vast majority of resident home owners
Screen Name Redacted 3/14/2020 11:35 AM	Do not be a community that foolishly tries to restrict what home owners can do with their property. Keep rules simple, less is better but overall property values in the vicinity should be protected.
Screen Name Redacted 3/14/2020 12:10 PM	The benefits are freedom. We have way too many bylaws and rules. This must stop here.
Screen Name Redacted 3/14/2020 12:45 PM	Entirely without benefit socially and geographically
Screen Name Redacted 3/14/2020 01:12 PM	Personally, I appreciate visiting a new community immersed within it. Therefore my preference is to usually find an airbnb so that I can feel like I'm in a "home away from home".
Screen Name Redacted 3/14/2020 01:38 PM	I don't see much benefit. Nobody wants one in their neighbour as it is uncomfortable watching a constant flow of different people coming and going in what is supposed to be residential neighbourhood. Takes business away from the hotel industry that is paying a higher property tax and are employing people from the community.
Screen Name Redacted 3/14/2020 01:43 PM	I can only support this if the same regulations apply to suites currently rented, in that the registered owner has to be living in the premises. Otherwise, in my neighbourhood, I see little to no benefit to short term rentals. I live in a single family residential neighbourhood with R2 zoning.
Screen Name Redacted	Increased tourism to vernon offsets property taxes. If some tenants

3/14/2020 01:45 PM

are bad and or roudy they are not long term.

Screen Name Redacted

3/14/2020 02:31 PM

In a single family neighbourhood there is no benefit.

Screen Name Redacted

3/14/2020 05:30 PM

I am concerned that this type of short term rental benefit is incorrect. I found the exact opposite in a very affluent neighbourhood in Kelowna was negatively impacted and values of homes went down due to several Airbnb's that brought loud party's with irresponsible people who had no regard for the property or neighbourhood. This is a downtown solution in places like Vancouver but not a good solution for Vernon. You are poorly mislead and I would love to see you deal with this next to your house. If people can't afford their houses perhaps they shouldn't buy it!

Screen Name Redacted

3/14/2020 05:10 PM

No benefits

Screen Name Redacted

3/14/2020 06:20 PM

Short term renters do not frequently respect the fact that those around them live there full time and in my experience they are there to have a good time as they see it, regardless of the inconvenience it causes to others.

Screen Name Redacted

3/15/2020 06:07 PM

There are ample short term accommodations in Vernon...hotels etc. I would agree with long term rentals (1 month or more as that fills a niche but not short term

Screen Name Redacted

3/14/2020 06:50 PM

Areas should be zoned to allow prior to building in that area or go through community consultation where 100% off the areas residents agree with the re zoning. These are commercial operations, not residential – there is a significant difference. Many who pursue having short term rentals a) do not live in the area but are looking for a revenue opportunity or b) can't afford what they bought and need the secondary revenue. This is not what a "homeowner" purchased or they would have bought beside a hotel or a commercial operation.

Screen Name Redacted

3/14/2020 07:14 PM

I'm considering renting out my secondary suite as a short term rental. I've rented to long time renters in the past. I haven't rented it out for 4 years because of bad experience with long term tenants. I will not rent it for long term again.

Screen Name Redacted 3/14/2020 07:25 PM	Love short term rentals...they add cultural and opportunity to share the community...too many individuals live in very large homes and are too selfish to share their experience with others, and travel during the months and the homes are left vacant...this does not help create a community
Screen Name Redacted 3/14/2020 09:04 PM	Not in my neighborhood
Screen Name Redacted 3/14/2020 10:33 PM	It's short term so if there are terrible tenants it's way easier to kick them out. If you get a bad long term tenant it can take months
Screen Name Redacted 3/15/2020 07:46 AM	Question 11 is very difficult to answer. Perhaps should be rephrased. For example in the first statement I don't believe rental units increase property values so how do you rate whether it is important or not.
Screen Name Redacted 3/15/2020 07:59 AM	Question 11? Rental accommodation does not increase/maintain property values of a single family home in a predominately owner occupied neighbourhood
Screen Name Redacted 3/15/2020 07:58 AM	Short term rentals should be allowed for otherwise full time residents who occasionally leave for vacation and wish to offset the cost of doing so, or rent only a portion of the house (eg. Basement suite) via a short term rental but they still live in a portion of the residence. Full time short term rental properties should require a permit/registration to enforce some basic requirements.
Screen Name Redacted 3/15/2020 09:09 AM	The benefits are all to the home owner, everyone else suffers and has a negative experience from them.
Screen Name Redacted 3/15/2020 07:57 AM	There is always a party. New one every week. That's tough to live near. Its loud and disruptive to others trying to enjoy life.
Screen Name Redacted 3/15/2020 08:13 AM	This is our neighborhood not motel road.
Screen Name Redacted 3/15/2020 08:30 AM	The only benefit to any of this is to the owner who collects extra money. I think this should be kept to hotels. Will add too much traffic to local neighbourhoods.

Screen Name Redacted

3/15/2020 10:29 AM

The pre- survey website text references Predator ridge and the rise specifically. I have a home at Predator Ridge. There are specific accommodations .. hotel and cottages for rent. I strongly object to less than 90 day rental AND less than 90 day B&B rental ... of private (single family homes for sure) at Predator Ridge.

Screen Name Redacted

3/15/2020 10:18 AM

From our perspective and location there is no benefit. We live in a resort community and we find that short term renters are rude, loud, and dangerous

Screen Name Redacted

3/15/2020 02:47 PM

I have stayed in short term rentals in Europe and Vancouver. I think they are a great way to experience different places usually at a better rate then a hotel, specially for a group of ppl. And with short term rentals the owner can be in the house between each stay, insuring it is well maintained and not being damaged.

Screen Name Redacted

3/15/2020 03:45 PM

People who do not have an investment in the property tend to have limited to no respect for the property or residence around it. Look at the Strand who have had non stop problems despite price and setting being aimed at those who can afford it. Or the cities up north with no commitment from population due to lack of permanent residents

Screen Name Redacted

3/15/2020 04:14 PM

Allows visitors to connect closer with locals, local information, and local knowledge, enhancing their experience.

Screen Name Redacted

3/15/2020 9:25 PM

There is a shortage of short term rental accommodation where I live in Predator Ridge. The existing lodge is often full and very expensive. Many of the guests that have stayed with me have been so grateful to have found more affordable accommodation when they were visiting the area for weddings, vacations, or other reasons. Accommodation taxes are collected by the short term rental booking sites, and guests contribute to the economy by visiting restaurants, stores, and recreational activities. Having only high priced accommodation at Predator Ridge, limits some guests from visiting that might not have been able to do. Short term rentals in people homes offers another valuable option.

Screen Name Redacted

3/15/2020 05:24 PM

We purchased a single family for that reason, a SINGLE family home. If we wanted to purchase or rent in another area we would have done so.

Screen Name Redacted 3/15/2020 05:11 PM	Provides a more authentic experience for visitors than a hotel.
Screen Name Redacted 3/15/2020 05:27 PM	It could put vernon on the map
Screen Name Redacted 3/15/2020 06:20 PM	Short term rentals are the fastest way to ruin a neighbourhood and should only be permitted if the owner or operator also lives on the premises. Bed and breakfasts have been operating for many years, and have not created the same kind of problems since there is someone supervising and maintaining at all times.
Screen Name Redacted 3/15/2020 06:40 PM	Originally from the USA and short terms rentals are amazing there great option to have for people to help earn some extra income. And also for people looking to vacation in a area that do not want to stay in pricey hotels.
Screen Name Redacted 3/15/2020 08:58 PM	personally for our family we enjoy short term rentals because it allows traveling with a family to be much easier and less stressful. Also, it allows us to support an individual rather than a huge corporation.
Screen Name Redacted 3/15/2020 09:14 AM	Short term rentals need to not rob the affordable rental market. I operate affordable housing in this city and our wait lists are huge. If apartments and condos are allowed to be used as short term rentals (because they don't apply to RTA, because they can charge 10x the price) then we will have more families and individuals living in precarious housing if not homeless. In addition, we should license and tax short term residential and use the money to fund more housing.
Screen Name Redacted 3/16/2020 08:45 AM	Question 11 seems like a loaded question that presupposes "benefits"
Screen Name Redacted 3/16/2020 08:59 AM	I am only in favour of short term rentals when the owner of the property is living in and present at the property.
Screen Name Redacted 3/16/2020 11:28 AM	test
Screen Name Redacted 3/16/2020 12:00 PM	https://revelstoke.ca/DocumentCenter/View/3202/Rezoning-Vacation-Rental-Package?bidId= Short term rentals in Revelstoke has

contributed to loss of rental properties for year round family renters.

Screen Name Redacted

3/16/2020 01:56 PM

With the BC Tenancy laws as they are (very pro tenant, difficult to recoup unpaid rents for landlords, lengthy unpaid lost rent to dispute anything etc), it can be off putting to owners/landlords to jump into renting long term if they are on the fence or in between renters due to possibly selling or having family or friends use the space. I'm not against how the tenancy laws are and I get why a lot is in place, but rather I'm realistic about the implications of what that can do to homeowners and their decision to rent or not. Short term rentals allow flexibility in these cases while also still bringing a benefit to visitors and home owners so I'm pro exploring how to make it work (for everyone, neighbours included).

Screen Name Redacted

3/16/2020 02:05 PM

no

Screen Name Redacted

3/16/2020 09:07 PM

For situations like Silver Star STRs where zoning, building design and parking plans are designed for STRs, the benefit far out weigh the down side. And the benefits are very important. In the city and suburbs where the communities are not designed specifically for STRs the problems far out weigh the benefits.

Screen Name Redacted

3/16/2020 10:42 PM

there are no benefits to short term rentals, people can stay at hotels or motels

Screen Name Redacted

3/17/2020 09:16 PM

I think they are wonderful, they promote tourism.

Screen Name Redacted

3/18/2020 01:44 AM

They are used worldwide, they are becoming more and more popular for travelers, the rentals offers guests such a huge variety of different types of accommodations in various different settings, locations, experiences, levels of privacy and at home like feeling that typical hotels and motels do not. As a host it is a great cultural experience interacting with guests from virtually all over Canada and the world. The rentals also allow property owners to remain in control of their property and investment so that they and their family can also use the space as needed. It helps many afford their mortgages. Owners have more control and screening over their guests than the typical landlord has of their renters. A lot of people are employed as house cleaners and maintenance workers with the short term rentals which provides jobs in the city. Tourists have the luxury and flexibility to choose the type of vacation experience and accommodation and location they

	want for their specific needs and desires for their holiday or stay in Vernon. Many workers come to the area for short term work and find that a typical hotel room is not comfortable or convenient to work from.
Screen Name Redacted 3/18/2020 10:18 AM	They provide alternative accommodation options when area hotel rooms are not plentiful and are expensive.
Screen Name Redacted 3/18/2020 01:30 PM	Must not be allowed in single family neighbourhoods. Destroys the culture of the neighbourhood. Neighbourhood Watch specifies "know your neighbours". When you don't know who is occupying the premises..... Noise is a problem; traffic is coming and going at all hours; people are talking loudly during quiet times.....
Screen Name Redacted 3/18/2020 09:01 PM	I am not convinced that any apparent benefit of STR's when viewed from the impact on neighbours
Screen Name Redacted 3/19/2020 10:43 PM	Yes, I am not convinced that any apparent benefit of STR's when viewed from the impact on neighbours!
Screen Name Redacted 3/20/2020 06:57 AM	We are not in favour. There have been too many horror stories in other places re: parties and lack of enforcement of rules
Screen Name Redacted 3/22/2020 09:34 AM	to me, there are no benefits for allowing this
Screen Name Redacted 3/22/2020 12:27 PM	Units in owner occupied homes are preferred. It would help eliminate absentee owners renting to yahoos.
Screen Name Redacted 3/22/2020 04:25 PM	The detriment to the surrounding neighbors that have to tolerate noise, parking issues , invasion of privacy,due to renters that arrive and leave 24 hours a day do not give benefit to these units that are set up in residential, SINGLE FAMILY RESIDENCES
Screen Name Redacted 3/29/2020 12:00 PM	There are pros and cons to STR. Yes, these help with owner home financing. Yes, these provide lower cost accommodations to allow more visitors to stay in Vernon. Yes, we travel to Europe annually to visit children, and stay in STR all the time. We rent apartments for the week(s), live in the community, and interact with the owners. The STR provides us with the "like home" accommodations we seek.

Screen Name Redacted

3/25/2020 09:12 PM

As long as the homeowners takes care of the property and monitors the short term rentals, this should be allowed to offset the cost of the home.

Screen Name Redacted

3/25/2020 03:03 PM

I question the idea that short term rentals increase or maintain property values.

Screen Name Redacted

3/25/2020 09:34 PM

Benefits for landlords but all too often detrimental to the enjoyment of full-time resident's enjoyment of their property.

Screen Name Redacted

4/05/2020 12:26 PM

Keep it at a hotel or a legitimate BnB.

Screen Name Redacted

3/30/2020 05:00 PM

IF this were to go through, IT MUST BE MANDATORY that people DO NOT PARK ON THE STREET.

Screen Name Redacted

3/30/2020 05:45 PM

There is no benefit to anyone except for the landlords they can interrupt the neighbor hood cohesion

Screen Name Redacted

3/31/2020 09:05 PM

The above is totally irrelevant to me; controls are essential to prevent issues (see later answers).

Screen Name Redacted

4/04/2020 07:37 AM

No questions on how extra parking affects neighbours and how many units?

Screen Name Redacted

4/03/2020 03:41 PM

Easier option for home owners rather than qualifying and trusting renters under the new tenancy rules

Screen Name Redacted

4/25/2020 10:44 AM

As a user of short-term rentals, it provides accommodation options that allow visitors to have a more comfortable and varied experience of Vernon and the local communities. It's more affordable for families. As a host, it provides the ability to augment income for retired persons with limited income.

Screen Name Redacted

4/27/2020 08:32 PM

I don't see any benefit at all from short term rentals in residential areas. They belong in resort or tourist areas.

Screen Name Redacted 4/09/2020 09:19 PM	Not sure I understand the reported benefits to the City of Vernon. Reported by who?
Screen Name Redacted 4/11/2020 07:04 AM	Can provide more of a home setting for renters as most will have a kitchen, etc. One doesn't always want to eat out every meal
Screen Name Redacted 4/11/2020 09:24 AM	we purchased a house in a development not a condo type environment; increased traffic , noise, and congestion not attractive at all. No local residents purchased or built their house with need nor intention to make money, although some have done so illegally, calling them FAMILY. Absolutely 100 % against short term rentals in my community. Also i used short term rentals in downtown Vancouver for work and they were BANNED 3-4 years ago due to increased housing market costs and worsening rental situation
Screen Name Redacted 4/11/2020 11:02 AM	I strongly opposed to short term renting because it brings down the value of the houses in the neighborhood. It is exactly what the city did when granting the permit to a builder that builds a duplex in the zone of single-family houses. Especially what city did not plan) of or relating to the division of an area into zones, as to restrict the number and types of buildings and their uses: zoning law.
Screen Name Redacted 4/11/2020 10:52 AM	Extremely supportive. These visitors spend a great deal on restaurants, shops, and leisure activities while they visit the Okanagan. Very positive for the local economy.
Screen Name Redacted 4/11/2020 11:53 AM	Short term rentals provide disruption for full time residents, lowers property values and discourages private enterprise from building proper facilities (hotels/motels/campgrounds etc. for visitors.
Screen Name Redacted 4/11/2020 06:56 PM	A properly licensed and registered bed and breakfast is a benefit to the city and to the owner, however, air bnb is NOT a benefit to the city in any way.
Screen Name Redacted 4/13/2020 08:32 AM	Short term rentals operate on a mutual rating system. They promote responsible home ownership and encourage respect from visitors.
Screen Name Redacted 4/13/2020 09:13 AM	I believe that an owner should have the right to help themselves in this small way to both offset the considerable costs of owning and

maintaining a household. I also feel that this is especially the case considering the increased economic hardships many people are experiencing in 2020 so far.

Screen Name Redacted

4/13/2020 01:54 PM

There aren't too many benefits to residents of neighbourhoods with short term rentals. Benefits are strictly for the owner of the rental

Screen Name Redacted

4/14/2020 01:54 AM

Short-term rentals are a growing trend worldwide and for good reason. Many tourists, travelers and commuting workers are discovering that regular hotel/motel rooms are not meeting all of their comforts, amenities, and needs for all of the reasons for their travel to certain cities and often prefer the extremely diversified and different types and sizes of short term rentals which can often accommodate whole families and groups of people which most regular hotel / motel rooms do not. It helps owners keep control of their investments unlike long-term rentals and allows for owners and their family or friends use a long with the short-term rental. They allow for a more personalized travel experience for tourists and guests. With long term renters, if you end up with loud, messy, inconsiderate and possibly destructive renters, which is quite common, you are pretty much stuck with them with little or no recourse for a long period of time. With the short-term, most guests can be screened and are generally appreciative of the space and the extra or special amenities offered and are usually quite respectful of the property. If they are not, then they are not there for long and they can and do face consequences for any negative actions and behavior, from the owner/hosts and possibly from hosting companies such as Airbnb. By using a Airbnb or HomeAway like platform it promotes a safer and more respectful short-term rental experience and discourages negative behaviours and issues. It gives owners options for ways to help pay and afford the mortgage. Employs people such as house cleaners, gardeners and maintenance workers. Most of the owners want to keep the property neat, clean, tidy and well maintained for their guests unlike a lot of renters and their landlords, This helps keeps a good clean image of the city.

Screen Name Redacted

4/15/2020 10:25 PM

General comment that there are ways to ensure owners are responsible—lots of smart technology is used by professional short term rental investors, remotely measuring sound decibels and getting notified after quiet time, remotely managing cleaning staff access and locks, security, etc. When this is run correctly, it is very efficient, safe and respectful. As investors we want to be in the neighbourhood which we own in to be a good one, and have a vested interest in having good neighbours and neighbourhoods for our business to attract high quality visitors.

Screen Name Redacted

4/20/2020 11:56 AM

In My experience with a neighbour who has operated a B & B he pushed beyond the limits of the current bylaw and did not get a licence nor care about the guide lines of the existing by law and there did not seem to be any action or recourse from the city

Screen Name Redacted

5/01/2020 09:56 PM

I host law students who come from Germany, tourists in the summer enjoying our lakes, winter Silver Star mountain tourists through out the year but primarily, estimated 75% of my guests are students who come to Vernon Jubilee Hospital to do practicums, internships and doctors and nurses to work and study. For them, without short term accommodations, their only option is a hotel. Sterile, isolated and forced to eat for weeks or months in restaurants. I provide a stocked kitchen, the comforts of home as best I can supporting this population to study, work or visit family or the area. This is needed and it is very much appreciated.

Screen Name Redacted

5/09/2020 09:30 AM

I hope not all rentals go to short term when there is low vacancy and the fact that people get evicted from their home during peak seasons for homeowners to profit makes me angry.

Screen Name Redacted

5/09/2020 01:28 PM

No long-term hassle with potentially poor renters.

Screen Name Redacted

5/13/2020 08:08 AM

Increased taxation

Screen Name Redacted

5/19/2020 04:05 PM

I would like to know whether there is evidence that short term rentals actually result in more visitors to an area or city and hence more money spent in stores, restaurants, etc. or whether they just take business away from accommodations such as hotels, motels and bed and breakfasts.

Screen Name Redacted

5/14/2020 02:19 PM

Very nice for those getting paid, but when I live in my own private home I don't deserve to live next door to a "hotel". People are nice for the most part, but there is a significant portion of the vacationers who have no vested interest in being good neighbors or in my quiet living space. They drink to excess and they are noisy. We have few days in the Okanagan when we can be out on our deck and we don't pay taxes to ensure our neighbors can make disposable income. I think lots of regulation is necessary to maintain the quiet living conditions of single family homes in a subdivision. This is why we bought our own house in this type of community. I'm very against short-term rentals. Long-term are problematic enough, but at least they "care"

about disturbing neighbours because they have a landlord. Short-term rentals are problematic in a community like ours.

Screen Name Redacted

5/27/2020 05:41 PM

With barely any hotel options on the lake, this gives visitors an opportunity to stay right on the lake. I think that tourists are more likely to stay in Kelowna or Penticton if there are limited lakefront options in Vernon. I also feel that many part time residents that own in Vernon and rent their home out plan to eventually retire in Vernon. The ability to rent their residence out on a short term basis allows people use of their own home, along with the income needed to keep it until retiring into it.

Optional question (98 response(s), 82 skipped)

Question type: Essay Question

Q17 Below is a list of commonly reported challenges of short-term rentals. Please list you level of concern with the impact of these challenges in Vernon from 5 (very important) to 1 (not at all important).



Optional question (180 response(s), 0 skipped)
Question type: Likert Question

Q17 Below is a list of commonly reported challenges of short-term rentals. Please list you level of concern with the impact of these challenges in Vernon from 5 (very important) to 1 (not at all important).

Parking, snow clearing, and/or traffic problem



Noise disturbances / party houses

Not important at all : 2



Not very important : 11



Somewhat important : 13



Important : 20



Very important : 133



20

40

60

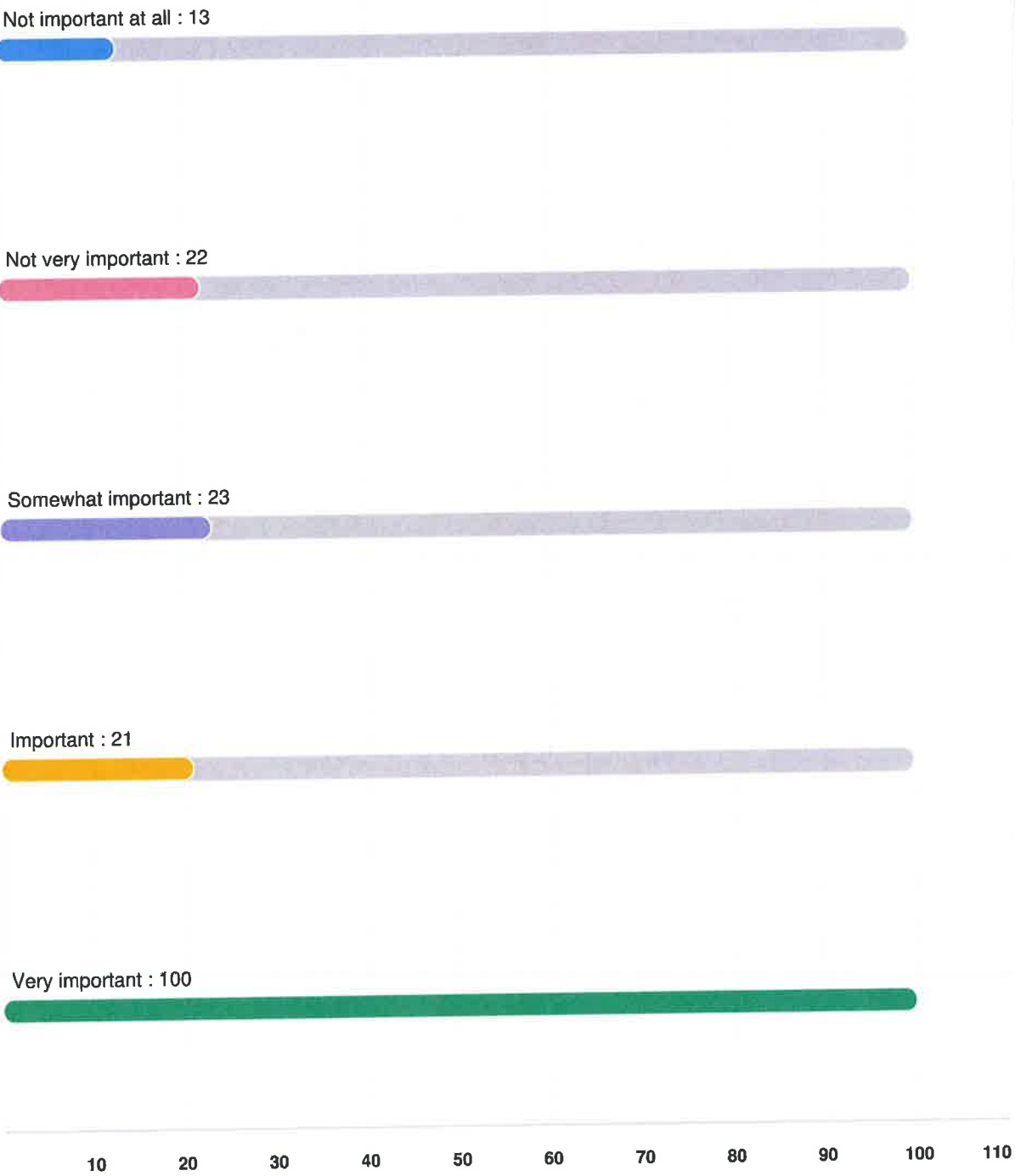
80

100

120

140

Loss of community feel, empty neighbourhoods, rotating neighbours



Safety/security for occupants and neighbours

Not important at all : 8



Not very important : 8



Somewhat important : 21



Important : 30



Very important : 113



10 20 30 40 50 60 70 80 90 100 110 120

Reduces the availability of long-term rentals

Not important at all : 19



Not very important : 20



Somewhat important : 36



Important : 24



Very important : 80



10 20 30 40 50 60 70 80 90

Impact on affordable housing availability

Not important at all : 21



Not very important : 15



Somewhat important : 30



Important : 29



Very important : 83



10 20 30 40 50 60 70 80 90

Inflated real estate prices

Not important at all : 22



Not very important : 26



Somewhat important : 40



Important : 28



Very important : 62



5 10 15 20 25 30 35 40 45 50 55 60 65 70

Unfair advantage over legitimate commercial accommodation properties like B&Bs and hotels

Not important at all : 21



Not very important : 26



Somewhat important : 30



Important : 26



Very important : 77



10 20 30 40 50 60 70 80 90

Q18 Do you have any other comments or concerns about short-term rentals?

Screen Name Redacted
3/14/2020 08:00 AM

It's a part of the sharing economy that is here to stay. Let's make it work for everyone.

Screen Name Redacted
3/14/2020 08:27 AM

Parking should be at residence. Too much street parking

Screen Name Redacted
3/14/2020 09:49 AM

The economic impact to hotels, motels and b&b's must be a consideration. Not only the impact on them but the impact this sector has.

Screen Name Redacted
3/14/2020 09:06 AM

There are bylaws that already cover many of these concerns.

Screen Name Redacted
3/14/2020 10:08 AM

Definitely don't allow party rentals. Possibly limit the amount of people that can be in the rental space.

Screen Name Redacted
3/14/2020 09:29 AM

They should have to be all properly registered and being controlled. Right now it is not very safe to use them as some people advertise property's that are not theirs to begin with and the renter has no recourse if he gets scammed.

Screen Name Redacted
3/14/2020 09:08 AM

I firmly believe short term rentals should be subject to the same rules and regulations that comparable services face - i.e. hotels and motels.

Screen Name Redacted
3/14/2020 08:54 AM

Any issues or concerns can be prevented through screening process of guests allowed and rules followed by renters.

Screen Name Redacted
3/14/2020 10:31 AM

Devaluation and decreased peace and enjoyment of neighbouring property owners/residents.

Screen Name Redacted
3/14/2020 10:38 AM

Our home is located next door to a home that has been used for short term rentals. This experience has, at all times, been totally negative and I don't wish this on anybody.

Screen Name Redacted
3/14/2020 11:02 AM

The negative impacts of short-term rentals include reducing much needed long-term rentals, increasing the sales price of homes (making it harder for families to own their own home) and harming the

quality of life for neighbours.

Screen Name Redacted
3/14/2020 10:45 AM

Long term end users are already suffering from non availability housing. Short term rental makes it worse.

Screen Name Redacted
3/14/2020 10:55 AM

Because we are able to do vacation rentals in our home that we live in, we are keeping money local, paying people to help clean, help both local and out of town visitors have an amazing experience and use part of our home that we are not ready to utilize

Screen Name Redacted
3/14/2020 11:06 AM

Potential for abuse of property and deterioration in community identity.

Screen Name Redacted
3/14/2020 12:10 PM

Stop institutionalizing our city. There are too many rules and costs already. Lower our taxes by looking after the large puddles and small problems around town and stop the huge debt.

Screen Name Redacted
3/14/2020 12:46 PM

No

Screen Name Redacted
3/14/2020 01:12 PM

I think Airbnb are legitimate accommodations. Perhaps consider issuing permits that follow certain guidelines?

Screen Name Redacted
3/14/2020 01:38 PM

Lost of community of neighbours when there are strangers coming and going. Makes it harder for younger people to buy an affordable home or rent same. Hotels etc., pay a higher tax rate, employee people from the community and are undercut by AirBNB.

Screen Name Redacted
3/14/2020 01:43 PM

Other jurisdictions require the homeowner to have a business licence and if short term rentals go ahead here, then that should apply. Also, the residence should be made to comply to the same safety and health standards applied to hotels, etc.

Screen Name Redacted
3/14/2020 02:41 PM

You already seem to know them but having to evaluate a continuous rotation of new people is a pain in the butt.

Screen Name Redacted
3/14/2020 02:42 PM

They need to be geographically restricted to tourist-rich areas like Silver Star and Predator Ridge

Screen Name Redacted

3/14/2020 03:00 PM

Since new development ownership at The Rise it is no longer considered a Resort Development. The streets are not constructed for the many extra vehicles and noise cannot be controlled.

Screen Name Redacted

3/14/2020 03:29 PM

I don't approve short-term rentals in Vernon

Screen Name Redacted

3/14/2020 03:43 PM

They should only be allowed in new neighbourhoods where the zoning is in place at the onset. NOT imposed on existing neighbourhoods.

Screen Name Redacted

3/14/2020 06:30 PM

I am very concerned will dramatically negatively impact property values.

Screen Name Redacted

3/14/2020 06:30 PM

In my area I have seen short term rentals that do not maintain the home as required by Vernon bylaws such as snow removal from the sidewalks. The owners are not there and therefore are not doing it either.

Screen Name Redacted

3/15/2020 06:32 PM

PREDATORRIDGE already has short term rentals in lodge and cottages. Do not destroy our neighborhoods by allowing more

Screen Name Redacted

3/14/2020 06:50 PM

They are a business and should stay out of residentially zoned areas.

Screen Name Redacted

3/14/2020 07:14 PM

With short term rentals you get your money before the renter comes.

Screen Name Redacted

3/14/2020 07:25 PM

We require more short term rentals at PRedator

Screen Name Redacted

3/14/2020 07:29 PM

Lack of proper screening of renters

Screen Name Redacted

3/14/2020 08:39 PM

From my experience and others I know, STR are only a benefit to the unit owner financially, neighbours and the community in general suffer; noise, parking, traffic disturbance to the street, property value decline and loss of income to motel business.

Screen Name Redacted

3/14/2020 09:04 PM

Fair rental prices are needed for Vernon residents. That should be number one priority.

Screen Name Redacted

3/14/2020 10:39 PM

We can't afford to stay in our house without renting out our basement suite and our long term tenant just cost us more money as opposed to not renting that we are in. A tough spot. The option to do short term will be a life saver

Screen Name Redacted

3/15/2020 07:45 AM

We have a short term rental where the parking and entrance to the unit is right outside our bedroom window. We have experienced lots of noise and cigarette smoke coming in our window. Howyou control this without disrupting the relationship with the owner?

Screen Name Redacted

3/15/2020 07:46 AM

It takes away the purpose of single family dwelling and neighborhood watch as we don't know who is in the area.

Screen Name Redacted

3/15/2020 07:56 AM

All parking for these type of rentals must be on property no street parking. Also owners require to live on site or have someone monitoring their guests to ensure they are following rules of parking and noise

Screen Name Redacted

3/15/2020 08:02 AM

As above, the negative impact is larger than the positive.

Screen Name Redacted

3/15/2020 07:59 AM

Not wanted next to me, increase in house insurance costs which will impact all homeowners....will cause neighbours having disputes based on the rentals next to you.

Screen Name Redacted

3/15/2020 07:57 AM

Single rooms are ok but a whole house should not be in a quiet residential neighborhood

Screen Name Redacted

3/15/2020 08:11 AM

Just could become party houses.

Screen Name Redacted

3/15/2020 06:16 AM

We do NOT want one on our street!

Screen Name Redacted

3/15/2020 08:30 AM

There are a lot more dishonest people out there and you don't need to open neighbourhood to this.

Screen Name Redacted

3/15/2020 09:31 AM

Off street parking should be mandatory for residences with short or long term rentals and fined if not available....a good way to keep streets clear and the city to make money if people don't abide by the rules.

Screen Name Redacted

3/15/2020 10:29 AM

Predator Ridge is a combined "resort" - hotel and some cottages ... but a primary home for a large number of homeowners. Vernon rental guidelines and B&B regulations should not apply differently

Screen Name Redacted

3/15/2020 10:18 AM

See my comments above

Screen Name Redacted

3/15/2020 10:52 AM

I feel its a good idea and should be left to the owner to decide what they wish to do.

Screen Name Redacted

3/15/2020 12:01 PM

Short term rentals should not be allowed in residential neighborhoods as they impact the quiet enjoyment of thoses full time permanent residents.

Screen Name Redacted

3/15/2020 12:08 PM

Must be managed very well by owners. Neighbours should have access to notify owners 24/7. In case there are issues without utilizing the by law officers costing tax payers.

Screen Name Redacted

3/15/2020 03:45 PM

See above note

Screen Name Redacted

3/15/2020 04:14 PM

Should be restricted to owner occupied dwellings, where the owner can monitor the guests to prevent parties. Also must include off-street parking for guest vehilce.

Screen Name Redacted

3/15/2020 04:55 PM

In the summer there is a shortage of affordable short term rentals, so I think they should be allowed, as long as they operate within the guidelines, etc no noise complaints, and having enough available parking.

Screen Name Redacted

3/15/2020 05:24 PM

We do not need a study after people have purchased their homes where they so desired. Now to have the city meddling in personal purchases smacks of big brother!!

Screen Name Redacted

3/15/2020 06:18 PM

Lack of quality control, lack of effective damage controls, lack of compliance with existing regulations of City and/or Strata regulations and rules. Greater increases in property damages due to lack of controls.

Screen Name Redacted

3/15/2020 06:30 PM

Short term rentals should only be allowed where an owner or operator is in attendance. Purpose built investor units are commercial, not residential and should only be permitted in commercial zones.

Screen Name Redacted

3/15/2020 06:40 PM

They are a great idea if we want our community to grow and get out of the 90s feel and vibe this city currently has.

Screen Name Redacted

3/16/2020 07:28 AM

Should not be allowed where Strata Bylaws prohibit rentals.

Screen Name Redacted

3/16/2020 08:14 AM

As noted above, short term rentals need to be licensed, taxed, and not pulled out of the general stock of affordable home and apartment rental. The taxes need to go into more housing. We already have massive waitlists and a shortage of homes.

Screen Name Redacted

3/16/2020 08:41 AM

Enforcement of Good Neighbour bylaw is already a challenge - how much more challenging will it be when you also have to respond to STR?

Screen Name Redacted

3/16/2020 09:28 AM

I am only in favour of short term rentals when the owner of the property is living in and present at the property

Screen Name Redacted

3/16/2020 11:29 AM

test

Screen Name Redacted

3/16/2020 12:10 PM

I am now living in Vernon as there isn't availability for lower income families in Revelstoke

Screen Name Redacted

3/16/2020 01:56 PM

If managing / permitting short term rentals is the way to go, don't put so many obstacles in the way that it is prohibitive for people to give it a go. Similarly, if people get legitimate complaints against them (proven complaints) then so something.

Screen Name Redacted 3/16/2022 02:05 PM	no
Screen Name Redacted 3/16/2022 05:32 PM	parking is already a problem and new developements should be made to have more parking on the house lots,i don't see how short term rentals inflates property prices ?!! they're already over inflated
Screen Name Redacted 3/16/2022 09:07 PM	STRs must be carefully regulated and closely supervised.
Screen Name Redacted 3/16/2022 10:12 PM	I do not want them in our city. Hotel industry affected and residential housing should not be allowed short term rentals
Screen Name Redacted 3/17/2022 09:07 AM	short term rentals decrease property values of properties adjacent to such accommodation, they restrict surrounding property owners of enjoyment and quiet of their own property, causes extra expense to adj. properties, taxes bylaw and RCMP resources
Screen Name Redacted 3/17/2022 10:58 AM	without regulation and rules and inspections they should not be allowed to operate
Screen Name Redacted 3/17/2022 03:14 PM	People who rent out their homes short term, should not be have restrictions put on them, as they will not be forced to rent out long term. It's called competition , hotels and BB have to compete. Short term rental people maintain property better than long
Screen Name Redacted 3/18/2022 01:44 AM	Commercial accommodation and B&Bs are not offering the same thing or the same amenities and experiences as Short term rentals in homes in different location throughout the city.
Screen Name Redacted 3/18/2022 01:10 PM	Strangers will destroy the dynamics of a friendly neighbourhood.
Screen Name Redacted 3/18/2022 09:01 PM	Over the past year, the entire neighbour's house has been used for short term rental - very disruptive and frustrating!!! Many nights we have had to call the bylaw and non-emergency RCMP b/c of noise disturbance.
Screen Name Redacted 3/18/2022 10:45 PM	Definitely yes - Over the past year, the neighbour's entire house has been used for short-term rental as an airbnb - very disruptive and

frustrating!!! Many nights we had to call the Bylaw and non-emergency RCMP b/c of noise disturbance.

Screen Name Redacted

3/22/2020 12:40 PM

We currently live next door to someone who has a shed they rent out on Air BnB. They do not have any parking on site for this Air BnB. Their only parking consists of a two car garage. These same neighbors also rent out a suite in their house.

Screen Name Redacted

3/22/2020 06:52 AM

Be careful. Look at the experiences in other areas.

Screen Name Redacted

3/22/2020 09:14 AM

does not add to the value of regular home owners

Screen Name Redacted

3/22/2020 01:29 PM

rentals are being set up on Crown Land and city property for profiting on Air B and B with no control by the City

Screen Name Redacted

3/25/2020 12:00 PM

Properly done, STR are OK. It is the abuses of common courtesy and common sense which causes negative impacts to STR owners, their neighbours and the broader community.

Screen Name Redacted

3/26/2020 00:43 PM

I do not support short-term rentals in areas zoned as residential.

Screen Name Redacted

3/25/2020 1:26 PM

Get rid of them.

Screen Name Redacted

3/30/2020 12:42 PM

they are nuisance, they not adding any tax revenue to the city, taking away business from Hotels that paying high taxes, increasing crime in the residential neighborhoods, hbohoods in the local Hotel industry

Screen Name Redacted

3/31/2020 06:29 PM

Impact potentially negatively on neighbours & surrounding area is biggest issue; includes illegal parking, too many cars outside of one property. Don't believe such rentals would be offered as long-term rentals/or affordable housing.

Screen Name Redacted

3/30/2020 03:41 PM

I think they should be allowed in all areas of Vernon/all zoning designations

Screen Name Redacted

4/05/2020 10:44 AM

From previous experience, short-term rentals provide more options to attract visitors and explore the local area. In fact, we stayed in an AirBnB in Vernon to give us a feel of the city which led to our decision to move here.

Screen Name Redacted

4/07/2020 07:02 PM

We have always chosen residency in areas without renters. Too many of our friends & relatives have had property misuse & damage, complaints from neighbours, police calls, animal problems, and no end of other problems.

Screen Name Redacted

4/09/2020 09:13 PM

Unsafe behaviour - re: backyard and patio fire pits/tables. Fire bans, smoke and fire danger to adjacent dwellings. Visitors not respecting neighbour's property boundaries.

Screen Name Redacted

4/11/2020 07:04 AM

Have used them when traveling. We are quiet people and always take good care of places that we may book. Unfortunately, this is not the case for all short term renters.

Screen Name Redacted

4/13/2020 00:04 AM

not a good move for our community ; the Rise is not NOT a resort Community

Screen Name Redacted

4/14/2020 11:53 AM

May benefit a few but creates problems for many.

Screen Name Redacted

4/14/2020 12:17 PM

In a community where there have been issues of not being able to find workers for businesses due to high cost of living I feel that the lure of bigger profits from short term rentals shrinks this market for those people.

Screen Name Redacted

4/13/2020 00:53 AM

The issues above are mostly fear-based concerns for people who have not experienced the cultural benefits of a well managed short term rental bring to the travel and tourism industry.

Screen Name Redacted

4/12/2020 00:14 AM

I think if it is done through a reputable service where both parties need government identification to book/lend and as along as regulations such as the Good Neighbour By-Law #4980 are enforced then I see no issue. It's personalized and locally owned too.

Screen Name Redacted

Strictly the impact on the neighbours of the rentals

4/13/2020 01:54 PM

Screen Name Redacted

4/13/2020 07:57 PM

I don't agree that short term rentals, inflate real estate values, or impact affordable housing availability, or reduces the availability of long term rentals, especially dont agree that the short term rental is an unfair advantage over commercial accommo

Screen Name Redacted

4/14/2020 01:58 AM

parking, snow clearing & traffic issues, whether it's short-term rentals, houses with suites legal or not, roommates, owners or renters with multiple cars, they all contribute to the issues & problems but the short-term rentals seems to be singled out

Screen Name Redacted

4/15/2020 10:25 PM

Don't make the process of permitting so onerous, expensive and long that it is prohibitive. As an investor, we need to make money quickly after a purchase and Reno. Having to re-zone or go through a 6 month plus process kills us

Screen Name Redacted

5/31/2020 09:56 PM

The questions above are all important in various degrees. My home has parking, manages snow removal and security, my neighbours are thrilled because I no longer rent to low income tenants. No more police, parties & constant turn over. competition is good

Screen Name Redacted

5/24/2020 01:18 PM

We currently have 4 houses in our immediate area that run short term rentals. The chaos this creates, particularly in summer, is significant. The quality of life for full time residents is greatly diminished, and has a significant negative impact.

Screen Name Redacted

5/11/2020 12:10 AM

There is a housing shortage and rents in Vernon already very high and not affordable for many working families. Short term rentals will reduce the availability of rentals. Many homes will be left vacant as evidenced in Vancouver.

Screen Name Redacted

5/11/2020 08:18 PM

I believe our community as most throughout BC should be focused on long term rentals and not building investment in real estate for investors. Short term rentals often cause noise issues as well as loss of community.

Screen Name Redacted

5/13/2020 08:06 AM

Everyone is on vacation, increased noise, general mess left behind. Consider garbage left at a townhouse complex with a 2 bag limit. Other owners have to pay to remove part left overs

Screen Name Redacted

5/13/2020 04:03 PM

If short term rentals are allowed, I think the owner/renter should be required to be residing elsewhere on the property during the period of the short term rental and be available to address any problems with the accommodation or the conduct of the renter

Screen Name Redacted

5/14/2020 02:18 PM

It can make a lot of work for RCMP and By-law if you don't regulate it or not allow it in residential communities like ours.

Screen Name Redacted

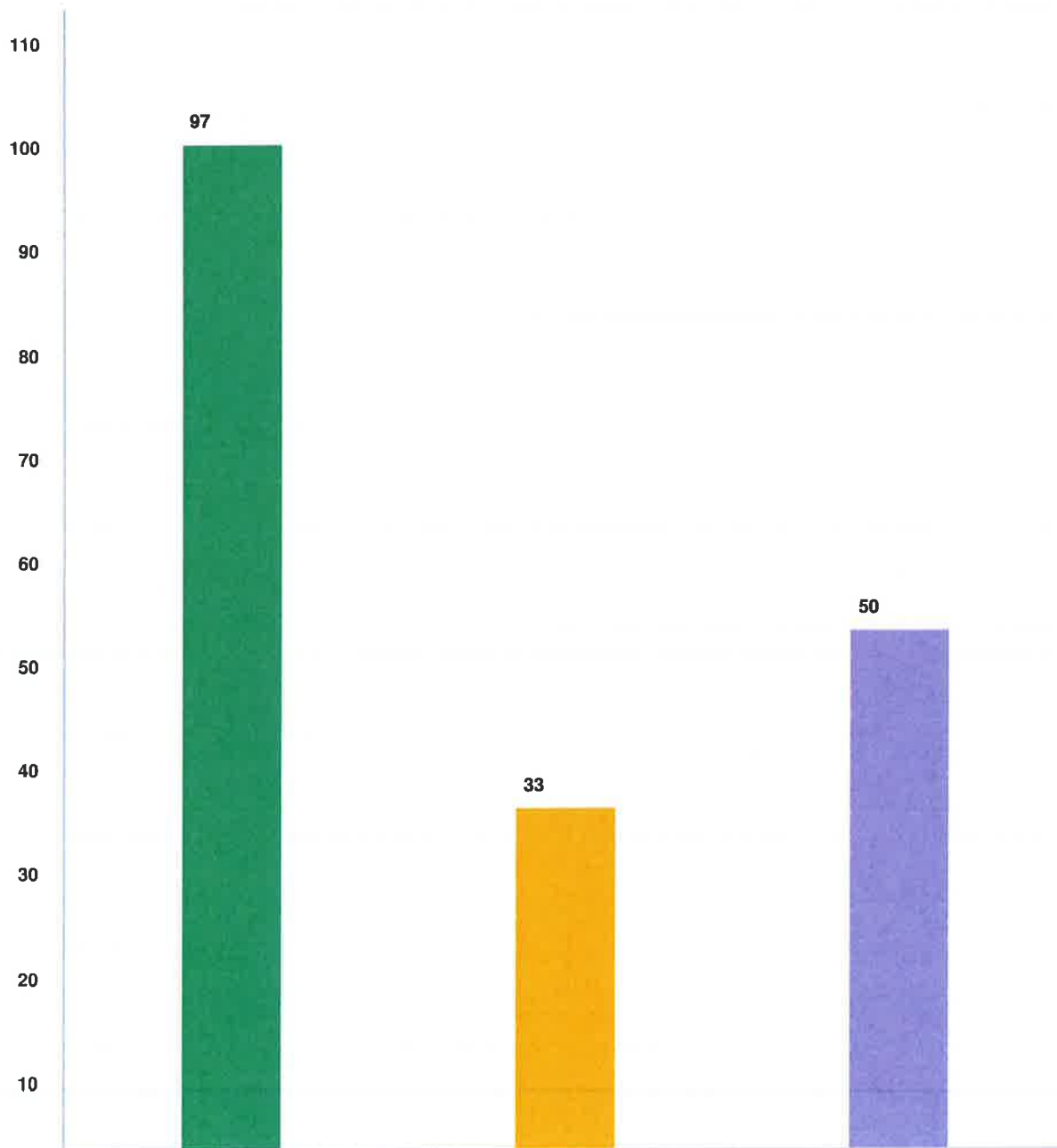
5/27/2020 09:41 PM

"Unfair advantage of legitimate commercial accommodation" should not be a concern. Market disrupters are an important part of advancing society and the economy. Proper sanitary, insurance, and safety precautions should be mandatory.

Optional question (105 response(s), 75 skipped)

Question type: Single Line Question

Q19 Do you think the City of Vernon should regulate short-term rentals in some manner?



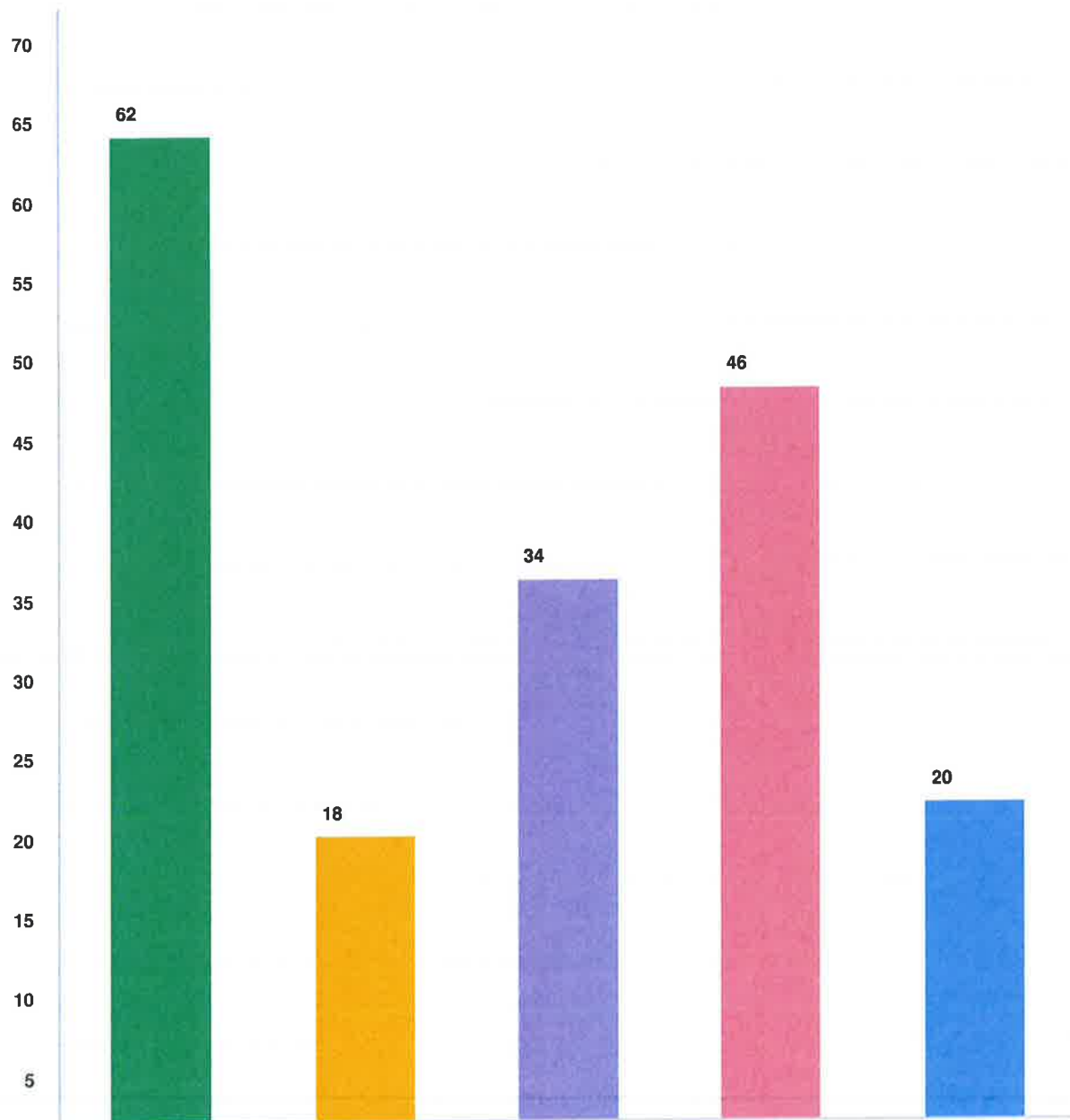
Question options

- ☐ None of the above, short-term rentals should not be allowed ☐ No, it doesn't need regulation
- ☒ Yes, permit and manage them

Mandatory Question (180 response(s))

Question type: Checkbox Question

Q20 Where should short-term rentals be permitted?



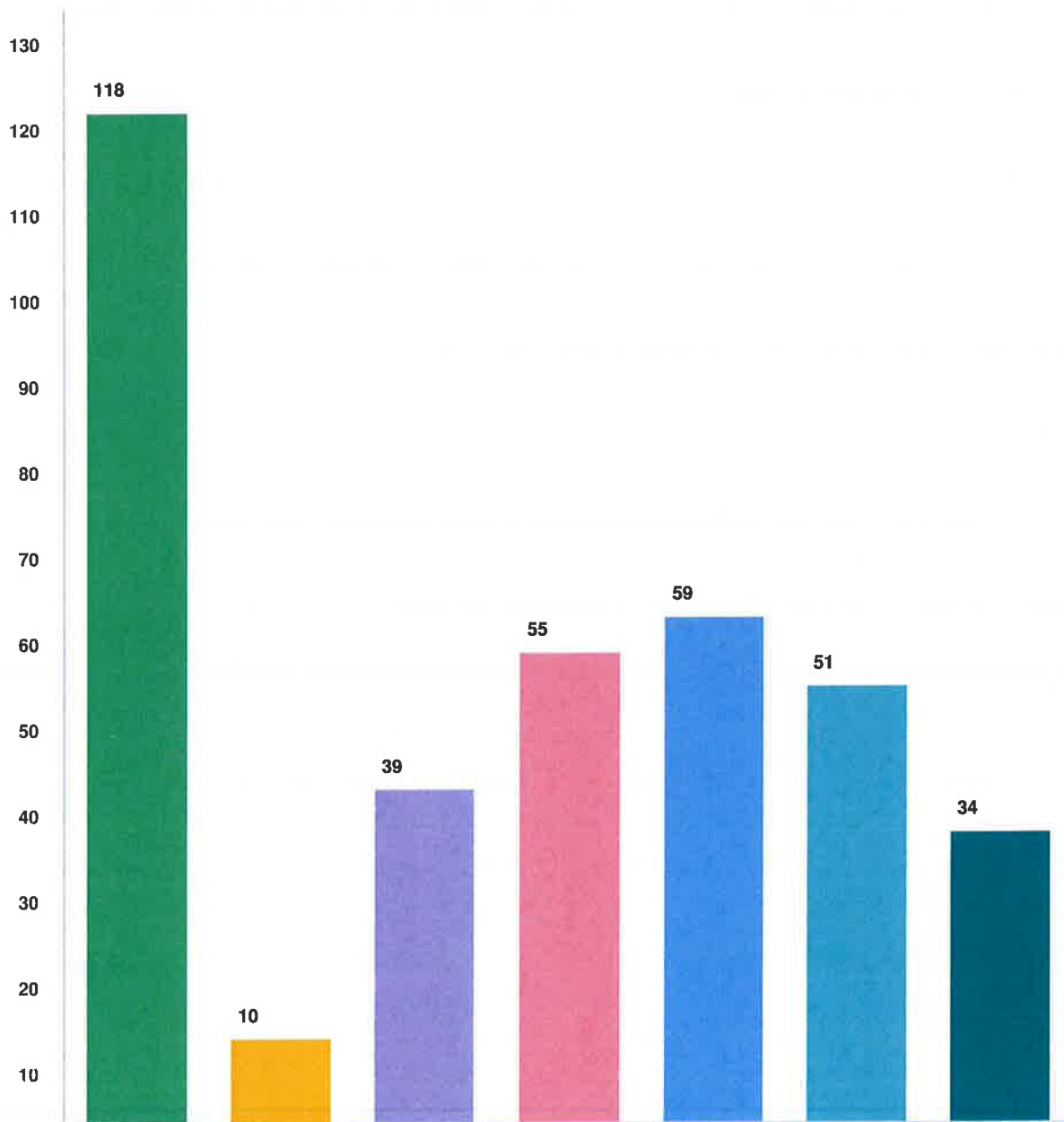
Question options

- ☐ Other (please specify)
- ☐ They should not be permitted
- ☐ Only in resort neighbourhoods in Vernon (e.g. Predator Ridge, The Rise, Waterfront)
- ☐ Select neighbourhoods in Vernon
- ☐ Everywhere in Vernon

Mandatory Question (180 response(s))

Question type: Checkbox Question

Q21 Who should be able to operate short-term rentals? (select all that apply)



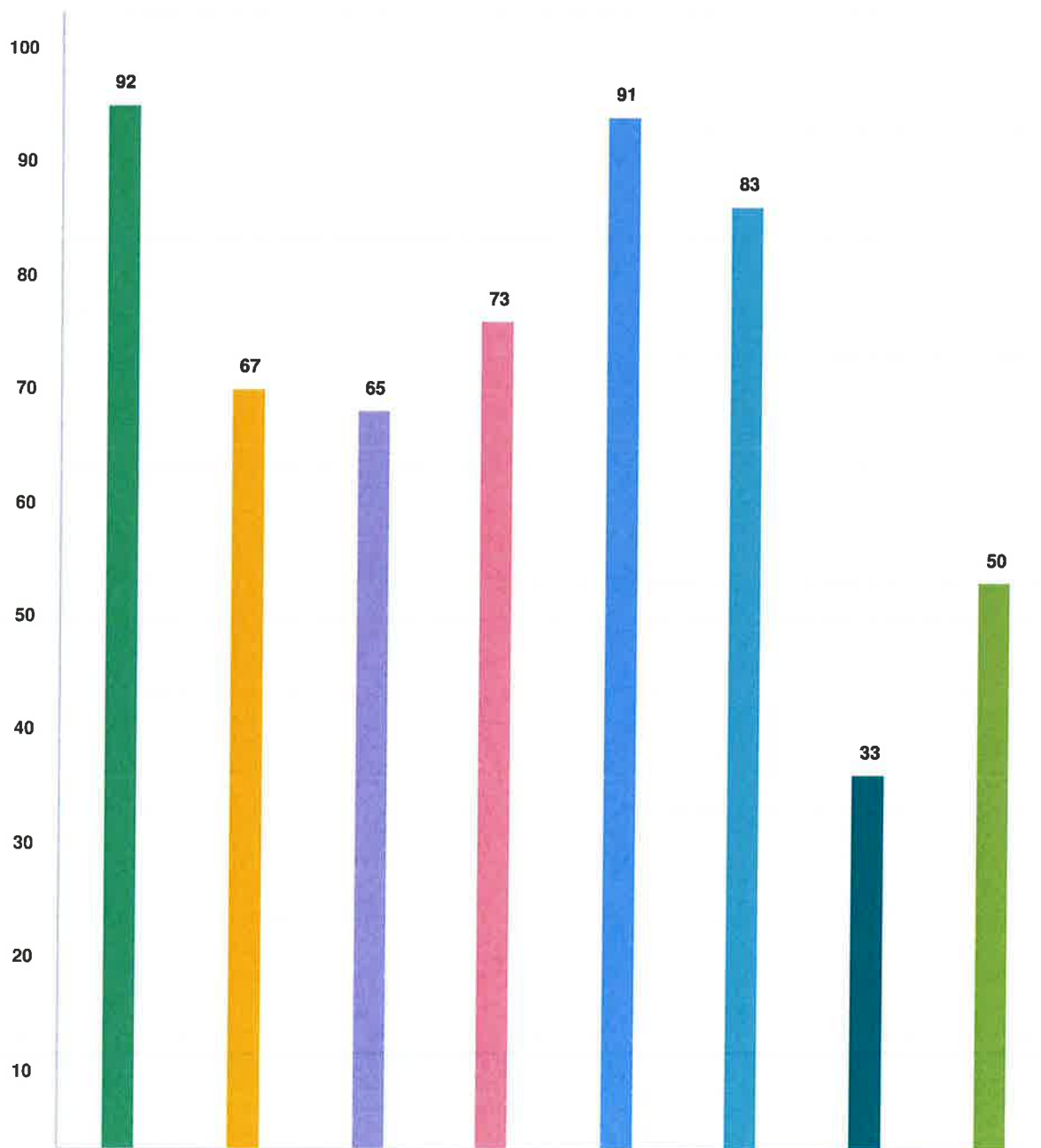
Question options

- ☐ Other (please specify) ☐ Property managers ☐ Owners of entire rental buildings
- ☐ Part-time residents/second homeowners who use their property occasionally ☐ Investors who own property they don't live in
- ☐ Renters in their primary residence ☐ Homeowners in their primary residence

Mandatory Question (180 response(s))

Question type: Checkbox Question

Q22 What type of dwellings should be able to be rented as short-term rentals? (select all that apply)



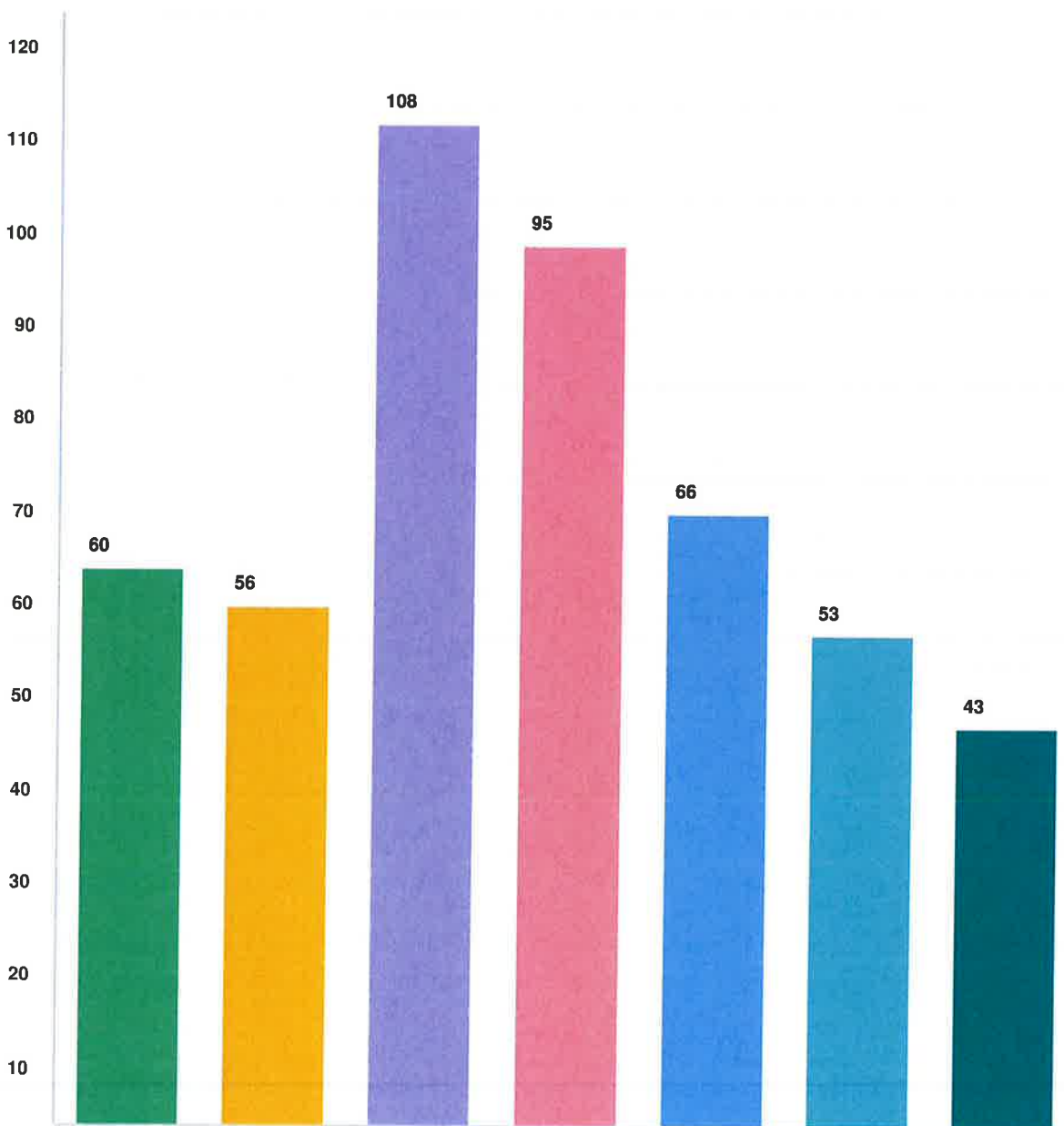
Question options

- Other (please specify)
 ● RVs/tents on property
 ● Carriage house
 ● Secondary suite
 ● Condo/apartment
- Townhouse
 ● Semi-detached/duplex
 ● Single family home

Mandatory Question (180 response(s))

Question type: Checkbox Question

Q23 What portion of a dwelling should be permitted to be rented short-term? (select all that apply)



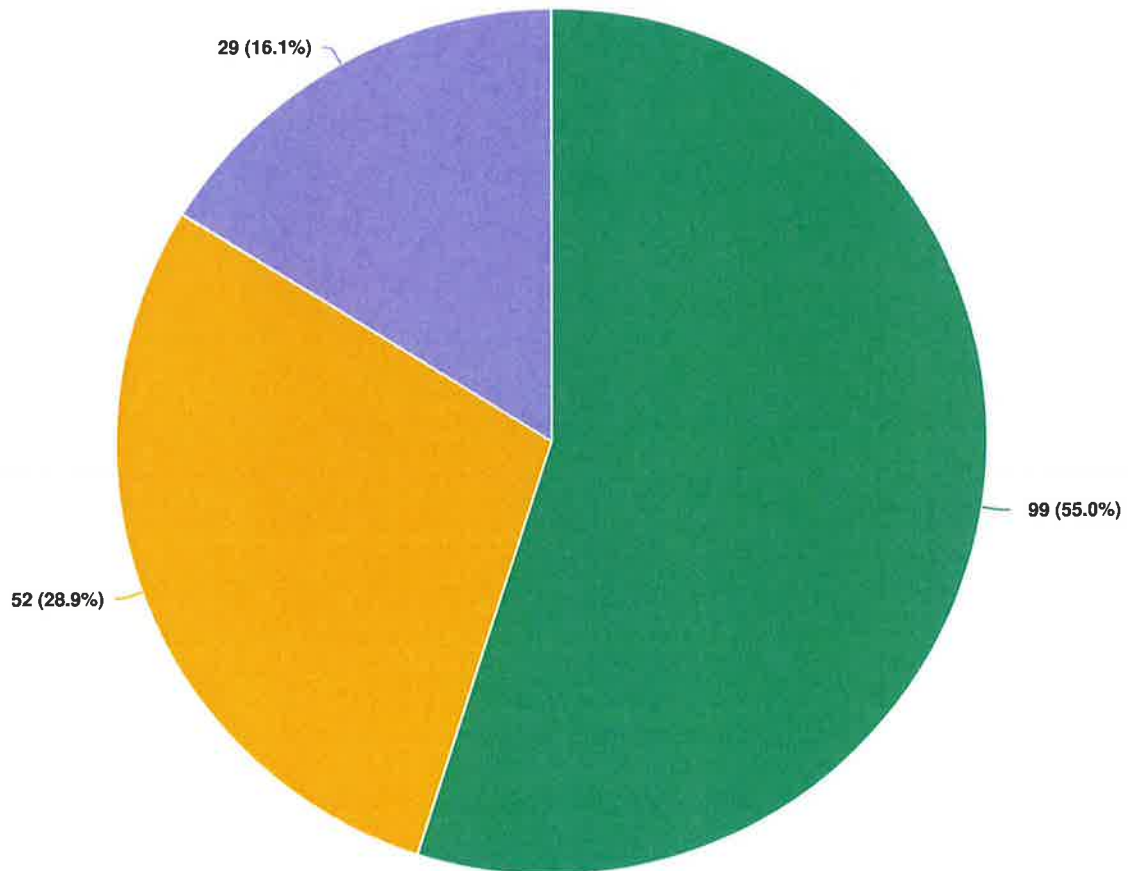
Question options

- ☒ Other (please specify)
- ☒ An entire residential dwelling including its suite or detached suite (carriage house) at the same time
- ☒ One entire residential dwelling unit at a time (e.g. apartment or home, a home with a suite could rent out one or the other, but not both)
- ☒ Carriage house
- ☒ Basement/secondary suite
- ☒ Two or more spare rooms
- ☒ One spare room

Mandatory Question (180 response(s))

Question type: Checkbox Question

Q24 | If short-term rentals were permitted, do you think the property owner/operator should be required to be on site for the duration of their guests' stay?



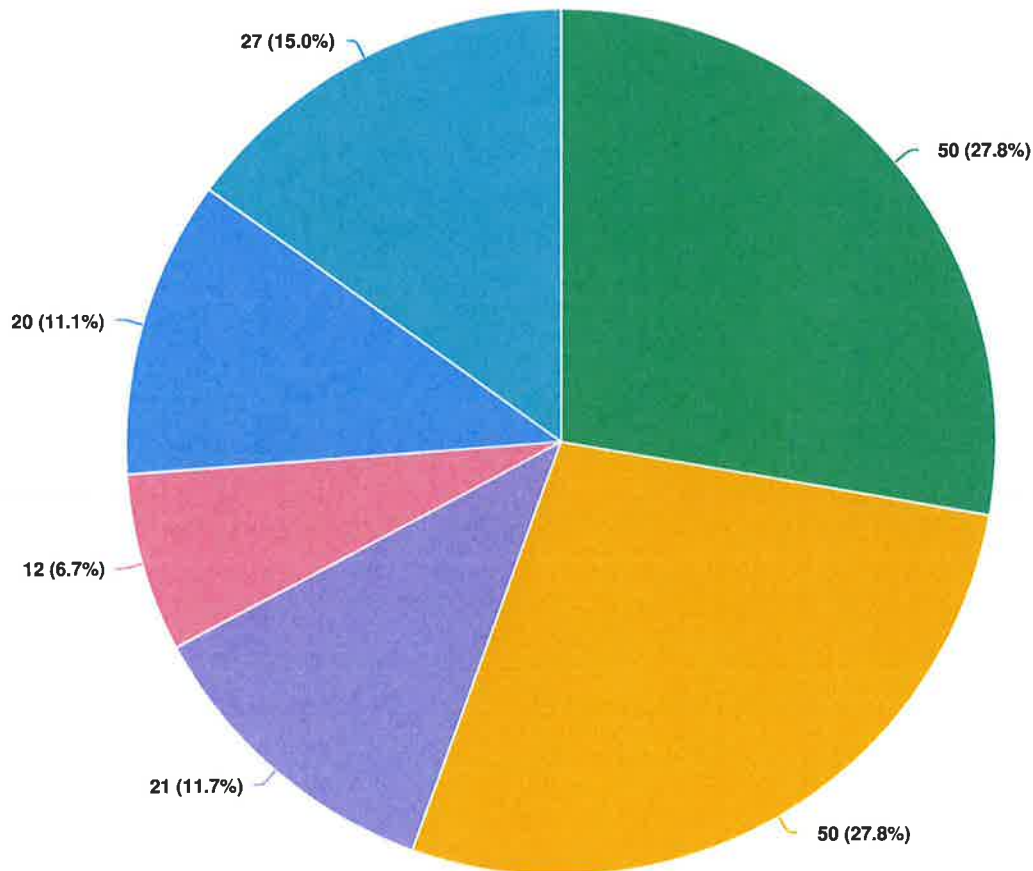
Question options

☐ No opinion ☐ No ☐ Yes

Mandatory Question (180 response(s))

Question type: Radio Button Question

Q25 If the City of Vernon regulated short-term rentals by limiting the number of nights per year that a unit could be rented out, which of the following limits would you prefer?



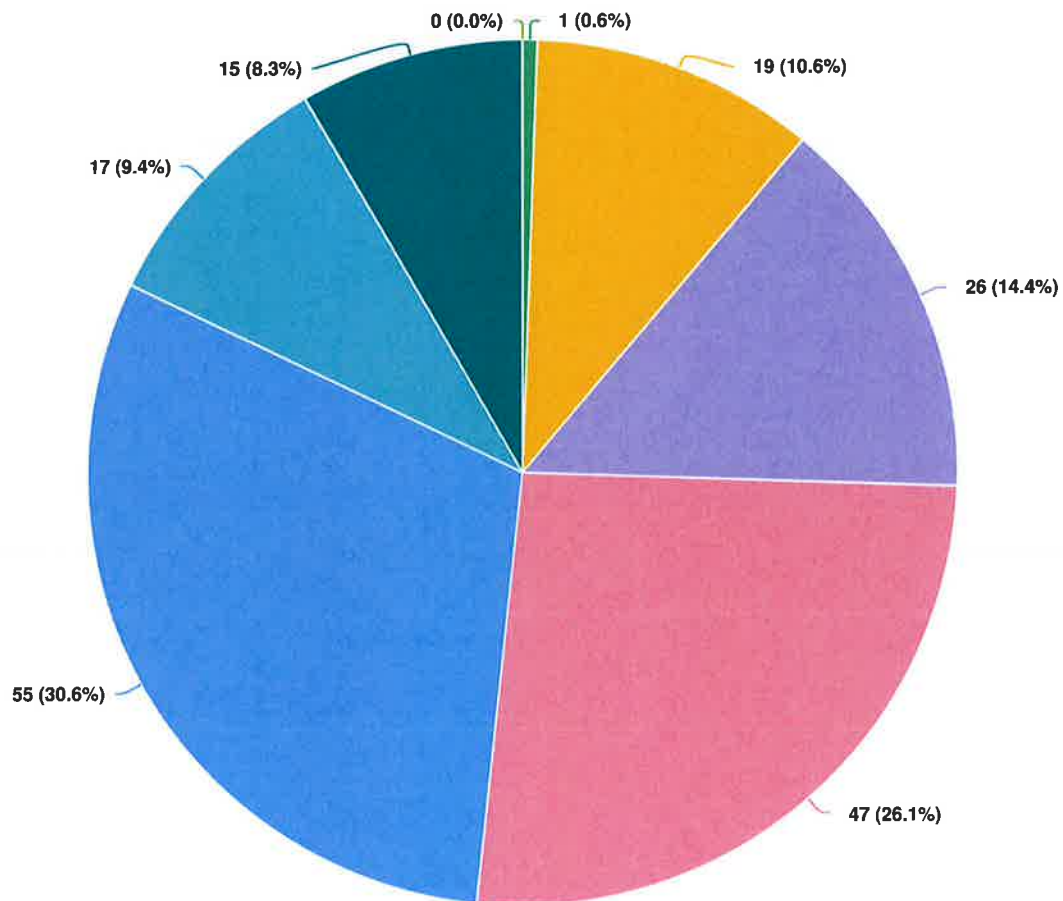
Question options

- ☐ Other (please specify) ☐ Up to 90 nights per year ☐ Up to 60 nights per year ☐ Up to 30 nights per year
☐ No limit ☐ None, short-term rentals shouldn't be allowed

Mandatory Question (180 response(s))

Question type: Radio Button Question

Q26 Which of the following age groups do you fall into?



Question options

19 and under Prefer not to say 70 + 60 to 6 50 to 59 40 to 49 30 to 39 20 to 29

Mandatory Question (180 response(s))

Question type: Radio Button Question