

**Date:** February 18, 2020 at 1:28:13 PM EST

**To:** "Musicco, Nicole" <[nmusicco@london.ca](mailto:nmusicco@london.ca)>

**Cc:** JP "Hopkins, Anna" <[ahopkins@london.ca](mailto:ahopkins@london.ca)>

**Subject: Re: [EXTERNAL] Re: Short term accommodation information report (City of London)**

Good day Nicole.

We are Linda and Steve Lowe, 2368 Red Thorne Avenue. The particular problem rental we have dealt with for over a year is 2375 Red Thorne Ave, Lambeth. We are told by police and news reports in London and other communities that the problems associated with short term rentals continues to grow. We wished to register our concern before the February 19/20 committee meeting.

We read with interest the preliminary report and proposed guidelines provided.

Some comments include the following:

1. Should include a mention of platform "[Booking.com](https://www.booking.com)". We found the 2375 Red Thorne rental listing on The National Post website at one point.

2. Pros and Cons.

While many observations are made about short term rentals, it seems to me, that a bias exists in favour of persons operating a "business" in a residential community over residents residing nearby.

If I am a local hotel or bed and breakfast I pay business taxes and licensing and government employment deductions and must maintain codes re safety and other aspects.

However we know that houses are purchased to rent out by absent landlords and/or groups pooling out of country money, as business money making ventures. If they don't voluntarily identify their operations or neighbors don't complain, they operate with impunity, it seems, at present. Houses can be operated with little regard for how they affect neighbouring residential property owners who pay taxes and care about how their property is maintained and enhanced. They may not enhance landscaping or external visual appeal. They don't respect neighbours who have to listen or experience noise, cars and light pollution to all hours. They aren't around when dangerous situations arise and subsequently claim ignorance of outcomes.

Where is the control and consequences of bad or disruptive behaviour? Left to City, police and neighbours.

Having a rental agent within 1 hour is useless unless the property is identified and registered and a robust complaint system is in place. We know. We've been through it.

Calling police is costly to the tax payers already paying their fair share. Police cannot shoulder the additional burden of trying to manage situations about code contravention.

Rental agents don't want neighbours to know who they are or how to reach them. Sometimes owners don't know about the rental agents activity because they are not local and not being fined. They don't really care.

Currently the municipal noise and complaint number provided to us is useful only on certain nights at certain times. We have had to call police twice because of dangerous outcomes to young persons.

Why are owners and operators not being fined significantly? And required to be licensed for safety and public exposure reasons at significant amounts?

Do you really think that the people coming in to clean houses after each rental are paying employment burden taxes?

Only when it becomes financially unattractive to operate party houses and low quality rentals will the bylaws proposed have any teeth. Money by way of big fines and costly licenses are required.

Also, The rental properties should have to pay and display their license and inspection reports and be visual to the public. Restaurants have to do why not rentals.

Absentee landlords should not be permitted.

Licensing needs to be substantial. This activity is largely an underground economy wherein taxes and burden is avoided at the expense of legitimate businesses (hotels) and the comfort and safety of home owners.

Inventory of reasonably priced housing is reduced making affordability of accommodation an issue for those who just want to live their lives.

Please. The City of London has an opportunity to do the right thing by the people who reside in London and wish to have quiet enjoyment of their own homes.

Contact me for any further comment at any time.

Sincerely  
Linda Lowe