

From: Adam Wayland

Sent: Wednesday, April 6, 2022 1:03 AM

To: Council Agenda <councilagenda@london.ca>

Subject: [EXTERNAL] For inclusion on the April 12th written agenda

Re: Short Term Accomodations

Dear London City Council,

Please find attached a document prepared for your consideration and review regarding Short-Term Rental Regulations. I wanted to thank you in advance for reviewing the attached documents and hope that it helps you understand our position on regulations as hosts, constituents and small business owners.

Please reach out to me should you have any questions.

Adam Wayland



# STR Regulations

City of London Draft Bylaw on Short-Term Accomodations

March 2022

**ISSUED BY**

London, Ontario AirBnB Host Community

**REPRESENTATIVE**

Adam Wayland



## Benefits of STR's to London

Council and others refer to short-term rentals (STR's) as not part of the housing stock, not part of a benefit to Londoners or to tourism and the local economy. These assumptions are furthest from the truth. STR's provide a number of tangible and long lasting benefits to London and Londoners and are an important part of housing stock for a growing and successful city.

1. Travel Affordability for Families and Young Professionals
  - a. The average AirBnB stay in London from out of town guests generates \$200 per day of local spending. Spending in places and businesses off the beaten path. Hosts' favourite deli or coffee shop gets the business of our guests because they stay in AirBnB's to get that local advice and find the local gems.
  - b. Families and travellers who book AirBnB's do so for affordability. AirBnB guests stay longer, increasing hosts income. They spend more time exploring London and spending money on tourism related purchases, groceries, parking, transit and so much more.
2. Transient Housing for Londoners affected by emergencies, loss (fire, flood, etc)
  - a. Londoners deserve a home away from home when their homes are damaged due to accidents like Woodman Avenue, or fires, or floods. STR spaces provide those options allowing some kind of normalcy in times of crisis.
  - b. Londoners also use STR when between homes, especially with the building boom happening and home sales at an all time high. Housing flexibility is an important part of a growing city, and we want London to make decisions to protect that flexibility and show "would be" Londoners we are a welcoming, flexible, diverse community with housing options to suit everyone.
3. Helping refugees, immigrants and others relocating to London

- a. The amount of stories shared in the host community about our ability to connect newcomers and soon to be Londoners with community resources and the best little coffee shops, independent supermarkets and local businesses we all support is a weekly occurrence.
  - b. Having someone local who can guide these new Londoners (however they arrived here) is something that you cannot put a price or value on. Hosts help secure permanent housing, some even donate or help families find affordable furnishings.
4. Support City of London growth goals in a variety of different ways.
- a. Musicians and Artists are a significantly under-funded group, they often don't lay permanent roots in one place, instead they go where the work is, STR's will provide a valuable and convenient option in support of our new UNESCO City of Music Designation and show the Music community we are a welcoming and flexible city when it comes to housing options and availability.
  - b. After the March 29th PPM our host group was contacted by 5 Union Groups who have a significant number of workers who will call the area home for the next 7 months while they retool the GM Cami Plant in Ingersoll, Ontario. STR's will play a vital role of housing these transient worker positions and bring those dollars for food, entertainment and the like to London's economy.
  - c. Council has done some excellent work to bring industry to town as of late. We support expanding industry by hosting visiting executives, engineers, robotics specialists and contract workers who are vital to the successful creation of jobs and will support a growing London economy by providing housing options that meet the needs of these industries as they build new plants and create jobs for Londoners.

5. Engaged land owners who have the ability with backing from AirBnB to end parties and nuisance guests from damaging the communities we host in. We also promote and encourage safety and trust. Hosts often have cameras and other safeguards in place to capture bad actors so we can facilitate the enforcement of these policies to their intended results.
  - a. Members of the London host group are engaged land owners who have chosen a different model of providing housing for a variety of reasons, it's important to know the tools we have available to end problems in a timely and effective manner, these policies don't apply to long-term landlords, so bad tenants can party every weekend for 13 months until a tribunal can order an eviction
  - b. We take pride in our homes, inside and out! We also take pride in our ability to provide safe, warm and affordable spaces for people to call home and explore all that London has to offer



## Benefits for Hosts

You heard at both PPM meetings so far about the protections STR hosting offers owners. Many STR hosts do so because we've been victims of professional tenants, horrible experiences with tribunal or non-paying tenants. I'd like to outline some of the key benefits hosts who are engaged in this process have highlighted.

1. Control over our investment properties
  - a. The ability to inspect and fix issues as they happen
  - b. Protection from bad or abusive tenants. Almost every host in our group has expressed at least one horror story of a bad tenants which lead them to an alternative to long-term renting
  - c. Ability to use our properties for personal use, allowing family or friends to come visit and stay in town

2. Additional money generated helps hosts pay for things we may not normally be able to do afford
  - a. Help pay for mortgage payments allowing hosts to weather financial hardships or job loss, this is especially important these past 2 years
  - b. Help fund renovations to our own homes or our investment properties to keep these properties in good shape and an appreciating asset
  - c. We have hosts in this group who use the additional income to help them stay in their homes after retirement, these hosts would otherwise have to continuing working or sell their homes to afford retirement
  - d. Help fund travel for ourselves
  
3. Meeting people and other business owners for networking and growing community
  - a. Hosts meet people from all around the world, this is something that I personally didn't expect. Many of our guests still stay in touch or return to our space when coming to London.
  - b. Establishing connections with other small business owners and supporting one another helps foster supporting local and buying local even for a guest staying from the other side of the world, this translates to real tourism dollars being generated and staying in local hands
  - c. Many hosts purchase guest consumables (hand made soaps, small gift baskets, gift cards and other artisans makers) items to provide to guests. Being a part of a community of business oriented people drives positive change and economic impacts that other types of accommodations simply can't provide



## Regulation Over-reach Concerns of Hosts

### Forcing STR hosts “Underground”

1. Other STR platforms do not have local dialogue and participate in regulation enforcement the same way AirBnB does. Hosts feel the opportunity to get this

right is now. We need a balanced approach to regulations. And we as hosts agree regulations should be built to hold those hosts AND EXISTING LANDLOARDS who disrupt and violate existing bylaws should be held accountable and prohibited from operating

2. AirBnB accounts for approximately 90% of all STR bookings in London. We've seen first hand with our peers across Canada in cities like Toronto and Vancouver where sweeping, poorly researched and out of the box regulations have forced STR hosts to post on non-traditional platforms like Kijiji and Facebook marketplace, expedia, booking.com, craigslist, etc. The issue then becomes insurance, vetted guests, ability to uphold policies or lack of policies of these platforms, resulting in increased issues like parties, nuisance violations and other bylaw violations going unchecked by those platforms.
3. Hosts in London are passionate about our homes and businesses. We strive to provide quality spaces for quality guests and we fear including the primary residence clause in regulations will have a severely negative effect on the City and City Staff to effectively enforce any bylaws in the underground market. Hosts also enjoy added insurance coverage by hosting with AirBnB, this is in addition to home insurance and protects the host and community from detriment from accidents or mishaps, other platforms do not offer this insurance.
4. Hosts who are compliant with bylaws approved would then also suffer from poor quality spaces being more appealing cost wise to travellers and would create a lack of fairness with these other bad actors who refuse the licensing framework chosen by council.

### **Removing income from citizens who depend on it to support ourselves**

1. At the PPM you heard from several hosts who have recently lost employment in London. These hosts were only able to stay in their homes and pay their bills because they had the ability to make some extra income by providing STR accommodations in their homes or rental properties. Removing this means you are

edging out people from home ownership who rely on this income to continue in home ownership in these ever costly times.

2. The income hosts make is only one side of this argument. Hosting creates jobs, allows others to be their own bosses, and contribute to the growing London economy in areas like;

- i. Cleaners
- ii. Restaurants
- iii. Laundry services
- iv. Snow removal
- v. Lawn maintenance
- vi. Pest control
- vii. Contractors (repairs)

All these other businesses will suffer if you force hosts to shutter their second home or additional dwelling unit rentals. The impact will be felt in many other local business sectors.

3. Hosts have shared with me their experiences in buying a secondary home, and myself included this example shines for me. When I purchased my rental property it was in disrepair, infested with cockroaches, mice and rats. NO ONE should have been living here, I invested \$165,000 of my own money to bring this property into habitable and rentable condition. Hosting has allowed me to recoup my investment at a faster pace, allowing me the opportunity to also make my own home a better place for me to live and spend time with my family.

### **Legally sound? Are these regulations over-reach? Can they be challenged in court?**

Last point is a potentially big issue. In some cities in North America legal challenges have begun based on City bylaw creation and the implications of those regulations against other acts and charters.





## Solutions Proposed

Engaging with Council in this bylaw creation, I and other area hosts have learned of some examples of what is being reported across London in your constituents' neighbourhoods. In some cases I question the validity of claims that these issues are strictly or specifically linked to STR's and hosts. Other stories I've heard are alarming and factually linked to STR and hosts. It should be known that we are not opposing regulation. In fact regulations will benefit hosts who follow the rules, hosts who are engaged and members of the communities in which we host. We will benefit from help weeding out the bad actors, and we will help the City weed out the bad actors.

Here are the suggestions we propose to help resolve issues related to existing bylaw violations in London and the creation of fair, reasonable and beneficial regulations that protect housing flexibility, protect hosts' livelihoods, improve community integrity and foster responsible hosting.

### **Existing Bylaw Enforcement**

This is an area the city lacks heavily in, but there are solutions to tackle this issue which would help improve rental unit quality and safety, potentially return vacant homes to rental or sale inventory and improve community and fire safety. Let's use my street with 41 houses in North East London as an example.

Here is the breakdown of issues affecting my street alone;

- 1 home is an operating scrap yard
- 1 home is a hoarders dumping ground
- 2 homes are vacant (for 2 years or more)
- 4 homes are rental properties with no Residential Rental Unit Licenses
- 2 of those rental homes have more occupants than is allowed based on bedrooms

Increasing existing bylaw enforcement will help ensure long-term rentals are compliant, student neighbourhoods are not a nuisance and STR hosts are also compliant with any new bylaws. Perhaps utilizing fees collected from licensing STR's can be invested into increased enforcement of existing bylaws.

### **Demerit Point Licensing Framework for STR's**

Numerous municipalities in Canada and the US have seen great success in a demerit point system of licensing to ensure hosts are compliant with existing bylaws and council recommended STR regulations. Violations would result in demerit points being accrued for that listing or host. This type of system will eliminate bad actors, absentee hosts, party houses and other problem properties listed for rent as an STR.

AirBnB already has the ability to implement a business license number on hosts listings, this will assist City staff and AirBnB in easily administering and maintaining the demerit point system and allow hosts to easily comply and adhere to new regulations seamlessly and without delay.

### **Municipal Accommodation Tax - MAT**

AirBnB has been through this process numerous times corporately, I and you this is our first kick of the can. Some councillors have expressed their concern of an unlevel playing field when it comes to hotels vs STR's. Although I disagree that direct comparisons can be drawn, I do understand this to be a conversation being initiated by hotel lobby groups in an attempt to push for over-regulation to protect their interests. Hosts in London pay HST as directed by the CRA in a recent change that requires the collection and remittance of HST by all platforms. The addition of MAT would increase the cost to guests more than to hosts, this isn't something we are in opposition of necessarily or in support of, however we see the value in our contribution to the MAT since half the funding would be reinvested into tourism and travel initiatives for and by the City which would assist in our own marketing and AirBnB's marketing of London tourism resulting in more guests utilizing our spaces.

Should council decide to enact the MAT for STR's, it should be noted that AirBnB does this in other jurisdictions and collects and remits on behalf of hosts based on the MAT guidelines and policies established. So any introduction of this would likely best be handled via AirBnB integrations so that hosts can be compliant and the city will not require to chase bad actors for their remittance, lessening workload and staffing costs to the City.

### **Publish Tools for Hosts, Neighbours, and Visitors on the City Website**

1. Included with the package as a separate document titled "TOOLS.PDF" you'll find existing tools available via AirBnB. They are;
  - The City Portal for council and city staff to access local data
  - The Neighbourhood Tool for use by council and your constituents to report violations and issues with STR's directly to AirBnB trust and safety team
  - The Law Enforcement Tool for London Police to reach AirBnB directly for information and assistance in investigations
  - AirBnB.org for activation of Emergency Stays in a local crisis requiring emergency housing
  - Also included are some links to policies hosts have in order to protect our properties, our communities and safeguard against bad guests or bad situations
  
2. Update london.ca to include a resource section with guides and standards for guests and hosts. Tool links for reporting by neighbours. And an easy to understand version of the bylaw and its requirements. Attached is a copy of the Calgary Guest and Host guides for your reference and perhaps assistance in developing these documents for London.

### **Primary Residence Clause**

We believe this clause will hurt hosts, guests and tourism. It will also limit housing flexibility for existing London residents as outlined above. We encourage all council

members to vote out the primary residence clause and choose to build a made in London set of regulations that reflect our Cities growth, tourism and industry goals.

We look forward to continued engagement on building policies for the Short-term Rental space with council that will help put London on the map as a progressive and attractive City for visitors, industry and tourism.



## **Thank you!**

Thank you for taking the time to read and review this document, for hearing us at public participation meetings and for engaging to build the best solution for London. I encourage all councillors to reach out to me if you have any questions or would like to discuss anything in this document.

We hope you can see the passion and responsibility we all have for hosting. We also hope you can see our commitment to making London a great place for visitors and protecting the communities and our neighbours in the areas in which we host.

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# Tools & Supports Available via AirBnB

Short-term Rental Regulations

March 31st, 2022

**From**  
Adam Wayland

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## Neighbourhood Support Tool

You, your staff and community members can use the Neighbourhood Support tool to report nuisances, bylaw infractions, parties or other concerns directly to The AirBnB Trust and Safety team.

[Link to the tool](#)

Issues can come up in any community. It's usually fastest to communicate directly with neighbours about concerns related to home sharing, but sometimes those interactions aren't successful or helpful, members of the community and council can use this tool for additional direct support from AirBnB.

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## City Portal - Municipal Governments

Learn more about the City Portal which better allows municipalities to access high-level aggregate data for a better understanding of the Airbnb landscape within your community, technical support and resources to leverage tourism in your municipality and manage existing regulations and bylaws.

[Link to AirBnB City Portal](#)

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## Party, Gathering Limit, Age Restriction Policies

You and your constituents can access party policies and gathering limit information, which are designed to minimize disturbances to the surrounding community at the links below. There are several policies outlined below, but if your questions still aren't addressed or you

have questions on the ease of Hosts to put an end to parties or remove guests who violate these terms are handled, please reach out to me.

## 1. [Gathering Limits Policy Link](#)

AirBnB [Community Standards](#) prohibit members of the Airbnb Community from creating a nuisance that disturbs the surrounding neighbourhood.

Hosts and guests expectations for gatherings at listings.

- Gatherings of more than 16 people are prohibited
- All disruptive parties and events are prohibited

## 2. [Age & Local Resident Restrictions](#)

AirBnB launched the Age & Local Resident restriction [in Canada](#), with the support of the Canadian host community. Since the introduction of this policy, the number of unauthorized parties booked by guests under the age of 25 has experienced a meaningful drop.

Here's how it works:

- Guests under the age of 25 with less than three positive reviews are not able to book entire home listings that are close to where they live. These guests can still book any type of listing outside their local area.
- All guests under the age of 25 are still free to book private rooms and hotel rooms through Airbnb, regardless of where they live.
- Most importantly, younger guests with at least three positive reviews and no negative reviews on Airbnb or with long-term plans are not subject to this restriction, and they're welcome to continue to book entire home listings in their local area.

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## Built-in Emergency Housing Stock

AirBnB started OpenHomes several years ago when a host saw people in need of housing due to a regional disaster. I personally have been a contributing member of OpenHomes since it was started, providing my AirBnB space to disaster response needs or initiatives. OpenHomes has transformed into a registered charitable organization supported by AirBnB Hosts, Guests, other housing and response agencies and AirBnB executives.

Currently AirBnB.org activations have taken place all over the world to support Ukrainian refugees fleeing war, 11 listings are published in London that accept refugee stays!

Locally this tool could be used in circumstances like the Woodman Avenue accident, allowing council or the Emergency Operations Centre and Emergency Agencies to access free or highly discounted Emergency housing for local citizens or responding personnel.

[AirBnB.org](https://www.airbnb.org)

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## From Adam

If you have any questions about the tools I have put together in this document, please reach out to me. I'd welcome the opportunity to discuss any of the above and how Short-Term Rentals are an important part of housing stock in London as council grows our city and makes decisions to attract talent, citizens and industry.

Thank you for taking the time to read over this document, and I look forward to speaking with you all at the upcoming public input meeting as we review the draft bylaw options presented.

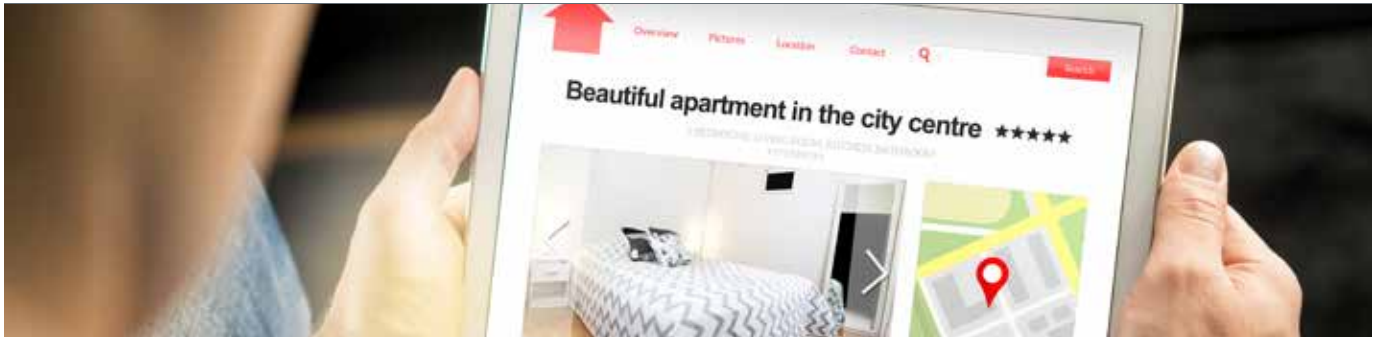


Calgary



# Good Host Guide

A guide to responsible operation  
of a short-term rental



## Short-term rental regulations

The City of Calgary has adopted bylaws which regulate short-term rentals. Below is an overview of short-term rental regulations identified in the Business Licence Bylaw and applicable processes for hosts to follow.

### Short-term rental

- 58.1 (1) Short Term Rental means the business of providing temporary accommodation for compensation, in a dwelling unit or portion of a dwelling unit for periods of up to 30 consecutive days.
- (2) Despite subsection (1), Short Term Rental does not include the provision of temporary accommodation for compensation in a dwelling unit located in a building for which a development permit for a Bed and Breakfast has been issued pursuant to the Land Use Bylaw 1P2007.

## Getting started

Effective February 1, 2020, The City of Calgary is requiring short-term rental operators to have a business licence to operate legally in the city. There are two tiers of licences based on number of rooms offered by a host:

- **Tier 1** – One to four rooms for rent with a maximum of two guests per room, not including minors.
- **Tier 2** – Five or more rooms for rent for ten or more guests.

All rooms made available to guests, with exception for condominiums, apartments and lofts, must contain a window which provides egress to the exterior of the property.

Condominiums, apartments and lofts do not require a window for egress due to Alberta fire and construction codes which provision additional life safety through emergency exits, fire rated construction and other safety measures. If you are unsure your building contains the appropriate standards for life and fire safety, please contact 311 and create an inquiry and concern for Fire.

## Things to do before listing

If you are using a condominium as a short-term rental, review the property's bylaws for restrictions and inform the property association.

Review your homeowner's insurance policy to ensure operating a short-term rental will not impact your insurance. Review City bylaws that have regulations of interest to short-term rental operators (see A good host, a good neighbour section).

## Application check list

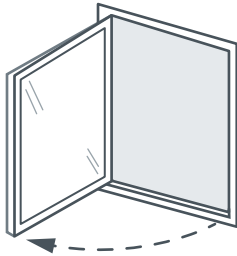
Before starting an application for the licence, please collect the required information in advance. The owner of the property is responsible for the licence requirements.

- Name of applicant
- Address of the property for rent
- Roll number of property
- Number of rooms for rent
- Review of the Good Host Guide and Good Guest Guide
- Primary or secondary residence
- Emergency contact information
  - Full Name
  - Email address
  - Phone number

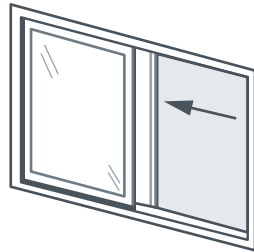
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## Window requirements

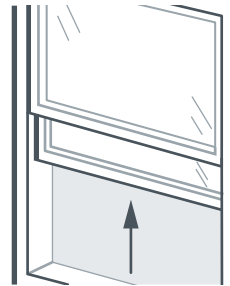
Rooms available for rent must have at least one window that can be fully opened and used to escape during an emergency. Windows must be clear of any obstructions on the interior and exterior. Identified below are recommended window styles, the shaded areas represent unobstructed openings that must be 0.35 m<sup>2</sup> with no dimension less than 380 mm.



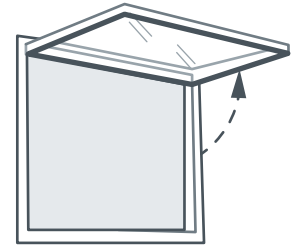
Casement window



Horizontal sliding window



Vertical sliding window



Inward swinging awning window

## Room requirements

Rooms must have one or more windows for egress located on an adjoining wall. Windows that are located outside a room through a doorway are not considered accessible. Condominium, apartment and loft buildings which have existing fire safety standards do not require egress windows.



## Maximum number of guests

No more than two adults can occupy a room regardless of size, however minors are permitted to stay with adults

- A **Tier 1** licence is limited to one to four rooms for rent with a maximum of two guests per room, not including minors.
- A **Tier 2** licence is for properties which will accommodate 10 or more guests and requires a Fire inspection.

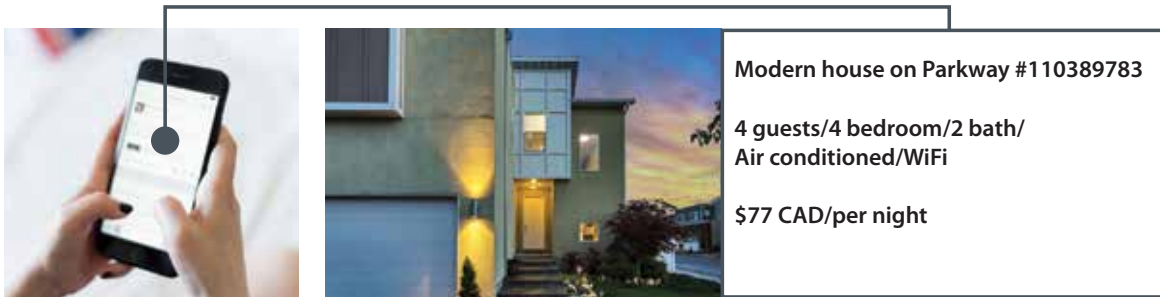
## Overlapping bookings

Short-term rental operators are permitted to offer only one booking at a time. Operators who are interested in offering multiple units for rent in one property can do so under a Bed & Breakfast designation. More information can be found at [calgary.ca](http://calgary.ca).

## Advertising your listing

Upon receiving your short-term rental licence, the licence number must be posted on any online or physical advertising. The location of licence number is recommended to appear at the end of the title in any advertisement.

Below is an example of an advertisement with the licence number.



Modern house on Parkway #110389783

4 guests/4 bedroom/2 bath/  
Air conditioned/WiFi

\$77 CAD/per night

## Emergency contact information

Operators must provide emergency contact information for guests. The information must be displayed in a conspicuous location inside the property. A recommended emergency contact template is available [here](#) for download.

The following is the required information for operators to display for an emergency contact.

- Full name of emergency contact
- Phone number of emergency contact
- Email address of emergency contact

## Guest record

Operators must maintain guest records for each booking they offer. A recommended guest record template is available [here](#) for download.

The following criteria is required to be recorded by the operator:

- The full name and email address of the guest who provided payment for the booking.
- Associated guests, such as family members, do not need to provide their names/emails but must be recorded under the number of guests for the booking.

Example: Cooper Lywis books a short-term rental for his family. His family members are not required to provide their names/emails but must be identified as a part of his booking. Below is an example of the guest record for Cooper's stay.



| Name         | Email         | Arrival    | Departure  | # of guests |
|--------------|---------------|------------|------------|-------------|
| Cooper Lywis | Chw@gmail.com | 10/15/2019 | 10/19/2019 | 4           |





## A good host, a good neighbour

City of Calgary bylaws are in place to ensure good neighbour relations and help keep communities safe and enjoyable for residents and visitors. Understand the applicable bylaws and provide your guests with information so they are aware of these and any condominium bylaw regulations, if applicable, at your short-term rental property.

The bylaws that are relevant to short-term rental operators include the Community Standards Bylaw, Streets Bylaw, Parking Bylaw and Traffic Bylaw. Visit [calgary.ca/bylaws](https://calgary.ca/bylaws) for more information.

Below are some specific regulations and rules to be aware of.

### Noise

Noise is restricted to certain levels during the daytime and at night. Quiet hours are between 10 p.m. and 7 a.m. Monday to Saturday and 10 p.m. and 9 a.m. on Sundays and holidays.

### Vehicle parking

Inform your guests on where they may or may not be permitted to park while staying at your short-term rental. Some residential streets in Calgary have areas designated for permit parking only. Guests parking in these areas will have to be registered with The City of Calgary Parking Authority by the owner before they arrive.

Visit [permits.calgaryparking.com/how-to-apply](https://permits.calgaryparking.com/how-to-apply) for more information.

### Garbage and recycling

Please ensure your guests have access to proper garbage, recycling and composting. Diversion of waste from landfills is key to supporting recycling and composting programs and environmental targets. As different jurisdictions have different recycling rules, please refer your guests to [calgary.ca/WhatGoesWhere](https://calgary.ca/WhatGoesWhere)

### Safe to stay

Although a fire safety inspection is not required for the Tier 1 licence, the Calgary Fire Department considers these actions an important part of home safety and The City recommends these best practices for all operators.

Install interconnected smoke and carbon monoxide alarms throughout the home and on every level. Place alarms outside or inside bedrooms. Test all alarms in your home once a month by pressing the alarm's test button and replace the batteries of each alarm at least once a year. Do not use rechargeable batteries. Replace alarms based on the manufacture instructions.

### Home escape plan

Post a home escape plan on the door of each room (see the home escape plan grid on the back page of this guide). Identify two exits, such as through a door and a window, out of each room, especially rooms where guests sleep. Make sure the exits are free of furniture and clutter.

See [calgary.ca/homeescapeplan](https://calgary.ca/homeescapeplan) for more information.



## Tips for successful short-term rental hosting

Short-term rental operators are an important part of Calgary's sharing economy. Help your guests enjoy what Calgary has to offer and tell them about the different attractions and opportunities available throughout the city.

### Getting around

Depending on your area, let your guests know about local transportation options like the C-Train, BRT lines, bike and e-scooter sharing companies.

### Local attractions and businesses

Let your guests know about our local attractions and activities. Here are some examples:

- Rent an e-scooter and explore the East Village and Calgary's riverwalk that follows the Bow River as part of a pathway system that extends over 900 kilometres throughout Calgary.
- Take in one of the many festivals and events during the summer months at Prince's Island Park and other areas of Calgary.
- Visit one of Calgary's many top-rated attractions such as:
  - Heritage Park, one of North America's largest and most successful living history museums.
  - National Music Centre featuring the Bell Stage and the King Eddy bar and music venue.
  - Glenbow Museum featuring Mavericks: An Incurable History of Alberta and numerous other permanent and temporary exhibits.
  - TELUS Spark Science Centre.
  - Calgary's newest and burgeoning industry, microbreweries and brew pubs are located throughout Calgary offering award-winning beers in unique settings.
  - Walk and shop along Stephen Ave and 17th Avenue S.W., then stop to savour one of Calgary's many great restaurants and bars.



See [visitcalgary.com](http://visitcalgary.com) for more information.



**Calgary**



# **Good Guest Guide**

What to expect from your  
short-term rental experience



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## Introduction

This guide gives guests of short-term rentals an idea about what to expect from their short-term rental experience in Calgary and offers a few suggestions about what to do in Calgary.

As of February 1, 2020, The City of Calgary requires all short-term rentals in Calgary to be licenced under our Business Licence Bylaw. Look for the business licence number posted on the website where you booked your short-term rental — The City requires all operators to post the number in all advertising.



## What to look for in your accommodation

As a licenced operator, your host is required to follow bylaw regulations based on the number of rooms available for rent in a property.

### You are renting four rooms or fewer

Your short-term operator is required to ensure basic safety standards are in place under the Business Licence Bylaw. Here is an overview of what you can look for:

- The room you are sleeping in must have an egress window which provides an alternative escape route in the event of an emergency. Multi-storied apartment/condo buildings and lofts do not require egress windows as they have existing fire and life safety measures.
- The operator cannot allow more than two adults (not including minors) to sleep in a room.
- Operators cannot accept more than one booking at a time, however, one person can make the reservation on behalf of a group.
- Operators must provide emergency contact information to guests in a conspicuous location.
- Your operator must keep record of the booking guests information which includes name, email address and total number of guests.



### You are renting five rooms or more

In addition to the requirements above, your operator is required to follow safety standards identified through The City's fire safety inspection.

For more information, visit [calgary.ca/shorttermrentals](http://calgary.ca/shorttermrentals)

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## A good guest, a good neighbour

The City of Calgary has bylaws in place to ensure good neighbour relations and to help keep communities safe and enjoyable for residents and visitors. The City's web site has a host of information to address specific questions at [calgary.ca/goodneighbour](http://calgary.ca/goodneighbour). Here is a brief overview of common issues that sometimes arise:

### Noise

All residents have the right to not be disturbed by noise. Sound is restricted to certain levels during the daytime and at night. Please turn down music and reduce noise levels between **10 p.m. and 7 a.m. Monday to Saturday and 10 p.m. to 9 a.m. on Sundays and holidays.**

### Permitted vehicle parking

Like all major cities, knowing where to park can help make your stay in Calgary more enjoyable. Some residential streets in Calgary have areas designated for permit parking only. In these areas, your operator must register your licence plate number with The Calgary Parking Authority. Parking in these areas without being registered may result in a parking fine. If signage is not listed, parking is free in residential neighbourhoods.

### Park Plus system

Instead of parking meters, Calgary uses the Park Plus system in the downtown and surrounding areas. Signs are posted on streets and in parking lots and parkades where this pay system is used indicating the zone number and maximum length of parking. When you see one of these signs, take note of the parking zone number and your licence plate—this information will be required at the pay machine.

Visit [calgaryparking.com](http://calgaryparking.com) for more information about parking in Calgary.



### Garbage and recycling

Calgary has a waste and recycling program that supports recycling and composting programs and environmental targets. All residential home owners are provided with three separate bins for waste disposal:

- Black bin – Garbage (items that can't be recycled or composted in our facilities)
- Blue bin – Recyclables
- Green bin – Compostable material

Your operator should provide access to these disposal bins to help divert waste from landfills. Under the Calgary Community Standards Bylaw it is an offence to allow garbage and waste to accumulate in yards. The City provides a searchable web page to help residents sort waste at [calgary.ca/WhatGoesWhere](http://calgary.ca/WhatGoesWhere)



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## What to do in Calgary

Our city has a wealth of recreation opportunities and exciting local attractions, right here in the city. This guide lists a few ideas of what to do in Calgary. For a more extensive list of all that Calgary has to offer, visit [visitcalgary.com](http://visitcalgary.com) or one of the web sites listed below.

### Sightseeing and exploring

- Download the apps for e-bikes or one of the e-scooter companies then hop on and explore the East Village and Calgary's riverwalk that follows the Bow River as part of a pathway system that extends over 900 kilometres throughout Calgary.
- Take in one of the many festivals and events during the summer months at Prince's Island Park and other areas of Calgary.
- Learn about Calgary's history and historic buildings through self-guided walking tours. Go to [calgary.ca/heritage](http://calgary.ca/heritage) and look under Heritage publications and links.
- Calgary has a growing brewery industry and a host of microbreweries operating brew pubs and restaurants. You can sample some of our award winning beer and cider in many corners of the city. Go to [visitcalgary.com](http://visitcalgary.com) and view their Calgary Beer Map.
- Calgary also has a thriving arts and culture community that includes art galleries, art walk events, a variety of professional performing arts companies, the Calgary Philharmonic Orchestra and the Alberta Ballet, to name just a few. Visit [calgaryartsdevelopment.com](http://calgaryartsdevelopment.com) for information and a calendar of events. Calgary also has a number of live music venues in bars and restaurants throughout the city.
- Walk and shop along Stephen Avenue, 17th Avenue S.W., 4th Street S.W., throughout Inglewood or Kensington then stop to savour one of Calgary's many great restaurants, bars, pubs and brewpubs. Or visit one of our major malls in every quadrant of the city.



### Attractions

**Calgary Zoo** –Home to nearly 1,000 creatures across 119 species and one of Calgary's favourite family destinations. The Calgary Zoo is one of just five zoos in Canada accredited by the Association of Zoos and Aquariums. The Calgary Zoo is also a premier event venue for private events. Visit the [calgaryzoo.com](http://calgaryzoo.com)

**Heritage Park Historical Village** – One of Calgary's premier tourist attractions and one of North America's largest and most successful living history museums. Heritage Park's exhibits span the early 1860s fur trade to the petroleum and automobile-dominated 1950s. This attraction is suitable for adults and children. Visit [heritagepark.ca](http://heritagepark.ca)



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**TELUS Spark** – A place for people of all ages and abilities to let go and embrace the desire to explore and discover science, technology, engineering, art and math. Every day is all-ages, with select evenings for adults only. Visit [sparkscience.ca](http://sparkscience.ca)

**Glenbow Museum** – Featuring Mavericks: An Incurable History of Alberta and numerous other permanent and temporary exhibits. As Calgary’s art museum, their purpose is to provide vibrant experiences that bring art and culture to life. Visit [glenbow.org](http://glenbow.org)

**Studio Bell National Music Centre** – Explore five floors of interactive exhibitions that will take you on a journey through the sights, sounds and stories of music in Canada. The Centre also incorporates the restored King Eddie bar and music venue and hosts events throughout the year. Visit [studiobell.ca](http://studiobell.ca)



**Arts Commons** – In the heart of downtown Calgary, Arts Commons is home to eight premier performing arts companies including Theatre Calgary, Alberta Theatre Projects, One Yellow Rabbit and the Calgary Philharmonic Orchestra. Its 12 spaces and venues include Jack Singer Concert Hall, Max Bell Theatre, Martha Cohen Theatre and the Engineered Theatre. Visit [artscommons.ca](http://artscommons.ca)

## Guest checklist

- Understand the rules and responsibilities outlined by your host.
- If travelling by vehicle, register your licence plate if a parking permit is required.
- Locate the emergency contact information posted by your host.
- Become familiar with the locations of emergency exits, windows and doorways.
- Record the address of the property for ease of travel to and from destinations.
- Know what number to call in emergency and non-emergency situations.

For **emergency** calls regarding:

- Reporting a fire
- Reporting a crime
- Seeking emergency medical assistance

**Call 911**

For **non-emergency** calls regarding:

- Noise concerns
- Parking issues
- Business licence concerns

**Call 311**

Check out [visitcalgary.com](http://visitcalgary.com) for ideas and enjoy your stay in Calgary.