

From: Adam Wayland

Sent: Saturday, June 4, 2022 4:16 PM

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Subject: [EXTERNAL] STA Regulations

Good afternoon Councillors and City Staff,

A group of STR hosts have just visited areas of town to provide those citizens with the same tools I provided this council with more than 6 weeks ago to help them resolve some neighbourhood concerns we had been made aware of.

Residents were receptive to speaking with us and happy to receive information on how City Bylaw Enforcement and the associated Bylaws already in place should be used to address some of the identified issues, and how AirBnB can assist in resolving problem AirBnB listings. We have also made your constituents aware of the tools available to City Staff and Council to escalate these issues in the future.

I don't understand why constituents have not been provided these tools directly when contacting the city for assistance. May I suggest the City Clerks Office be provided this document to assist London residents in reporting any future problem directly to AirBnB?

Our host group are all members of the communities in which we host. We are as concerned about problematic long-term, student and short-term rentals as you are. The issue with the Primary Residence Restriction is if you place these problematic properties into the long-term market as Councillor Hamou has suggested, absentee and bad actor landlords will certainly continue in the long-term market. This will mean you have simply changed the properties tenants/guests and not the issues the landlord creates. If these properties are converted to student housing and left to be unmaintained, you continue to experience the same or worsening problems.

I also would like to draw attention to a very concerning matter on Hillcrest Avenue, in my neighbourhood. This property, home to some 13 international students was reported to City Staff for overcrowding.

Nothing was done. Only weeks later the home caught fire and residents were required to be rescued from illegal bedrooms in the basement. I draw your attention to the fact a citizen cannot access information for this property on the Property Inquiry system any longer, what is being hidden and from who? If this council would like to hold landlords (especially STR landlords) accountable for our properties, Council and City Staff also need to be held accountable for not enforcing or addressing housing issues and bylaw complaints as reported by citizens.

Councillor Shawn Lewis states these STR's were purchased for the sole opportunity to rent as short-term accommodations. This is furthest from the truth. Let me give you a cross section of the reasons hosts short-term rent.

- Connie, a single host who worked from home before the pandemic was deemed an essential worker for her role at a Utility company and forced to work from the new office which had moved to the Niagara Region, her home was not in for sale condition and she needed some extra time to get her basement refinished. She opted to rent her space on AirBnB to help pay for renovations and keep the home occupied, but not sign a long-term lease because she had planned to sell anyways.

- Kelly and her husband are preparing for their retirement over the next 5-7 years and planned to downsize their home. Kelly loved this really cute home in OEV, the perfect size and on a great street. The home surprisingly came on the market and Kelly just couldn't pass up the opportunity to own her dream retirement property in the city they still call home. Instead of renting it long-term they decided to make some improvements to the home and short-term rent it to help them continuously improve the home over time, allowing them the ability to block out weeks or months for special projects.

- Frank and his wife have 7 kids. All grown up now and out of the nest in places as far as Vancouver. But when the kids come home the family home isn't big enough to house them all. So Frank and Brunella bought the house next door. They rent the home short-term and for 3 months in the summer when their children come home with their new grand children they are able to visit as one family, together.

- Myself. I spent 11 years in the RCMP, most of that time here in London. My career was cut short and I needed an exit plan. I had purchased a home when I moved here but would not be able to afford the expenses without some kind of additional income. A friend of mine had suggested after my Western Students tenants had moved back home from my additional rental that I try AirBnB. I have in 8 years hosted hundreds of guests from over 27 countries around the world, and not a single complaint from my neighbours, in-fact I likely worry more than my neighbours do. I also upkeep and clean the property myself, improved the property and know all my neighbours appreciate the work and time i put into maintaining my properties.

A recent news article headline says London, Ontario to spend \$1.5M to attract new talent and skilled workers. Where are these newcomers going to stay while looking for permanent housing? Will their family pets be left in kennels for a month while closing a deal on a new home or condo? Will they eat and spend all their money inside one hotel, its restaurant and fitness facilities? OR will hosts be able to connect these newcomers with community resources and local businesses and spend those dollars in London that will stay in London?

I ask council to consider what you are voting to do, what it will mean to hosts like the above, how will these situations have played out?

Would I have been able to stay in my home? Would Frank and Brunella still be living in London? Would Connie have lost an enormous amount of money selling her home as is?

And what about the economic impacts? Glad you asked, I've prepared a lengthy document outlining overall numbers on economic impacts, as well as a case study on a single host in our community and the impact your voting decisions will have.

I look forward to engaging with you further to develop a MADE IN LONDON set of regulations that are fair, legal, and equitable.

Adam Wayland