

# Short-Term Rentals

PUBLIC ENGAGEMENT SUMMARY

OCTOBER 2019



# EXECUTIVE SUMMARY

Short-term rental accommodation has become an increasingly common activity in the District of North Vancouver. The number of illegal listings and complaints about short-term rentals have increased substantially over the past two years, and Council has endorsed creating a regulatory approach to provide more effective tools to manage short-term rentals.

On June 11, 2018, staff presented Council with a comprehensive regulatory framework to permit short-term rentals, including specific bylaw amendments. This was followed by a public engagement process to gather additional input prior to bringing the draft bylaw amendments back to Council for consideration. This report summarizes the input that we heard on the proposed approach for short term rental accommodation through public engagement held between June and August 2018.

## OPPORTUNITIES FOR INPUT

Input was gathered through an online survey and three informational pop-up events where paper surveys were available. The questions were the same for both the online and paper surveys. We received 180 online survey responses and 4 hand written responses.

## WHAT WE HEARD

The results of the online and paper survey indicated that there was general support for the proposed changes to the Districts regulations, with significant support among proponents for allowing short-term rentals in secondary suites and coach houses, among other housing unit types.

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# 1.0 CONTEXT

Short-term rental accommodation has become an increasingly common business activity resulting from the popularity of web-based platforms (e.g. Airbnb) that connect customers to accommodation providers (e.g. home owners). Short-term rental is a commonly used term to define the commercial practice of renting out a home for a non-residential purpose (e.g. short-term vacation stay). Short-term rentals can take place in a variety of circumstances including the rental of a room or bed in a home, or the rental of the entire home.

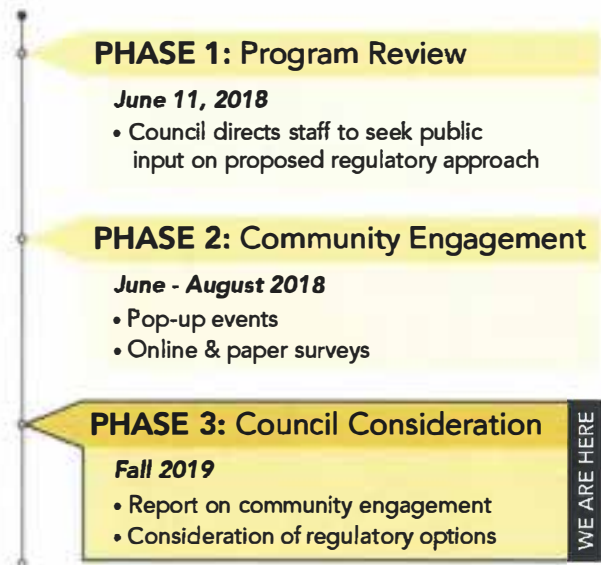
As short-term rental accommodations have become more prevalent in communities, concerns have been raised regarding the impacts they may have on the supply of long-term rental housing, and the impacts on neighbourhoods resulting from parking issues and noise. Municipalities across Metro Vancouver are responding in a variety of ways, such as clarifying existing regulations and/or creating new policies, bylaws, and procedures to ensure short-term rental operators comply with local regulations and community expectations.

Currently, the District's Zoning Bylaw permits "Bed and Breakfasts" and "Boarders and Lodgers"; however short-term rentals typically do not comply with the Zoning Bylaw provisions related to either of these definitions, and are therefore unlawful. While the number of complaints submitted to the District regarding short-term rentals is small, it is increasing.

This report summarizes the results of the public engagement that occurred between June and August, 2018, on proposed changes to the District of North Vancouver's bylaws that would enable short-term rental in some circumstances, while addressing residents' key concerns.

# 2.0 PROCESS

The process for reviewing the District's short-term rental accommodation regulations has included three phases to date (*right*). On June 11, 2018, Council directed staff to gather input from the public on the proposed changes to the bylaws regulating short-term rentals in the District. This engagement was conducted between June and August 2018.



## 3.0 OPPORTUNITIES FOR INPUT

In the second phase of this process, we asked the public to provide feedback on the proposed changes to the bylaws impacting short-term rental accommodation. We used three different methods to gather input and feedback:



Pop-Up Information Events



Paper Survey



Online Public Survey

Public engagement can occur across a range of participation levels, from informing to empowering. Different levels of engagement are appropriate at different times and for different projects. The goal for this phase of considering changes to short term rental accommodation regulations was to obtain feedback on the proposed changes to the District’s bylaws, which corresponds to the ‘Consult’ level on the *International Association for Public Participation’s* (IAP2) Spectrum of Public Participation. This means that we will keep you informed, and listen to and acknowledge your concerns and aspirations in developing final solutions, and we will report back to you on how your input influenced the decision.

### 3.1 COMMUNICATION



North Shore News Advertisement

We used several methods of communicating the opportunities for input, including:

- North Shore News advertisements (Wednesday, June 27 and Friday, June 29, 2018, Friday, August 3, and Wednesday, August 8);
- The District’s website ([DNV.org](http://DNV.org));
- Social media posts (DNV Facebook and Twitter);

### 3.2 POP-UP INFORMATION EVENTS

Pop-up events are informal drop-by events where staff are available to answer questions and share information. Pop-up events are held in public places to invite interest from people passing by, in addition to those who are coming specifically to learn about the particular topic.

At the pop-up events, there was a display board with information on the proposed changes to the short-term rental regulations, information hand-outs with a survey on the back, and staff available to answer questions. Staff encouraged attendees to share their input through the online survey.



Display information at the pop-up events

### Short-Term Rental Accommodation Pop-up Events

WHEN	WHERE
Friday, June 29, 2018, 2:30 - 5:30 pm	Parkgate Community Recreation Centre
Saturday, July 8, 2018, 10 am - 1 pm	Edgemont Clocktower near Delany's
Wednesday, August 8, 2018, 1 pm - 3 pm	Lynn Valley Plaza/Library

### 3.3 ONLINE & PAPER SURVEY

The online survey asked for input on the proposed changes to bylaws relating to short-term rental accommodation. It was open for seven weeks on the District website, [DNV.org/rentals](http://DNV.org/rentals), from June 27, 2018 to August 15, 2018. In total, 180 responses were received.

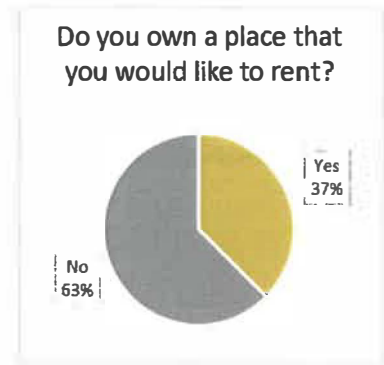
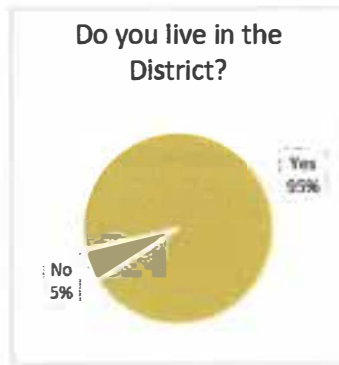
The paper survey was on the back of a handout provided at the pop-up events. In total, four written responses were received, bringing the total number of surveys received to 184. The questions were the same for both the online and paper surveys.



## 4.0 WHAT WE HEARD

There were 184 responses to the survey, including online and paper responses. The number of responses to each question may vary because some respondents may not have chosen to answer every question.

The majority of respondents identified as residents of the District (95%, 174 of 184). Approximately 37% of respondents (68 of 184) answered 'yes' when asked if they owned a place they would like to rent. Furthermore, 10% of respondents (19 of 184) stated that they had a current short-term rental listing at the time they answered the survey.

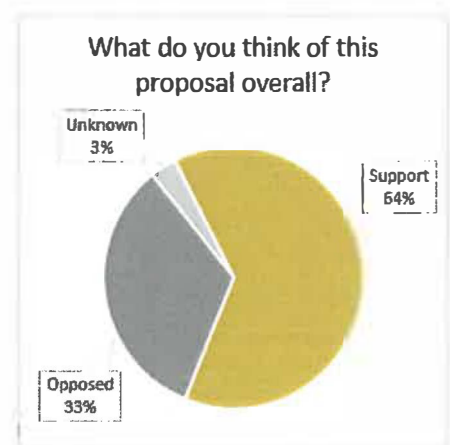


### What do you think of this proposal overall?

Respondents were asked what they thought of the proposed changes to the bylaws and were provided a space to write comments. The comments were assigned one of three labels: support, opposed, and unknown, based on their comments.

Approximately 64% of respondents (117 of 184) wrote comments that seemed to indicate their support for the proposed regulatory approach for short-term rental accommodation, although much of this support came with qualifications or conditions.

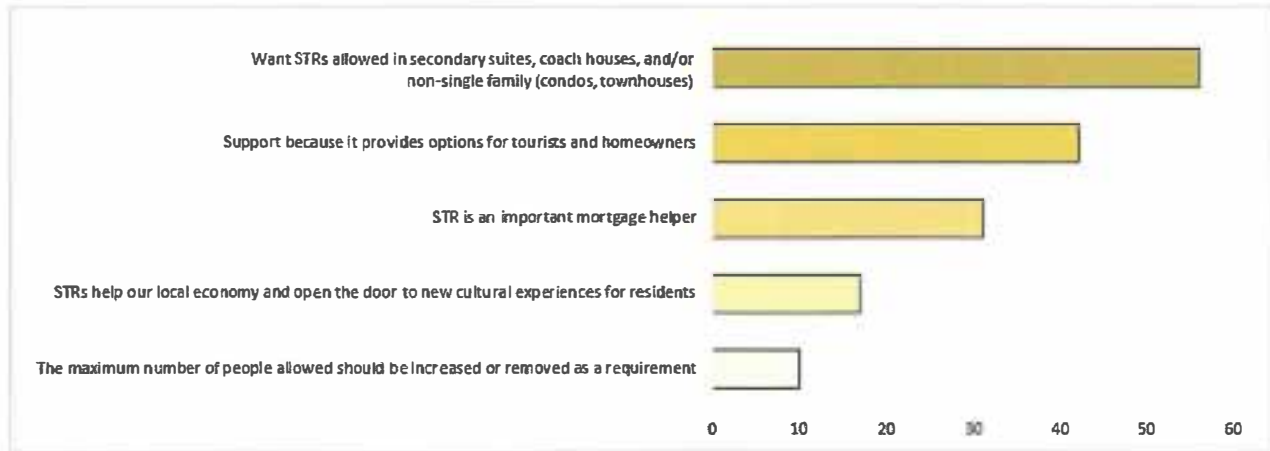
Of the 33% (61 of 184) who seemed to oppose the changes, the reasons varied from opposing allowing short-term rental accommodation in the District to generally supporting short-term rentals, but opposing the proposed bylaw amendments, either because they were too restrictive or they weren't restrictive enough.



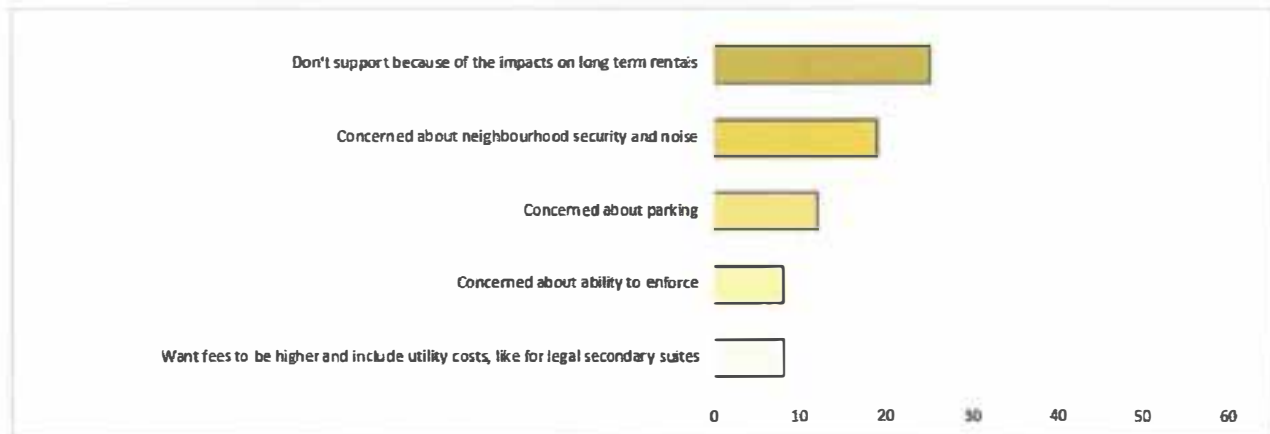
## Comment themes

In total, 184 comments were received, many of which contained comments that included several points. The five most common themes from the comments of those that supported and opposed the proposed short-term rental bylaw amendments are shown below.

### Five most common themes for comments that supported the proposed regulatory approach in the District



### Five most common themes for comments that opposed the proposed regulatory approach in the District

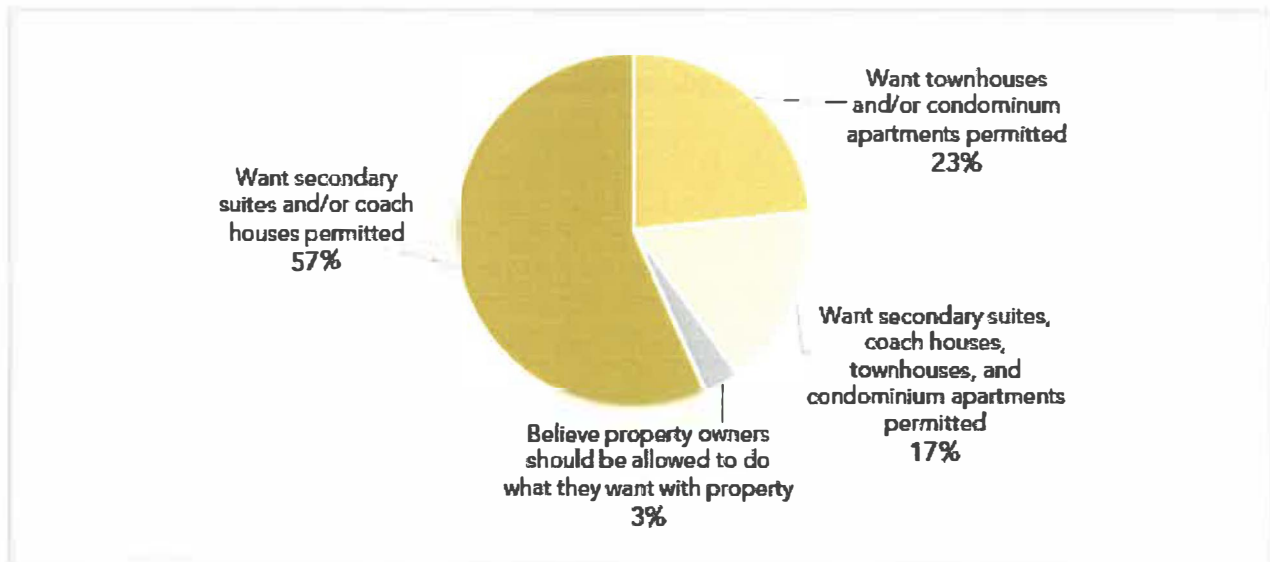




There was a significant number of respondents who expressed that they wanted to short-term rentals allowed in other forms of housing. In total, there were 60 comments to that effect: 56 from those that generally supported the proposal, 3 from those who did not agree with the proposal because of this restriction, and 1 from a respondent whose comment neither supported nor opposed the proposal.

Of these comments, 57% (34 of 60) said they wanted either secondary suites or coach houses to be permitted, 23% (14 of 60) said they wanted townhouses and condominium apartments to be permitted, 17% (10 of 60) wanted to see all of the above (secondary suites, coach houses, townhouses, and condominium apartments) permitted, and 3% (2 of 60) thought that owners should be allowed to do what they want with their property.

*Comments that expressed desire for short-term rental accommodation to be permitted in more forms of housing*





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