

Short Term Rentals – Council Update

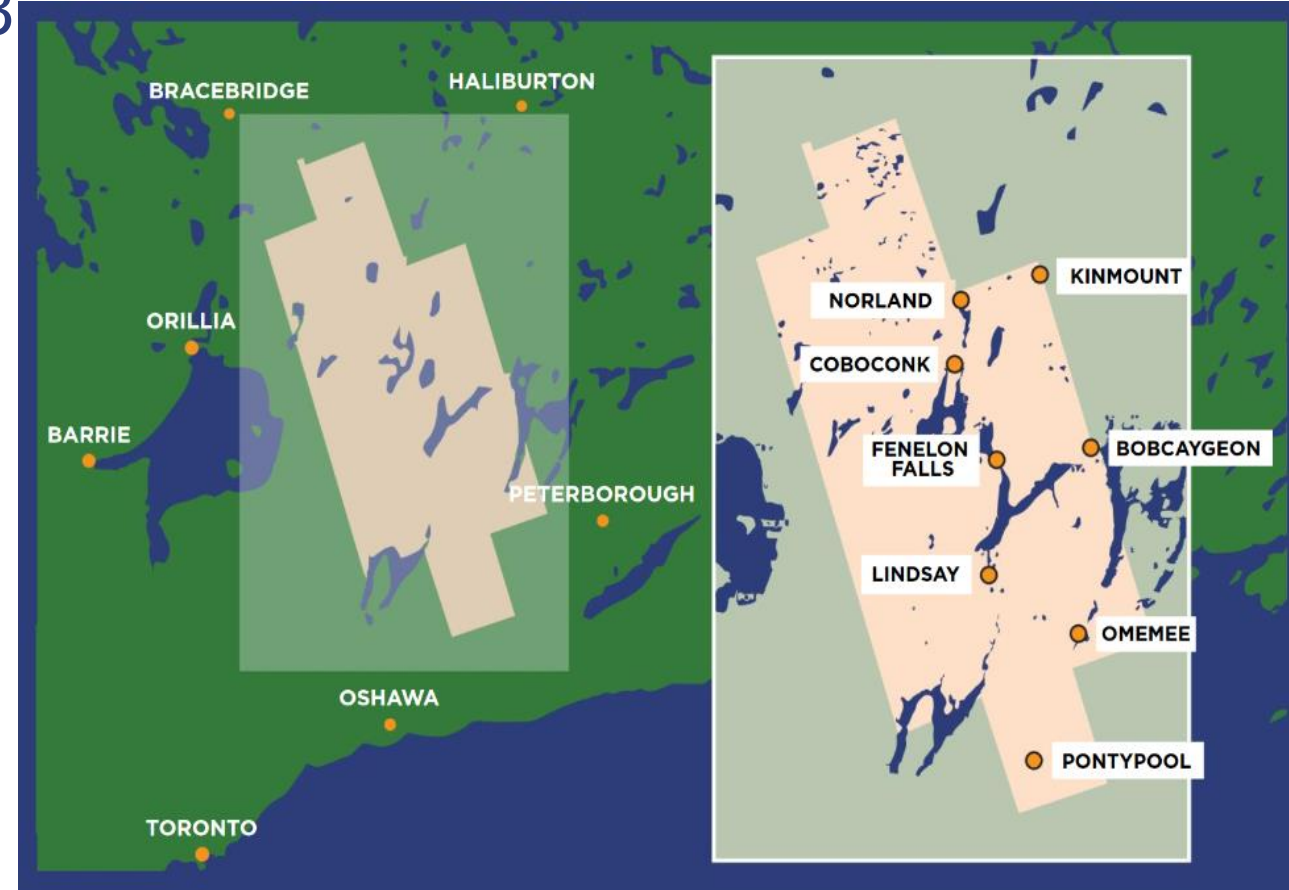


www.kawarthalakes.ca/str

Aaron Sloan, Manager, Municipal
Law Enforcement and Licensing
April 2024

Short Term Rental – Current State

- Phase in approach completed, 2023
- **Full program, 2024**
- STR licensing and enforcement system demonstrated
- All locations identified, database continually updated
- STR owners engaged in person, letter, email, phone, vendor and advertising websites
- Agency consultations
- **800 known STR's**



STR – Host Compliance

- Address identification dashboard
- Monitor rental and listing activity
- Mapping, location pictures
- Consultation and staff training
- 24/7 reporting hotline - 705-990-2497
- TIPS (online reporting) - <https://secure-ca.hostcompliance.com/kawartha-lakes-on/complaints/type>
- Compliance monitoring



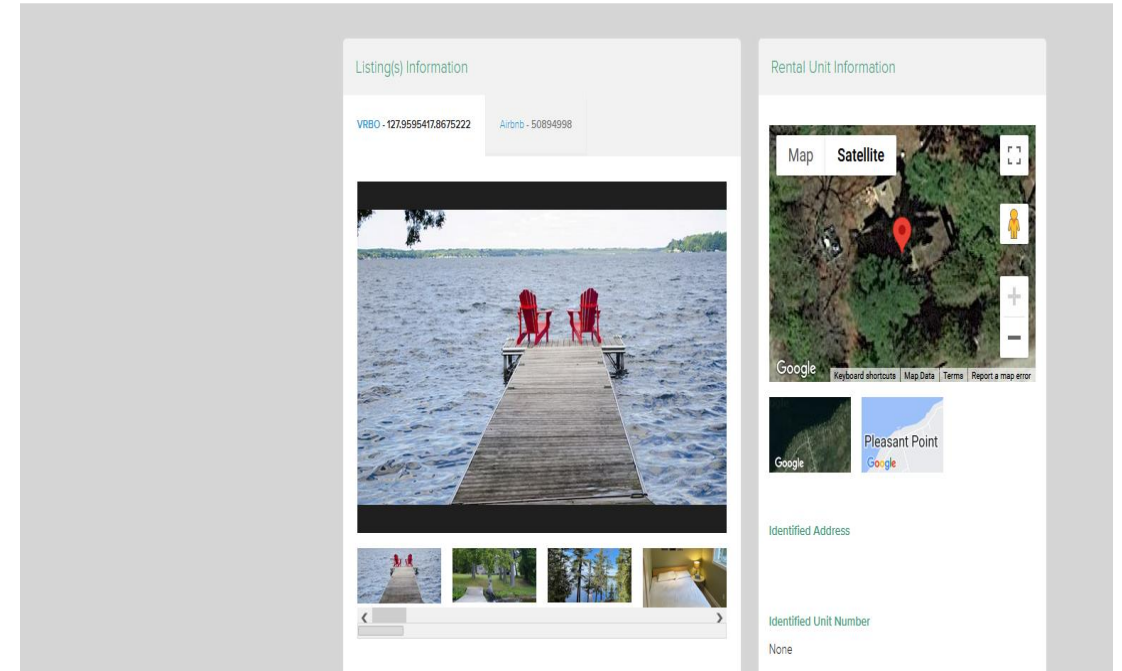
Sample – STR Investigation Detail

- **Listing:** location detail including address, and listing name (example “The Lake House”)
- **Unique ID**
- Active, Identified, Complaint indicator
- **Web address** (direct link)
- **Property type**
- Screenshot capture
- GPS details
- Price per night
- **Owner name**
- Capacity
- Documented stays (monthly)



Kawartha Lakes, Ontario

Active 
Identified 
Compliant 



Listing(s) Information

VRBO - 12795954178675222 Airbnb - 50894998

Rental Unit Information

Map Satellite

Google Keyboard shortcuts Map Data Terms Report a map error

Pleasant Point

Google

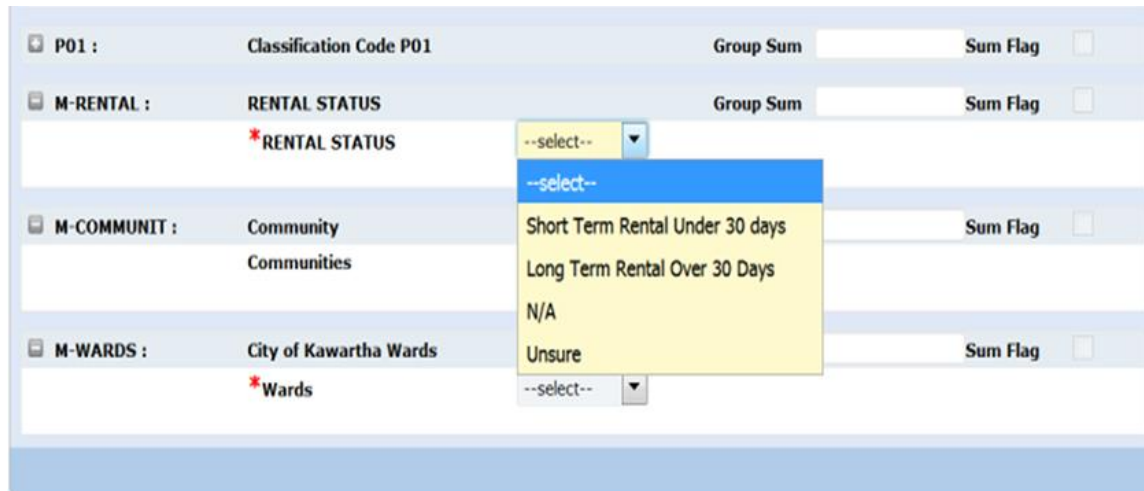
Identified Address

Identified Unit Number

None

STR – Complaints and Licensing

- **CityWorks**, STR licensing (applications), STR complaints
- STR Demerit points
- Reporting
- STR Tracking has been created and improved



The screenshot displays a web-based tracking tool interface. It features a table with four main sections, each with a dropdown menu and a 'Sum Flag' checkbox. The first section is 'P01 : Classification Code P01'. The second section is 'M-RENTAL : RENTAL STATUS', which is currently expanded to show a dropdown menu with the following options: '--select--', 'Short Term Rental Under 30 days', 'Long Term Rental Over 30 Days', 'N/A', and 'Unsure'. The third section is 'M-COMMUNIT : Community Communities'. The fourth section is 'M-WARDS : City of Kawartha Wards'. Each section has a 'Group Sum' field and a 'Sum Flag' checkbox.

2018 tracking tool remains in use.

STR – Complaints and Licensing

Enforcement

- Un-licensed, site visits, tracking rentals, letters
- Site visits – for other by-law issues
- Seasonal blitz, staff deployed to problem locations
- Application of demerit points and fees
- **New Occurrence Types**
 - **Type:** L-STRNEW, L-STRRENEW, L-STRREVOK, L-STRSUSPE
 - **Sub Type:** M-STRANIMA, M-STRCLEAN, M-STRFIRE, M-STRFIREW, M-STRGEN, M-STRNOISE, M-STRNOLIC, M-STRPARKI, M-STRPROPS.



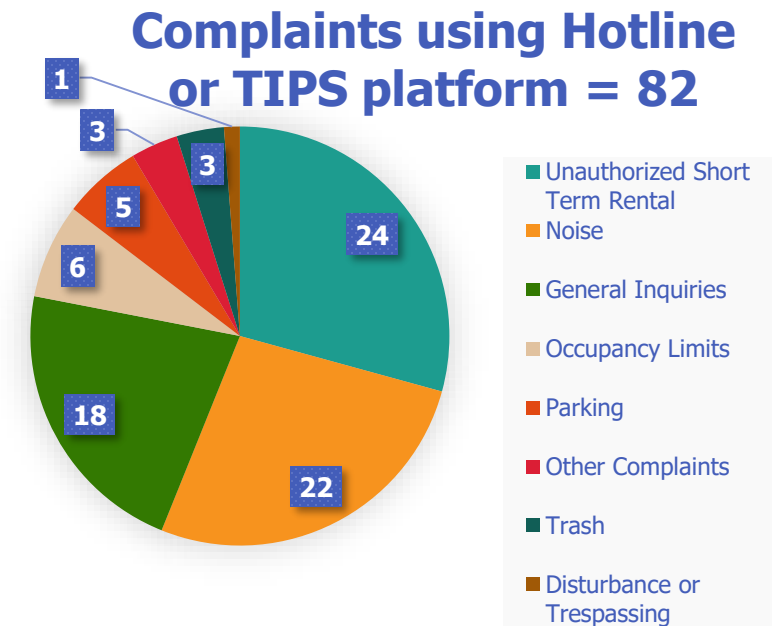
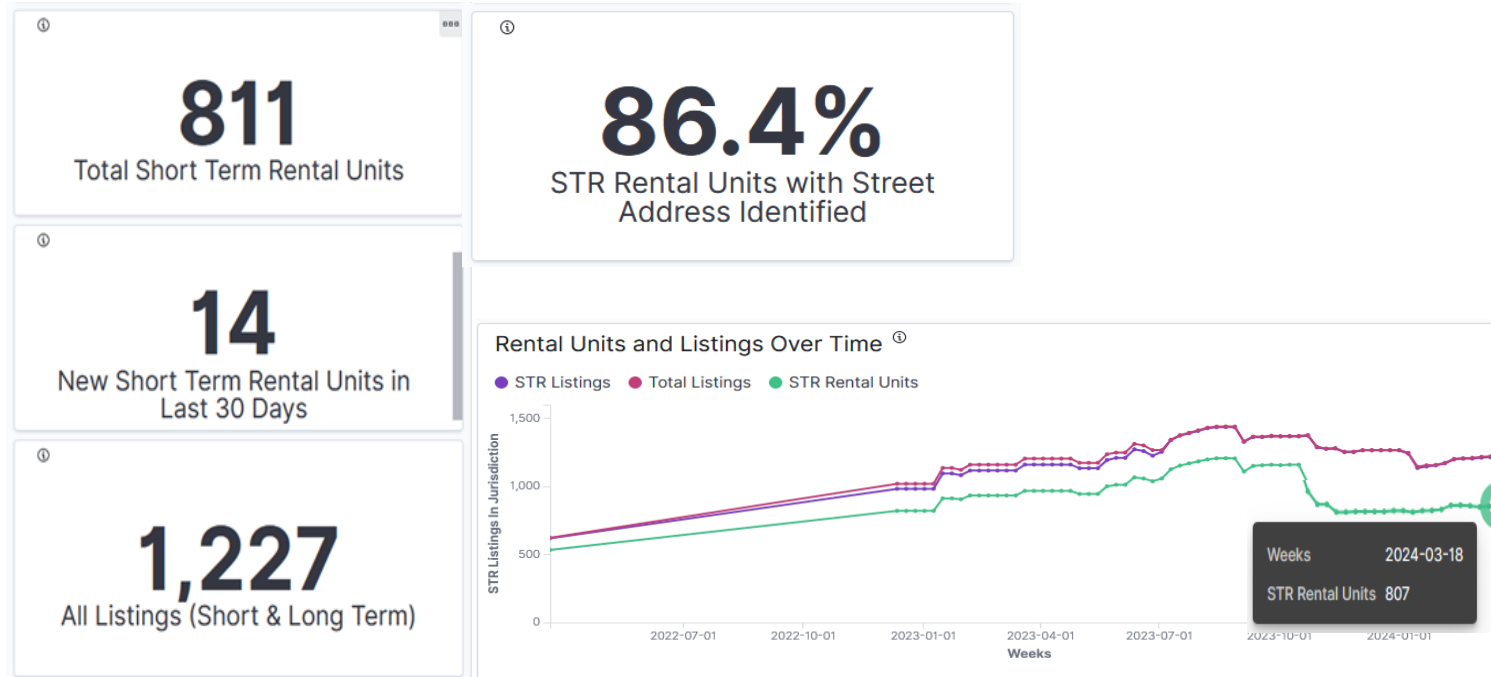
- ## STR Licensed Information Sharing

- Kawartha Lakes Paramedic Service
- Fire Services
- Police Services
- Haliburton Kawartha Pine Ridge Health Unit
- Economic Development - Tourism

STR - Stats

- Approx. **1200**, STR locations identified - unfiltered, includes repeats - multiple advertising platforms
- **800** unique STR locations, when filtered.
- 87% (rounded) - unique locations have been identified by location details and address verified
- **14** new units added to the market and identified (reviewed last 7 days)
- **100** STR license approvals
- Complaints in the system **176**, **82** of them using vendor services (webpage, 24/7 phone line)

STR - Stats



Processes - What have we learned?

- STR locations, advertising and usage data
- Vendor support is essential to verifying location, owner data, complaints
- Application review and circulation process creates pinch point
- STR by-law, intentionally focused
- Building permits and septic systems (new data is being collected)
- Applications initially delayed/denied for minor issues or withdrawn by applicant due to complex issues

What has changed?

- Communications – internal staff and external agencies
- One point of contact for STR application intake and initial review, now supported by AA
- Application review and circulation process improved (flexibility), weekly division meetings, monthly circulation group meetings
- STR licenses issued with conditions

Media and other queries

- **Council updates**, staff extended individual opportunities to visit MLE to discuss STR program
- **STR program**, has been in the media (T.V. and print news, Social platforms and local community groups)
- **Other municipalities**, have extensively consulted with staff to build their STR by-laws and programs; some have visited to consult and view our internal processes
- **Staff support**, to Granicus, Host Compliance - consultation with municipalities to view the platform
- **AMCTO**, general meeting presentation
- **Presentations and discussion**, Durham College, Ministry of Municipal Affairs and Housing

STR – Next Steps

- Complete full season operation
- Encourage more to register/license establishments
- Monitoring and actively enforcing compliance, particularly as we head into active summer season
- Refine processes
- Continue to consult with partners
- Report back to council after Thanksgiving on program

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For more information:
www.kawarthalakes.ca/str