

ATTACHMENT C

Short-Term Rental -
Public Consultation Summary

Short Term Rental- Survey
and Open House Summary

Tourism Vancouver Island Comments

- STRs provide necessary and unique accommodation not provided by hotels.
- Want experience to be safe/positive. Noted problems with shared spaces.
- Support AHS recommendations.
- Business licensing essential - important for tracking and professionalism.
- Onsite ownership considered a tourism best practice.
- 2017 Tourism survey indicated only 10% of visitors stayed at a vacation rental or guest house - number likely low as survey was conducted at hotels and frequent tourist hotspots.

Hotel Industry Comments

Encourage regulation of STRs - 8 regulations:

1. Host registration and fees
2. Platform registration and fees
3. **Principle residence restriction**
4. Cap on usage - # of days
5. Health and Safety Standards
6. Reporting
7. Taxation/ Levies- level playing field with hotel operators
8. Enforcement

Open House Feedback Panels

Should Short-Term Rentals be permitted in an entire home? Place a sticker to indicate your answer:



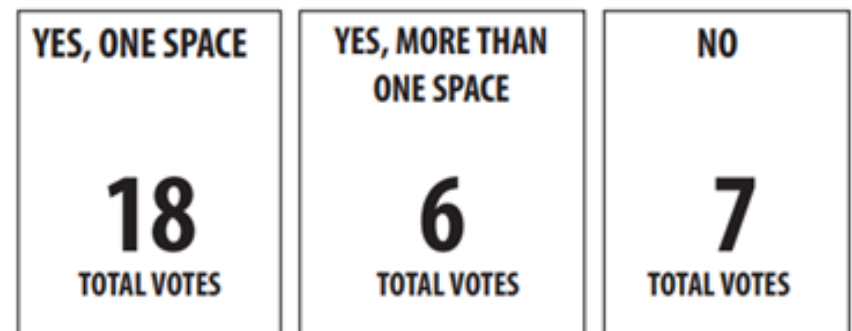
Should Short-Term Rentals be limited to the primary residence, where the owner is still residing on the property? Place a sticker to indicate your answer:



Should Short-Term Rentals be permitted in apartments, condominiums and townhouses? Place a sticker to indicate your answer:



Should Short-Term Rentals require additional parking? Place a sticker to indicate your answer:

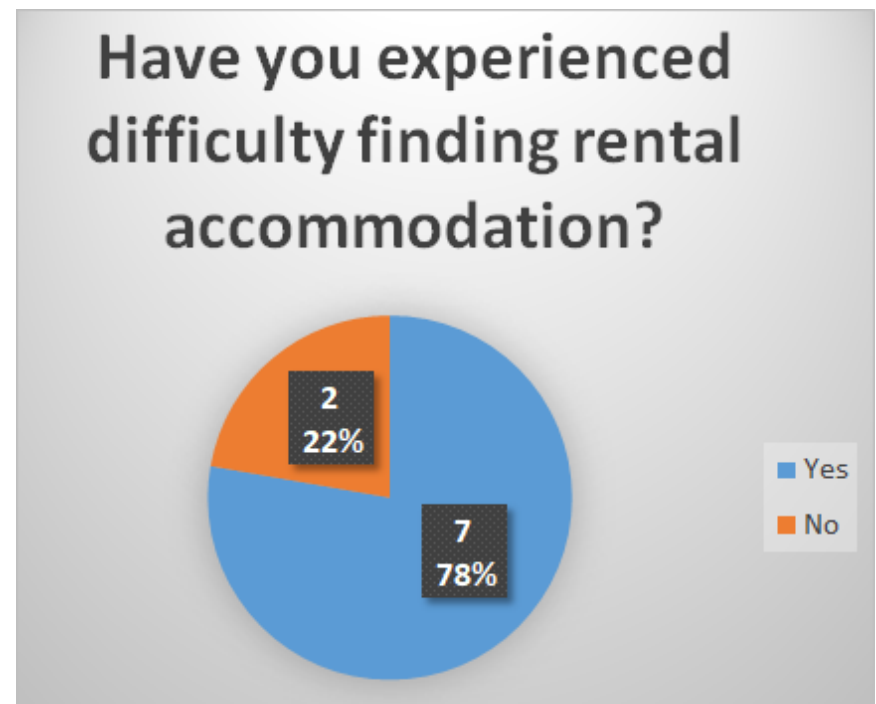
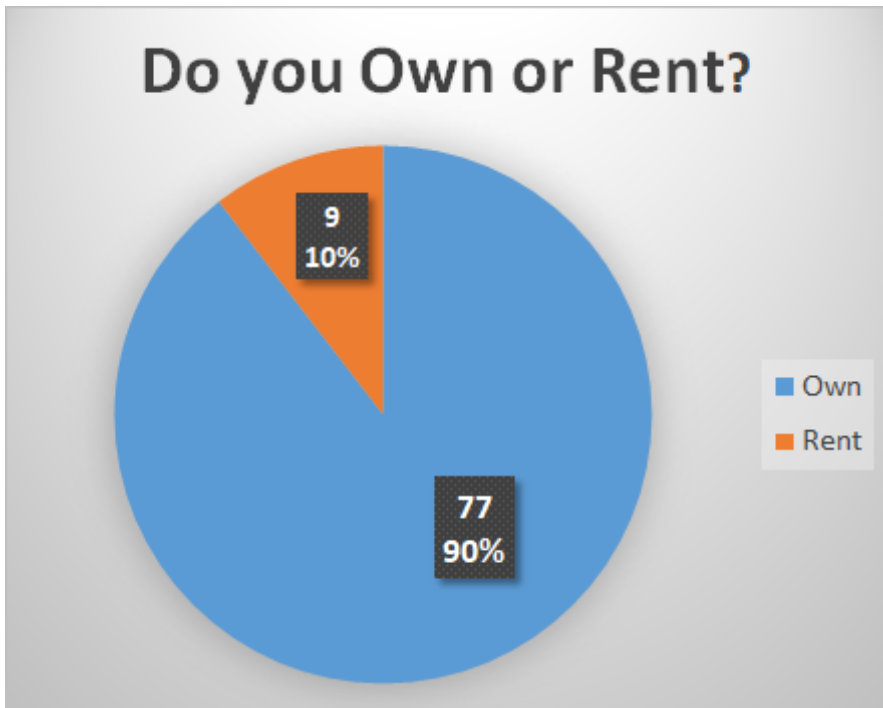


Survey Response Summary

Short-Term Rental Survey Responses

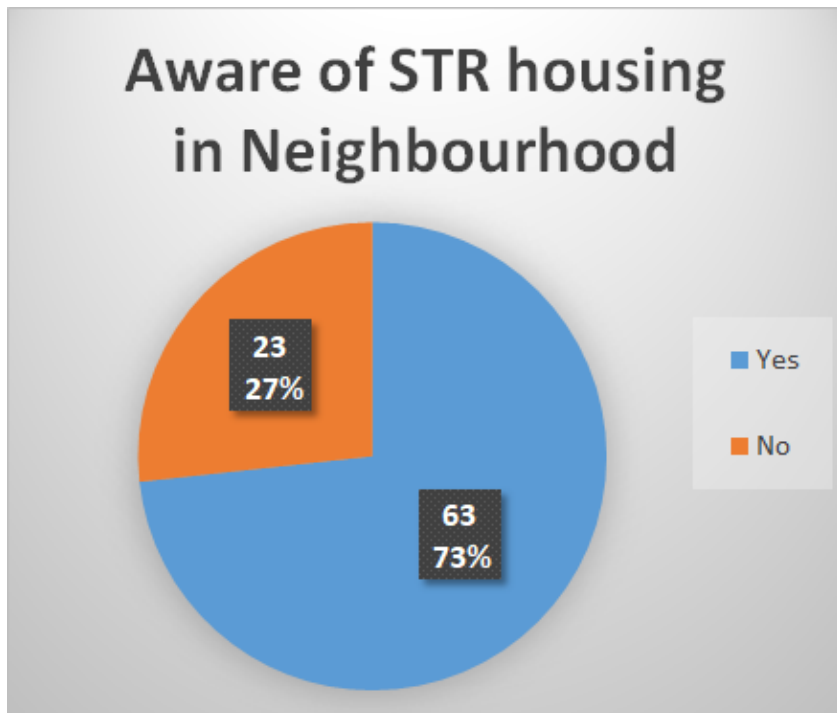
Do you currently own or rent where you currently live?

**Difficulty Finding Rental
(sample size 9)**

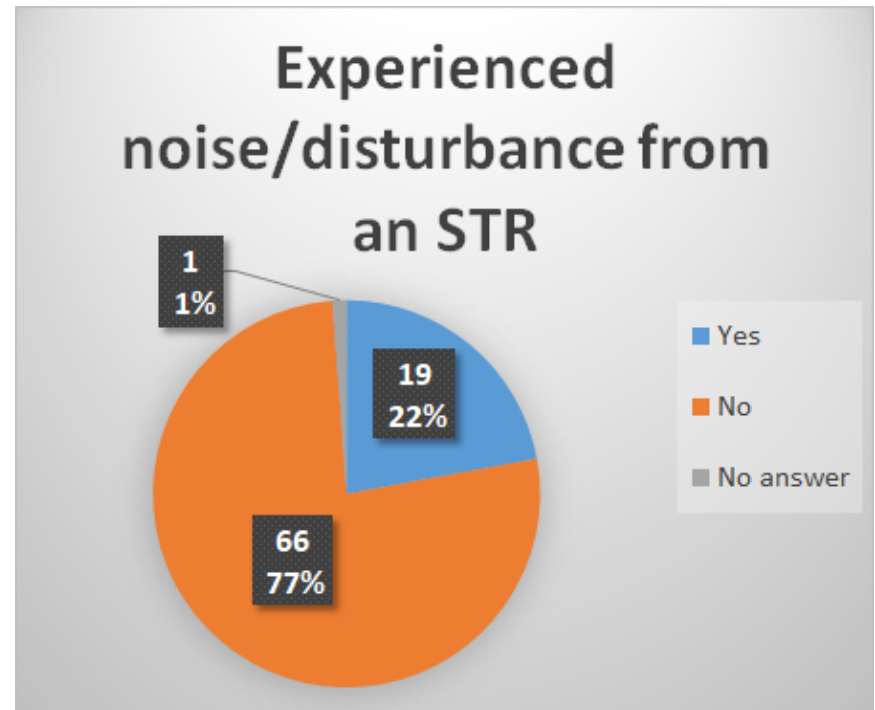


Short-Term Rental Survey Responses

Are you aware of STR housing in your neighbourhood?

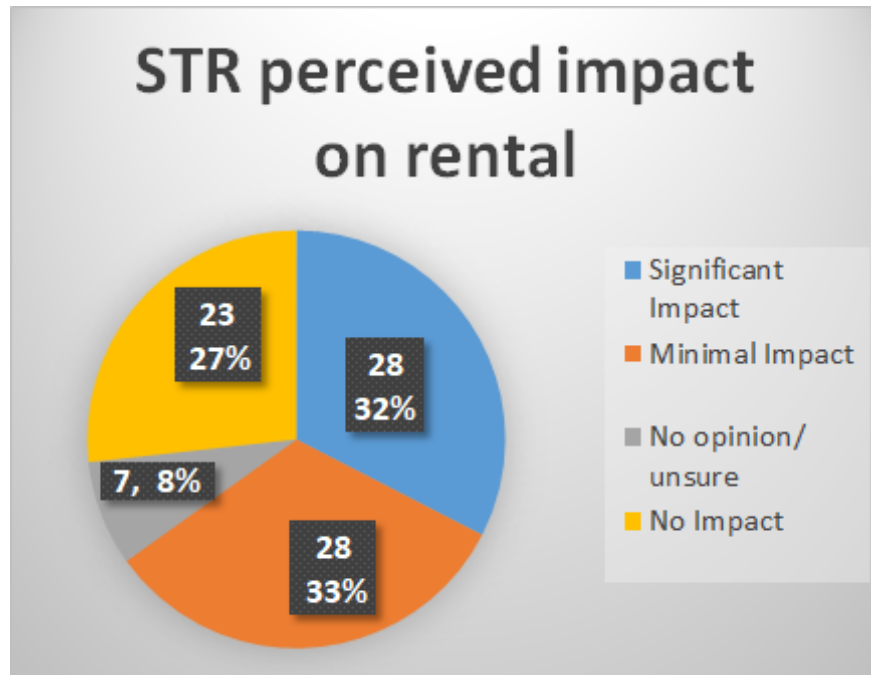


Have you experienced noise or disturbance in your neighbourhood directly relating to a STR property?

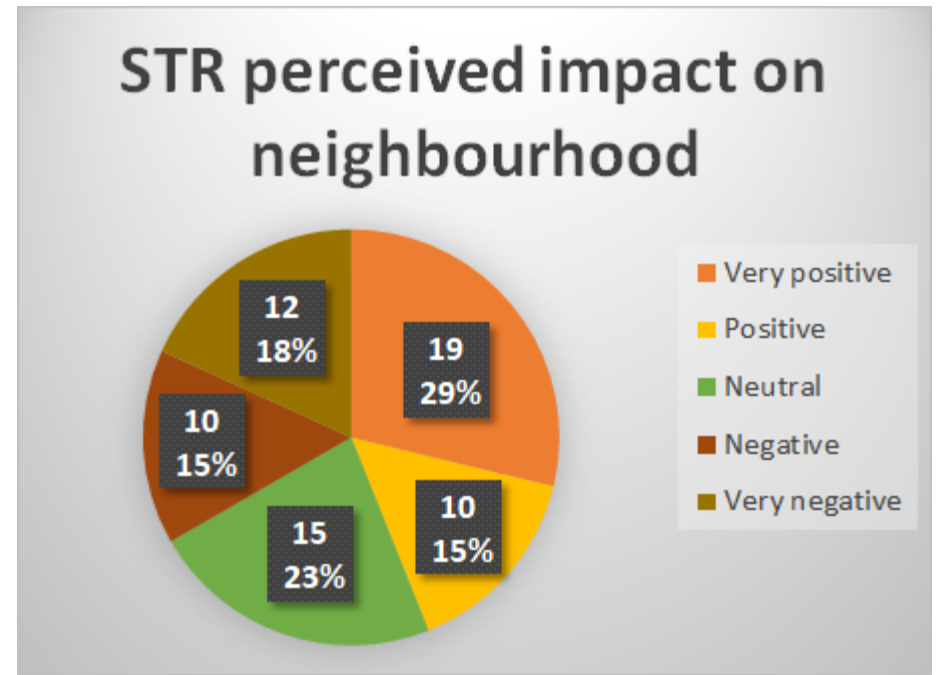


Short-Term Rental Survey Responses

Do you believe short-term rentals impact the availability of rental housing in Nanaimo?

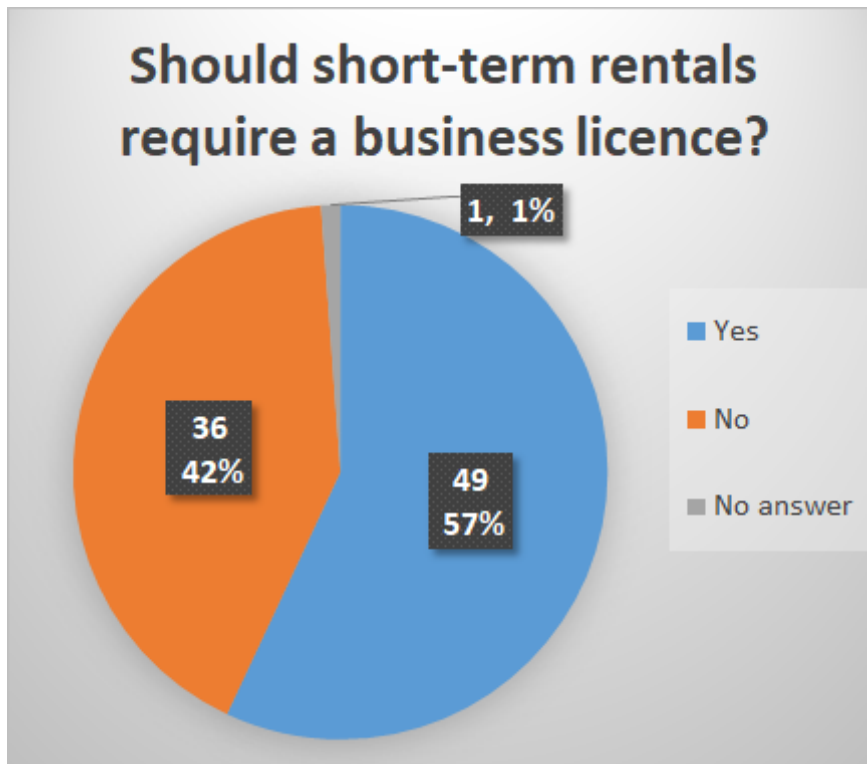


Overall, what impact do you expect short-term housing will have/has on your neighbourhood?

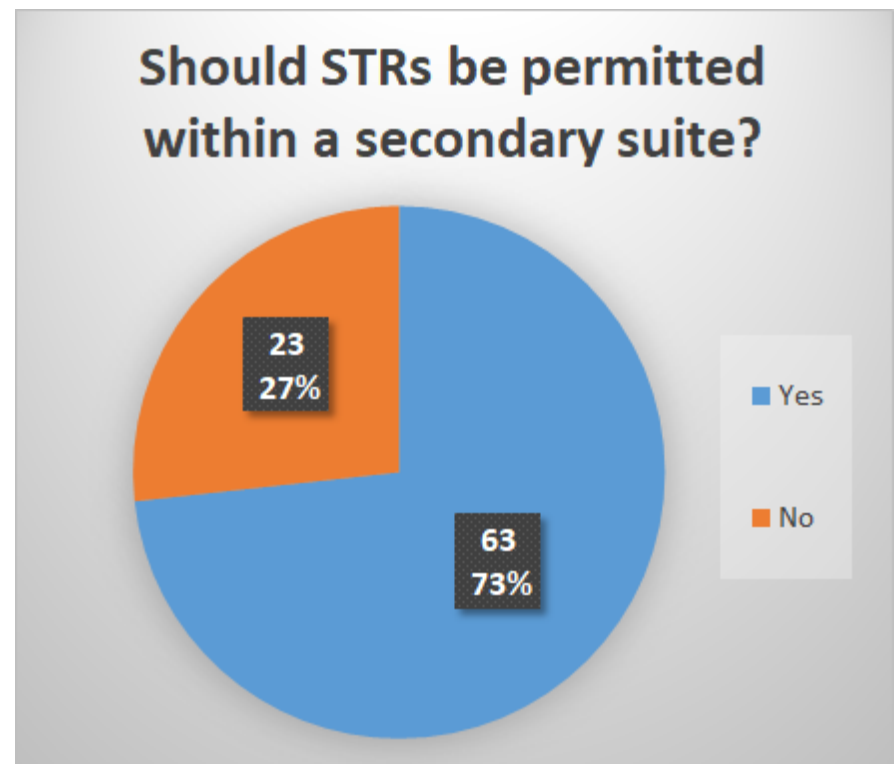


Short-Term Rental Survey Responses

Should STRs require a business licence?



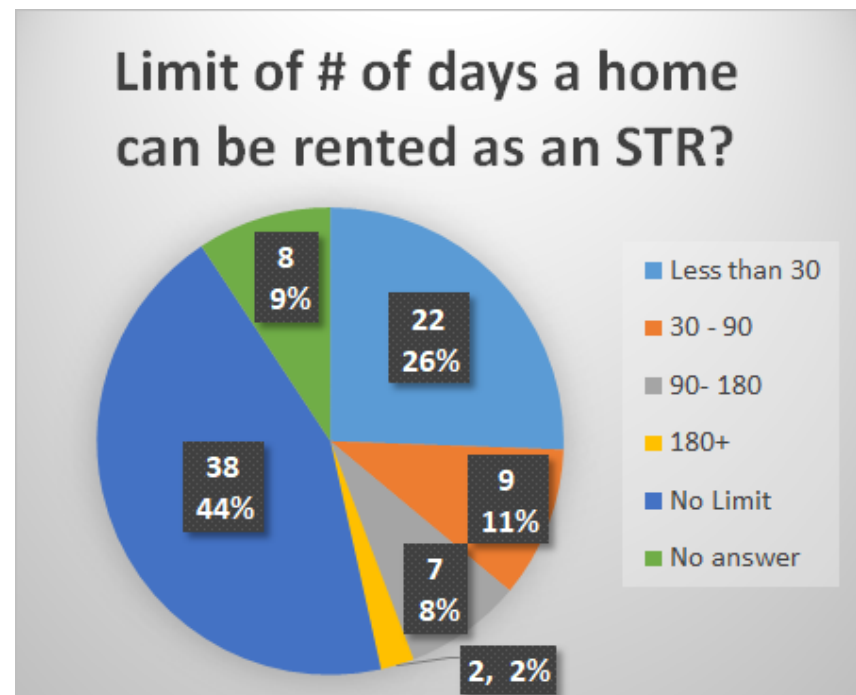
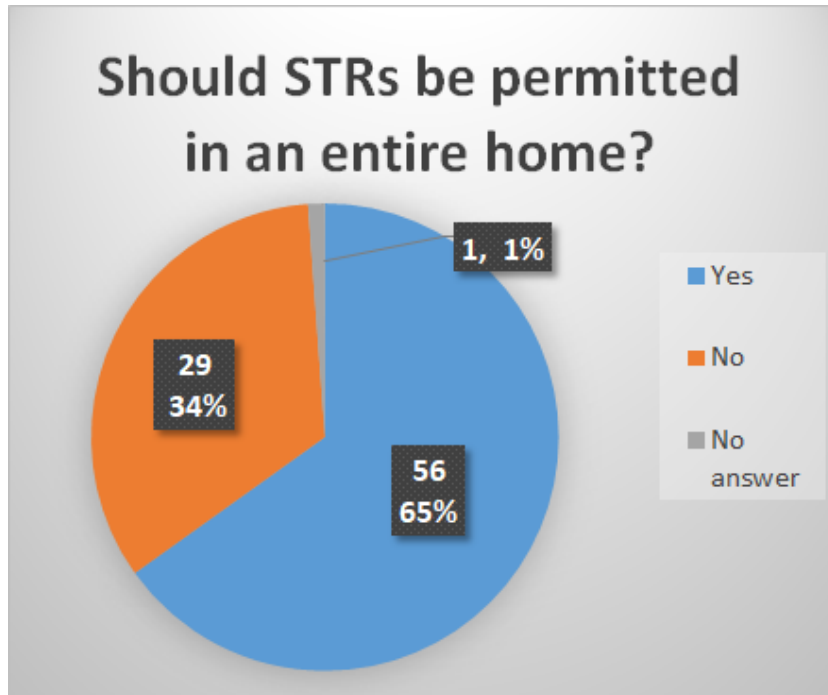
Should STRs be permitted within a secondary suite?



Short-Term Rental Survey Responses

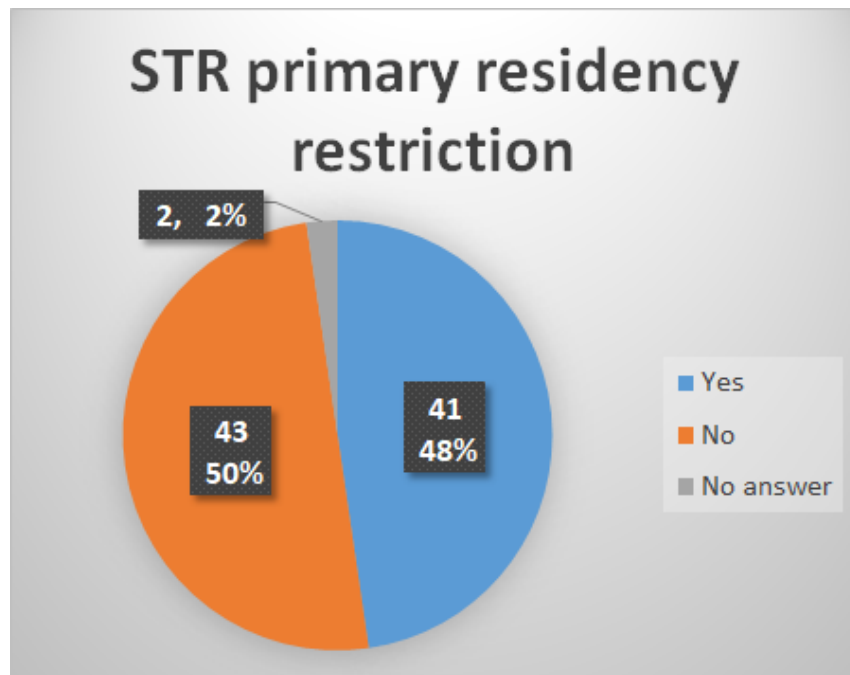
Should STRs be permitted in an entire home?

If an entire home is permitted, should there be a limit to the number of days the home may be rented as an STR?

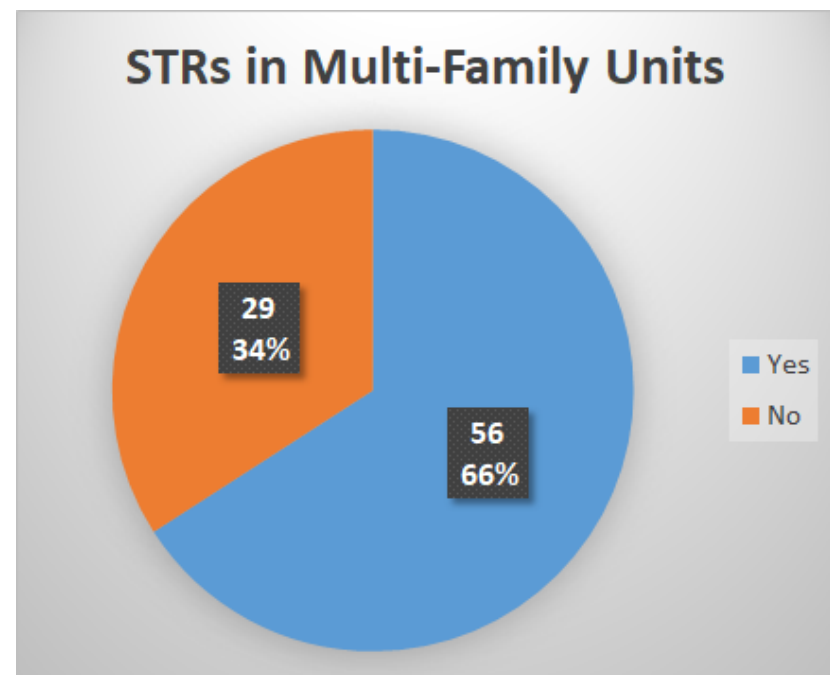


Short-Term Rental Survey Responses

Should STRs be limited to the primary residence, where the owner is still residing on the property?



Should STRs be permitted in apartments, condominiums and townhouses?



Public Comment Themes - STR Operators

- Unique accommodation type
- Economic contribution - guests and operators
- No or minimal impact on rentals or affordability
- Long term tenancy problems
- Income and flexibility
- Property maintenance

Public Comment Highlights - STR Operators

- “I am sure that at least 80% of my guests would not visit our town if they hadn’t seen my space on Airbnb. They are certainly not hotel guests.”
- “...two separate sets of guests decided to move to Nanaimo after staying in a neighbourhood that showed what Nanaimo truly has to offer.”
- “I travel 6 months/yr, if I left my house vacant while I traveled how does that help the housing situation?”

Public Comment Highlights - STR Operators (part 2)

- “My rentals are not affordable housing. They are boutique rentals.”
- “Short-term rental suites are generally much better cared for than longer term rentals. Owners have a much greater stake in upkeep or their business would fail”
- “The vast majority of local Airbnb owners are excellent neighbours... after all, complaints on these platforms are what sinks these businesses”

Public Comment Highlights - Rental Availability

- “There is nothing for rent [that is] affordable or available especially for young people.”
- “The rental market has been significantly affected by Airbnb. We live on Protection Island where most rentals have now turned into Airbnb. They do not meet the B&B rules and have made it very difficult for many new and long time rental residents”.
- “Several previous long-term rental housing on Protection have been turned into short-term Airbnb rentals.”
- “Almost nothing is available that I can afford.”
- “Rent prices are out of control, everything has suites (as a family, you just want a full house), lots of available rentals just nothing that suits or needs.”

Public Comments - Opposed to STRS

- “Where STRs go hell follows in terms of impacts on neighbourhoods, employees, renters and home buyers.”
- “This is fueled by greed. Many rentals owned by non-residential and off shore owners.”
- “Need close shops etc. for visitors. Student rentals and school exchange students may be treated more leniently. Hotels must be protected fairly. They will not invest otherwise.”

Public Comment Highlights – Opposed to STRs (part 2)

- “I did not purchase a home next to a motel or short-term rental. I live in a quiet residential zoned area and now I have an Airbnb next door. New and different loud inconsiderate people on deck overlooking my previously quiet back yard. Home owner away working in oil patch.”
- “Short-term rentals have some benefits, but it really impacts a neighbourhood when there are too many close together, as it turns the neighbourhood into a tourist area instead of a residential area”

Public Comment Highlights - STR Support

- “Leave Airbnbs and hard WORKING individuals alone. Am I right? Assuming that you are blaming Airbnbs for our junkie homeless problem?”
- “Short-term rentals contribute significantly to city tourism...some people specifically choose short-term rentals when travelling.”
- “Please stop restricting everything everywhere. Give people the freedom and opportunity to take responsibility.”

Public Comment Highlights- STR Support (part 2)

- “Short-term rentals bring tourists to our town, that would not visit Nanaimo otherwise. Guests explore Nanaimo downtown, spend money, tell their friends and have positive experiences which helps our city grow in a sustainable way. Some spaces are not suitable as long-term rentals.”
- STRs “can make the neighbourhood more vibrant. Bring money into the community...business licences do not provide anything. I have had a business licence for a number of years and never received any services/inspection/guidance.”