



ATTACHMENT B

Landlord and Property Manager Survey Response


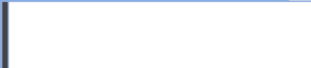

1) Do you own or manage one or more rental properties in the City of Nanaimo?

Respondents: 394

Choice	Percentage	Count	
Yes	90.86%	358	
No	9.14%	36	
Total	100%	394	



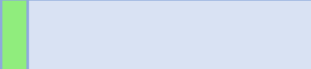
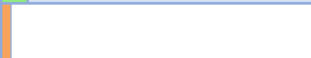

2) Do you rent property you own or do you manage rental property on behalf of a client?

Respondents: 243

Choice	Percentage	Count	
I own rental property (landlord)	91.77%	223	
I manage rental property owned by someone else (property manager)	2.47%	6	
Both (I own both rental property and manage other rental property on behalf of someone else)	5.76%	14	
Total	100%	243	

3) Which of the following types of rental housing do you own or manage? (check all that apply)

Respondents: 243



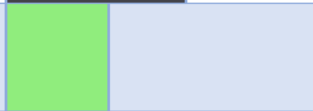
Choice	Percentage	Count	
Secondary suite	59.26%	144	
Single Family Dwelling or Duplex	50.21%	122	
Small apartment or townhouse (less than 10 units)	8.64%	21	
Large apartment (10 or more units)	3.29%	8	
Other	7.00%	17	
Total	100%	243	

Other

1	10 bedroom rooming house
2	condo
3	townhome
4	condo
5	Carriage (Laneway) House
6	Carriage house
7	Manufactured Home Park
8	Commercial building
9	Carriage house/cottage
10	Mobile home
11	10 bedroom rooming house
12	student dormitory
13	Own a single townhouse in a small complex
14	condo
15	Rooming house
16	a condo

4) Do you, or have you ever considered renting out some or all of your units as short term rentals? Please also consider completing the City's short-term rental survey found [here](#).

Respondents: 243

Choice	Percentage	Count	
Yes, I currently own or manage short term rental property	9.47%	23	
No	57.61%	140	
None of my rentals are currently rented as a short term rental but I am considering it	32.92%	80	
Total	100%	243	

#	Yes, I currently own or manage short term rental property
1	I rent Short and Long term

2	We have an upper floor STR and a lower floor LTR
4	student only

#	No
1	We have a Suite and rent it on a month to month basis
2	More turnover equals more wear and tear on properties
3	Too much hassle
4	Too much work
5	But I have considered this
6	We always look for long term tenants.
7	No
8	I rent to both my children and their spouses
9	Too much work
10	Considered it, but insurance too costly.
11	But I have considered it.
12	Cleaning and dealing with new people seems like more work than finding good long term clean respectful tenants.
13	Too much hassle.

#	None of my rentals are currently rented as a short term rental but I am considering it
1	really poorly written answers
2	Considering as student housing
3	I was renting one house as short term rental but decided to change to long term.
4	I don't see us going down that road.
5	I prefer to rent long-term, but know the restrictions around short-term are fewer. I am comforted to know that if I can't carry on renting long-term, I could switch to short-term, rather than having to sell my home.
6	Would consider if tenants were to move
7	I am considering solely due to the high risk of renting under RTB regulations.
8	Previously rented as suite
9	I did in the past, but not now and no plans to resume

10	I have rented out as short term rental when I had no tenancy, but currently have long term renter.
11	It's tempting, but I'm concerned about how that would affect my neighbourhood.
12	I had an Airbnb that the city asked us to take it down from the market and that we have no intentions of renting as a long term. We would rather not rent than risking the damages.
13	i am considering short term, as it allows me to inspect the units more frequently between tenants and limits my exposure to negative outcomes from tenants who refuse to pay or who damage the property.
14	Used to be short term rental
15	I have rented short term but the last one has stayed 4 years
16	I rented two rooms in my home on AirBnb before COVID

5) Do you typically experience any challenges FINDING suitable tenants for your rental accommodation?

Respondents: 243

Choice	Percentage	Count	
Yes	45.27%	110	
No	54.73%	133	
Total	100%	243	

#	Respondent	Yes
1	15	horrible tenants, STR would be much better
2	28	Multiple poor tenants when rented long term
3	41	Finding good tenants who pay rent & dont destroy the place
4	45	No rental history, no valid references, unemployed, multiple unrelated persons applying
5	48	Criminal record checks, people who are loud, don't pay rent
6	73	It's easy to find tenants, but hard to find ones who live up to their obligations.
7	137	They lie on the applications then rtb dont help landlords with bad tenants
8	141	Seems as its a better deal for the landlord
9	174	Trying to find reliable people who will care for their place.
10	211	I have tried having two tenants and have had to evict them, they destroyed and trashed my suite, created a poor quality of life for me and my husband due to constant noise and issues. We will not do long term rentals again as

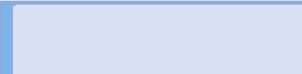
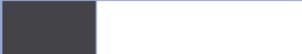




		landlords have such limited power under current RTA rules. The suite now sits vacant.
11	225	In the past I have had challenges with people destroying property, as well as not paying rent on time, or at all.
12	242	Because the tenancy act is so highly weight in favour of tenants instead of a balance and both Tennant AND landlord, long-term rentals are very risky so it's critical to find a tenenat who will treat the property kindly
13	243	It's is difficult to find suitable tennants
14	252	Too many unsuitable candidates
15	372	Always
16	383	Finding the right fit for a suite in our own home.
17	404	But - it is my fault. I get conned by applicants who lie like carpets and who have primed their references to lie. Part of the problem is created by offering below market housing.
18	429	Quality is unpredictable
19	447	They suck. Various reaosns
20	468	It is nerve-wracking trying to find suitable tenants to live in our home. The law is set up for renters without a lot of supports for landlords.
21	505	So many horror stories about bad tenants makes us leary of looking
22	576	I would have left my unit empty or sold the unit if I had not heard from a former colleague who was looking.
23	588	We sold one of our rental properties as we couldn't take the capital loss of all the damage from tenant after tenant.
24	604	No as much this year but over the past we have had a lot of ppl arrange to view and then not show up. We havd had roommates of 4 request viewings of a 1 bedroom and people with criminal records for property crime etc apply. Finding good people that will not dmg your property is a lot of work.
25	606	Many are not suitable.
26	638	When the housing demand is low, it is more difficult to find tenants
27	698	damage of premises upon vacating
28	718	a significant number of people have mental health challenges. Also, I can no longer do a credit check so get tenants who are late paying rent, or don't pay

#	No
1	Use a property manager
2	Application process and credit check helps eliminate problematic tenants
3	But in the past we did. Not hard for past 3 years.

4	Demand is significantly outpacing development of rental housing.
5	Always have multiple applications
6	So much more demand than supply.
7	Very easy us but seems competitive for renters
8	But I don't try to find tenants any longer as we do not rent the suite
9	No
10	I rent to my children and their spouses
11	No
12	lots of demand
13	i've had the same tenant for 11 years. the rent is so low compared to current rents, that they will never leave.
14	If I have a two month window I can find really good renters
15	Family
16	Advertise through student housing or through our own contacts.
17	Just started in 2020. Same tenants still here.
18	no problems

6) What challenges do you face in finding suitable tenants for your rental accommodation?
Check all that apply.

Respondents: 226

Choice	Percentage	Count	
Lack of applications/ response to advertisements	3.54%	8	
Too many applications to deal with	30.53%	69	
Unable to check references/ references don't check out	37.17%	84	
Advertising available units	0.44%	1	
Majority of applicants are not suitable for my rental(s) (please explain)	39.38%	89	
Other (please comment)	29.65%	67	
Total	100%	226	

#	Majority of applicants are not suitable for my rental(s) (please explain)
1	explain
2	Too many people for the space
3	Space and noise concerns
4	We have 1bdrm suite - Families with 2+ children and/or friend groups all with multiple pets. Refusal to abide by non-smoking rule, do not want to sign for utilities and have demanded we provide wifi FREE
5	Not wanting pets, children, smoking
6	don't pay, damage property
7	Pete, smokers, unemployed
8	I have well maintained units in a family oriented subdivision and need to ensure the renters are a fit for the neighborhood
9	Unable to afford
10	There are still a lot of rough people as potential tenants in nanaimo.
11	Most applicants want have pets and we allergic
12	smokers/pets
13	Most applicants have previous issues with landlords thats why they are moving
14	Have had to spend enough fixing items broken by bad tenants with no recourse through the RTB
15	Drugs, parties, smoking, excess pets (4+) in a no pets suite. Unsuitable for a family oriented house
16	Rent out my basement suite so finding people who I can co-live with is challenging.
17	Income not verifiable.
18	I get more unqualified applicants than qualified applicants. Its not always a problem, but I am mostly looking for people with stable jobs/income with earnings high enough that I wont worry about their ability to pay rent. Its too hard to evict people if things aren't working out, so I am very careful on my tenant selection.
19	People with pets
20	They don't have references or history of being a responsible tenant
21	See comments in point 6
22	Out of a pool of 20 applicants only a couple will be suitable
23	Many smokers, large families, and more than one pet
24	Too many occupants under one rental agreement.
25	Too large a family, no reliable source of income to pay the rent. No references.

26	high risk of an unstable or violent tenant that cannot be evicted.
27	applicants on disability or income assistance
28	At times we have had too many people for the unit trying to rent. For example a family of six wanting to rent a two bedroom unit.
29	Drug users, pot smokers, jerks
30	small only good for one or two people
31	So many low income applicants looking for the Gov to pay for portion of their rent and want to move entire families into a unit that is meant for one person
32	There are a lot of applicants, and people are desperate. While my suite could be described as a microsuite, I have applications from couples (ad specifies 1 person only). Additionally, I get replies from obvious scammers (ie get the same reply but with slightly modified details and a different email).
33	One of our rentals is very affordable but very small; we often get families applying for it.
34	Suite not suitable for couples or families - it is only 600 - 650 square feet.
35	Unemployed or underemployed
36	Often groups of lower income people apply. I want a family, I do not want this configuration of people.
37	Too many people for property size
38	My ground floor suite is on a very busy street with no fenced yard so is not suitable for families or most pet owners.
39	Smoking, drinking, Uncared for pets, damage to properties and landscapes,
40	Drug users, pot smokers, criminals
41	I expect to have to vet applicants.
42	Family members are allergic to pets living in the same home; hard to find reliable, honourable renters
43	Many asking to move in with extended family members, too many people for too small of a place
44	Hoarders
45	I rent a one bedroom and a small study. Typically we have people applying with too many family members, 2 adults and 2 kids. The space isn't big enough.
46	Applicants wanting more than two residents to rent out space allocated for two people. People wanting to have pets.
47	Their applications indicate that they've not read the instructions or when I look them up on Facebook I see drugs, guns, partying type pictures.
48	Limited parking, applicants have too many vehicles.
49	low quality tenants.
50	A significant number of applicants are groups of 3-5 unrelated adults whereas I prefer to rent to a family unit due to insurance requirements.

51	People without jobs are applying
52	Our rentals are no pet, no smoking. We have ppl with pets contact us anyway. Or we have families of 6 try to rent our two bedroom condo...
53	They do not read the ad/do not provide required info/are generally disorganized and unreliable
54	Smokers, pet owners or jobless
55	Bad rental past & often provide false information
56	Pets, no past rental experience, partying
57	downtown close to tracks
58	Smokers, pet owners, my rental is not overly sound proof so I have to consider that
59	The house & property are in a nice area and need tenants that will take care of the property.
60	not suitable for a family as the unit is small
61	Pets
62	they have pets, or smoke, or seem mentally unstable
63	Too many kids or animals
64	pets


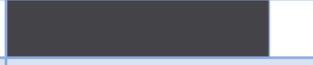
#	Other (please comment)
1	we deal with the hard to house and some are too hard for our level of supervision.
2	I don't have issues finding suitable tenants
3	Tenants seem suitable but suck afterwards, then can't get rid of them
4	Use a property manager
5	Hard to verify they will be good tenants - ie pay rent on time, keep the unit in good condition etc
6	Unstable lives, social issues, lack of respect for their neighbours or the complex/property. Don't pay on time.
7	Strict rules related to the rights of tenants and inability to remove them if they are not good tenants.
8	Younger tenants with limited respect for other people's property and peace and quiet
9	I don't
10	no issues to date - references are stellar
11	We only rent now to people we know or have a connection with
12	Unverifiable references, no access to rental history

13	Laws protect tenant rights over landlord rights and the risks of strange tenants who don't pay rent or aren't respectful is too high. I make way more money in short term. The rent raises don't even cover half my property tax raises
14	Tenants lying on application about their past rental history, getting friends to lie for them as references.
15	We have not had challenges so far
16	The biggest challenge is responding to all the inquiries and scheduling viewings. We end up showing the houses to numerous people we know immediately we would never rent to.
17	no challenges in finding tenants
18	Haven't had difficulty in finding suitable tenants
19	Lack of resources available for finding good tenants
20	As we are not a property management company, individuals are not comfortable allowing us to perform a credit check, and providing numerous references and personal information, etc.
21	no problems finding tenants
22	see previous question
23	Lack of response when asked to complete standard RTB application prior to scheduling a showing
24	It is tricky to deal ADs on FB because some people are mean there.
25	None
26	None
27	No challenge. Lots of good renters.
28	Don't have issues usually
29	Difficulty assessing the appropriateness of different tenants
30	No challenges.
31	Worry and stress, because RTA means it's so difficult to get rid of a bad tenant.
32	No issues
33	After negative experiences we no longer wish to rent out suite
34	we haven't had challenges
35	I get many people interested because I allow pets
36	I rent to my children and their spouses
37	word of mouth only
38	Not an issue
39	Ensuring their references are accurate

40	I use a management company
41	Family or friends only
42	see #5
43	No major issue
44	In the past, ive had many who initiate conversations, but dont follow up and even miss showings without notice.
45	Many people are dishonest about their intentions, habits, like smoking.
46	none so far
47	Finding is not the issue
48	In periods when there is lots of rental accommodation, we have sometimes settled for less suitable tenants - and always regretted the decision. Now we advertise by word of mouth only, via previous tenants and friends.
49	The Hassel of evicting tents, even when the eviction is for failure to pay.
50	difficult to judge compliance
51	applicants cannot afford the rent i have to charge to pay for the alleged value of my properties
52	None
53	ive owned my principle residence for 10 years. the tenants downstairs have lived here for 11 years. my separate rental home has the original owner renting back off me until he finds a place to move to.
54	depends on the season
55	We have young children, and we are particular about who we rent to. We prefer to rent to students, though this has been a challenge during Covid.
56	It it challenging to find a good fit, the vetting process is very important
57	Unable to confirm past rental history
58	Could see finding suitable renters a problem
59	1st & only tenants from word of mouth.
60	Nearly every tenant that I have rented too has damaged my property. The last one did 30 Thousand worth of damage.
61	No problems
62	Not a problem at this time, word of mouth mostly
63	No problem getting appropriate tenants
64	None

7) Do you typically experience any challenges KEEPING suitable tenants for your rental unit(s)?

Respondents: 238

Choice	Percentage	Count	
Yes (please comment)	15.55%	37	
No (please comment)	84.45%	201	
Total	100%	238	

#	Yes (please comment)
1	drugs, booze and mental impairments
2	Keeping them is the challenge. Too difficult to get rid of bad tenants
3	Lots of tenants have life changes like separation which results in tenant not paying, causing damage etc
4	Transient tenants due to university
5	Super long arbitration waits (4 months to get a problematic tenant to leave)
6	In areas nearer central nanaimo and country club there is increasing levels of crime that deters tenants from being in the area
7	Changes in relationship status
8	The good ones always move on
9	Tenants can be high maintenance and demanding of better conditions after moving in.
10	Breaking lease agreements
11	Tenants are usually temporary and move on. So there is a turn over every couple of years on average.
12	Small secondary suite where people want something larger
13	Tenant circumstances change and they leave
14	not right now. Tenants are GOLD, but we have had horrible tenants in past. Which is why we do short term in our suite at our house. These people treat the accommodations differently. With more respect. And don't take on ownership attitude.
15	last one she didn't even live there and had her friends using it as a flop house
16	my rentals are typically rented by students, young people, life transition tenants so there is inherent turn over
17	Turnaround is often annual which isn't ideal but not too bad
18	Challenging people, late on rent
19	students/short term

20	Renters moving away for school or to purchase own home
21	Some tenants
22	renters cannot afford the rent i have to charge to pay for the alleged value of my properties
23	drugs and alcohol
24	So far tenants have been less than one year, it may be realated to younger tenants in their 20's
25	mental health issues
26	Unfortunately people lie about their situation and provide bogus references that say they are a good tenant that will keep the place clean as well as yard. See comments to the question above.
27	Good starter suite families grow out of
28	Rent became too expensive for them
29	Only due to covid restrictions and concerns
30	employment changes

#	No (please comment)
2	Most of our Tenants have been long term Renters or have rented with us until they've bought their own homes
3	Keeping rent reasonable and fixing issues quickly has made it less likely for a tenant to move on.
4	Not a hard yes or no, but I have had to evict a few for reasons stated in the previous question.
5	Tight rental market, most want to stay
6	Current tenants are all 3 or more years
7	I am responsive and fix things immediately, I am flexible if the tenants can't pay the entire rent on the due date, I ensure the units and property are well maintained
8	I have enough applicants that I have good options
9	Usually only move to their own purchases or because of job change
10	Generally over 2 years
11	We had the same tenant for 6 years
12	We have never had issues keeping tenants that were a good fit
13	Our properties are high quality with reasonable rents
14	Market rent goes up faster than I am allowed to increase to current tenants. As a result people are discouraged from moving, as similar accommodations will cost more.
15	Out of our 8 rental houses only one has turned over in the last year. Most have been in place for over 2 years.
16	WHEN I find a good tenant, they stay for a long time, which is what I want.

17	Although a basement suite is not the best living situation so has higher turnover.
18	We have evicted at great time and expense and emotional stress our last two tenants.
19	I have had the same tenants since I purchased the property four years ago with no problems that we couldn't resolve together.
20	Long term renters in place
21	Careful selection and a genuine effort on my part NOT to raise the rent
22	See response in point 6 above
23	Once suitable tenants are found, they do tend to stay long term
24	Family
25	I keep the place well maintained, its in a good location, and I keep the rent reasonable.
26	Never an issue
27	I am very careful about my tenants and they are often very long term. I will let my property sit vacant for as long as it takes to find the right fit.
28	We have one unit that is rented furnished for a two separate renters sharing. This has been an ongoing issue finding and then keeping renters. That said in our other more regular units we are able to keep suitable renters. I believe this is because we spend quite a bit of time screening our renters. We also live quite close to our rental units which was a deliberate decision.
29	Have had the same tenants for 3 years
30	Good tenants stay till their circumstances change, and they need to move on.
31	Once we find a good fit, tenant normally stays for several years
32	Nope, we set the rent low and are super fussy about who we take. People only leave if life events happen (ie moving in with another person)
33	Current tenants are 9yrs and 4yrs living in suites.
34	It used to be more difficult but better in the last year
35	I've always rented below market so tenants tend to stay.
36	Once a suitable tenant is settled they seem to stay long term (3 plus years)
37	There is too much demand
38	I've had a few tenants stay for less time than they expected, but wasn't a problem.
39	With due diligence good renters are likely to stay
40	Good tenants usually stay for years, until they need to move on.
41	No problems at all
42	Unless the RTB Forces me to keep a tenant who is not meeting terms of lease or negatively affecting residents or community

43	Hard to find a rental so they are happy to be there.
44	No issues. We are responsive and charge affordable price for the unit.
45	We have very good tenants right now.
46	Keeping the tenants happy is the key
47	First tenants were there for 3 years. Family tragedy ended the tenancy, or they would still be there. They were wonderful people. As are our current tenants.
48	My hoarding tenants would have never left. We had to move back into the house and repair severe damage to the house
49	I've only been a landlord for one year
50	I rent to my children and their spouses
51	We brought the home 2 years ago and have only had 2 changes. The current tenant has been in for 1.5 years. And we hope to keep her.
52	No issue
53	not a concern
54	Our renter has a 3 year lease agreement
55	We had two different tenants before switching to short term rentals.
56	We have been lucky in that the rental is in a desirable location and fairly new
57	Family
58	Usually tenants stay for a couple of years
59	my GOOD renters are amazing and loyal and appreciate their fair rents .
60	We have not been landlords for longer than 2 years
61	Rarely, but sometimes
62	Have only rented out for 3 years, 2 tenants in that time.
63	not yet
64	Not keeping getting them to leave
65	Tenants are usually easy to find and happy to stick around
66	Tenants always love our accommodation, we keep the rent affordable and the property is well maintained and with fenced lawn & garden.
67	No, I am a conscientious landlord and address issues quickly.
68	I treat my tenants well and prices are fair
69	average 1-4 years stay
70	All of the suitable tenants have remained for a couple of years until they have moved out of Nanaimo.

71	We meet with the prospective tenants. Ask to see ID to make sure they are who they wrote on application. We do thorough reference checks.
72	All tenants secured have stayed for an average of 1.5 years
73	I have been lucky with the tenants I have had and have, for the most part they have been respectful
74	I'm trying to keep good tenants, by even reducing their rent
75	in this market, people have nowhere to go, so its really easy for a landlord to keep tenants.
76	Strict screening to have mutually respecting tenants for the properties
77	We normally rent pretty quick as demand is high
78	The rent is reasonable
79	Typically people want to stay.
80	We lost a great tenant due to COVID-19. She was a VIU student, but her program went online. So she went back to the mainland.
81	I work with my tenants; keeping the unit in good repair and often allowing extra time for a tenant to make payment.
82	Not yet - early days - 1 year
83	Have had same tenant for 8 yr.
84	I thoroughly do background checks on prospective tenants
85	Too soon to tell. Still have 1st tenants residing in my suite.
86	not yet
87	We don't expect them to stay a long time but some do.
88	Tenants are happy, the ones that move usually do so for work
89	No
90	In the current market tenants don't want to leave. The prices go up very fast so tenants who have been with us for a year would have to pay much more if they rented a different suite of the same size.
91	I charge low rent and keep my rentals in very good shape.
92	Rentals are in demand but the tenant is protected way more then my property and I can't raise rent with my property taxes so I loose more and more money every year

8) Which of the following are the top 3 challenges you face in keeping and managing tenants for your rental units?

Respondents: 212

	Biggest challenge	Second largest challenge	Third largest challenge	Total
Tenants paying their rent on time	29.91% (35)	26.50% (31)	43.59% (51)	100% (117)
Damage to property	33.33% (45)	42.22% (57)	24.44% (33)	100% (135)
Ending a tenancy/ challenges with the Residential Tenancy Act	44.44% (64)	33.33% (48)	22.22% (32)	100% (144)
Noise (i.e.: noise complaints from other tenants, neighbours)	35.44% (28)	35.44% (28)	29.11% (23)	100% (79)
Uncivil/ Criminal behavior	27.42% (17)	32.26% (20)	40.32% (25)	100% (62)
Other	46.94% (23)	18.37% (9)	34.69% (17)	100% (49)

9) Tell us more about any challenges you have faced in keeping and managing tenants.

Respondents: 146

#	9) Tell us more about any challenges you have faced in keeping and managing tenants.
1	Concerned my Rene at will leave because of increased threats from homeless people around the building.
2	hard drugs cause disruptions and danger to others, alcohol abuse and people unable to get along in a shared house.
3	laws restricting rent increases means having to sign fixed term leases and turn over the suite to get market rent
4	I have so far only had positive experiences renting the suite in my house
5	One tenant became too demanding of our family, weird expectations. One never paid rent on time.
6	Damage, theft, extra tenants moving in after rental agreement.
7	Their loss of jobs
8	Trying to have Tenants keep utility use reasonable as WE/Landlords pay the HYDRO bill and since it is included with the RENT Tenants will abuse this. It is an extreme hassle too trying to figure out household use of Hydro & Utility use per month.
9	It is impossible to recover financial damages incurred by the tenant. Even if a judgment goes against a tenant in a dispute, in 20 years I have not recovered a single cent from judgements.
10	Tenants moving extra people in and out. Noise. Having rcmp called on tenants. Lots in place to protect tenants and little to protect landlords.
11	need options to keep income coming in to pay my bills.

12	The RTA website has a lot of info but it's hard to know what the steps are and getting timely support is difficult. I will also restate that it's hard to find ones who live up to their obligations. Unstable lives, social issues, lack of respect for their neighbours or the complex/property. Don't pay on time.
13	Covid protocols and entering homes
14	Late rent and just wrecking the place
15	Drug use in unit which is a family home - drugs caused tenant to be incoherent and nearly cause a fire. Specified in agreement to not allow drugs, but tenants do anyway (not marijuana. Hard recreational drugs are the issue).
16	none
17	I have had tenants that damaged the property and didn't pay the rent and then skipped out
18	Nothing too major yet
19	The rtb wait list for arbitration is unreasonable, served a tenant notice for 2 months and took 7 months.
20	none - but would stop renting our suite if we experiences any challenges
21	It is really hard especially during COVID to evict problem tenants who harass other tenants if they pay rent on time. As there is no where for people with issues to go, the RTB does not view lightly efforts to evict nuisance tenants even when other tenants leave to avoid them.
22	Landlords really have no power when a tenant breaks a lease. Colleagues stories about problem tenants not paying rent, or damage or noise with no possible recourse for us makes us very apprehensive with our LTR and dissuade us from renting our upper suite as an LTR
23	the government imposing restrictions on normal increases even when our maintenance and taxes still go up
24	The bad tenants, don't pay their rent then after great expense we are able to get them out they leave no forward address and a huge mess and damage that we have to pay for., and res. ten. are NO help!
25	Threats from people with nothing to lose. "Evict me and I'll pour concrete down the drain."
26	Our place is currently vacant and we will rent out short term because it's more money and more reliable people that I can read reviews about before they use my place. I also don't have to share my home 100% of the time (I have a toddler and the suite is on the lower level and we're concerned we would be too noisy for someone full time)
27	Being taken financially for her right to quiet enjoyment even though she was constantly calling me out to deal with little petty items meanwhile her horses were bulldozing over fences to eat on the otherside because she wouldn't feed them
28	Drugs, parties, excess pets, unclean property, excess people in the suite (one bedroom with 4 adults and a child), damage, using the including laundry as a laundry service to make money, failure to pay rent.
29	We haven't had problems so far. We manage them ourselves
30	Tenant being unruly or uncivil causing disturbance to neighbours.
31	After notice of eviction for non payment of rent, the process takes too long, especially if the tenant disputes it.

32	Tenants not putting out the garbage getting over run with extra garbage has been the biggest issue over the years. Also not properly recycling and leaving the yard covered in dog
33	Tenants in general do not look after a rental property so maintenance costs can be high
34	There are so many people with mental health issues with nowhere to go for help.
35	Governmental termination of landowner/landlord right to enforce terms of tenancy agreements, raise/collect rents, and being forced to act as a lender to tenants allowed to be in arrears.
36	Our basement suite is low height and not soundproofed. We'd need a large investment to improve this in our century-old house.
37	Noise, drug use, moving in with or getting pets during the tenancy that were not agreed to
38	We've been lucky. I treat my tenants with respect. I give gifts at Christmas and throw a big tenant appreciation BBQ every summer. I pay for food and non-alcoholic drinks.
39	Dealing with bc tenancy branch is extremely frustrating. The arbitration process is highly favored to renters and arbitrators are unfair and rude to landlords.
40	Tenant change over is expensive and while you can ask intentions they change/tenant doesn't have to abide.
41	1. Following the guidance of RTB information officer does not mean you could win the dispute. 2. It is impossible to get the money from tenants even I won the disputes.
42	Boulevard and open ditches in the 21st century of a developed country
43	Making it affordable with property tax rates.
44	Long term is not feasible with property tax for secondary homes
45	I do not face any of these challenges with my tenants.
46	None
47	no challenges
48	Paying for the tenants huge water bills
49	The only challenge I have had is in the place not being cleaned properly when tenants leave.
50	Long term tenants in the past have done thousands of dollars of damage to our rental units. We are fortunate now to have great tenants in our rental house but will not rent out our relatively new suite to long term tenants. We do short term there. And have done short term at our residence suite for 12 years. Never any problems. When the BC RTA changes so that it fairly supports both landlords and tenants then we may change, but we have worked hard for what we have
51	With the suite being attached to our house, safety is a priority for us. We have considered short term rentals as we aren't stuck with a violent or antisocial renter for as long as is required under the residential tenancy act.
52	We know focus on renting to retirees who tend to be a bit more demanding but take much better care of their units and are quicker to let us know of issues which we want. In the past we had the typical challenges with people not taking care of units, not letting us know of issues developing until they were critical and having issues paying rent on time.
53	No rent increases for 2 years. Cost keep going up but my revenue does not.

54	Tenants not being honest about the number of pets
55	I was a Property Manager previously & the biggest issues were Tenants who knew how to work the Tenancy Act for their favor (extend evictions). Or Tenants doing midnight moves & damaging property. Also, dispute resolutions can take a long time for hearings to be held (4 months).
56	Drug user, drug dealer, ruined the house.
57	Too much noise partly because sound-proofing in the suite is not the best
58	Posting it blind is hard, people lie on applications, they want to move multiple people into a small suite and honestly it's hard to trust anyone these days. We hope to look for a renter through someone we know.
59	The tenancy act limits landlords ability to increase rent during covid and to deal with problem tenants. These challenges are a large reason why there are fewer landlords and thus less rental properties available on the market.
60	I didn't list it as a challenge above, because it's not a problem, per se. But my current tenant does not pay her rent on time. It didn't work for her. Now she pays it in 2 installments, that match her paycheques. It's slightly more to manage, and required me to have a bigger buffer in my income/outgoing account, but I feel like most challenges can be solved with compromise
61	market rental rates are high meaning that rent often exceeds what renter is able to pay; cost of mortgage and property maintenance requires that rent be at market rate
62	Managing disputes between tenants in same home/ different suites
63	1) managing parking on our street; 2) tenants understanding their lease
64	When there were less people looking the options were less great.
65	We've actually been quite lucky. We had some international students who were so filthy we had to pay \$750 to cleaners, and one who unplugged a fridge full of food (then left for two weeks, huge mess and had to replace fridge).
66	Above choices reflect current situation. Past issues have included non-payment of rent/utilities.
67	Tenants feel someone else (landlord) should manage every poor relationship between tenants, every complaint and ensure safety of children from other children in complex
68	Tenants have too many rights and want to fight you with the RTB. It may be their home but the landlord owns the property. One tenant thought it was fine to move in her dtr and fiancé because they were homeless. We advised she couldn't do that and she filed a complaint. Another tenant was evicted through no fault of ours, or hers, it was a bylaw issue. We offered her reduced rent and assistance and she filed a complaint with the RTB and then abandoned it. I have many more examples....
69	So far so good
70	Difficult to get tenants to keep property neat and tidy - have hired lawn care as tenants do not mow grass. Tenants not getting rid of garbage. Tenants keeping unlicensed vehicles on property despite being asked not to do so.
71	Agreeing to length of rental
72	I am very careful about who I rent to as we live above them so I have not had any challenges.

73	No challenges. I charge under market rent and am an excellent landlord, and tenants act accordingly.
74	The rental laws are too one sided. The recourse against bad tenants is way too slow once proven and the damage continues for months prior to getting them out.
75	Not paying rent on time, leaving a lot of trash, dealing drugs, damaging the property, stealing lamps, curtains, etc.
76	8 is a poorly-worded question. I don't have any of these problems. Some minor damage, high costs of building and maintaining the suite, worry and stress over any new tenant.
77	Tennants haven't paid on time, references don't check out, people damaging property, people not following tenancy agreement
78	Lack of consistency in Arbitrations. Tenants "rights" always seem to trump legislation. If a Tenant misses deadlines they are invited to re-apply for another hearing, if a housing provider misses a deadline, dispute is thrown out without leave to re-apply. Not an equitable forum for housing providers who bear ALL the risk.
79	Nothing that I can't handle, but I find that I need to accept problems like being shorted on last month rent and repairs that exceed the damage deposit. Lately, pet have contributed significantly to the damage so no more pets. I will be livid if City follows SPCA advice and makes discriminating against pets like a human rights issue.
80	We have been extremely lucky and have always had good tenants.
81	You have such little rights as per the Residential Tenancy Act in terms of how to manage sound volumes, etc. that we no longer wish to rent. We have had negative after negative experience doing-so.
82	We haven't had challenges in keeping and managing tenants.
83	Hoarders. Extreme damage to my house.
84	NA
85	I rent to my children and their spouses.
86	When we brought the property there was a current tenant. They smoked and had people coming over at all hours, the cops were called multiple times and we lost upstairs renters due to their behaviour. We ended up trying to end tenancy and it was difficult as arbitration took months. There was drug abuse.
87	we have kids who are noisy
88	Not an issue
89	impossible to evict anymore for most ongoing challenges, this becomes a huge management problem for me
90	Noisy, disrespectful, messy
91	Tenants who move other people in, not paying rent on time and leaving the property a complete mess upon move out. Also moving out 5 days late.
92	Haven't had any yet
93	Rental controls during Covid-19
94	I haven't had any challenges so far


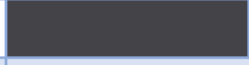
95	N/A
96	over all it's been good but I've had a couple of tenants who have resorted to criminal behaviour. "Midnight moveouts" being the final straw.
97	None
98	The junk that people buy and dont maintain, discard.
99	The BC Residential system is out of control. They allow initially 'good renters' who have become violent and drug dealers to stay , not pay rent and continue destroying property, as the landlord (and other renters) deal with the damage violence and danger. The RCMP's hands are tied, have been a life saver for me and went above and beyond (especiloly female corporals) to make the building safe and get the temant(s) finally out. Covid made it 100 times worse. I finally sold my one 8-unit of income
100	I have not faced challenges in keeping or managing tenants. I charge reasonable rent and communicate with tenants, recognizing that it's their home.
101	The rights of tenants are extremely weighted in their favour
102	Asking them to help curb utilities usage (like leaving lights on at night) when they aren't paying for utilities.
103	there are two absentee landlord rentals on either side of our home which have both had repeated visits from bylaw officials and police. the answers above refer to those experiences.
104	We had to evict because tenant got a dog, against park rules, we evicted, they didn't leave. RTA has you apply for a hearing, 90 days later they will give you a court date, 30 days after this, they will evict....so tenant has now had the dog, destroying yard, dwelling for 6 months.
105	Rent increases do not keep up with the ever rising costs of taxes, insurance etcetera. Given my tenants are treated well and I follow the rules this restriction is likely going to force me to sell the property and invest in another mechanism as the return on investment is diminishing over time. I am now receiving about 2% on the money I have invested and I can do significantly better elsewhere. This probably means the rental properties will shift to a home owners.
106	A tenant, who on writing acknowledged she was far behind on rent and because one of the eviction notices (I served one for failure to pay and one for repeated late payment) had an incorrect day (I had accidentally added an extra day for them to move out). Because of that mistake, the RTB made me start the process again. I ended up being the tenant to leave. It took 4 months and I ended up loosing a month's rent.
107	late rent, no rent--though working full time, ignoring eviction notices, overstaying,, junk left behind, damage to property
108	I have had multiple tenants who have caused significant damage and would not pay, brought in pets that weren't allowed, made excessive noise resulting in neighbours being hostile, parking in front of neighbour's property resulting in complaints from neighbours, tenants who swear and are aggressive, etc.
109	renters cannot afford the rent i have to charge to pay for the alleged value of my properties
110	Hoarding is very frequent, leaving us with on 10-18 loads of dumpsters. Lying bout pets. Lying about how many occupants. Subletting. Drug abuse. Mediating family and roommate fights.
111	I have had a few tenants who make constant requests to update things or replace things that aren't broken or are minimally damaged but still function. I don't want to lose good tenants so I often end up putting more time and money into the rental than into my own home.

112	The RTB laws are terrifying for landlords. If you somehow rent to an unsavory person who destroys your unit, you can't get them out!! The laws favour the tenant's rights so severely I don't blame people for wanting the flexibility that come with short term rentals over having to deal with the RTB laws.
113	I have only had one tenant fall behind in rent over the last bit, I am trying to be supportive and don't want to evict him, but at the end of the day I also have bills to pay. He has been responsive and I am still hopeful that he can eventually catch up.
114	Stoners smoking weed in the unit despite being told no smoking
115	Some tenants just don't respect the property they live in. And damage deposit usually useless and can't cover even small issues.
116	with minimal supervision some tenants make it
117	Raising the rent to cover the hydro which is included in the rent
118	None
119	i have been lucky and had smooth interactions with my tenants. the ones in my home used to pay rent late, but then i found out they were contributing to a savings account and using me to cover their shortfalls as if i was a bank so i put a stop to that immediately and haven't had an issue since.
120	CoVID regulations for a community with shared space
121	We haven't had any major challenges with tenants at this point
122	Tenants not cutting the lawn
123	People aren't particularly respectful, i.e. listening to music loudly late at night or not abiding by house rules (designated parking spots, no smoking on premises, etc.)
124	Overall it is always a challenge to find people that are a good fit, the vetting process is very important. We look for people who are punctual, proof of income, can have a good conversation and seem responsible, pets are always considered with an interview.
125	N/A
126	So far, we haven't had any issues with tenants.
127	RTB is very tenant biased and landlords have ridiculous restrictions regarding giving notice, no control over what goes on within your own property
128	Mental and physical health issues belonging to others shouldn't really be in the realm of management.
129	I can see where there would be problems, especially during COVID times, however do not have these concerns at this time.
130	We have a great tenant, but she often needs reminding that the 1st of the month is here! Sometimes makes extra requests, e.g. can we find here a place to plant a veggie garden and provide hoses etc. for watering.
131	No challenges. I maintain my home and tenants are happy
132	N/A
133	We usually have very good tenants.

134	As stated above most tenants have lied saying they are respectful of the rental unit and will not do damage and keep it clean as well as yard maintenance. Tenancy branch only protects the tenant not the landlord.
135	Tenants are late with payments.
136	Haven't had any challenges in the past 6 years. I've had great tenants
137	lying on applications, false references, damage and smoking on premises. Hard to evict, RTA rules are against landlords, violent threats on person when taking back home.
138	Alcohol or drug problems
139	We have had no challenges, all tenants have been reasonable
140	They know they don't have to pay rent, as its so hard to evict for non payment of rent
141	I've struggled with roommates not getting along, tenants complaining about noise from neighbouring units (normal noise like kids)
142	Sometimes tenants lie in order to get the rental. They sign a one year lease, and then end the lease a few months later. It's a lot of work and money preparing a suite, putting up ads, ending a tenancy, finding good tenants, getting good tenants settled in.
143	We rent to students Sept to May. Always cautions to ensure that they are going to be moving out in May. We use the suite over the summer for family
144	Mostly we have had good tenants who have just expanded their family and need larger space.
145	Not enough rights for landlords
146	Smoking issues, concerns with dogs owned by tenants

10) Has the COVID-19 health pandemic impacted your tenants ability to pay rent on time?

Respondents: 234

Choice	Percentage	Count	
Yes	22.22%	52	
No	77.78%	182	
Total	100%	234	

#	Yes
1	some have not been able but most have paid on time
2	Many have been late through the pandemic
3	Yes
4	Lay offs at beginning of covid
5	very few
6	Mostly
7	No.
8	CERB was sometimes late, their income/work was also disrupted.
9	Some took advantage but most of the ones who were impacted were not essential workers or had ability to work during closures
10	Affected ability for tenant to move
11	But not as bad as we thought it would.
12	Somewhat
13	I stopped renting during the pandemic.
14	For the first couple of months of the pandemic only. Back to normal now.
15	Blah blah
16	several tenants used subsidies, 1st month was late. Also at least one tenant has paid late and said it was because his work was affected by covid-19.
17	Yes.
18	Some payments delayed
19	No impetus for them to pay on time as eviction not possible
20	Lowered rent a few months to help
21	I had a tenant do a midnight move, saying they had lost their job and couldn't afford to stay.

22	Minimally
23	Late rent asked for reduction.
24	During the summer of 2020 our tenant lost work and couldn't afford to pay
25	Yes
26	Tenant was laid off. I lowered the rent so that they could pay.
27	They were laid off and short \$1000 on rent one month
28	tenant works in the food service industry
29	some
30	To some extent. Most tenants in this situation do follow through with repayment plans.
31	Y
32	I also reduced the rent for a year because of Covid.
33	Waiting for subsidy.
34	one month they paid half the rent.
35	One of my son's was finishing school during the pandemic and was unable to find relevant work for over 8 months
36	And I reduced the rent
37	Briefly, pre-CERB
38	to one or two only
39	Some have asked for extensions
40	Occasional disruption and cause for leniency
41	for former tenants. Current tenant has paid on time.
42	One tenant lost their job temporarily and asked for a rent extension (in advance of rent being due)
43	your survey is broken
44	some are late paying and will catch
45	many students are struggling
46	But it was finally paid
47	Tenants have needed extra time
48	It has
49	restaurant hours were cut way back for one tenant and he was not organized to apply for financial help.

50 A tenant utilized BC Housing rent supplement

51 unable to pay full rent

#	No
1	Our tenant has a job unaffected by Covid.
2	Answer required
3	No problem thus far
4	Not currently renting
5	No
6	it has not
7	No
8	No
9	No
10	Rent has always been paid on time
11	No
12	No
13	No
14	B
15	Not at all
16	Did not rent our suite because they said no one could be evicted during a pandemic and we couldn't risk have another drug user around our children
17	none at all
18	No
19	It hasn't.
20	No
21	no issue
22	No
23	Have received payment on-time so far
24	We have had tenants pay on time thankfully
25	no

26	no
27	no
28	But it would have if our tenant was still here
29	No
30	No
31	No they are both employed
32	Not yet
33	N/A
34	We have elected not to rent at this time given the above problems
35	No
36	Have strong jobs.
37	no
38	No
39	All paid up
40	No
41	If they've lost their job, they've found another one. There are lots of jobs in Nanaimo BC but the hourly pay is way too low for the cost of living in Nanaimo. Tenants pay the majority of their income to rent and utilities.
42	no
43	Tennant works retail and has experienced no job loss
44	Both tenants have continued to pay.
45	No
46	We don't have tenants at this time
47	Thanks to CERB and the BC rent subsidies
48	No
49	No
50	They have all paid on time or very close to on time
51	No
52	No
53	They have paid on time

54	No
55	Not at all
56	They normally pay on time. The problematic tenant's issue is not about paying rent, but thieving her roommate, damaging my property, and lying on the court.
57	No
58	No
59	Has not
60	-
61	no
62	no
63	Tenants pay their rent on time.
64	no
65	no
66	No
67	No it hasn't
68	No. It has given everyone Lots of money.
69	No
70	both of them are working
71	Tenant is on pension.
72	Government subsidized
73	No
74	It has affected my ability to cover the mortgage. Can't raise rent but my bills go up. Will eventually sell if it continues
75	We've been lucky our tenant works in the health care industry and hasn't lost her job.
76	no
77	my tenant happens to pay on time, but if she didn't I would be in a challenge
78	Her job has remained the same
79	No
80	no
81	We are lucky, they've all been able to pay.

82	Current tenant is on disability so rent is automatically paid.
83	No problems
84	No
85	No.
86	no
87	The rental benefit was used by two of our tenants.
88	No missed rent
89	Hasn't been an issue
90	no
91	No
92	Not an issue for me.
93	no
94	Government helped.
95	I have long term and they are abiding by all my covid rules
96	No
97	Tennant seem to have all the protection. My bills have increased, I am as vulnerable to job losses as the Tennant yet no help for me
98	most are retirees or working in resource industry
99	No issues
100	Had no renters during COVID
101	Haven't had an issue receiving rent
102	Our current tenants always pay on time.
103	Hadn't impacted any of my tenants
104	It has not
105	No
106	They have paid
107	no
108	No is no
109	not a problem
110	No




111	it has not affected my tenant
112	Our tenant has a job unaffected by Covid
113	so far so good
114	Essential workers
115	We had moved to short term rentals before covid
116	no
117	They are still working
118	no
119	Jobs weren't impacted
120	No
121	Tenant works on health care
122	It has not affected ability to pay rent
123	No
124	no
125	We waived 1 month rent at the start of the pandemic though the tenants didn't request it.
126	No
127	no
128	No
129	No Impact
130	no
131	They have continued to pay up to now, though their situation may change this month.
132	No.
133	were working full time
134	no
135	no
136	the government helps them, not the landlords'.
137	Rent has always been paid on time.
138	It did not
139	No

140	We have received payment as usual from all of our units.
141	They have paid just fine
142	Only one tenant needed to use the subsidy from the provincial government to help cover rent while they were laid off from work, but once the subsidy stopped were able to continue paying rent on time
143	No
144	No
145	No
146	Not at all
147	Mostly no. one tenant used the government assistance for a brief period. but otherwise no changes.
148	Discounted rent for covid plus BC rental support for tenants
149	no issues
150	No
151	All have jobs unaffected
152	Our tenant had to move home with the arrival of the pandemic.
153	no
154	no
155	All tenants have full time jobs or are in school
156	One tenant left because of COVID-19. But the rent has always been on time.
157	Hmmmm
158	Not yet
159	Tenant has never had a problem paying her rent.
160	No
161	My tenants are retired with appropriate income for rent.
162	Payment has been received
163	have been employed
164	No
165	None
166	no so far
167	Na

168	Everyone is up to date
169	all paid on time
170	no
171	No
172	My tenants haven't missed payment
173	They've either been able to pay rent, or have applied for the rent subsidies
174	no problems
175	Never had a problem collecting rents
176	We stopped renting our suite
177	We evicted our tenant in February 2020 to Renovate and haven't put it back on the market

11) A number of non-profits (such as John Howard and the Canadian Mental Health Association) and government organizations (such as BC Housing and the City of Nanaimo) offer rent supplements. Do any of your tenants receive rental support from a government or organization? Would you be interested in learning more about how you can partner with BC Housing and/or a local non-profit to host tenants receiving rental support.

Respondents: 232

Choice	Percentage	Count	
Yes, some or all of my tenants currently receive rental support paid directly to the landlord	17.24%	40	
My tenants do not receive rental support from government or non-profit organizations but I would be interested in learning more about this program	32.33%	75	
No, I am not interested in renting to tenants that receive rental support from government or non-profit service providers	50.43%	117	
Total	100%	232	

#	Yes, some or all of my tenants currently receive rental support paid directly to the landlord
1	most are receiving Social Assistance
2	Except it's not paid directly to me.
3	We also currently support housing for John Howard clients
4	We have tenants receiving BC Housing, John Howard etc supplements.
5	None of our current tenants do but a past tenant did. That tenant was our worst tenant experience and it makes us not excited about trying this again.
6	They have received support, but not at the moment.
7	Not paid directly to me
8	Would rather have market tenants.
9	I did have 1 tenant that was on disability.
10	Not currently, but I rented one of my houses to a refugee family for years who received various gov supports.
11	very few
12	Our previous tenants that were not great had support from BC Housing. Current tenant does not receive rental support. I unfortunately would say I'm not interested in renting to tenants that receive it. We had lots of trouble trying to relocate the tenants, as the bc tenancy act didn't

	allow us to remove them for months even though we were losing good tenants due to complaints.
13	Received, in the past
14	Salvation army
15	Some government support paid to tenant, not to me.
16	One tenant used to receive support, but no longer needed it by the time they moved on
17	Yes, one tenant has disability send me the rent directly.
18	student loads
19	Welfare rent directly to us with most roomers
20	Previous tenant was indigenous and wanted us to tell the band that the rent was higher so she could pocket the difference

#	My tenants do not receive rental support from government or non-profit organizations but I would be interested in learning more about this program
1	I have the information. It does not change our reluctance
2	They do not receive and I am not interested in learning. If that's part of their rent then fine.
3	I am the support because government initiatives suck
4	one tenant has enquired about receiving rent supplement
5	We have rented in the past, and been scammed by tenant (they were collecting rent from agency instead of us)
6	None of the three options in this question apply to me. I WOULD rent to someone who receives support but none of them do currently.
7	I would consider this if there was intervention possible if issues develop with the tenancy. Otherwise, I would join what I suspect is the majority of landlords in not selecting marginal tenants.
8	I know about the programs
9	I only have one unit, and that person will be there for a long time.
10	I think that my rental unit would be too large and expensive for any of these programs.
11	There should be another Answer option here, as this form does not describe a common situation: Several of my tenants have received rental support, but it is paid to them and not to us directly.
12	My tenants do not receive rental support, however I am not objecting to renting to people who receive support.

#	No, I am not interested in renting to tenants that receive rental support from government or non-profit service providers
1	horrible responses! whoever wrote this survey should be re-trained or let go
2	As Seniors we have no ability to care for or look after persons facing challenges
3	These are the worst of the worst tenants. Why would any landlord want them.
4	Unbalanced risk.
5	It's a risk on payment that I can't take. I have to pay my mortgage
6	Right because that always works and the people that come along with those programs definitely care about the land lords hard earned property q
7	We have had issues in the past with tenants receiving support
8	These are great programs, just not applicable for our rental properties.
9	I only rent to people who are working, and if they lost their job during covid, they have taken it upon themselves and found another job.
10	I have zero interest in renting to someone who is receiving any government assistance. Unfortunately I can't share walls with someone who isn't living a similar lifestyle and keeping similar hours to my husband and I as working professionals and new parents.
11	My concern is a lack of respect for my property with this income bracket.
12	1. I don't have the knowledge to judge if they could manage their living without damage my property. 2. I don't know how to protect myself while dealing with people who have mental health issues.
13	I would never consider. I have done it before on multiple occasions and have been stung every time.
14	Absolutely not. Not in a million years. They would be terrible tenants guaranteed.
15	No
16	Absolutely not!!!
17	Extra hassle with extra concerns.
18	double taxes to anyone checking this box!
19	Too great a liability as a landlord, and no ability under the Residential Tenancy Act to remove problematic tenants.
20	I live alone and have a superior rental suite & am dependent on the income.
21	I have tenants with dementia, mental health issues and have disappeared and left their stuff in the apartment, and who were subsidized through John Howard. I simply don't have the background to know how to deal with all these issues. Being a landlord is a second job and I have full-time work too and a family. The mental energy and time needed, the financial costs when things seem to invariably go wrong, are simply too much for me. Nanaimo needs SUPPORTED housing, not just affordable housing.

12) What could the City of Nanaimo do to support landlords while encouraging rental housing?

Respondents: 186

#	12) What could the City of Nanaimo do to support landlords while encouraging rental housing?
1	Make sure the rental buildings are safe. Our biggest cost increase to the condos fees is for security.
2	create an district that will welcome densified supportive housing by re-zoning under utilized core properties currently industrial zoned and because of noise and dust can't operate. The rezoned area would allow other activities to run with police oversight in this zone.
3	Offer incentives to be a landlord
4	Stop raising taxes so aggressively for useless road destruction on Metral/ front st etc, stop raising the cost of garbage user rates- have doubled in the last few years. Poor management/ top heavy organization. typo in the question also-
5	Not to limit rent increases while increasing municipal fees & taxes beyond what landlords can raise rents to cover costs
6	Reconsider extra costs to landlords (having to pay higher city fees for water, sewer, garbage etc). I pay higher fees than my neighbours even though in total there are less people in my home including tenants. This could deter people from renting their secondary suites. Consider a tax advantage or other to incentivize renting out of secondary suites
7	Advocate for change to RTA.
8	The provincial government has enacted a freeze on rent increases, and once this freeze is over, rent increase limits are likely to be tied to inflation (~2%). However, the City of Nanaimo continually increase property taxes WELL above this. As landlords, we will not be able to sustain this for much longer and are looking at selling our single family, pet friendly, rental houses (which there are limited of in the city) and then they will likely be pulled out of the rental market all together.
9	Lower Property taxes. Lower user fees. (Water sewer garbage) Increased costs force me to raise rents when I don't want to.
10	Discouraging short term tentals
11	Make it an absolute BUILDING CODE requirement that each SUITE has a separate HYDRO meter or separate utility meter installed so that Tenants are billed directly for their Utility use. It is an extreme hassle every month trying to balance Tenant & Landlord Hydro & utility use. When hydro is included in the rent (as most houses have 1 panel so Landlord gets the bill Tenants overuse this as they do not have to directly pay for it.
12	Have consequences for tenants who don't pay. It's so risky to be a landlord as the tena cy board is so geared in favour of tenants that landlords can be out giant sums of money
13	Data base for keeping records from landlords about tenants. Similar to how Airbnb lets you rate your experience. It could go both ways. Also change the secondary suite guidelines to make it easier to make suites legal to avoid illegal suites and thus earning tax from that profits. Currently restrictions to create a suite in an existing property are too expensive and time consuming. Bring back authorized suites
14	allow the owner to rent the property the way that makes sense and meets laws.
15	Make more demands of developers to include off street parking. This should include both residential and multi-unit properties. City streets are becoming more and more congested with

	parked cars. City council seems to think that in ever increasing population will mean fewer cars. This couldn't be further from the truth. More people equals more cars. Having a secure place to park should be a priority.
16	I'm not sure actually as I understand the regulations to be provincial. Only thing that comes to mind is that they could provide some guidance for landlords and tenants with navigating that system, particularly with dispute resolution.
17	Parking for building tenants where parking is not offered. With high rents it's hard for tenants to pay additional fees for parking in private lots
18	The reason I went Short term on some suites is how hard it is to get rid of bad tenants. The allowable rent increases do not keep up with property tax garbage hydro cost increases.
19	It seems hard to evict someone through the tenancy branch when they breach the tenancy agreement.
20	give them a break on secondary suite costs
21	Ensure that landlords and tenants have equal rights and that when tenants are not paying or damaging landlord property the landlord can act in an expedited way
22	Reduce red tape.
23	Lay off of unauthorized suite enforcement, especially in long standing rentals. (Mine is legal but just saying)
24	Better Rtb response, otherwise it's too much of a risk to rent and have the risk of rtb arbitration taking way too long.
25	give landlords rights - in the current climate for landlords, we have no rights. If we have any problems - our rental will no longer be available for rent
26	Bc tenancy act is a joke. It only protects tenants. Good landlords are not protected
27	It would help in cases where owners have rented out single family homes to nuisance tenants for the city to assist in having them correct behavior. One idea could be to provide support in contacting the owners of the properties. Really hard for the city to intervene in civil or tenancy issues but the offer is most welcome.
28	A very difficult question as the provincial landlord tenancy act is very tilted in favour of the tenants. This results in less people wanting to be or stay landlords.
29	be more supportive of landlords esp family owned not a rental business
30	Have a list of good tenants(earned points from landlords) and help landlords track bad tenants to collect for damages. Also lobby rtb %to better support landlords.
31	Advocate for a provincial renter's registry listing complaints where the RTB found for the landlord.
32	Level out property taxes to rent increases.
33	Give them the rights to their own land back. Remember some of us make the choice to rent our dwellings its not a must. Therefore its only going to become harder to unlock more rentals when the oversight is being determined through a lense of simply sympathizing with the down trodden renter.
34	Fire most new city councilors as their pet initiatives have little to no alignment with mine.
35	Lower taxes and user fees
36	Tax breaks for long term rentals

37	Make it easier for secondary rentals, better transparency about municipal requirements for rental properties
38	Landlords need to have more legal support to keep their home from getting damaged and have the ability to have tenants pay for unnecessary damages.
39	Nanaimo has a housing supply problem which is a result of significant demand and a broken development process.
40	Reduce taxes as an incentive and means to reduce rents.
41	A
42	Remove sq/ft restrictions and 2 bedroom limit on secondary suites. Allow, where appropriate, secondary suites and carriage houses on the same property.
43	More supply of reasonable priced rental units on the market
44	Change the zoning of the entire south end east of Albert street to multi family to promote densification which will increase rental supply downtown.
45	Incentivise long term rentals by offering comparative tax benefits
46	Ensure there are ways to get rid of tenants who are involved in criminal behavior or are causing problems in the house. More people who work in tenancy/landlord agencies to access if there is a need for advocates on both sides.
47	Give more rights to landlords dealing with poor tenants
48	Landlords cannot legally increase rents. Governments and goods/service providers should have been mandated to freeze all their price increases as well.
49	Keep turning a blind eye where enforcement of authorization is concerned. Of course safety is important but the one thing missing from our authorization is a second parking spot. Yet we live downtown where car ownership a) is not needed and b) is not the kind of thing that a basement suite renter owns.
50	Advocate for improved landlord rights under provincial legislation. The rights between landlord and tenant are heavily favourable to the tenant, so much so after two nightmare experiences for non payment of rent, destruction of a brand new suite (on two occasions) breaches of the tenancy agreement it took hiring legal counsel to get them out. We will also never recover the legal costs or costs to remediate the suite from the damage and months on end of stress and suffering.
51	Lower taxes for rental property
52	Set up a rental pool where landlords/rentals could be prescreened, matched with prescreened applicants. Perhaps subsidize (the current amount is inadequate) people at risk, that have a good support system, trying to transition to being self sufficient. Must have some kind of insurance to cover the landlords and their property, to make it worthwhile taking a risk on someone.
53	Allow more rental properties to be built. It's not my job to tell you how. You have highly qualified staff for that.
54	Lobby for a more balanced approach in the tenancy act
55	Send all the bums on a 1 way trip back to where they came from (mainland)
56	Support us with poorly behaved renters.

57	Not really a municipal problem - people need to follow the rules and respect one another and each bothered property (required by both landlord and tenant)
58	Reduce utility (user) rates for secondary suite
59	It would be nice to have a kind of insurance that pays the burden by the fled tenants.
60	Pay for minor items such as boulevard for old people while I pay to keep them out of old age home.
61	Subsidy to landlords for long term rentals
62	Some sort of tax break. No extra fees for large garbage cans.
63	Property tax discount if house is fully rented.
64	Freeze property tax increases when the rent is not allowed to increase annually.
65	Give you a break on taxes just because you own a second house does not make you wealthy , only trying to set up a better future for my kids
66	help vet potential renters with background checks
67	Pressure on Government to provide affordable housing. It is not my responsibility to do that. We work hard for what we have.
68	Offer rebates on property taxes for legal secondary suites. Offer property tax credits for secondary suites that accommodate people who are chronically underserved - for example, for installing accessibility features so that a tenant with a disability could live in that secondary suite.
69	Direct deposit to landlords through rental supports
70	The RTB recognizes non-compliant rentals. They make up a significant portion of the rental market in most cities. I would have another unit available if my basement height was 0.5" higher. It is insane that there is perfectly good accommodation and a willing landlord, but the laws do not allow me to rent that space as a standalone unit without tens of thousands of dollars of cost to raise the house an inch. The City needs to loosen its restrictions and take a more holistic approach to rentals
71	There seems to be a general misconception that all landlords are terrible to their renters, raising rents illegally and so on. I don't know about other landlords but I know all our renters believe we are more than fair and easy to work with. It would be nice if the city supported a more collaborative approach between landlords, renters and the city.
72	Stay out of it and the market decide. If you want "affordable rentals" they have to be subsidized. We live in a Canadian paradise you cannot have enough housing ever in Nanaimo. Shelters, apartment's or single family they will always be full.
73	Better incentives for landlords to keep renting out their property, better access to resources for landlords
74	Applying authorized suites to any home that meets safety standards, not just homes that had suites pre-dating Feb 2005.
75	Clean the city from criminals, drug users. Support the landlords during evictions. Get rid of speculation tax. It makes owners sell their rental properties, as there are not many good tenants.
76	Reduce or eliminate property tax of landlords who rent their suites or provide assistance for upgrades in suites

77	Every possible rule supports the Tenant but not the landlord. Bills increase and all the risk is taken by the home owner. Legislation over the covid period has hurt landlords. The city needs to look after the people who take the risks and invest in Nanaimo. As a home owner and landlord, current Legislation (building homeless secan establishments near private residence properties)and even discussed legislation (removal of single unit only zoning) is causing me to consider moving all my assets out
78	work with the government to have a rental body that helps landlords deal with disputes in a timely fashion. Currently arbitration dates are 5 to 6 months away. Some of these could be dealt with if the city had provincial government workers hired specifically to deal with landlord/tenant issues for Nanaimo only.
79	Hard for the municipality to do anything when province guides the rental tenancy act.
80	stop air b n b
81	Make it clearer how to make a suite legal; Make it so I can have someone come by and give me tips towards that without risking my ability to continue renting my suite; Why is there double fees for things like garbage when our total household and amount of garbage is much less than many other non-suite houses? I would love tips on conflict resolution, noise-proofing, etc. I always end up googling around, and the info I find isn't neccesarily relevant to BC or our Nanaimo environment
82	be consistent with enforcement of STRs and clear on where they are permitted; this will help provide stability in the rental market and discourage landlords from converting long term rentals to STRs
83	Tax benefits, discounts in city fees, any other incentives to not sell rental. With long term tenants and rent freezes we no longer make enough in rent to cover all costs, and are unable to increase rent to cover.
84	Allow more than one secondary suite on a property.
85	Supply more City sponsored housing if they want lower income housing available.
86	Help to facilitate authorization of illegal suites (not sure how, though).
87	There needs to be a counter-balance to the RTB regulations that overwhelmingly assume wealthy landlords and tenants who must be protected. Some tenants take significant advantage of this.
88	Supporting and allowing a wider variety of secondary suites, supporting the construction of suites and do this in a timely manner
89	Provide more support to landlords when there is a dispute.
90	Continue to be supportive of secondary suites.
91	I hear many complaints about rents increasing from people I meet. Insurance and taxes keep going up in cost. Rents need to increase to cover these costs. Stop raising taxes!
92	Frankly, landlords aren't really the ones that need support. We should be able to manage on our own.
93	Allow more supply. We do not have a rent problem in Nanaimo we have a supply problem. In order to stabilize the rental market the city needs to increase supply. This is a simple supply/demand problem.
94	Allow for increased supply (prices will drop), more short term rentals, alternative housing (e.g. tiny homes)

95	making it easier to be considered a legal suite
96	Encourage building more low income rental units. I don't know if containers could be stacked around an inner garden. I think we need to develop more cooperative housing in the future where people look out for each other.
97	Ease restrictions on secondary suites, advocate with province for RTA
98	Allow up to one RV per property, if the property is suitable, as a secondary rental. At the very least, allow this on properties that could contain a carriage house but do not currently. We need more supply of housing more than anything else. This would also greatly assist property owners with high mortgages.
99	Have the provincial government re-visit the landlord/tenant laws and create a positive growth in units available by making the investment in such units respected and protected.
100	Make an easy tenant's check on city website. Help with evictions.
101	Until the regulations for rentals change, not many landlords want to rent and not be able to remove them if they damage our property
102	I cannot have another legal suite on my property - City made me sign a restrictive covenant. How silly in this terrible crisis. I want to make a legal suite in my downstairs. I have the space! This is a ridiculous covenant.
103	Allow Air BnB. Provide a database to check and see if Tennants have caused issues elsewhere. Stop this dictating of rental price freezes. The landlord takes 100% of the risk and recieves no support. Get rid of the drug addicts plaguing Neighborhoods before investors move out.
104	Policy and By-law changes that allow for increased density per parcel. Taxes, permits, development fees continue to increase while rent controls and the current rent freeze puts considerable downward negative pressure on investment return. Provincial and City policies are making it unattractive to provide housing as a private business. Continued Government intervention and rent controls will ensure that the Province is the majority rental housing supplier.
105	Make changes to the Building Permit Process so that it supports rather than inhibits repurposing existing housing for rentals. Nearly all the houses on my block in the Old City have rental suites, but few are legal because the renovations required for the permitting process are prohibitively expensive. Repurposing is one of the only two ways that affordable housing can be provided - the other is off market and that costs the City money.
106	More protection for landlords and emphasis on home-owner rights (I realize a lot of this out of scope for the city), and also more flexible availability for short-term rentals, such as VRBO and AirBNB.
107	I'm not sure there is much the city can do.
108	Lobby to have more supports for landlords.
109	Giving the landlord more power to run their business. Tenants have all the rights!
110	Tax breaks if rent is kept to a reasonable level. I don't know. Rents are atrocious, we keep ours well below what we could get.
111	Stop handcuffing rental rates and more rights given to get rid of bad tenants.
112	Reduce property taxes for well maintained, long term rentals

113	Don't be so restrictive on where carriage houses can be built. Encourage and allow more low density MF developments (2, 3, 4 plexes). Also stop giving neighbourhood groups so much power, they don't represent the neighbourhood, just themselves.
114	I think the tenancy laws need to be reviewed. Right now there are not that many rights for the landlord. We found it very difficult to navigate our situation and know our rights. It was our first time as a landlord and realised that it is very difficult to remove someone even if they are causing nuisance to other tenants and neighbours. And breaking smoking, drug and noise rules. City of Nanaimo may want to think about opening a contact line that landlords can call to know their rights.
115	zoning laws to encourage more suites eg tiny homes, additional units on larger lots
116	Improve the process of building permis
117	encourage more responsible renters, renters that have a job and respect for the property
118	as you have no power over the tennancy act, or the provincial restrictions there is nothing
119	My margins are so small that I now have to leave the property management company I used to make up for building repairs , taxes and the freeze on rents.
120	Let landlords evict with greater ease. Stricter laws about pets and tenancy.
121	Create a database of bad tenants. Help landlords evict drug dealing tenants.
122	Make it easier to evict tenants who are late for rent, making clean up upon move out mandatory.
123	Make it aser to evict is lease agreements are broken
124	Make it easier to evict undesirable tenants
125	Ensure that the organizations that offer wage subsidies are professionally run. I've had fabulous experience with John Howard and a negative experience with SOS.
126	Don't wait decades to amend the bylaw, allow TINY HOMES to be built? As of now a carriage house can only be built on a corner lot or over an area of 800. Reduce this requirement of land size and allow people to densify their existing properties to alleviate the housing crunch.
127	Go back to having the landlord be at choice to renew or not renew his lease, thus, having the same right as the tenant.
128	Not sure
129	Make change in the laws that allow criminals to not get evicted, share the name of these criminals so when we get a police check done, their preious histpry is made available to the landlord..
130	Educate landlords about residential tenancy regulations, provide rental incentives. Create deterrants (licensing, taxes, etc.) for short-term rentals like airbnbs.
131	Perhaps provide a platform through which appllcatns would have to go
132	We put in a legal suite; however, the permitting process and cost to build can be barriers for some people to take on a project like this. It would be interesting to look into the feasibility of a program that incentives legal secondary units (e.g., analyzing the permitting process from the lens of a homeowner, laneway initiative, contractor and subcontractor partnerships with unemployment services to upskill people, etc.).

133	Impose rent controls and provide more affordable housing stock
134	My suite has helped first time tenants who did not have established credit, so the rent was all inclusive. Now I am stuck with the last increase of utilities, and ever increasing provincial property tax, but unable to raise rent due to covid. This suite is my main source of income.
135	remove redundant development permit requirements for projects of four units and under. wake up, catch up and keep up with available legislation and code regulation which minimizes the need for excessive parking, sprinklers and seismic upgrades to existing buildings.
136	Stand for landlords and work to resolve the RTA pro tenant, small landlords can't afford to have their properties destroyed.
137	Education for both tenants and landlords about what resources are available to them when something unexpected happens.
138	Advocate to the provincial government that rent increases are too tight and evicting poor tenants is far too lengthy of a process.
139	Petition the Provincial Government to end the rent freeze. If my costs exceed my rental income I have to sell which will potentially take the place off the rental market
140	Encourage and monitor rentals in single family dwelling neighbourhoods.
141	Unfortunately it is not the city of Nanaimo, it is the RTB and their hostile attitude towards landlords that makes many of us not want to bother anymore.
142	fairness to landlords with a mortgage helper, cannot afford lawyers for tenant disputes, tenants take advantage,
143	More supports for dealing with problem tenants. Compensation for damage. Parking is a big problem - require more parking on property, limit how many vehicles a household can park on street, limitations on RV parking on street, limitations on large trucks/vehicles on the road (most aren't necessary for employment and are environmental disasters anyway)
144	ensure our city is designed in a walkable way - see the "not just bikes" youtube for more details - https://www.youtube.com/channel/UC0intLFzLaudFG-xAvUEO-A
145	Offering more support to remove tenants out of our properties. Remove tenant's rights to take over the properties we work hard to own and pay for. Damages that are higher than the value of the damage deposits should be legally the tenants debt to pay.
146	It would be helpful if the City could provide grants or something of that nature to landlords who want to create legal suites. I have a full house and was interested in separating it into a top and bottom suite but when I contacted the City the steps involved made it cost prohibitive. So instead of providing housing for two families, I am only able to provide housing for one.
147	Make it easier to evict problem tenants . it should be if someone doesn't pay their rent in a reasonable amount of time say a week or 2 they should be out either the following week or by the end of the month at latest not be able to sit in your house racking up bills for months then to have additional costs to hire bailiff not to mention covering any additional expenses relating to damages to the unit.in my experience this is a major concern for most landlords
148	Faster recourse for people who aren't paying rent or who are damaging the property or violating the tenancy agreement
149	Change secondary suite laws a bit to make it easier for homeowners. Im sure there are a lot of "illegal" suites that have been shut down over minor infractions that could have been overlooked. I write this but I do not know the stats or if it is true. But I am imagining this is a concern and would open up some rental space. Also, change bylaws to allow tiny homes or carriage houses on properties that already have a basement suite.

150	My issues are with the BC Tenancy act, not with the City. It would be amazing if there were incentives provided to landlords to encourage them to improve their rental properties while rent increases are so limited.
151	When looking at affordability, I am hopeful that the city of Nanaimo can consider allowing for 3 doors per single family property as they do in Vancouver. It might be a way to increase productivity on properties as prices continue to increase and help lower the need to raise rents to keep up with the rise in costs.
152	Make it easier to be able to get rid of bad tenants
153	Let landlords evict bad tenants that doesn't pay their rent for more than 2 months. BC tenancy branch case resolution is too slow.
154	1st ask this question! allow 2nd suites and carriage homes where there is low impact. Zone more rooming house lots
155	Quit raising taxes while the government of bc stops landlord's from raising rents inline with the cost of living
156	If you want to encourage rental housing you should open up some more land to build on. there are literally zero lots for sale in nanaimo. why not encourage developers to get moving on land? i am subdividing 3 lots into 6 right now and the city is the biggest hurdle to that success. charging ridiculous money for the DCC, making me install 150 grand worth of underground utilities, paving, sidewalks etc. and taking 2 years to approve it through council. and you ask what you could be doing to help?
157	More support for landlords in terms of balancing powers when dealing with tenants who falsify information in applications. Incentives for offering spaces for rental
158	Provide tax or utilities incentives to lower the costs if property is rented.
159	Remove the one sided legislation that vastly favours tenants
160	Not sure
161	The City needs to require the construction of purpose-built rental housing with each approval for multi-family development. Good rental housing should take many forms (apartments, townhouses, etc.), and should be incorporated within EVERY neighbourhood. We need a diversity of housing options, and our neighbourhoods would benefit from a diversity of socio-economic backgrounds.
162	Offer information to applicants about how applying for rental is like applying for a job. Landlords should also have info available about how to vet for their ideal tenants.
163	I believe there are old laws around subleasing parking spaces in parking lots?
164	Have a reduced property tax rate or some sort of incentive to rent
165	Maybe create a web page with tips, rental questions, support, additional information, etc.
166	The issue is the Provincial RTB, tenants can totally trash a suite and you still can't get them out or get the money back for all the damage
167	Increased property taxes with minimum to no allowable rent increases makes me want to sell the place - which would put a few people out on the streets since they are paying well below the going rate. I'm not certain what the city can do about it, though
168	It is difficult to maintain a rental when rent increase freezes are in effect and allowed increases are significantly below the city property tax increases.

169	Unsure
170	N/A at this time
171	The city should support landlords if they need to evict a tenant due to not paying rent or damaging the property. I think people are becoming more hesitant to provide rental space in their homes because they don't get support from law enforcement or local government if there is a problem.
172	Should assist landlord with tenants that are abusing the system by making a motion for the Province and Tenancy branch to put in place realistic assistance to landlords.
173	Make it easier for landlords to end agreement if renters damage property or do not pay.
174	Allow development of rental units
175	A list of problem tenants to check before renting
176	Help protect landlords from terrible tenants.
177	More roomhouse zoning
178	pressure Victoria to make it easier to evict tenants that do not pay rent ontime.
179	Incentives to those who have long term rentals (tax grant)
180	Realize that not all landlords are big corporations with hundreds of properties. Many have a few properties that provide supplemental income and a flexible schedule. Also, tourists want short term rentals, so if Nanaimo values tourist dollars, we need to have the opportunity to provide short term rentals via AirB&B and the like.
181	I've been doing reading on homelessness, its causes and solutions. We need to follow a model like "Housing First". Expecting private citizens who have taken the financial risk and sacrifice to buy rental property, to provide for people with mental health issues, is a way for the federal, provincial and city governments to pass the buck on their responsibility to provide for people with mental health challenges. Nanaimo needs to build SUPPORTIVE housing, where there is staff available 24/7.
182	Tax incentives for rental space
183	Give breaks on property tax if rental is long term
184	Protect my property and ensure civil behaviour. Allow rent to increase proportionately to property tax increases. Not allow tenants to not pay rent and not be evicted. Help evict people faster when needed
185	Being a liaison/resource for landlords to better understand terms of the BC Tenancy Branch
186	consider prorating the utility fees to the number of people living in the home - make it easier to build a legal suite - contractors take advantage, provide more support around affordable conversions to rental units. give a tax break for landlords that provide high quality accommodation to tenants requiring government support

13) Any other comments you wish to add?

Respondents: 108

#	13) Any other comments you wish to add?
1	Allow site specific rooming house use to densify and increase supply of the most affordable permanent housing. The same model with increased levels of supervision can accommodate most. Only those individuals that can't exist in that environment require institutional care. For the past 10 years we have been operating as a ten bedroom rooming house supplying utilities, internet, house phone, cable, free laundry with rents of \$385/mo to \$457.
2	Tenants have more rights than landlords at this point, that is the reason there are many landlords getting away from the business
3	really poorly written survey- you could get a free MBA intern from VIU to do a much better job at having objective responses instead of this
4	This problem is caused by the difficulties in getting rid of bad tenants.
5	City needs to raise in costs and stop downloading on the citizens...ie: fiscal responsibility is non existant on counsel.
6	Need more affordable rentals.
7	Tenants now have the ability to totally take over a house and a LL has no recourse but IS responsible. Tenants can party, do damage/drugs/bring in pets & friends and a Landlord has no recourse to their own property yet has the entire responsibility. Not worth it anymore.
8	No
9	City council should stick to running the city. I own my property and the choice is entirely mine as to how I decide to utilize it.
10	Morelos income housing for seniors and families is highly demanded in our communities. With no rent controls tenants rents are often unmanageable
11	The challenges I have had as a landlord are not solvable at the city level. I would sell my rental houses in this market but I have tenants that are counting on me for a place to live. If they leave I will likely not do long term rentals again.
12	The rental market is insanely priced, with rents higher than an average household mortgage payment. There should be some sort of cap for the market so people can afford their rent
13	Rental properties are a big investment on the part of the landlord and the landlord should have some respect for providing suitable housing for families in this city
14	Am VERY concerned that landlords have NO rights and NO legal avenues to evict a problem tenant. We, and many others, are watching this situation closely.
15	Not being able to raise rents to meet inflation and costs of maintenance means many landlords seek alternate avenues such as STR's to make ends meet, or do not even attempt to rent. Way too much risk for many potential landlords who care about their property, neighbours, and neighbourhoods.
16	Help landlords and they will help the good tenants. Without help to enforce rules they will just sell these rental units, who needs this kind of headache. Support the suites and owners of 1 or 2 places, they all add up, if not the large rental co. will totally control the market, and they are just about making MORE money
17	There are more edge cases where fixed-term contracts are necessary. EG: "I wish to sell this house vacant in 1 year."

18	The island is becoming one of the most desirable places in Canada. Its not going to be affordable for everyone that wants to be here. For those of us that have ground our nails to the bone working to secure a piece of it becomes very insulting when you try and force us to play into your plans of growth at the homeowners expense.
19	Every time the city raises taxes, I raise rents
20	If a business licence will be required (in the future) I will shut down my rental unit.
21	There is no option to select no challenges in question 8
22	At this time, we have decided to stop renting our property due to the above issues.
23	We rent to students who are well behaved and appreciate our property
24	As an employer in the region (and a landlord), the lack of supply of housing is a significant issue for staff we are hiring. This problem will not be solved overnight and in my opinion, the only way it will get solved is for housing development (all kinds) to out pace demand for 5-10 years. If this doesn't happen, rental rates will only continue to rise, which will put more pressure on low income residents in our community.
25	A
26	I would like to see sound insulation as a requirement for newly constructed secondary suites and for renovated ones where the drywall between suites is removed.
27	Huge demand for rental units is driving prices too high. Need more supply.
28	Don't bother with the short term rental regulations. It will cost you more than it's worth. With the prices you get for long term rentals these days I think a lot of people will decide the short term gig is not worth the extra bit of money.
29	Build rental housing/social housing/co-op housing to help those underemployed folks get off the streets.. Lower the cost of living in Nanaimo so they can actually have a good life on the wage they get.
30	we would like to invest in and manage more rental units, but with the difficulties dealing with problem tenants we are simply afraid.
31	Perhaps Nanaimo city council should roll back taxes and freeze their own wages and expenses to pre-covid levels yet provide the same level of services as before, without any hope of revenue increases for at least another two years, and even then, increases should not exceed those which landlords are allowed. Sound fair?
32	Yes. One BIG attractant to having short-term rentals over long-term is the risk factor. The insurance coverage and client/owner "ratings" by companies like AirBnB are a much better system than the Tenancy board for landlord protection of property. A municipality may have some say in regulation of short-term rentals but it's too bad that they can't have more input into helping the provincially-regulated residential tenancy act. Long-term renting is so much more risky.
33	Regular folks with space to rent who can afford not to rent it out, will choose not to rent it to avoid the stress, hassle and risk and stress caused under the current provincial regulatory framework
34	Support a Guaranteed Basic Income, as well as more cohesive mental health support.
35	Make landlords repair or remodel to safety standards. You know the ones I'm talking about.

36	This city has so much potential. We need to clean up. Rcmp must enforce loitering and public intoxication laws and the judges need to hand out some sentences that have teeth. Too many re offenders. Too many second chances. We're tired of paying for these bums.
37	I have had fairly good success with my rental properties and with the tenants. I treat them well and they treat me well.
38	None
39	Sometimes people can't find housing for a non-housing related issue. Support and education for those hygiene, respect, etc circumstances may assist
40	The rental market is very risky with the unfair RTB system which over-protects the bad tenants. The burden cost by the bad tenants not only pushes more landlords out, but also transfers to the majority of good tenants, thus worsen the rental affordability.
41	As a young family working hard to keep a second home for retirement and education fund for children , it becomes very hard to afford taxes each and every year
42	Secondary suite in my home has been a short term rental for 12 years. There is a huge demand for this as people come here for short term work contracts, school, etc. I do not do Air B and B (nightly. Before Covid it was minimum a week - with Covid, it is minimum a month. Most people stay for 3-4 months. Some 6. Our rental house is rented full time in the house and the suite there is rented short term - same thing. We have never had complaints. We are responsible owners and have worked hard
43	whenever property taxes go up I have to charge more for rent to cover the cost, sometimes we can't increase rent per RTB.
44	Too. Much. Red. Tape. Getting anything approved takes 18 months. That is 1.5 years of stable housing that is not on the market for people, because the plans for a carriage house (or lifting a house 1") sit in approval hell for 15-20 months.
45	Gov't needs to subsidize for affordable rentals. The market can't as its too expensive to build.
46	There are more than enough rentals here, there are too few suitable tenants.
47	No
48	I'd like to see the City work more closely with not only the government organizations but the university to ensure students are able to find suitable short term housing as well. I'd be keen to support student short term housing.
49	stop air b n b
50	Thank you for doing this! I rented for years and years, so have a solid idea of what kind of landlord I want to be (and not be). My heart breaks at the "market" rate for renting (also buying) - how are we all supposed to live together under these conditions? I don't want to end up like Vancouver. Please don't let developers only build expensive luxury condos, please encourage condos with inexpensive finishings and buildings with all or a portion dedicated to rentals.
51	no
52	We have great tenants, and are ok with continuing to rent and not cover our costs at this time, but with increases to expenses and being unable to raise rent it would be the first thing to go if we were to have financial problems.
53	I think everyone's doing a pretty good job, it's a tough situation.

54	Current tenant/friends disregard COVID-19 protocols (I'm 65 so at risk), hoarding, unauthorized alterations to suite, moved in boyfriend - repeatedly after break-ups - over my objections. The rent includes utilities. Police have warned me about the boyfriend.
55	Any net addition to the housing stock is positive.
56	I have more examples of tenants refusing work men into the house for work, unreasonable responses from tenants. We finally sold as owners who wants to rent when the landlords don't have support from the rental board? There is a shortage of housing for exactly this reason. I can provide you with names of landlords who no longer rent.
57	no
58	Many of the challenges that are of major public concern (renovictions, etc) have much more to do with large rental groups, and or buildings. I would caution lumping homeowners who rent out suites in with large properties. It is unlikely that 'one size fits all' solutions will be appropriate.
59	Very difficult to keep up with increasing costs such as insurance, taxes etc when rental increases are so controlled .
60	no
61	See #12. In our housing crisis, which is only going to get worse, it is unconscionable to stick with antiquated bylaws that forbid living in RVs on suitable properties. We need bylaws that reflect the reality of our times, not an idealistic rigidity based in the past.
62	Improve the protection for the Landlord's property so it is attractive to build rental units. Removal of bad tenants should be quick and easy, not negotiated.
63	There's a lot of rental units. There are not many good tenants. Clean the city, discourage criminals and druggies from coming here, and all will be good.
64	I want to provide another legal suite. You will not allow it!
65	I am pleased with what the City and Province are presently rolling out in the form of off market affordable rental housing. However, adding a little to the Building Permit Department's budget to support applicants personally and financially with repurposing existing housing to provide affordable rentals is needed.
66	I don't necessarily think landlord need support. It is a privileged position. However, the city need to take more responsibility in providing the correct.m building stock that lends itself to community and affordable/sustainable living. I have a lot to say about this. Not enough room here. Maybe we need to regulate developers to require their buyin for sustainable development? Maybe this is a thing, but the houses going up at first and wakesiah do not speak to that. Lots of bad development.
67	We have a great legal suite available that could be used to support the rental market, but because of a lack of landlord rights and the negative experiences we have had (where we were powerless to protect our own home) it sits vacant.
68	Honestly, I hate charging high rent for tenants. We charge well under market value and I still think it's high. That said, we are on a knives edge of affording what we have. The only way we could afford housing for ourselves was to have renters, so it's ultimately a precarious position for everyone. I'm sure this info doesn't offer any path forward but it's our situation. Make of it what you will.
69	Allowing 3 or more units per residential lot, would help big time with this crazy rental market. Tenants and landlords would be happy alike.

70	Please disregard my answers in question 8. We have had no challenges with tenants. But I couldn't skip the question, which makes this questionnaire very biased. Not all tenants are bad. We have had wonderful tenants. I am a landlord but my sympathies are more often with renters. The rents in this town are ridiculous and avaricious. If there is some way to keep them down, it would be best. Landlords can't expect a regular income from one or two properties, it is an investment.
71	We may be selling all four of our properties and getting out of the rental game. It's too much risk for us as owners.
72	Schedule D asks for waaaaaaay too much to add 0.1 FAR to a building. Duncan as an example gives 0.2 FAR just for allowing 30% affordable rentals, in Nanaimo this gets you 4/10 points in 1/3 categories for Tier 1).
73	Right now it seems the bc tenancy agency is swamped. Maybe there is a way for CON can help alleviate some of that build up by providing mediation.
74	we charge below-market rent because we have an ideal tenant
75	No all good
76	The rent freeze really hits landlords that have been charging lower rents.
77	As a simple landlord with a single one bedroom to rent I find it difficult to maintain economic neutrality with the condo. Strata fees go up, taxes go u, utilities go up but you can only increase rent by 3% a year. So every year we put more money out of pocket into our investment.
78	Guidelines online to outline what is proper tenant behaviour. Some folks tend to bend the rules - so it suits them - more specific mandates online can help establish legal/ethical framework
79	We are reluctant to rent our property to anyone we do not know. We would consider short term rentals if we were assured we could set the timeframe and still be able to see the tenant leave at determined end of lease.
80	no
81	Don't wait decades to amend the bylaw, allow TINY HOMES to be built? As of now a carriage house can only be built on a corner lot or over an area of 800. Reduce this requirement of land size and allow people to densify their existing properties to alleviate the housing crunch.
82	No
83	There are some very nasty landlords that evict tenants "for upgrading" and then raised the rents sometimes even double. The rest of us give up because we cannot raise rents very year at a decent cost of living rate and give up. So Affordable housing is definitely a big factor in solving the problem. Perhaps a surplus in empty units will lso bbring more competitin nd lower new rent rates in new bldgs.
84	I think the system is ridiculously weighted in favor of landlords. I the three levels of government need to coordinate to end housing insecurity once and for all. If it means my unit no longer turns a profit because there's so much cheap housing, that's wonderful. End this circus already.
85	We are seniors looking for renters who would also help with housekeeping, maintenance and cooking. Very difficult to find suitable people.
86	perhaps inefficient in eyes of staff, meeting our current housing needs with many small developments is a viable alternative to relying on the Windley, Westmark and IWCD's of the world.

87	Want more rentals, offer landlord insurance to help out simple homeowners protect their homes from tenants. Currently if a tenant pays rent, you are facing a 6 month process that may or may not result in the tenant leaving.
88	I loved being a landlord and have a great relationship with my tenants but sadly will likely get out of this line of investments as there is too much red tape and restrictions in favour of tenants that it just doesn't make practical sense as an investment.
89	Speak to the RTB about instituting an escrow account where renters who have started arbitration would pay rent into. If the RTB sides with the renter, they would get the money, if the landlord won, the landlord would receive the funds from escrow. If the renter failed to pay, the BC supreme Court would issue the writ to the landlord to take position of the house immediately.
90	a more balanced approach, equal rights to landlords
91	ensure our city is designed in a walkable way - see the "not just bikes" youtube for more details - https://www.youtube.com/channel/UC0intLFzLaudFG-xAvUEO-A
92	Tenants who don't pay should be removed from the property more easily. The banks don't care that we don't have the money to pay the mortgage, do they?
93	I rent out a higher end home and the rent reflects that which helps attract professionals who treat the property as their own. I tried to rent to students once and they damaged my home significantly (more than the damage deposit) and I had constant issues with police and bylaw. Due to a change in my insurance I can no longer rent to unrelated adults (thankfully). I feel for landlords who don't rent out nice/large homes so the rent is cheaper which attracts less suitable tenants.
94	No
95	Tenants' rights are more protected then landlord's here in BC. Couple more issues and I'll probably stop renting my house.
96	Great city with a lot of effort to support homeless. We have more than our share because of our services and our climate. Private sector construction of units designed to house the "hard to House" is needed.
97	We are seeing a ton of apartment buildings that are rental only. this is not ideal for nanaimo. you now have hundreds of rental units controlled by one owner or REIT. do you think they are going to lower the rents to fill vacancy? not a chance. when you have a monopoly on the rental units, you set the prices and wait. we need to have apartment buildings that people can buy and actually own. not rent. DLX on 3rd is a fine example of units for sale that are affordable.
98	Please build rental housing
99	I am no longer a landlord, just too much hassle and too much work and money fixing the damage left by the tenants.
100	If my rent amount does not cover property taxes, strata fees, and maintenance then I will consider short term rental as an option.
101	None at this point.
102	Since my first tenants are still occupying my rental suite, some of the questions did not apply to my situation.
103	I have owned a rental duplex for almost 20 years and unfortunately even after doing reference checks the rental units have been damaged by 80% of tenants. It is hard to find tenants that respect the landlords property. I owe a short-term rental property and which I have been operating for over 20 years and I have never had a problem with damage or uncleanliness. I do

	not think that Landlords of monthly rental units should be restricted to do change to short-term rentals.
104	The Ministry does not take any responsibility for clients who move from place to place losing govt damage deposits and taking rent direct off clients files after the first rental payment, then landlords get hung with the rent loss.
105	Look to Medicine Hat, Alberta, where homelessness has been pretty well eradicated. Regional Housing First in BC, and Trieste, Italy. I would love to volunteer to be on a citizen's committee looking into solutions for Nanaimo.
106	Instead of housing the homeless in hotels, try to limit people that are on the verge of homelessness by renting hotel rooms for an affordable rate to those that can't get a long term rental
107	It isn't worth my property on wear and tear from even a respectful tenant. I make more money and do much less damage as a short term rental.
108	Landlords need greater motivation, community pressures, and education to understand why they need to think beyond personal needs related to rental housing, and more fully consider community needs.