



# Operator Guidebook



# Short Term Accommodations



# All About SHORT TERM ACCOMMODATIONS

Short Term Accommodations (STA's) are a form of tourism accommodation where a part of a principal residence is rented to visitors for periods of less than 30 days. As these forms of accommodation are embedded within residential neighbourhoods, regulations to ensure operators are good neighbours and to ensure the safety of visitors and residents are in place.

Short Term Accommodations are only permitted within single detached dwellings, secondary suites or carriage houses. The property must be the principal residence of the operator (where the operator lives for the majority of the year) and operators, or their local contact, must be available to respond to their guests and City staff at all times.

Regulations are in place, and business licences are required, so that short term accommodation operations align with our communities expectations and to reduce potential negative impacts on local residents.



## ALLOWED

Short Term Accommodations are allowed when:

- The property is the operators principal residence - where they live the majority of the year and is the property the operator uses for mail, bills, identification, etc..
- It's a legal (permitted) dwelling unit that complies with all applicable regulations (Zoning, Building Code or Fire Safety)
- The operator has been issued a valid Business Licence for a STA
- A landlord has provided permission for their tenant to operate a STA from the property
- Strata bylaws support STA's or permission from the Strata is provided.



## NOT ALLOWED

Short Term Accommodations are NOT allowed when:

- The property is not the operators principal residence (they do not live there the majority of the year)
- It's an illegal (unpermitted) dwelling unit that does not comply with all applicable regulations (Zoning, Building Code or Fire Safety)
- A landlord has not provided permission to operate a STA
- Strata bylaws do not support STA's.



## Short Term Accommodations (STA's)

Means the use of a principal residence for visitor accommodation where the operator hosts guests within a single detached dwelling, secondary suite or carriage house



## Principal Residence

Means the usual place where an individual makes their home and conducts daily affairs, like paying bills and receiving mail, for the majority of the year.



## Local Contact

Means a person designated as an alternate host who must be available to respond to any nuisance complaints if the operator is unavailable or absent.



## Where are STA's Allowed?

Short Term Accommodations are only permitted within the A1, RU1, RU2, RU3, RU4, RU5, R1, R1L and CD1(E) Zones.



## What kind of space can be rented as an STA?

Operators may rent rooms or a secondary suite within their principal residence or a carriage house on the same property as their principal residence.



## Being a Good Neighbour

All STA Operators must adhere to a Good Neighbour Agreement. Operators should educate their guests about how they can be respectful guests in your neighbourhood.



## Can the operator be absent overnight?

An operator may be absent while an STA is operating up to 14 days in one month to a maximum of 30 days in a year.



## Off-Street Parking Requirements

A Short Term Accommodation operator must provide one parking space if 1 or 2 bedrooms are rented, and two parking spaces if 3 or 4 bedrooms are rented.



# Business Licensing Process



## Application

Submit a Short Term Accommodation business licence application form and fee payment. Once an application has been submitted, review of the application may take up to 2-6 weeks.

The Business Licence Fee for a Short Term Accommodation is \$500.



## Required Application Information and Materials

Application Form

Local Contact (alternate host) contact information and signature

Owner/Strata consent or supporting documentation (if applicable)

Good Neighbour Agreement

Fire and Safety Self-Evaluation

Site/Parking Plan

Fire Safety Plan (showing rental, bedrooms, exits and fire safety (extinguishers, smoke alarms and carbon dioxide alarms))



## Off-Street Parking

Short Term Accommodations must provide parking spaces within the property (not on the street or within the road right-of-way) for their visitors.

Parking spaces must meet all of the requirements outlined in Part 4 of the Zoning Bylaw (including width, depth and location).



## Building Safety

A Building Permit may be required to upgrade the dwelling unit where the Short Term Accommodation will be provided. There may be additional requirements to meet the fire safety standards. These works must be completed before a Business Licence can be issued and may require additional professionals/contractors to be engaged.



# Compliance & Enforcement

The City of West Kelowna supports a compliance based approach when dealing with municipal bylaw complaints, including complaints regarding short term accommodations. Enforcement action is to be taken on a gradual basis, always beginning with educating the public on the bylaw requirements of our City. Voluntary compliance is always the most desired result when dealing with municipal bylaw offences.

## Low Priority

General Nuisance

Incidents of minor nuisance to neighbours or purely regulatory in nature.

- Minor parking violations
- Garbage issues
- Minor regulatory enforcement
- Signage

## Medium Priority

Regulatory

Contraventions or nuisance activity with significant negative impact to adjacent properties.

- Excessive noise
- Unsightly premises
- Excessive parking violations
- Regulatory/licensing enforcement

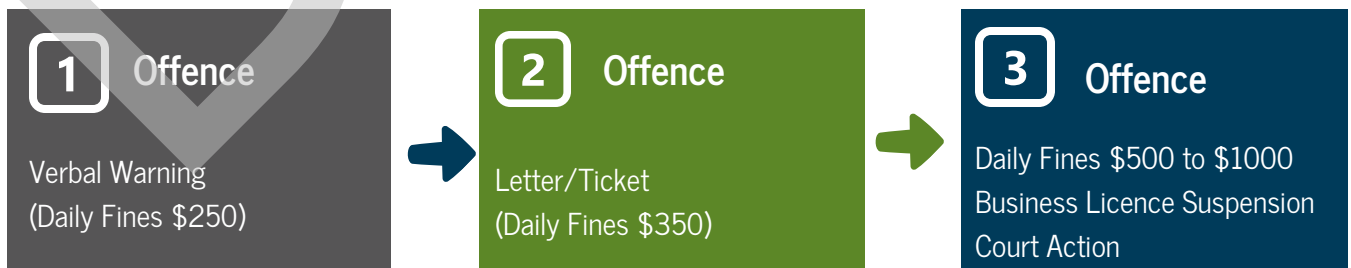
## High Priority

Life Safety

Unsafe conditions that could result in significant safety issues or concerns.

- Unsafe building or pool
- Rental/accommodation living conditions
- Nuisance activities if life safety is affected

Bylaw Officers will utilize an escalating level of response options. Depending on the property/operator history or if the operator has demonstrated a willful act of non-compliance, an Officer may escalate to a higher level of enforcement response immediately to ensure that the enforcement action is proportional to the non-compliance issue.







# Tourism

## Your responsibilities as a Short Term Accommodator and Tourism Operator:

As a Short Term Accommodator and Tourism Operator, you will be welcoming guests not only to your home, but also to your community. Many of these guests are tourists and are not familiar with where amenities and activities are located, as well as the bylaws that are in place to ensure our community is an enjoyable place for both residents and visitors.

**Please take a moment to consider the following for the safety and well-being of your guests.**



Do you have a plan in place to deal with the possible evacuation or evacuation alert for your guests in the event of a wildfire?

How will you communicate any [Water Quality Advisories](#) to your guests? Are you able to provide them with safe clean water?

Does your [homeowners insurance](#) allow you to have rentals in your home, and do you have adequate liability insurance?

Have you provided your guests with tourism resources such as the [Visit Westside Visitor Guide](#) on [visitwestside.com](http://visitwestside.com)?

Have you provided an [information sheet](#) that not only includes your contact information, your local contact (alternate host) but also information on quiet hours, parking, garbage and recycling, and neighbourhood etiquette?



# Information for Guests



City bylaws ensure our community is a safe and enjoyable place for residents and visitors. Please ensure your guests are aware of the following rules, if applicable.



## Noise

Please ensure your guests are considerate of the public and their neighbours at all times of day. Quiet hours are generally between 7:00 am and 9:00 pm.

Bylaw: [Good Neighbour Bylaw](#)



## Parking

Ensure your guests know where they can and can't park. Please refer to Part 4 of the Zoning Bylaw for parking requirements.

Bylaw: [Zoning Bylaw Part 4 - Off Street Parking and Loading](#)



## Water Quality Advisories

Ensure that guests are aware of any water quality advisories in your neighbourhood. Issued advisories can be found on the City's News and Alert forum.

Learn more: [Water Quality Advisories Forum](#)



## Garbage and Recycling

Ensure guests have access to garbage and recycling. Please refrain from storing garbage outdoors as bears may roam neighbourhoods.

Learn more: [Garbage and Recycling & Bear Aware](#)



## Fire Safety

Ensure your guests are aware of possible evacuation alerts or plans in the event of a building or wild fire.

Learn more: [Wildfire Safety](#)



# CONTACT US



## Business Licensing

West Kelowna City Hall  
2760 Cameron Road  
West Kelowna BC  
V1Z 2T6



## Email

[business.licence@westkelownacity.ca](mailto:business.licence@westkelownacity.ca)



## Website

[www.westkelownacity.ca/en/building-business-and-development/business-licences](http://www.westkelownacity.ca/en/building-business-and-development/business-licences)



## Phone

778.797.8810







# SHORT TERM ACCOMMODATION BUSINESS LICENCE APPLICATION

## Section 1: Business and Operator Information

Short Term Accommodation Business Name:

Short Term Accommodation Operator Name(s):

Full Address:

City:

Province:

Postal Code:

Operator's Phone:

Operator's Email:

Emergency Phone:

Please provide proof of principal residence of the property by including either  Provincial Homeowners Grant; or

At minimum 2 of the following:

Drivers Licence or Government ID  Utility Bills  Government Records  Tax Documents  Vehicle Registration

## Section 2: Short Term Accommodation

Bedrooms to be rented within:  single detached dwelling;  carriage house;  secondary suite

## Section 3: Local Contact Information

Local Contact Name:

Local Contact Address :

City:

Province:

Local Contact's Phone:

Local Contact's Email:

## Section 4: Short Term Accommodation Information

Number of Bedrooms to be rented:  1 bedroom  2 bedrooms  3 bedrooms  4 bedrooms

Number of Off Street Parking Spaces Provided for Short Term Accommodation:  1 Space  2 Spaces

**\* Off-street parking spaces for the short term accommodation are required in addition to the 2 required parking spaces for the principal residence**

## Section 5: Required Additional Materials

Site Plan showing the following:

- Dimensions of all required parking spaces.
- Location of available off-street parking for the short term accommodation;
- Location of the required parking spaces for the principal residence (2 spaces required).

Fire Safety Plan showing the following:

- Which bedrooms are designated for the short term accommodation;
- Types of bed in each bedroom designated for the short term accommodation ;
- Location of any sofa beds available for the short term accommodation in living or common areas;
- Location of smoke and carbon monoxide alarms; and
- Location of fire extinguishers and fire exits.

Self Evaluation Safety Audit (see attached form)

Authorization to operate a short term accommodation

- If the Operator is not the owner of the property; and/or
- If the property is within a Strata

Good Neighbour Agreement (see attached form)

## Section 6: Inspections

An inspection may be required for a short term accommodation upon initial application for a business licence\*.

Annual inspections may be conducted at any time if a Licence Inspector, Building Inspector or Fire Inspector requires.

*\* The **Self Evaluation Safety Audit** must be completed annually and submitted with a short term accommodation business licence renewal.*

**NOTE:** If you will be doing any type of construction to the premises to which you are applying for a business licence, you may need to apply for a Building Permit. Section 7.2 of Building Bylaw No. 0086 states: **“No person shall commence construction of any project for which a permit is required, without first obtaining a permit for that purpose from the Building Inspector.”**

## Section 7: Fees

### Municipal Business Licence Fee—Short Term Accommodation

The Short Term Accommodation Business Licence Fee is \$500

*The annual licence fee for a short term accommodation shall not be reduced based on the date of application.*

*No quarterly refund shall be available for short term accommodation licences should the operation cease during the calendar year.*

## Section 8: Signature

I/we understand that the granting of a business licence is dependent on being in compliance with the Bylaws of the City of West Kelowna and that the proposed business would not be carried out in contravention of the *Criminal Code* or the *Controlled Drugs and Substances Act*.

I/we undertake, if granted the licence applied for, to comply with each and every obligation contained in the Bylaws now in force or which hereafter come into force in the City of West Kelowna.

**Operator Signature:** \_\_\_\_\_

**Dated:** \_\_\_\_\_

**Local Contact Signature:** \_\_\_\_\_

**Dated:** \_\_\_\_\_

**This form is an application only.**

**Business operation is not permitted until this application has been approved by a Business Licensing Officer.**

**Application processing time can take 2—6 weeks.**

The personal information on this form is collected under the authority of the Local Government Act/Community Charter for the purposes of processing this application, and is subject to the Freedom of Information and Protection of Privacy Act. Any questions regarding this collection should be directed to the Legislative Services Department, City of West Kelowna: 778-797-2250.

## OFFICE USE ONLY

**Business Licence Number:** \_\_\_\_\_

Referrals:	Referral Date:	Comments:
Building		
Planning		
Fire Dept.		
Interior Health		
RCMP		
Utilities		

## BUSINESS LICENSING OFFICER

Approved:  Yes  No

Date: \_\_\_\_\_

Signature: \_\_\_\_\_

**CITY OF WEST KELOWNA**  
Development Services—Business Licensing  
2760 Cameron Road, West Kelowna, BC, V1Z 2T6  
Phone: 778-797-8810, Fax 778-797-1001

# Short Term Accommodation Self-Evaluation Safety Audit Checklist

Please initial each section applicable to your Short Term Accommodation and return to City of West Kelowna Business Licensing Department:

Owner/Operator: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

Emergency Contact name/phone: \_\_\_\_\_

## Building Department Requirements

(initial)

1. A Building Permit was obtained and completed for the dwelling containing the short term accommodation. Year: \_\_\_\_\_ Building Permit #: \_\_\_\_\_

2. Interconnected Smoke Alarms (110 v) have been installed and located per 2018 BC Building Code within each bedroom and one outside in the hallway or area outside the bedrooms on the same storey.

3. Carbon Monoxide Alarms have been installed per the 2018 BC Building Code within 5m of all bedroom doors

## Fire Department Requirements

4. Smoke Alarms tested & logged monthly (as per BC Fire Code)

5. Carbon Monoxide Alarms tested annually (as per manufacturers recommendations)

6. Fire Extinguisher Service serviced annually (by Certified Technician)

7. Fire Safety Plan posted (review and update annually)

8. Means of Egress operable and unobstructed (bedroom doors & windows)

9. Electrical Installations used and maintained so as not to constitute a fire hazard

10. Barbeque soap leak test (propane or natural gas) annually

11. Chimney cleaning (if applicable \_\_\_\_\_)

12. Interior/Exterior Passage Ways maintained free and clear of obstructions

*Note: The City's Licence Inspector, Building Department and/or West Kelowna Fire Department may conduct random inspections annually for safety compliance.*

I hereby attest that the above have been tested, inspected and maintained as required by the City of West Kelowna's Business Licensing and Regulation Bylaw No. 0087 and submittal of this safety audit checklist is assurance that the conditions are consistent with those set out within City of West Kelowna Business Licensing and Regulation Bylaw No. 0087.

Owner/Operator Signature: \_\_\_\_\_ Date: \_\_\_\_\_

# Short Term Accommodation Operator Good Neighbour Agreement

This agreement made this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_

**WHEREAS** \_\_\_\_\_ (the "Operator"):

Wishes to demonstrate to the City of West Kelowna (the "City"), and the Citizens of West Kelowna their effort to be a responsible Short Term Accommodation operator within the City of West Kelowna.

Recognizes their role as a responsible operator and neighbor within the community and agrees to work with the City and its departments to resolve all concerns.

Wishes to promote West Kelowna as a vibrant, safe, and attractive community for the enjoyment of everyone, including residents, visitors, businesses, and their workers.

Recognizes that non-compliance with the Short Term Accommodation Operator Good Neighbour Agreement may be brought to the attention of the Business Licensing Supervisor, Licence Inspector, or City Council, and may trigger a licence suspension and/or revocation hearing.

Recognizes that Short Term Accommodation operators have a civic responsibility to address the conduct of their guests; and that the Good Neighbor Bylaw No. 0151, Traffic Bylaw No. 0092 and other City Bylaws require that certain standards of conduct and maintenance apply to their properties used for Short Term Accommodation.

Recognizes that should the Operator's licence be suspended or cancelled and any Short Term Accommodation bookings and/or nuisance incidents pertaining to the operation of a Short Term Accommodation continue to occur and remain unresolved, the City may exercise its power to pursue additional enforcement action including increasing fines and/or legal injunctive action.

**AND WHEREAS** the City wishes to:

Commend the Operator for their recognition of their civic responsibilities, and commitment to fostering a good working relationship with the City and the Operator's neighbours.

Demonstrate its commitment to early resolution of disputes with the Operator in relation to this Agreement whenever possible.

**NOW THEREFORE** in conjunction with and in consideration of obtaining, continuing to hold, or renewing a Short Term Accommodation business licence, the Operator covenants and agrees with the City to comply with the conditions set out in Business Licensing and Regulation Bylaw No. 0087.

IN WITNESS WHEREOF the parties have executed this agreement in the City of West Kelowna, Province of British Columbia, this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_

The business Operator  
by its authorized signatory  
(Owner/Operator)

On Behalf of the City of West Kelowna  
by its Business Licence Inspector

X. \_\_\_\_\_

X. \_\_\_\_\_