Operator Guidebook

Short-Term Rentals

All About
SHORT-TERM RENTALS

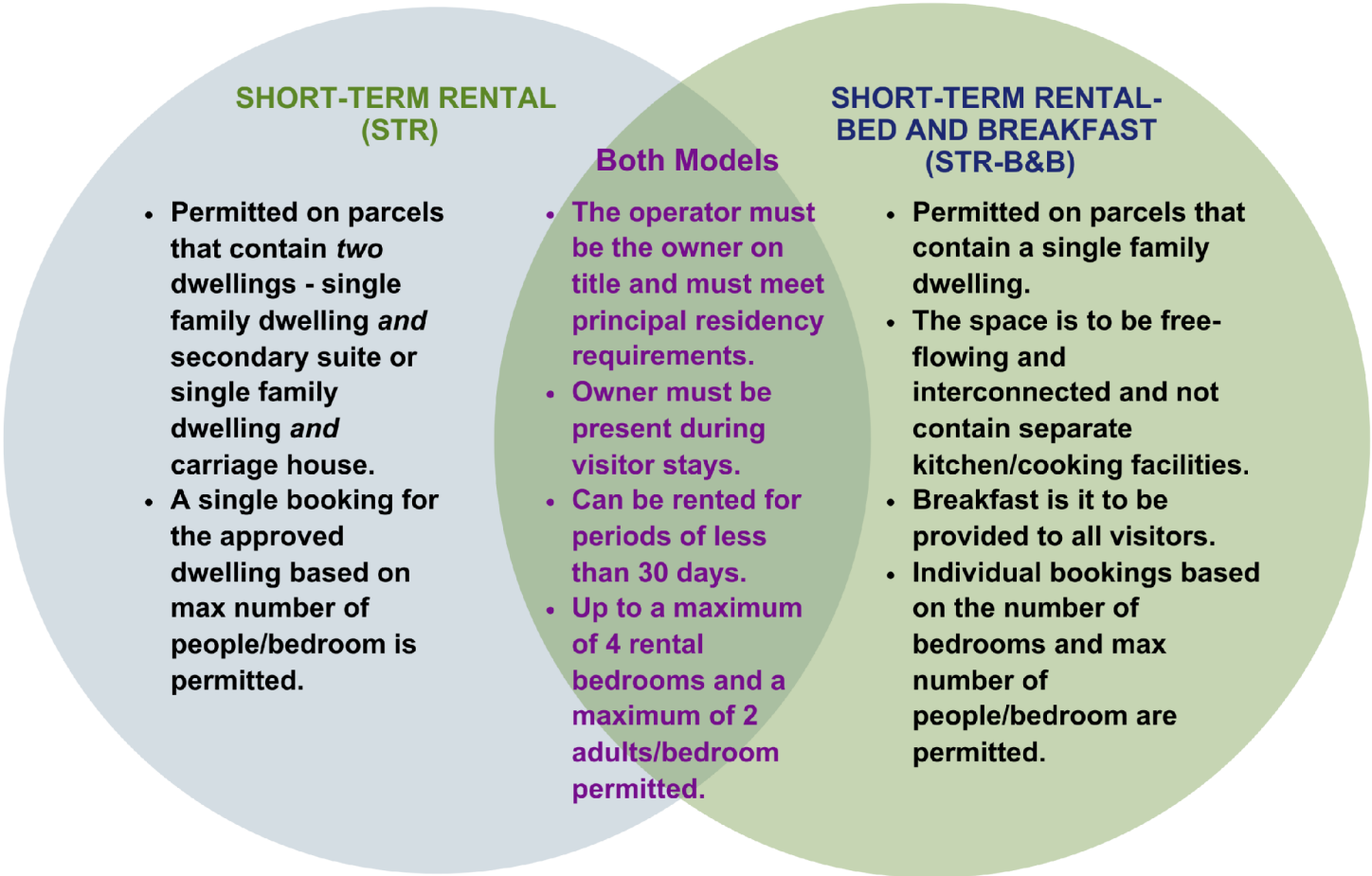
WHAT is a Short-Term Rental?

A Short-Term Rental is a form of accommodation where part of a principal residence is rented to visitors for periods of less than 30 days.

The City of West Kelowna has merged Short-Term Rentals into two categories;

1. **Short -Term Rental (STR)**
2. **Short-Term Rental (Bed and Breakfast) - (STR B&B)**

WHAT are the Differences?



WHY do we have Short-Term Rental Regulations?

The Short-Term Rental regulation was introduced in 2021 to allow residents to access the tourism market by offering part of their homes for rental periods of less than 30 days.

Regulations are in place to protect the safety and integrity of neighbourhoods, communities and visitors, and to ensure the operational requirements for all Short-Term Rentals are being met.

WHERE are Short-Term Rentals Permitted?

Short-Term Rentals are only permitted within the following Zones:

- A1
- RU1
- RU2
- RU3
- RU4
- RU5
- R1
- R1L
- CD1(E)
- RP1

You can identify your property's zone through the City's map viewer, WestMap linked here.

WHO can operate a Short-Term Rental?

The operator of a Short-Term Rental must be a registered owner and principal resident of the property. *** Only properties registered under individual (personal) ownership are eligible for Short-Term Rental use. Applications submitted under corporate ownership - including numbered or named companies - will not be accepted.**

Principal Residence, as defined by the Provincial Government, is the residence an individual lives in for a longer period during a calendar year than any other place. Proof of principal residency will be required at the time of business licence application.

Operator Responsibilities

The owner/operator of a Short-Term Rental MUST:

- Be present overnight during the visitors stay, and be present for a portion of the day.
- Ensure the Short-Term Rental has a valid business licence, and has it displayed inside the entry way of the dwelling.
- Ensure that any marketing or listing includes the business licence number and any applicable Provincial Short-Term Rental Registration Number.
- Adhere to the Good Neighbour Agreement and ensure their visitors are informed of the Good Neighbour Bylaw Regulations.

The owner/operator of a Short-Term Rental MUST NOT:

- Rent out any bedrooms or provide any sleeping accommodation within any vehicle, recreational vehicle, tent or accessory building.
- Allow any rooms that are not approved and identified on the licence application to be used as bedrooms in the Short-Term Rental.

Applying for a Short-Term Rental Business Licence

Application

Application packages must be complete and include all required materials before being accepted for processing. The review and approval process may take between 2-6 weeks. ***Applications must be submitted in person by the applicant.**

Licencing Fees

Short-Term Rental Application Fee (one-time, non-refundable): **$250**

Short-Term Rental Business Licence Fee (annual): **$500**

- Payment is due in full at the time of application. Accepted methods of payment include cash, debit, or cheque.
- The annual licence fee for a Short-Term Rental shall not be reduced based on the date of application.
- No quarterly refund shall be available for Short-Term Rental Business Licences should the operation cease during the calendar year.

Required Materials

A complete Short-Term Rental Application Package will include the following:

- Application Form
- Local Contact - information and signature of an alternate person, residing outside of the principal dwelling, who will be available to respond if the owner cannot be reached
- Good Neighbour Agreement
- Fire Safety Plans - see example for all required information
- Parking/Site Plan - see example for all required information
- Floor Plan - of entire dwelling indicating living space, rental space and the location of all smoke and CO2 alarms
- Proof of Ownership - title certificate or legal documents
- Proof of Principal Residency - minimum of two documents from the specified list on the application form, or a Provincial Registration Number when applicable
- Strata Consent Form (if applicable)

Inspection

Following submission of the application, the owner **must** schedule a safety inspection with the Licence Inspector to ensure compliance with the with the BC Building Code, BC Fire Code, and City Bylaws.

Fire and Safety

Fire Safety Requirements

Short-Term Rental owners are required to have appropriate safety measures in place to protect guests in the event of an emergency. These safety measures include:

- Posting the Fire Safety Plan in all permitted bedrooms and at exits.
- Installing hardwired and inter-connected smoke alarms on each floor and in every bedroom in the entire dwelling (The interconnectivity may a ULC approved Bluetooth Device).
- Installing hardwired and interconnected carbon monoxide detectors on every floor within 5m of each bedroom unless dual head installed (for properties that contain fuel fired appliances and attached garages).
- Having a working (2A10BC) fire extinguisher mounted in a visible and accessible space on each floor of the short-term rental space. Extinguishers to be inspected and tagged annually by a qualified technician.
- Maintaining all smoke alarms and carbon monoxide detectors in conformance with manufacturers recommendations (Monthly).

Fire Safety Plan

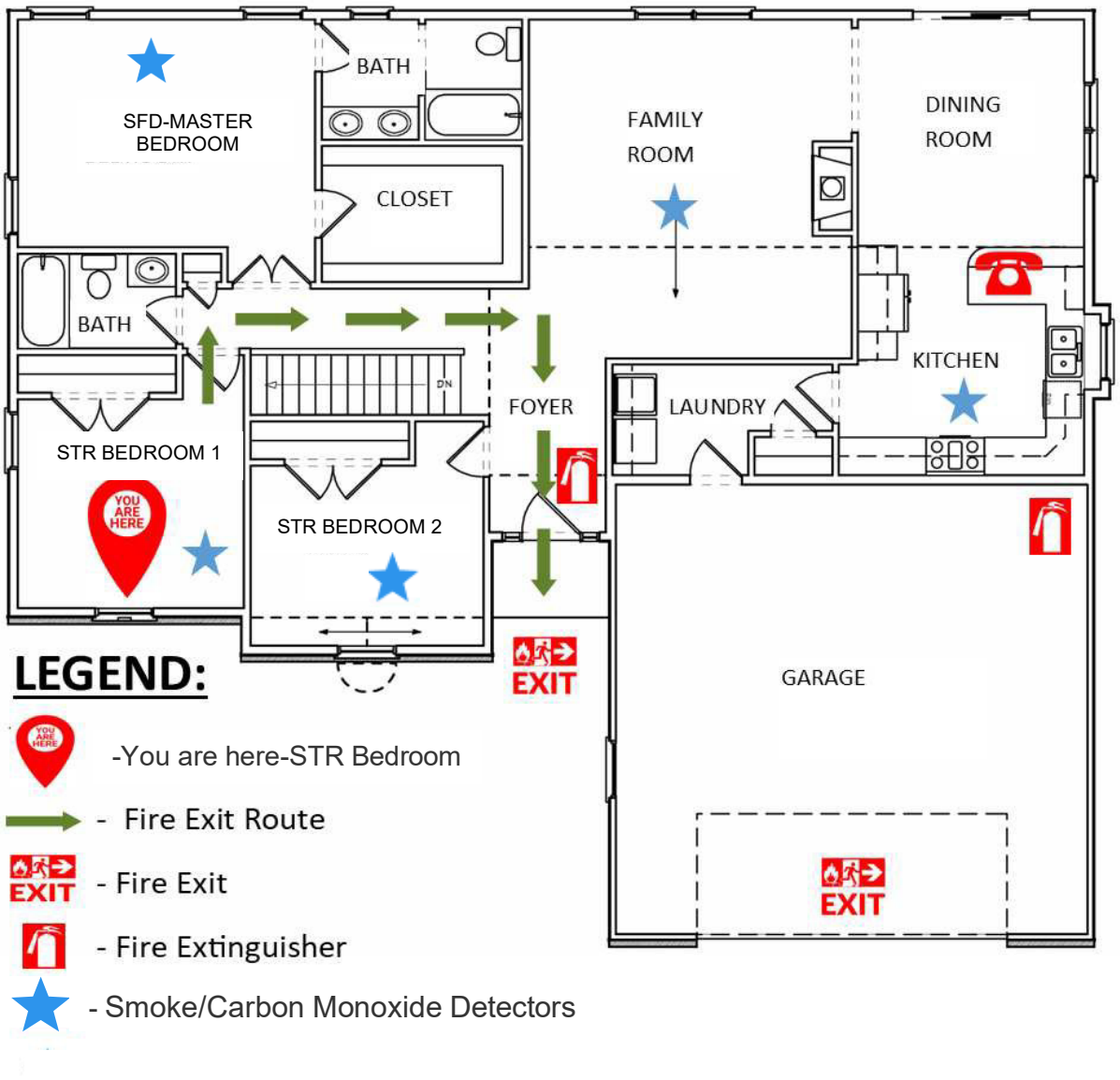
Owners must provide a Fire Safety Plan and display the plan at entrances and exits, and in each permitted bedroom. **Only digitally created plans will be accepted - hand drawn plans will be refused.** The Fire Safety Plan must include the following information:

- Title for each plan indicating the level of the dwelling it refers to ex: Main Floor Fire Safety Plan
- Owner's name and contact information
- Local contact name and contact information (as indicated in Section 6 of the application form)
- Address of property
- Emergency contact number (911)
- Location of rental bedrooms, extinguishers, smoke/carbon monoxide detectors
- Location of entrances and exits
- Fire Exit Route
- Instructions to occupants if you discover a fire
- A legend
- Description of muster point/assembly area

A separate floor plan of the entire dwelling indicating the location of all smoke/carbon monoxide detectors, fire extinguishers, and exits is also required.

WEST KELOWNA FIRE RESCUE

SAMPLE
Main Floor Fire Evacuation Plan



IF YOU DISCOVER A FIRE:

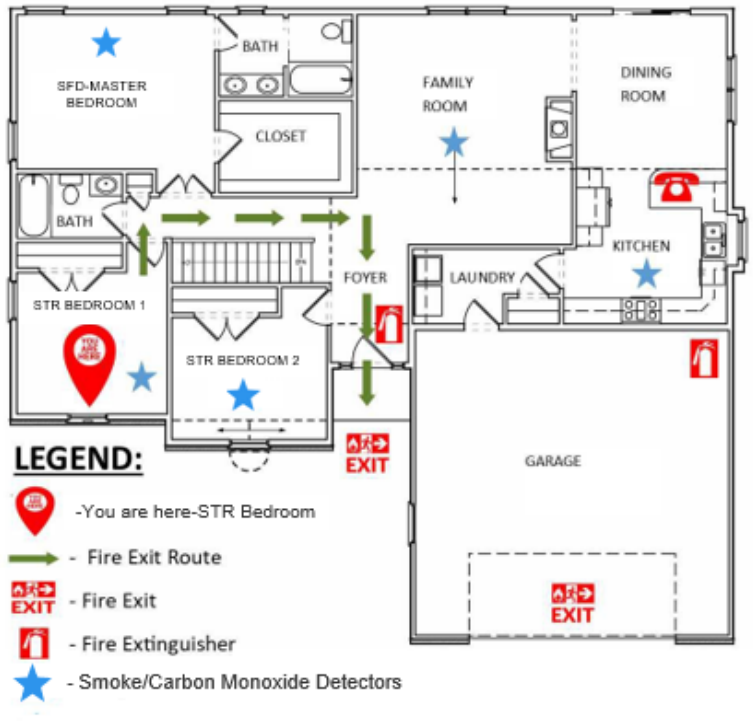
1. Immediately, alert others in the house of the fire.
2. Call the Fire Department, DIAL 9-1-1. Tell them you are reporting a fire at:

   ADDRESS OF PROPERTY HERE
3. OPERATOR NAME & PHONE NUMBER AND

   ALTERNATE LOCAL CONTACT NAME & PHONE NUMBER (as indicated on application form)
4. If you are qualified, attempt to extinguish or control using the available fire extinguisher.
5. At the sound of a smoke alarm or residential sprinkler system, leave the building and meet at the ***DESCRIBE ASSEMBLY AREA HERE***

SAMPLE FIRE EVACUATION PLAN FOR MULTIPLE BEDROOMS – INDIVIDUAL PLAN TO BE POSTED IN THE RELEVANT BEDROOM

Main Floor Fire Evacuation Plan



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Parking Requirements

Off-Street Parking

Short-Term Rental owners are required to 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).

The principal residence is required to have two parking stalls, separate from the following Short-Term Rental parking stall requirements;

- **Short-Term Rental** - one additional parking space for a one or two bedroom rental, two parking spaces for a three or four bedroom rental.

- **Short-Term Rental (Bed and Breakfast)** - one additional parking space for each rental bedroom

Parking stalls must meet a minimum width of 2.75 m and a minimum depth of 6.2 m between garage and back of curb or edge of sidewalk, or, a minimum depth of 6.0 m between garage and property line where a curb or sidewalk is not present.

Parking Plan

A Parking Plan must be submitted with the Short-Term Rental application. The parking plan is to be provided on an aerial view image or site plan. The City's map viewer, WestMap, provides an aerial view option of your property, including property lines, as well as drawing and measuring tools. The parking plan must outline and label each stall to confirm there is sufficient space to support the Short-Term Rental.

The Parking Plan must include the following items:

- Parking stall width and depth dimensions
- Location of parking stalls and label uses
- Property lines
- Dwelling location
- Driveway access (maximum width of 6 m)
- Label obstructions (ex. retaining walls, trees, utilities etc.)

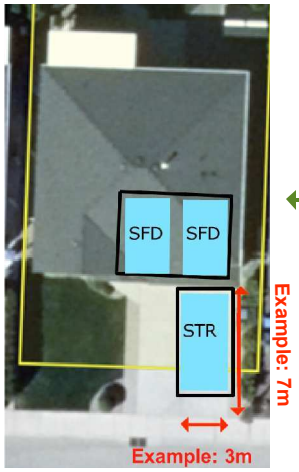
Please review the diagrams on the next page to determine acceptable parking configurations.

Parking Configurations

SFD = Single Family Dwelling
STR = Short-Term Rental

*Please use the City map viewer to create your parking plan

Example Parking Plan



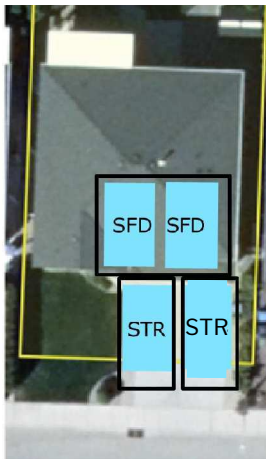
Aerial photo view of property (use the City map viewer, WestMap)

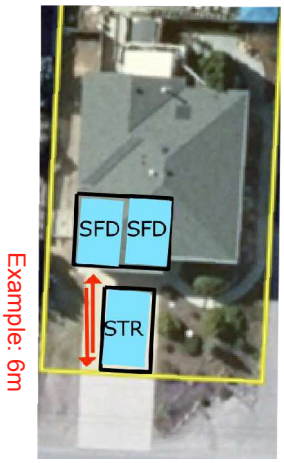
Property lines (yellow line)

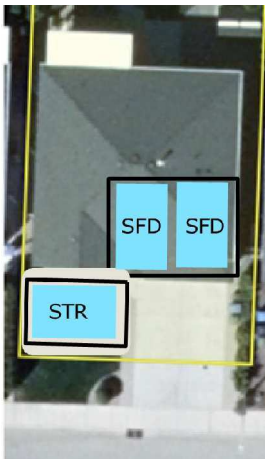
Parking stall width and depth, and label designations

*Must be at least 2.75m x 6.2m between garage and back of curb or edge of sidewalk (Zone specific)

Acceptable Parking Configurations

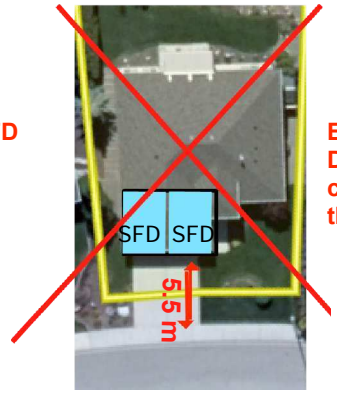






Unacceptable Parking Configurations

Example: 2 SFD spaces are required.



Example: Driveway length cannot be less than 6.2m

Example: Driveway length cannot be less than 6.0 m in the absence of a curb or sidewalk

*Please note: Designated parking on the street, or on the street right of way, is not permitted. On-site parking must be provided.

Compliance & Enforcement

The City of West Kelowna supports a compliance based approach when dealing with municipal bylaw complaints, including any involving Short-Term Rentals. Strict action will be taken to ensure that owners comply with regulations.

Owners failing to operate according to the terms of their business licence, may be subject to fines between $100 and $3,000 per day, per offence, at the discretion of bylaw enforcement. Those that have multiple offences may be subject to higher fine amounts per day, per offence with the possibility of having their Short-Term Rental Business Licence suspended or revoked. The owner of a Short-Term Rental must ensure that any marketing or listing for the rental includes their business licence number.

Example Offences Include:

- Regulatory offences (garbage, signage, excessive noise)
- Unsightly premises
- Parking violations
- Unsafe building, or nuisance activities if life safety is affected
- Operating without a valid business licence
- Listing or advertising without displaying a valid business licence
- Owners not meeting the required operating, regulatory, or licencing requirements
- Refusing entry for inspection by a Licence Inspector or City Representative

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.

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 9:00 pm and 7:00 am.

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 Advisory Information

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 & CORD Emergency

Tourism

Your responsibilities as a Short-Term Rental and Tourism Operator:

As a Short-Term Rental 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?

Have you provided an information sheet that not only includes your contact information, your local contact but also information on quiet hours, parking, garbage and recycling, and neighbourhood etiquette?

Contact Us

Business Licencing

West Kelowna City Hall
3731 Old Okanagan Hwy
West Kelowna BC
V4T 0G7

Email

business.licence@westkelownacity.ca

Website

westkelownacity.ca/businesslicence

Phone

Business Licensing: 778-797-8811