



Briefing Note

To: Council

From: Phil Armstrong, MDS / Planner

Date: 2018-02-06

File: 3900-20 Bylaw XXXX ToG Short Term Rentals

RE: Short Term Rental Public Input Summary Report

SUMMARY OF ISSUE

After presenting the draft short term rental regulatory framework to Council on November 7th, 2017 the next step was to gather input from the public via a survey and focus groups. The input that was gathered will be used to finalize a relatively simple and enforceable regulatory framework.

BACKGROUND

Please refer to the enclosed November 7th report for background on the draft STR regulatory framework. Public opportunities for input were promoted through the following mediums:

1. Advertisement in Golden Star November 23, 2017.
2. An interview on the radio that was then shared on the Town's Facebook page and EZ Rock's Facebook page.
3. Facebook posts:
 - a. November 27, 2017
 - b. Dec 11, 2017
 - c. January 2, 2018
4. Information circulated by the Kicking Horse Chamber of Commerce and Tourism Golden
5. A specific meeting was also held with Tourism Golden.

DISCUSSION

The expressed goal of the short term rental review process is:

To create a fairly regulated environment that supports a viable Short Term Rental sector while meaningfully preserving housing stock for residential purposes.

The Public Participation Objective is:

By mid-January 2018, to gather sufficient public feedback on Short Term Rentals and on the draft regulatory framework by having discussions with various stakeholders, an online survey and opportunity for written input.

SURVEY

The survey was available to the public from November 20, 2017 to January 4, 2018 and reached 355 respondents. 89 of the respondents identified as from Area A or elsewhere. In analyzing the data there were only minor differences in the responses between Town and out of town residents. The survey responses are enclosed with this briefing note.

SUMMARY OF ALL FOUR FOCUS GROUPS

The intent of the focus groups was to have a diversified and balanced discussion in manageably sized groups. Those who contacted staff to participate represented traditional accommodators, B&B operators (both licensed and unlicensed), realtors, developers and general residents. Great discussions and mutual learning occurred during the discussions.

Enclosed with this briefing note is a detailed report of the focus groups and a list of attendees. Below is a summary.

Question 1 - Pros, cons, issues and benefits of STRs?

- The general sentiment was that short term rentals are an expected accommodation sector for the traveling public; however, they should be treated as businesses, require a business license and pay higher water/sewer fees.
- Council to continue advocating for changes to BC Assessment / MRDT four unit trigger.
- The shoulder seasons are difficult for STRs and hotels, especially lower end hotels.
- There was also a consensus that the housing market has been affected and that only allowing owner occupancy short term rentals would return some housing to the market.

Question 2 - How important is it that STRs occur in a primary residence?

- The majority felt that STRs should be operated in a homeowner's primary residence.

Question 3 - Should STRs be permitted everywhere in town?

- It was felt that STR should be allowed in all geographical areas of town in order to not have a concentration.

Question 4 - What type of units should be STRs?

- The majority felt STRs should only be allowed in a single detached dwelling or a suite within a single detached dwelling, not within a Detached Secondary Residential Dwelling or not within a multi-family residential development.

Question 5 - What are your thoughts on the draft regulatory framework?

- The majority felt it was important to control the number of STRs (cap) and ensure that a given street is not overcrowded by STRs.
- Some felt that the Temporary Use Permit should expire when the owner sells the property (if possible).
- Some felt the following should be required: a sign, with a phone number, BL on listing and proof of insurance.
- An inspection should occur.
- Has to be enforceable, after warnings and fines revoke license.

Question 6 - What are potential conflict points for STRs and surrounding residents?

- Concern over nuisance late night noise (fire pits / hot tubs are a contributor), traffic and parking.
- A sign is important to help tourists find the STR.
- Provide phone number on sign, online and to neighbours in case there is a disturbance.
- Could be an issue for a host who regularly works shift work to monitor his/her guests.
- Noise throughout the residential area will occur as tourists will be walking through a residential area returning from a night out at the bar.

CORRESPONDENCE RECEIVED

Two pieces of correspondence were received during the public consultation period from mid-November to the end of January and in addition an excerpt from the Golden Star is enclosed. In one of the items of correspondence the issue of renting out a duplex as an STR is raised. Perhaps this should be view differently depending on whether or not the owner is occupying one side of the duplex or if it is a subdivided duplex?

Also, having two STRs side by side does not fit with the majority of the public input.

IMPLICATIONS

Strategic	-To provide affordable, seasonal and attainable housing opportunities (OCP). -Preserve the character of existing neighbourhoods (OCP).
Financial	-legal budget implications.
Administrative	-Staff time to create a more robust STR regulatory framework and administer said framework, and subsequent enforcement time.

OPTIONS

1. Provide direction based on the public input received.
2. Provide direction for further public input.
3. Provide other direction.

Respectfully Submitted,



Phil Armstrong MCIP, RPP

Manager of Development Services / Planner

Enclosed

- ✓ Staff Report November 7, 2017
- ✓ Survey Results
- ✓ Focus Group Record
- ✓ Correspondence received
- ✓ Golden Star excerpt from December 7, 2017



LATE ITEM

Staff Report

DEVELOPMENT SERVICES DEPARTMENT

To: **Council**

File: 3900-20-Bylaw Short Term Rental

From: Phil Armstrong, MDS/Planner Date: 2017-11-07

Subject: Short Term Rentals Proposal – Report 3

RECOMMENDATION

THAT per the Staff Report *Short Term Rentals Proposal*, received November 7th, 2017 from the Manager of Development Services, Council SUPPORT in principle the Temporary Use Permit regulatory system presented in this report and engaging the public via focus groups and survey.

CAO COMMENTS

I support the recommendation. While approaches to regulating STR's are varied throughout the world, there is little evidence of an entirely successful regime to date. The industry is a moving target with a large segment bent on either inherent or intended elusiveness as much as there being those who wish to be a proactive part of a regulated environment.

Council's patient approach has witnessed clear examples of municipal regulatory tactics that have been politically and administratively devastating; other approaches require large administrative controls and resources to ensure greater successes. To be sure, one size has not fit all, and communities across the continent and the planet for that matter, regardless of their populations and size of municipal government continue to struggle to apply a regulatory framework to an ever increasingly popular accommodation offering.

At some risk of untested implementation in the midst of other community's successes and failures, the approach recommended by the Manager of Development Services may be what will best fit our community, with a commitment to engage members of our community both immersed in or opposed to this industry to arrive at a fair and equitable local solution that will address local issues including but not limited to licensing, location, density, fees, and client behaviour. At this time it is felt that the time to dive into our own implementation is now upon us.

As Council is aware, this still does not address a poignant concern of the traditional accommodation industry; that being STR's not contributing to either local tourism based taxes or provincial taxes. These are entirely out of the purview of local government and Council and staff have made it abundantly clear to the Province that there are measures it needs to take to rectify this inequity. Notwithstanding, it remains unclear as to the actual economic impact STR's are having upon the traditional accommodation industry, given the impressive rise (100%) in local MRDT (tourism tax) collection amongst them since 2007.

BACKGROUND

- On April 8, 2016, Council received a letter from Honourable Minister Fassbender (Ministry of Community, Sports and Cultural Development) soliciting Council's perspective in regards to Short Term Rentals (STRs) and new transportation services.
- On July 15, 2016, at the Standing Committee on Finance (SCOF) meeting, the enclosed discussion paper was reviewed and discussed.
- On August 5th, Council sent a reply letter to Honourable Minister Fassbender focusing on STRs impact on rental housing, leveling the playing field from a Provincial assessment and taxation perspective, and the challenges of implementing local regulations.

- On December 21st, a further letter was sent to the Province, in response to a request from the Chamber and Golden Tourism, to Honourable Minister Michael de Jong, (Ministry of Finance) requesting an elimination of the exemption for operators of fewer than four units not having to collect provincial sales taxes (or MRDT).
- On February 7th, Mrs. Stephanie Templeton made a presentation to Council in regards to STRs in the community.
- On February 20th, staff presented Council with a Memo which outlined next steps:
 - **COMPLETE - Short Term (0-6 months)**: the focus would be to implement the bylaw notice and adjudication system (now adopted) and communicate to the community the Town's current bed and breakfast regulations. This was done with website and a Facebook post dating back to February 22nd.
 - **Medium Term (4-12 months)**: Develop a proposed STR regulatory framework; attain Council approval; engage current STR operators and the public in further development and refinement; finalize the framework and establish operational tactics for success.
 - **Long Term (12+ months)**: implement and maintain regulatory framework including tactical enforcement of both administrative and regulatory violations.

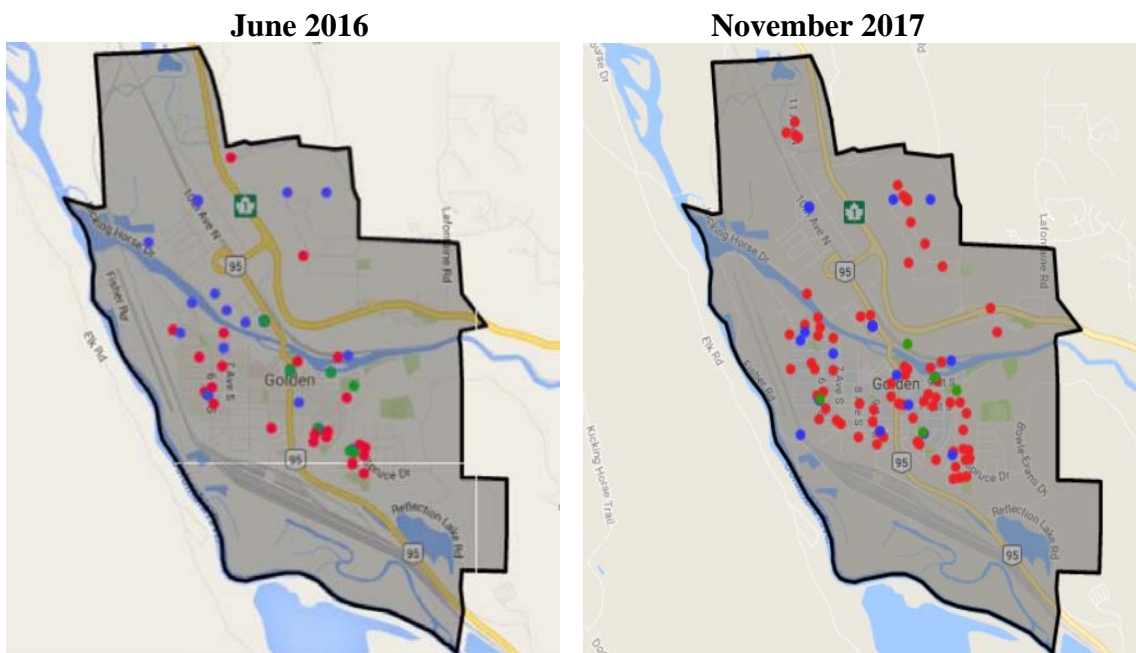
DISCUSSION

The purpose of this report is to update Council on the growth of the short term rental sector and to gain conceptual approval from Council on an STR framework. As for the first medium term step described above.

Local Short Term Rental Sector

Staff have now subscribed to the first level of data provision on STR's through *Host Compliance*, a well-known North American player in monitoring STR activity. In June 2016, there were 54 short term rentals (STRs) listings within the Town of Golden and as of Nov 4th there are now 81 (50% increase).

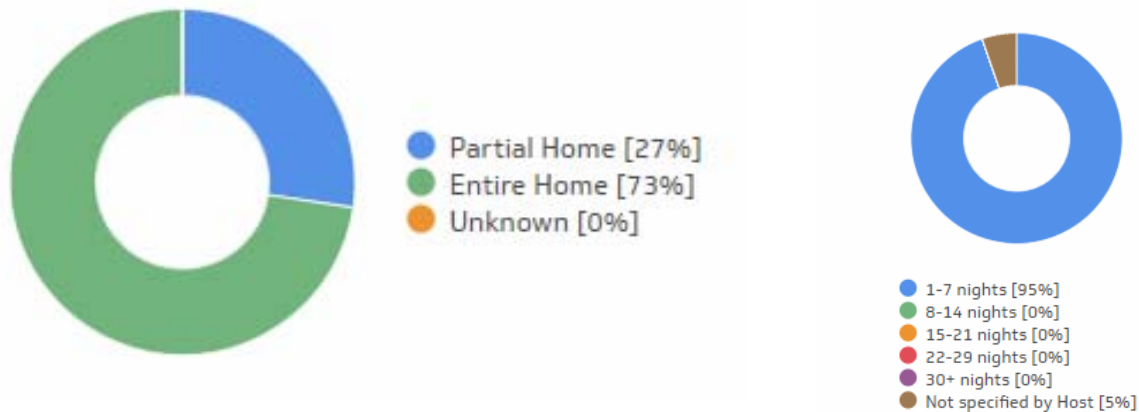
In Area A there were 184 listings and as of Nov 4th there are 212 (15% increase) or 2.6 times more STRs than within the Town.



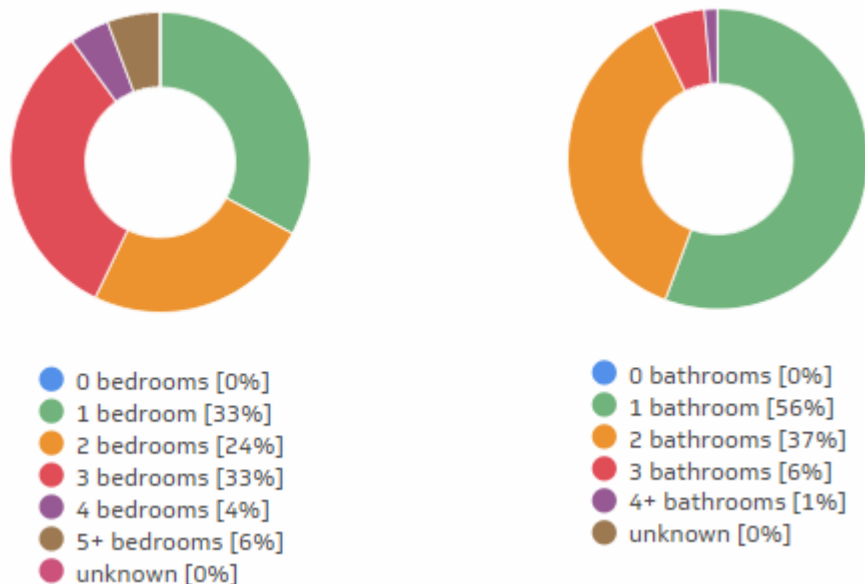
A dozen bed and breakfast and three lodges/hostels are licensed within Town. The remaining operators are non-compliant and hopefully waiting eagerly for a process to modernize our bed and breakfast regime into a short term rental regime.

Below are some statistics/illustrations on the local STRs operating in Town; long term rentals and duplicates have been removed from these numbers. It is noteworthy that many of the listings are deemed entire homes, which could be interpreted as removing entire dwelling units from the rental housing market. Granted not all these “entire units” would fit the definition of dwelling unit or the landlord may not place these units on the long term rental housing market if running an STR was not an option.

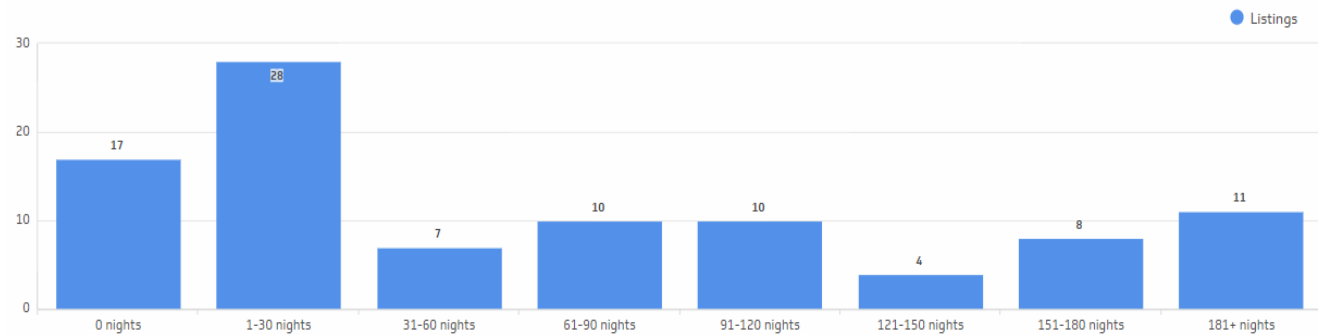
Minimum Nights



Bedrooms / Bathrooms



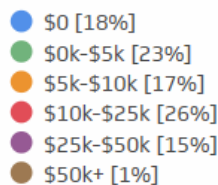
Est. Annual Nights Rented



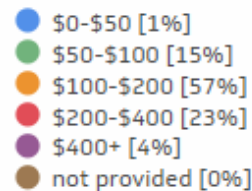
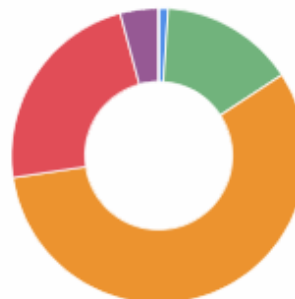
45 of the listings are estimated to be rented out for less than 30 nights, 17 of the listings for between 31 and 120 nights and 23 for more than 150 nights. This tells us that many listings are not full time operators.

On the other hand per the graphs below, 42% are estimated to make over \$5,000 a year. Of these 26% of the operators are estimated to be making over \$10,000, and 15% over \$25,000 and one operator is estimated to be making over \$50,000. Clearly there is a profitable business to be had for some operators.

Est. Revenue/Yr



Nightly Rate



Regulatory Framework DRAFT

Since the initial discussion paper staff has monitored success and mostly challenges in other communities with regulating STRs. For example, some communities have adopted the spot zonings approach resulting in heated public hearings and creating uses that will be in the zoning bylaw for many years and if revised create legal non-comforting uses. Other communities have established complex hierarchies of different types of STRs.

Council has stated it is supportive of a regulated short term rental industry without having this sector overrun the existing housing stock. So, if this is something Council, the community and the traveling public would like, staff, as presented in the discussion paper, and now discussed with legal counsel, recommends the best scheme forward is through a Temporary Use Permit (TUP) scheme, which will involve amendment to the OCP, zoning bylaw and development procedure bylaw.

A TUP is a three year, renewal permit and although more administratively burdensome than issuing a simple business license has advantages:

- ✓ In a new and evolving sector a TUP facilitates the Town experimenting with this use; meanwhile, it avoids the lawful non-conforming use issues associated with amending the zoning bylaw, holding public hearings, and then deciding later to reverse the use or tweak it.
- ✓ Keeps an operator under watch in relation to breach of permit conditions or bylaw compliance with the risk of losing their temporary permitted use.

A TUP also has no requirement for a public hearing and can be delegated to an officer/employee of the municipality to approve. A notation of permit issuance is required to be filed with the Land Titles Office.

Another part of the regulatory scheme would be to draft a business regulation bylaw to implement restrictions of the business i.e. requirements for owner occupying the residence, possible re-inspections (rather than the one time inspection), posting of license in all advertisements and prohibition of advertising without a business license (enforcement tool).

Establishing a quota/cap was discussed with legal counsel and this can be extremely complex and done via the business regulation power. Rather, the advice at this point is to rely on the discretionary powers of evaluating TUP applications on policies such as preserving neighbourhood character and residential housing stock by area. This discretionary consideration can achieve the same result as a neighbour cap.

Council and Public Consultation Example Questions

In order to refine the draft framework staff will be soliciting information on some of the questions below through focus groups (in late November) and a general community survey. If Council could also provide their thoughts on these questions that would be beneficial as well.

1. Have you stayed in an STR?
2. Are STRs a form of tourism accommodation that the public now expects?
3. How important is it to regulate STRs?
4. How important is it for the owner/permanent resident to be present?
5. Do STRs affect housing supply?
6. Should STRs only be allowed in single detached dwellings?
7. Should STRs be allowed in multi-family buildings where there is shared space hallways, elevators and potential safety concerns of allowing strangers into the commonly owned building?
8. Council has allowed Detached Secondary Residential Dwellings (DSRDs) which impact residents' backyards, in order to create rental housing stock. Should these properties be permitted to operate an STR whether in the DSRD or the single detached dwellings?
9. What are some of the conflict points with STRs? Noise, hot tubs (late night noise), large groups, parking etc.?

IMPLICATIONS

Strategic

- To provide affordable, seasonal and attainable housing opportunities.
- Preserve the character of existing neighbourhoods.

Financial

- legal budget implications.

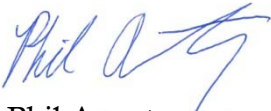
Administrative

- Staff time to create a more robust STR regulatory framework and administer said framework, and subsequent enforcement time.

OPTIONS

1. Approve the recommendation.
2. Approve the recommendation with further direction deemed appropriate by Council.
3. Direct other action.

Respectfully Submitted,



Phil Armstrong MCIP, RPP

Manager of Development Services / Planner

Enclosed

- ✓ 2017 02 20 Memo PKG - Short Term Rentals Next Steps and Website Post - Report 2



Short Term Rental Survey

Survey live from November 20, 2017 to January 4, 2018

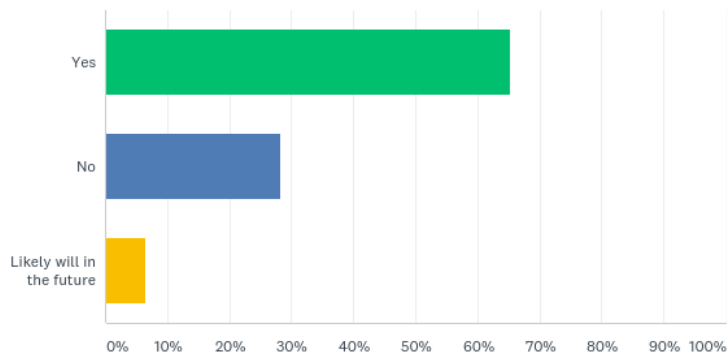
355 Responses

328 Complete Responses

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Q1: Have you ever stayed in a short term rental (airbnb, VRBO, vacation rental, etc.)

Answered: 355 Skipped: 0



Q2: When it comes to short term rentals, to what degree do you agree or disagree with the following?

Answered: 355 Skipped: 0



Q2: When it comes to short term rentals, to what degree do you agree or disagree with the following?

Answered: 355 Skipped: 0

ANSWER CHOICES	Strongly Agree	Somewhat Agree	Somewhat disagree	Disagree	No opinion
They make it harder for people to find affordable, long term housing	185	104	20	37	9
They are an expected tourist accommodation offering that brings revenue to local shops, restaurants, etc.	136	130	42	34	10
They lead to an increase in the cost of housing	158	86	35	53	19
They create nuisances to neighbours (ex. noise, parking)	100	96	59	78	20

Q3: Regulating short term rentals could help achieve some broader housing and economic goals. Please rank the following policy objectives (1 most important to 5 least important).

Answered: 340 Skipped: 15



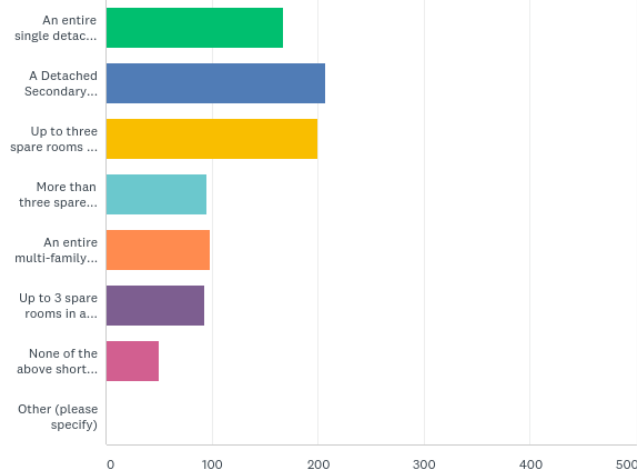
Q3: Regulating short term rentals could help achieve some broader housing and economic goals. Please rank the following policy objectives (1 most important to 5 least important).

Answered: 340 Skipped: 15

ANSWER CHOICES	1	2	3	4	5
Protect the supply of long term housing stock	93	58	61	55	34
Keep residential areas and buildings quiet and safe	46	74	79	65	43
Ensure a supply of suitable housing options for seasonal workers	23	55	87	88	61
Ensure short term rentals are operated like small businesses (paying business license)	95	80	63	46	32
Allow residents to earn income from short term rentals	75	41	29	48	141

Q4: What type of units do you think should be permitted to be rented for less than 30 days at a time? *Please check all that apply.

Answered: 328 Skipped: 27



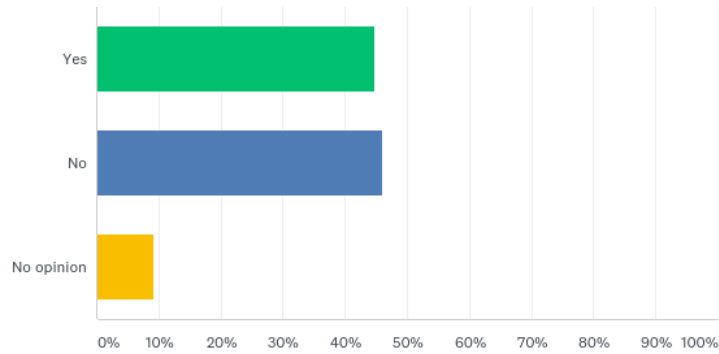
Q4: What type of units do you think should be permitted to be rented for less than 30 days at a time? *Please check all that apply.

Answered: 328 Skipped: 27

ANSWER CHOICES	RESPONSES	
An entire single detached dwelling	50.91%	167
A Detached Secondary Residential Dwelling (Ex. carriage house or garden suite. *Note: these were allowed to create rental housing despite impacting backyards through additional accessory building size, height, privacy etc)	63.11%	207
Up to three spare rooms (in a single detached dwelling)	60.98%	200
More than three spare rooms (in a single detached dwelling)	28.96%	95
An entire multi-family unit (apartment, condo, townhouse) where residents live and share space (i.e. hallways, elevators, common spaces) and have potential safety concerns of allowing strangers into the common spaces.	29.88%	98
Up to 3 spare rooms in a multi-family unit (apartment, condo, townhouse) where residents live and share space (i.e. hallways, elevators, common spaces) and have potential safety concerns of allowing strangers into the common spaces.	28.35%	93
None of the above short term rentals should not be allowed	15.24%	50
Other (please specify)	0.30%	1
Total Respondents: 328		

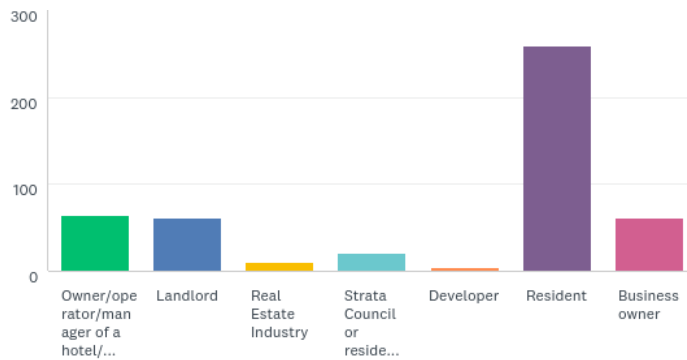
Q5: If short term rentals were allowed do you think the property owner / operator should be required to be on-site for the duration of the guests' stay?

Answered: 333 Skipped: 22



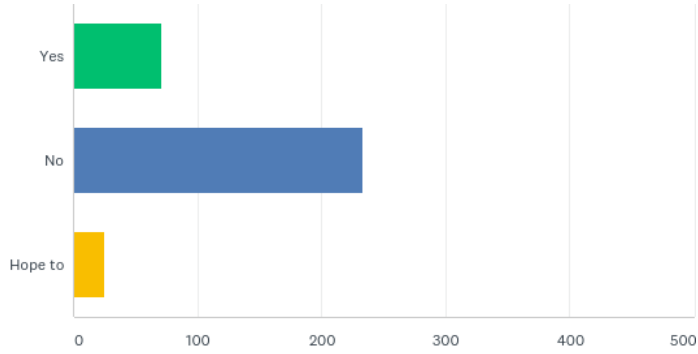
Q6: As someone interested in short term rentals, please identify which of the following category you fit into. *Please select all that apply.

Answered: 317 Skipped: 38



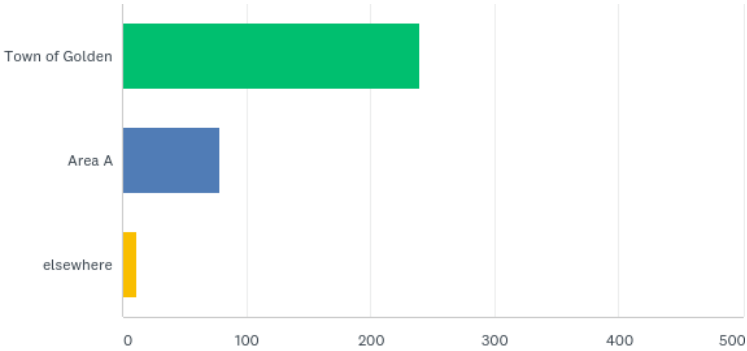
Q7: Have you ever listed a unit (house, room, condo, etc.) as a short term rental?

Answered: 329 Skipped: 26



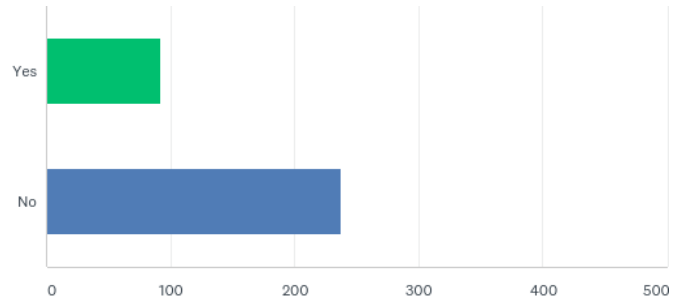
Q8: Where do you live?

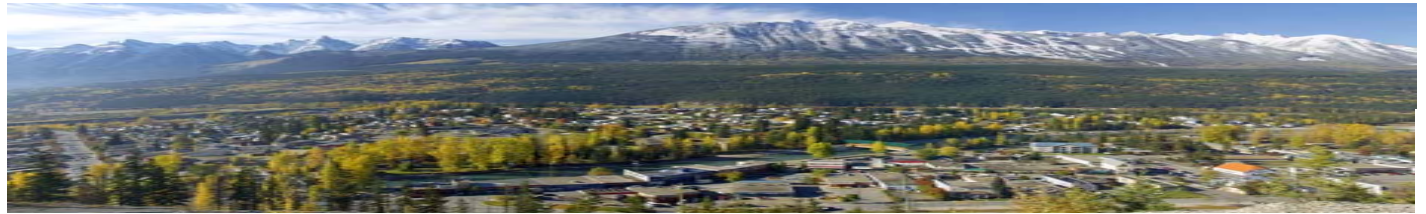
Answered: 329 Skipped: 26



Q9: Do you own a business in the Town of Golden?

Answered: 329 Skipped: 26





Record of Short Term Rental Focus Groups

Below is a list of the attendees and a record of comments made at the four short term rental focus groups held on, November 29, 2017 at 10:00 AM, December 4, 2017 at 1:30 PM, December 6, 2017 at 5:00 PM, and December 14, 2017 at 4:30 PM.

Name	Stakeholder	Town or Area A	Tourism Golden	Tourism Operator	Developer	Hotel/Motel	B&B or Lodge or Hostel	Real estate	Resident of Town	Unlicensed STR (at the time the focus group was held)
Rav Soomal	Best Western Hotel	Town	x		x	x		x		
Joanne Sweeting	Tourism	Town	x						x	
Lucille Hayward	Moberly Lodge	Area A	x	x			x			
Jo-Anne Best	Mount 7 Lodges	Area A	x				x			
Treena Coney	Prestige Hotel	Town Biz / Area A resident	x			x				
Graeme Kreiner	Golden Golf Club	Town resident Area A Biz	x	x					x	
Alice Dahlberg	RE/MAX Property Management Bed and Breakfast co-owner	Town						x	x	
Kat Coatesworth	Licensed B&B	Town					x			
Curtis Lavoie	Resident	Town							x	
Gerald Wagner	Dreamcatcher	Town				x	x			
John Lush	Area A STR manager	Area A	x				x			
Atma Sandher	Ponderosa Motel	Town	x				x			

Name	Stakeholder	Town or Area A	Tourism Golden	Tourism Operator	Developer	Hotel/Motel	B&B or Lodge or Hostel	Real estate	Resident of Town	Unlicensed STR (at the time the focus group was held)
Harjinder Mall	Mary's Motel	Town				x				
Marie-France Lessor	Auberge B&B	Town					x		x	
Fred Robinson	Unlicensed B&B	Town								x
Garry Oddy	Re/Max							x		
John Manuel	Resident, visitor center, lodge employee	Town							x	
Tim Fedow	Home owner / landlord	Town						x	x	
Haley McDonald	Home owner	Town						x		
Carolyn Lilgert	Town STR and B&B	Town					x		x	x
Michelle Ward	B&B unlicensed	Town							x	x
Ruth Hamilton	Resident former B&B	Town							x	
Jessica Jean	Travelodge	Town				x			x	
David Ratzlaff	developer / Airbnb host	Town			x				x	x
Laura Fuller	Glen Crichton and Glen Charlotte Apartments	Town								
Deanna Anderson	Resident former strata Parkland Gardens (R4)	Town								
Bill Braisher	Realtor and Developer				x			x		
Kat Bahshi	Kicking Horse Canyon B&B	Area A					x			
Ron Ozust	Mayor	Area A								
Connie Barlow	Councillor / GCRS	Town							x	
Chris Hambruch	Councillor / resident	Town							x	
Bruce Fairley	Councillor / employer	Town							x	
Leslie Adams	Councillor / resident	Town							x	
Jon Wilsgard	CAO	Town							x	
Phil Armstrong	MDS / Planner	Town							x	

Note – this table is based on the focus group sign in sheets.

Focus Group 1	Focus Group 2	Focus Group 3	Focus Group 4
Q.1- Pros, cons, issues and benefits of STRs?			
<ul style="list-style-type: none"> • STR not collecting MRDT, but benefiting from Tourism Golden advertising. • Hotels pay higher taxes. • Hotels having trouble finding housing for families or employees with pets. • In order to recruit staff, had to give up rooms. This is especially hard on smaller operators. • Housing costs have skyrocketed. • Very few long term rentals. • Level the playing field. People on Airbnb and other platforms don't charge GST/PST/MRDT so are undercutting by more than 15%. • Not opposed to rooms in a house occupied by owner. • Whole houses (vacation rentals) affect the housing market. • RE/MAX property management has less than half the rental stock they had couple of years ago. • Hot tubs are an issue for noise and disturbance. 	<ul style="list-style-type: none"> • Last four seasons 100% growth in people staying on survey that they are staying in an STR. • Visitors appreciate having Airbnb; however, according to visitor survey 70% would come even if they couldn't stay in an Airbnb. • Airbnb markets the community. • Loss of long term housing affecting Tourism Golden stakeholders • Net promoter score has dropped. • Winter increase in visitation, but hotel occupancy down. • There is a difference between residential and commercial. • Not enough long term housing, includes both rental and purchase. • Current regulations need to be enforced. If so, a lot of absentee operators would be shut down. • A neighbour has an STR in primary residence. Prior to listing the home which was unsightly was fixed / tidied up, but not operated professionally. For example, sidewalk not shoveled. Affects Town's reputation. • Used to rent to ski hill staff. They were loud as is the occasional STR guest. • Operating an STR allows for income to be supplemented. We collect GST. We are at our property every day. Would be ok with a water meter. • Safety concerns. • STR operator ok with metering. • One person household ok with flat fee and paying the same as large family in single family dwelling as it is expensive to meter, but feels a business should pay a higher utility rate. 	<ul style="list-style-type: none"> • Level the playing field. Motel has 40% business reduction and has to pay, higher taxes and insurance as well as water / sewer fees. • Don't know neighbours. • Larger commercial vehicle operators (truckers) driving into and staying in residential neighbourhood. • During the shoulder season, the pie is smaller and motels and hotels really feel it. Pie smaller during the winter as well, but larger than shoulder season. • In order to save money, travellers may be staying in STRs rather than at the ski resort or motel/hotels. • Don't want 3 or 4 STRs side by side or on the same street. • Town missing out on revenue. • All demographics including seniors are using online platforms. • Trouble complying people for housing reasons. • STR operator (outside of Town) often woken up at 2am due to hot tubs. 60% of the time a phone call to the guests deals with the issue. 	<ul style="list-style-type: none"> • Pro - mortgage helper and attraction to the area. • Con - safety. • Should not be located near schools / playgrounds. • Causing long term rental costs to go up. • Lives next door and there are parking and noise issues, people knocking at the door at 3am. • Hard time recruiting staff for good tradesperson positions. • Higher demand over the last few years at Glen Crichton and Glen Charlotte (long term rentals). 13 people on the wait list. • Parkland Gardens had concerns with parking/security. Many young families. Speeding vehicles. Strata insurance issues - null and void if breaking bylaws. Therefore, implemented a strata bylaw against STRs. • In multi-family apartment condo building situations concern over master keys and internal security as well as community feel degraded. • Hotelier attracted a new manager. He left because he couldn't find a house. • Lower end hotels really suffer during the off season. • Consumer choice appeals to Tourism Golden, but you need a fair playing field. • Maybe Council should advocate for an amendment to Residential Tenancy Act so that it is easier to evict problematic tenants that way STRs will be less appealing.

	<ul style="list-style-type: none"> An illegal STR operator had to drop price in the fall because of increase competition. 		
Q.2 - How important is it that STRs occur in a primary residence?			
<ul style="list-style-type: none"> Some illegal operators have moved out of their house (i.e. into their parent's house) in order to operate an STR. The Province has to change four unit trigger to one unit trigger 	<ul style="list-style-type: none"> Primary residence should be owner not renter or else people will hire a residential caretaker and that doesn't allow a family or a few roommates to rent a home. If renter can operate, then it is possible to have employee type situation. An STR operator needs to qualify for homeowner grant. If owner works shift work, not home during problematic times. Rental of secondary suite ok. 	<ul style="list-style-type: none"> Many people do not want the traditional bed and breakfast experience. They want their own space. That is why renting a suite in a home works well. It is someone's primary residence and guest has private space. Important to live in town, could be a second home, but should be nearby to deal with your guests. People will invest out of Town if STRs are banned. 	<ul style="list-style-type: none"> Lived beside an STR where the owner was onsite and it was ok. Then owner moved and it became an entire unit rental and the disruption / nuisance / noise became a big issue. Can you have an STR in your primary residence if for example you work night shifts? \$1100 in monthly rent doesn't pay mortgage.
Q.3 - Should STRs be permitted everywhere in town?			
<ul style="list-style-type: none"> Yes. Based on whether they have off-street parking One booking per dwelling would reduce vehicle need. Yes, Canyon Ridge is different and OCP recognized it to perhaps allow vacation rentals, but areas change over time. 	<ul style="list-style-type: none"> Fifth Ave townhouses doesn't allow STRs. 	<ul style="list-style-type: none"> Spread-out to preserve neighbourhood dynamic i.e. residential neighbourhood is not a commercial area. A cap on nights was suggested, but group felt that would be hard to enforce and should be operated like a professional business. It takes nearly 10 years to break even on supplies i.e. linens dishes etc. 	<ul style="list-style-type: none"> Everywhere. If only one area could lead to a concentration. Some attendees preferred a cap.
Q4. What type of units should be STRs?			
<ul style="list-style-type: none"> Only primary residence, not DSRDs. Only in single detached dwellings. Ok with secondary suites, but should be interconnected. 	<ul style="list-style-type: none"> Only in single detached dwellings. Don't allow STRs in DSRDs. See Q2 above. One attendee felt STRs should be allowed in duplexes. 	<ul style="list-style-type: none"> Only in single detached dwellings. Existing stratas don't allow STRs. See Q2 above. 	<ul style="list-style-type: none"> Split between attendees about allowing in multi-family.
Q.5 - What are your thoughts on the draft regulatory framework?			
<ul style="list-style-type: none"> Require BL to be listed on advertisement. Just do what Vancouver did. Require insurance How will wait list work? What about when land sells. Ccan the TUP not run with the land but 	<ul style="list-style-type: none"> Having owner occupied limit will immediately reduce the number of STRs. Rossland STRs contribute to Destination Marketing Organization. 	<ul style="list-style-type: none"> Should have to contribute to Tourism Golden or be a member. Have a point system for evaluating applications. Town create a "service" and require STR business to contribute to Tourism Golden. 	<ul style="list-style-type: none"> Needs to be enforceable. Opportunity to revoke if there are complaints.

<ul style="list-style-type: none"> be removed upon sale of land. Do not want to create a real estate submarket. Example, I live next to a property with an STR TUP it is now perhaps worth more than my house. When it sells should go to someone else. You should have to use TUP or lose it. 			
Q.6 - What are potential conflict points for STRs and surrounding residents?			
<ul style="list-style-type: none"> Hot tubs, not having onsite parking, traffic volume, vehicles backing out, noise during late arrival or walking back to room from pub. People showing up at the wrong house. Require a sign. Should have a contact number on sign At a minimum provide the number to the neighbours, but neighbours change. Concern with inundating a neighbourhood with STRs and affecting the character. 	<ul style="list-style-type: none"> People shouldn't be allowed in hot tub past 10pm. Regulate noise not hot tub. Would want to see more than say 5 per block. Require phone number on sign. 	<ul style="list-style-type: none"> Parking Noise Hot tub. Limit hours, depends on size of the lot. Lots tourist – require a sign. 	<ul style="list-style-type: none"> Fire pit or hot tub. Driveway too close to adjacent neighbour. Diesel trucks starting early in the morning.

Phil Armstrong

From: Carolyn Lilgert <[REDACTED]>
Sent: December-19-17 12:15 PM
To: STR
Subject: Feedback from Dec 4 STR Focus Group

Good afternoon, Phil.

Thank you for the invitation to the STR focus group. I found it very informative and initially a bit intimidating as I was the only "illegal" STR operator in the room. I hope that I was able to give the rest of the group a bit of useful information from the host side of the debate. I am optimistic that we will come up with a fair regulatory framework through this process.

I wanted to provide some feedback to your study from Dennis and myself as owner operators of both licensed and unlicensed STR.

We agree with the concept of **Temporary Use Permitting with Business Licensing**. This seems like a reasonable method to use and will generate revenue for additional operating expenses.

We do not agree with **capping the number of STRs** per neighbourhood. The permitting/licencing process will separate the serious STR operators from those who wish to make extra money without meeting the licensing requirements.

Owner occupied/local ownership vs absent owners. Being local owners, we are very quick to respond to any issues that arise and speak with our neighbours regularly. We have a social investment in the neighbourhood and also care about the character of the neighbourhood (which is another reason for not renting long term). Only licensing local owners will also protect our real estate stock from being bought up by non residents for the purpose of operating STRs.

Under the current Bed and Breakfast bylaw, only owner occupied detached homes are considered for licensing. In our situation, semi detached home (we've sold one side) both ourselves and the new owner of 1215A are ok with the other operating a STR. We would ask that licensing semi-detached homes be considered. We're referring only to duplexes, not multi family use ie. condos or apartment buildings.

Parking can be a major issue. We have provided parking for our STRs at both properties. We believe it should continue to be a requirement as per the current B&B bylaw.

We look forward to the implementation of the STR permitting in Golden. Is February still a goal for this?

Merry Christmas to you and your family and all the best for 2018.

Carolyn and Dennis Lilgert

Phil Armstrong

From: Lyndsay Spent <[REDACTED]>
Sent: January-30-18 8:48 AM
To: STR
Subject: STR survey

Hello, I visited the Town of Golden website to inquire about the short term rental (STR) concern in our town, and the link to the survey regarding STR is not working. I just wanted to inform someone so that if others were interested in taking the survey, they may have difficulty as well.

I have lived in Golden for over 4 years and I feel the quantity of STRs to be extravagant. I am aware that it provides income for households; however, I do believe that there should be limits. Perhaps there should be a time frame that a person can operate their STR so as to give others a chance to operate this kind of business in addition to opening up some of the housing.

Thank you!

Lyndsay Spent

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Thank you!

Lyndsay Spent

Let your kids believe

I don't have kids, but excuse me while I have my say in a little parenting aspect I've started to notice in the last few years.

Santa Claus. What's not to love about Santa? He's friendly, jolly, lovable and brings a real warmth around the Christmas season. Have you ever been hugged by Santa? There's just something about that red suit that's so warm and fuzzy; can you tell I just really love Christmas?

Lately however, I've been seeing more and more parents saying things like, "My kids won't believe in Santa," or "I'm not going to lie to my kids and tell them Santa is real." What's so wrong with believing in Santa?

Growing up, I always looked forward to going to the mall to see Santa, sitting on his lap and telling him what I wanted for Christmas. In fact, if I could go more than once, that was even better! For me, Santa was a symbol of Christmas that symbolized kindness, love and the spirit of gift giving that summed up what the season was all about. Waking up on Christmas morning and running upstairs to the Christmas tree to see what unwrapped gift Santa had left for me was always one of the most exciting moments of Christmas morning.

So what's wrong with kids believing in Santa? What harm does it do?

One argument I've heard is Santa symbolizes the commercialization of Christmas and he replaces the true symbol of Christmas. I grew up Christian, I'm still a Christian, and even at a young age I knew the difference. As a kid I never had trouble distinguishing my belief in Santa and my belief in Christ. Each had their part in the Christmas story and I always knew Christ was the most important part of the Christmas season. Santa was a jolly old man who gave presents if I was good.

Let your kids believe in Santa Claus. Let them have that joy of sitting on his lap and telling him what they want for Christmas. Let the magical spirit of Santa Claus fill their souls as they excitedly await to see what he brought them for Christmas.

Stop this nonsense of, "Well I don't want to lie to my kid." Don't you remember how Santa made you feel? Don't you remember the joy you had when you got to visit him and feel his warmth?



Dallin Cervo
Golden Star Editor

Airbnb input to town council

Dear Editor:

Airbnb is affecting our town and our town council is asking for input on what they should do about it. So here it goes. We need to make the best of the changes that Airbnb is bringing and do what we can to prevent any damaging changes. Airbnb pushes the price of housing up and reduces the number of rental accommodations available in Golden. We need affordable housing for purchase or rent so people can not just visit for a few days, but live and work in Golden.

We should do the same as in other towns and cities are doing and restrict Airbnb to principle residences. Renting space in your own home that you aren't using is one thing, but turning a home into an Airbnb business doesn't help our community. It means one (or two, or three), less houses available for rent or purchase for people who want to make Golden their home - if they can.

John Manuel
Golden, BC

Golden Metis ask for proclamation

Dear Editor

At the last council meeting that I attended, Council voted to put the question of Policy on requests for proclamations to committee. It seemed reminiscent to me of the way that all bureaucratic governments in the past have dealt with anything that might contribute to the wellbeing, progress or advancement of First Peoples.

I am writing to tell you how important it is to the Indigenous population here in Golden to know that they are recognized and valued as equal citizens. I can't tell you how many relatives and acquaintances that I know that have suffered great shame and heartache as a result of racism and abuse, which has traumatized generation after generation. Currently, many students in our schools, as a result of that intergenerational trauma, still deal with many issues. Our teachers, Aboriginal Education Support Workers, principals, Ministry of Children and Families, Metis Nation Columbia River Society, mental health workers, Family Centre and others all work hard with our Indigenous youth to try to strengthen them, make them feel worthy and feel accepted in their school community.

Everyone wants to have pride in their heritage however it is more than that for our Indigenous peoples. For the first time in the last several hundred years they just might be able to have pride in their culture and stop the destructive cycle they have found themselves in as a result of colonization.

We are the First Peoples under Section 35 of the Constitution and we are indigenous to the land. We are not asking for a proclamation for some silly or insignificant reason. Colonization and reconciliation is at the very heart of our request.

We are finally being recognized by the Federal and Provincial Governments as having suffered grave injustices that requires constructive action, it is imperative to address the ongoing legacies of colonization that have had destructive impacts on Aboriginal Peoples education, cultures and languages, health, child welfare, administration of justice and economic opportunities and prosperity.

Reconciliation is the process of healing relationships that requires public truth sharing, apology and commemoration that acknowledge and redress past harms.

These are principles of the Truth and Reconciliation Council along with 94 Calls to Action and 46 Articles of the United Nations Declaration of the Rights of Indigenous Peoples. They are meant as guides to repair the damaged relationship and inequities between Indigenous and non-Indigenous peoples in Canada.

In Golden, and in every Ministry, we see Truth and Reconciliation at work. Our four schools have vastly changed their curriculum to accommodate these principles as has the Ministry of Health, and other Ministries.

We are hoping that our Mayor and Town Council will support us in our work towards making our community an inclusive one and in publicly showing the Indigenous children and adults that they belong and are valued. Most of our efforts in our work/programs in Metis Nation Columbia River Society, which also include all First Peoples, are attempts to include and raise up our people. However, we need the community to help us heal the shame that has victimized our people for hundreds of years.

Our Municipal government has been elected to represent the citizens of Golden and by proclaiming "Metis Week" and/or "Louis Riel Day" it would certainly be a huge step in indicating that the citizens of Golden accept and value our First Peoples. It is our hope that our Indigenous families and students will be made to feel proud of who they are.

Golden point of view

What do you think the new rules should be for
Airbnbs?



Georgia Jones

"Maybe put a limit on how many the town can have so that there are still options for long term rentals."



Caroline Tremblay

"I understand the need for regulation because of the lodging crisis. There should be a difference between investors and private owners."



Martha Fowlie-Neufeld

"You should be a full-time resident of the house to rent it out for an Airbnb."

Visit the Golden Star on Facebook to have your say

MP Report: Tipping first

Last Month the Auditor General (AG) of Canada's Report on the Canada Revenue Agency was released, and the results are alarming. The CRA has a mandate to help taxpayers and our complex and often bewildering tax forms, rules, and procedures, yet according to the CRA deliberately blocks over half the calls it receives with a busy signal.

An additional 14% of callers get routed to an automated self-service option. Of the 32% who reach a live agent, the information provided to them has been inaccurate almost 30% of the time. According to these statistics, only about 36% of Canadians who reach a live agent at the CRA actually receive accurate responses to their inquiries.

The AG report suggests it is not just "gaps" in training for agents that are responsible for high incident of inaccuracies, it is the number of different applications an agent can source for answers. In response to this finding, the CRA blames the limitations of its "aging old technology" and cites the new, "telephony platform" they are transitioning to as the solution.

Modernizing the existing technology may not be particularly reassuring to Canadians given the fiasco of the Phoenix Pay System. Introduced in 2016 by the Conservative government used to pay federal civil servants has never worked properly. Despite promises by the government to fix Phoenix, the system continues to underpay, overpay or not pay civil servants the tune of over half a billion dollars.

At an initial price tag of \$310 million for implementation, Phoenix has already cost \$350 million budgeted over the next two years with no guarantee the problem will be fixed. Alarmingly, there already seems to be a "glitch" in the CRA's new, centralized complex returns has resulted in some taxpayers receiving up to five reassessment notices, all contingent on 2016 tax returns.

These notices have in turn contributed to a five-month backlog in manual processing reviews have resulted in the withholding of existing Canada Child Benefit (CCB) and Supplement (GIS) benefits, pending clarification. Some of my most vulnerable constituents