



Licencing short-term rentals

Stakeholder Report Back: What We Heard

Project overview - Why are we looking at licencing

The emergence of the sharing economy (vacation rentals, car sharing, ride sharing, etc.), enabled through web technology, has increased the availability of rooms and full houses for rent on a short-term basis. Short-term rentals (STRs) are now available in most cities in the world, including Calgary, resulting in opportunities and challenges for residents and neighborhoods. With the expansion of this sharing economy, citizens and Councillors are looking at what this means for residential neighbourhoods and the responsibilities of homeowners who operate short-term rentals. With this in mind, we are exploring tiered licencing categories for short-term rentals.

Overall this project has three objectives:

- Create a tiered licence category for short-term rentals with input from STR hosts/operators,
- Amend the Lodging House licence category in the Business Licence Bylaw,
- Launch a public education campaign following approval of the above bylaw amendments to ensure residents and hosts understand their rights and responsibilities.

Engagement overview

From May 1 to May 12, 2019 an online survey was made available to hosts/operators via email. The survey was distributed through host platforms (i.e. Airbnb and Expedia group) and sent directly to Lodging House license holders. The nine (9) question survey was accompanied by information about the project, its objectives, and an evaluation survey.

The purpose of licencing is to:

- Ensure the safety and protection of both consumers and neighbouring residents
- Amending our current bylaws to define a short-term rental licence
- Revise the definition of Lodging House to reflect the current use of this type of accommodation
- Establish expectations for operators to ensure consumer safety and protection
- Create more clarity for existing licenses for accommodation operators such as Bed & Breakfast

What we are proposing	Why?
1. A tiered licence category for short-term rentals (STR).	Short-term rentals have grown in popularity and now number between 3,300 and 5,800 in Calgary. Licencing short-term rentals ensures guests, owners and communities have consistent standards and safety.
2. Amendments to the Lodging House definition.	The Lodging house licence was created before the development of short-term rentals. With a rapidly changing accommodations industry, Lodging Houses need to be revised to fit within a continuum of accommodation options for citizens and tourists.

What we asked

We are in the process of developing the licencing agreements and categories for short-term rentals and asked hosts and operators for input on the following nine (9) questions:

1. Please identify which statement(s) applies to you (check all that apply):



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2. As a host, what additional requirements do you believe would enhance the overall safety of guests and your community (check all that apply)?
3. How do you think a tiered licence category should be structured?
 - a. Thinking of the host 1 scenario above, how much do you think is a fair price for an annual licence fee?
 - b. Thinking of the host 2 scenario above, how much is a fair price for an annual licence fee?
 - c. Thinking of host 3 scenario from question 3 above, how much is a fair price for an annual licence fee?
4. When short-term rentals are not occupied by the owner, what option should an owner ensure is available to The City in the event an emergency or complaint has occurred and a resolution is required?
5. What is the appropriate number of days a guest can consecutively stay in a short-term rental?
6. As a host, would you be willing to contribute to a local tax to support local tourism and businesses in Calgary?
7. What criteria should be evaluated to ensure the operator, individuals and community are safe (check all that apply)?
8. Do you participate in other sharing economy activities?
9. How would you like to receive future information about the short-term rentals and Lodging houses?

What we heard

We received 259 completed surveys and had over 800 views from just over 550 visitors of the project information. We also had 151 evaluations. All of the questions have been broken down into pie charts. For a detailed summary of the input that was provided see pages 4 to 8 of the [Summary of Input](#) section. For a verbatim listing of all the input, see the [Verbatim Responses](#) section starting on page 9.

Next steps

These contributions will be used in the development of the tiered licence categories. The What We Heard report will be shared on The City of Calgary portal page and, emailed to hosts/operators directly. A What We Did report, a report that explains how your input could or could not be used, will be shared in late May.



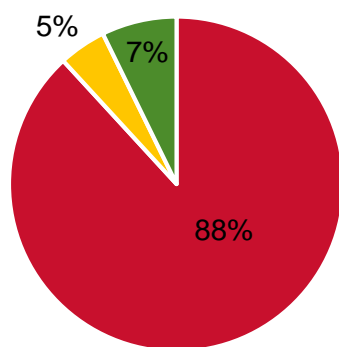
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Summary of Input

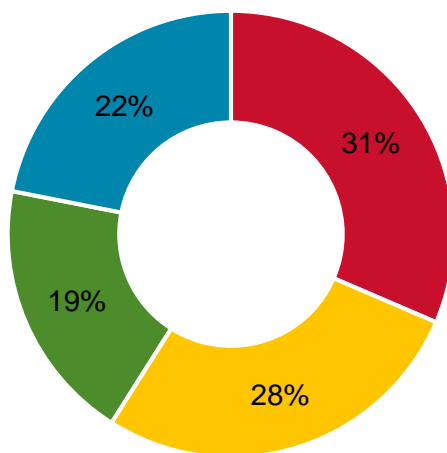
The next six pages are pie charts that show all of the questions and answers. Please note the pie charts are not representative.

1. Please identify which statement(s) applies to you (check all that apply):



- I currently operate a short-term rental
- I currently operate a Lodging house
- I don't operate a Lodging house or short-term rental

2. As a host, what additional requirements do you believe would enhance the overall safety of guests and your community (check all that apply)?



- Fire requirements (i.e. Fire extinguishers, Fire escape plan)
- Communication requirements (i.e. 24-hour emergency contact, Good neighbour guide)
- Security requirements (i.e. Proof of property insurance)
- Ownership requirements (i.e. Owner declaration/consent form of rental)



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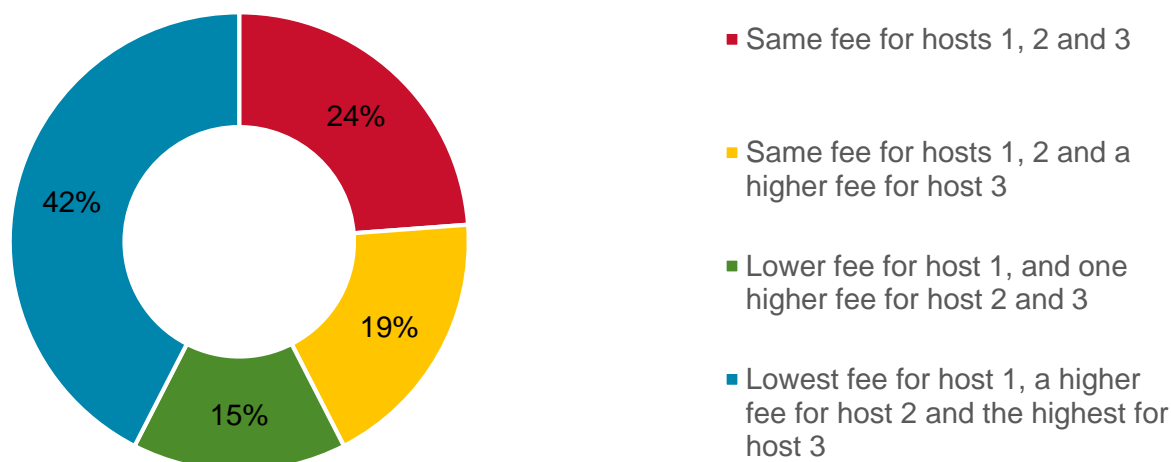
For question 3 there was a preamble as well as 3 sub questions.

Below are three common scenarios for operators who are involved in the STR sharing economy:

- 1) The host **lives in the home** where they rent STRs;
- 2) The host has a **secondary residence** where they do not live but rent as a STR; or
- 3) The host has a **large residence**, capable of hosting 10 people or more a night, which requires additional safety inspections.

The standard business licence fee charged by The City is \$191.

3. How do you think a tiered licence category should be structured?



3 a. Thinking of the host 1 scenario above, how much do you think is a fair price for an annual licence fee?

- 400 was the maximum, 0 was the minimum and the median was 87.

3 b. Thinking of the host 2 scenario above, how much is a fair price for an annual licence fee?

- 1000 was the maximum, 2 was the minimum and 133 was the median.

3 c. Thinking of host 3 scenario from question 3 above, how much is a fair price for an annual licence fee?

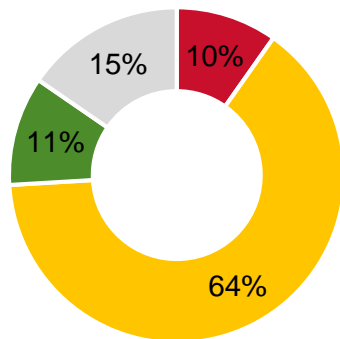
- 1200 was the maximum, 3 was the minimum and 210 was the median.



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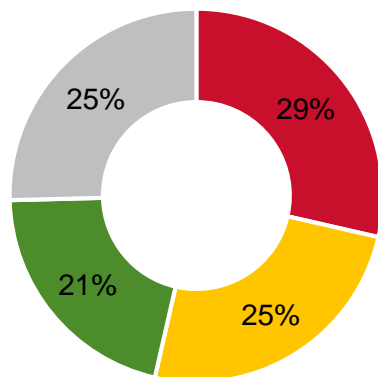
4. When short-term rentals are not occupied by the owner, what option should an owner ensure is available to The City in the event an emergency or complaint has occurred and a resolution is required.



- A professional property management company to act on behalf of the owner
- A family member or friend who can be present at the property within 24 hours
- The short-term rental should only be active when the owner is at the property.
- Other

For “other”, the most common response (32 out of 42 responses) was a phone number or a way to contact the owner in case of an emergency.

5. What is the appropriate number of days a guest can consecutively stay in a short-term rental?



- 30 consecutive days
- 90 consecutive days
- 180 consecutive days
- Other

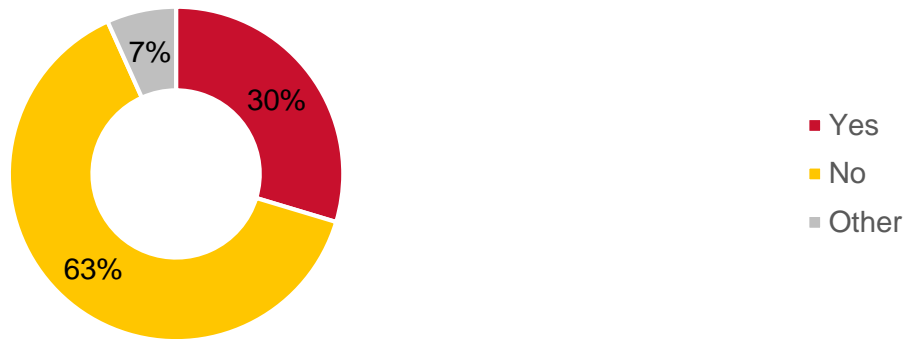
For “other”, 37 out of 81 respondents had a specific limit in mind ranging from 3 months to multiple years, 38 of 81 said that there should be no limit, and 6 responses had an issue with the question.



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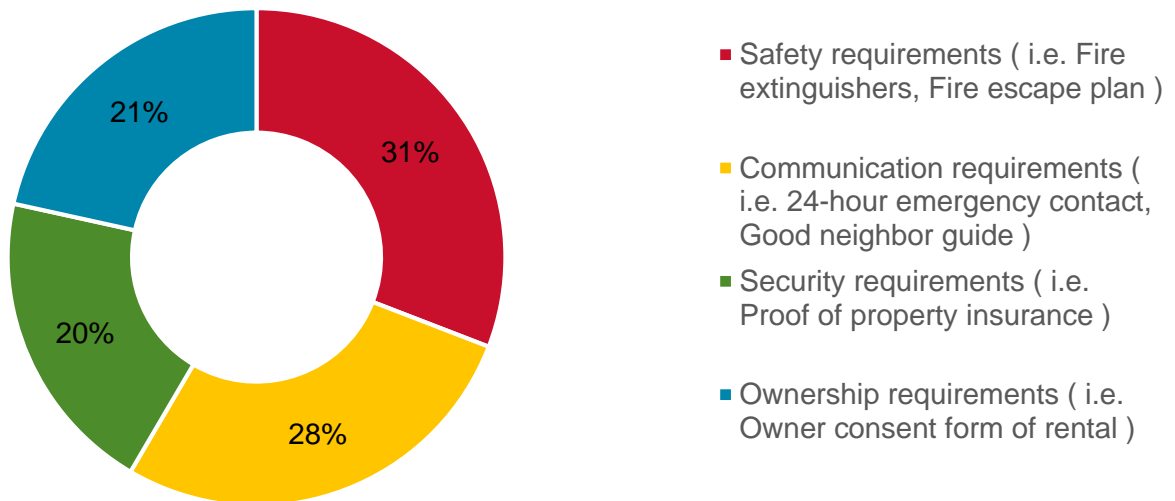
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6. As a host, would you be willing to contribute to a local tax to support local tourism and businesses in Calgary?



For respondents who said “yes”, there had to be a clear benefit. For those who said “no”, most said that it was already being paid for else where. For those who told us “it depends”, their reasons were that it would depend on: where it would be spent, how much the host could pay, and that it should depend on income.

7. What criteria should be evaluated to ensure the operator, individuals and community are safe (check all that apply)?

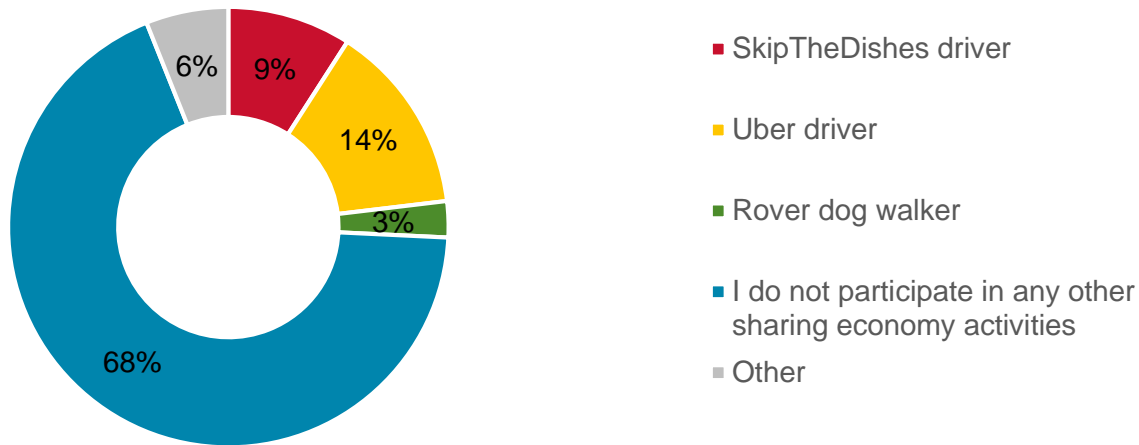




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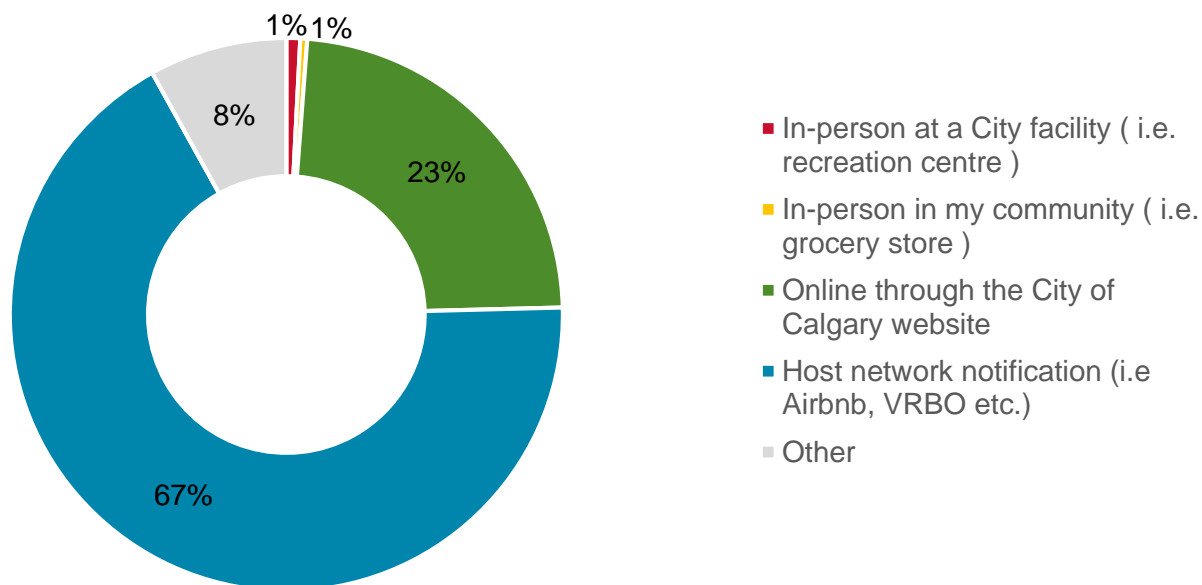
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8. Do you participate in other sharing economy activities?



For “other”, 9 of 16 said that they use the service but don’t work in it, the rest told us specific service provider that they work with/for.

9. How would you like to receive future information about the short-term rentals and Lodging houses?



For those who told us “other”, direct email and the host email list was the main suggestion.



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Verbatim Comments

The following is the verbatim for all of the questions. All comments are as submitted (this includes any typing or spelling mistakes), except for personal identifying information which is removed and replaced with [personal information removed] to protect personal information and privacy.

4. When short-term rentals are not occupied by the owner, what option should an owner ensure is available to The City in the event an emergency or complaint has occurred and a resolution is required?
a 24 hour alternative contact should be made available t the city
A phone call to the owner should be enough. If necessary pictures and video can work. City bureaucracy looking to kill more business by getting involved. Calgary wants its pound of flesh how about the taxes that are being paid. From this survey it is clear that there is an agenda it charge regardless of what info is gathered.. the following is my complete answer to question #1. \$50 it's a very small income for many people just trying to survive all of the additional fees of ownership..
A professional property management company or a family member / friend who can be there within 24 hours
A way to access the property for emergencies
A written agreement that allows short_term lease between owner and tenant. And it's the tenant's responsibility to manage the short_term rental if the tenant collects money from short term rental.
Access to the property must be given to The City within 24 hours. It is up to the owner's discretion on how to manage that.
An air bnb shared host
Anyone in the house, be it a guest or the owner, should have obligations to keep the peace and abide by the rules of the community. Guests do not have lessor obligations. if they are disturbing the peace, the police need to intervene. It matters not in my opinion, whether the owner is onsite or not.
Co-host who operates it on behalf of the owner or owner approved individual
Contact information that is available to The City in order to get ahold of the owner - that should be the same process as any other complaint process.
Contact number should work.
Contact phone number
Emergency contact info for the owner. If owner is out of town, then a person or Management company should be provided.
Emergency contact of owner (host) or property manager (or co host) and instructions given to guests of how to also contact emergency services such as 911 for medical, police (and non emergency contact), fire dept.
Emergency contact phone number
Every host I've met has a backup or a friend close by. Or Co-Host when they are out of town.
Family member, friend, OR owner who can be present at the property within 24 hours



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Family, friend, property mgt company, other Airbnb host
I don't think this should be the city's responsibility. The sharing platforms are based on trust and clear agreements and if people have difficulty it inevitably means they don't have the required levels of trust and communication skills, and they go back to regular commerce. If the city starts to take responsibility, I believe this will adversely affect the sharing economy participants and cause more problems than it solves
I live in the same city, so I as the owner can be at the property myself within 24 hours in the case of an emergency.
I've already explained this twice. However, each time I press "return" your program assumes I've completed the questionnaire!
Most hosts have Co-Hosts when they are not around
No Idea
No opinion...my property is not rented on a short term basis
None of the above. The City shouldn't be concerned about who a homeowner allows to stay in their home. Contact information is left in the home in case of an emergency. Most homeowners likely have a plan in place without having to share that information with The City.
Owner / authorized representative designated on the permit, which may include family members, friends, and property management companies.
Owner available by phone or in person within 24 hours. Renters should be able to easily contact the owner directly or via the internet service used to book Short term rental.
Owner or designated person/company should be available to be present at the property within 24 hours
Owner or representative is available 24/7
Owner's contact information
Physical presence of the owner is not required for emergencies. Contact information is sufficient.
Proof of someone who is dedicated and will respond efficiently in the event of an occurrence, within 24hrs. Doesn't need to be a family member or property manager
STR should be "owner occupied". The owner may be out for part of the day, but be available for contact. A STR should be licensed(registered), insured and inspected(H&S).
The owner needs to have someone ready to respond to guests actions. Criminals are using Airbnb as platforms for criminal activity. This survey is out of date and should have areas to comment outside of these basic questions. Host and Guest safety are paramount..not just guest safety.y to respond.
The owner provides proof of an active mobile phone (or phones) they use on a daily basis 24/7
The owner should be responsible for handling emergencies or complaints. Communication and responsibility for any matters should fall to the individual who directly owns the property to ensure accountability to decisions.
The owner themselves or a co-host should be able to be at the property within 24 hours.
The police should conduct themselves appropriately regardless of whether the owner is at home or not. For e.g, if cars block driveways, they should be moved. If they are noisy, they



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need be told to be quiet-- just the same as whether the owner was making too much noise or the guests.

The property owner or if not available, a friend or family member who can be present at the property within 24 hours. who can be present at the property within 24 hours.

The property owner who can be present at the property within 24 hours

[personal information removed]

5. What is the appropriate number of days a guest can consecutively stay in a short-term rental?

3
14
14
14
21
28
29
250
1 or 2. It is short term
1 year
1 year or less
1-14
14 days
180 days. Anything more I would consider long term stay and it would trigger and be subject to the other items in the Residential Tenancies Act.
3+
30 days or more is not "short term". Long term rentals can be any length.
3-30 days
365/366 days
6 months
6 months
6 months less one day- Landlord Tenant Act
Alberta defines short-term as anything less than 6 months. I put \$0.00 for the cost because I pay a business tax. All three categories above are businesses and possibly should pay a nominal business tax.
Any amount of consecutive days should be allowed. Market pricing will effectively limit "long term" short term rentals.
Any amount of days as mutually agreeable.



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Any amount of time less than one year. (I find your question unclear). Are you trying to ask, what is the definition of a short term rental? I think income earned is a better factor. Those people who are running an STR as a business will have more income. I have a home with five bedrooms and I live there alone. I feel that as an owner, I am allowed to have guests sleep at my home for as long as I want. I might hosts a friend on a vacation, or a friend who is moving to the city to look for work, and I don't consider that a short term rental. I believe I am entitled to ask for monetary compensation for certain guests, and when that becomes substantial, then I would call it a short term rental.
As agreed to by the host
As considered and clearly agreed by the owner, host (if different) and guest. The sharing platforms take care of this, and when it breaks down, people receive ratings that sort out those unable to communicate and behave effectively.
As long as needed
As long as needed.
As long as the agreement between guest and host
As long as they are paying
As long as they require. We are here to make people's lives better, not to put red tape around things.
As long as they want.
As many as they want, just like any other bed and breakfast or hotel. Why would there be a limit?
As many dayd as they would like
Depends. What if they live in another province but coming here for a short term school. Like 3-4 months
Do not limit us in any way, it's not fair.
Doesn't matter at all
I believe it should be open ended thereby offering a variety of durations. Sometimes a person is in town for work and may need a bit longer than 180 days but not a full year lease.
I believe that guest can stay any amount of time, as agreed upon with the host, but I would say the category of "short term" would be up to 30 consecutive days.
I dont think there should be a minimum or maximum
I think I this is a mute point and not one that the city should regulate
I'm assuming you are looking for the maximum length of time a guest can stay at a STR. I think it would be reasonable for 6 months to a year. Some guests choose STRs because they are here for school for a semester or a work term and we should be able to accommodate that.
Indefinite
It is not applicable. This is between the owner and guest.
It's great if short term turns into long term once you know its a good fit. That's the point for me.
Length of stay is irrelevant. Contract period is what makes it work. Weekly contracts.
Limitless
No limit



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No limit
NO LIMIT, it's not necessary to impose a limit like this, I would like to be able to rent my place for 1 day or 1 year, it's my home.
No opinion...my lodging house is not in the short term rental market
stays vary. all of the above should qualify
That decision should be up to the homeowner and would be stated on their listing
The number of days should be at the discretion of the owner.
This is not relevant it is between the owner and guest.
This question feels loaded - by definition a short term rental is under 6 months/180 days so I'm unsure what you want for an answer. There's no real difference in signing a lease or paying for a short term rental for 6 months, apart from the fact that the guest will probably end up paying more.
This question is rather ambiguous and unclear.
This should be variable, often we have had guests stay with us due to work or school and they need a furnished, utilities included place so that they can just concentrate on their work here.
Unlimited
We only allow 7 days but prefer 3 nights
What difference does it make as long as there are no complaints. It is the same as having a roommate.
Whatever is acceptable for a hotel
Why restrict? Whatever the host is comfortable with.

6. As a host, would you be willing to contribute to a local tax to support local tourism and businesses in Calgary?
As a host, I own the property I rent out. I currently pay property tax on this property. I do not feel that additional tax is appropriate. By making the property available, I encourage guests to go to local businesses which already supports local tourism and business.
As long as everyone complies but I have to pay taxes already how much more can I pay. We make it affordable for more people to be able to visit Alberta and spend money here.
By hosting I am already contributing. Taxing me additionally (to the income tax I pay on the pay I get) seems to me like a penalty.
Depends fully on what the local tax would be. My property taxes have already increased so I am not fully supportive unless this tax is supporting an advertising/marketing objective in support of short term rentals.
Depends on Host's Financial Ability, Some hosts depends on airbnb to make a living
Four room yes three or less no as per the current tourism levy.
having a space where a host recommends their own favourite businesses and attractions is already supporting local tourism and business. Airbnb for example provides a guidebook for each listing. and most of the hosts I know even have a binder with printed information on these things.
I already pay taxes and still don't cover the cost of ownership.



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I am a landlord not a host . I do not cater to the short term rental market. therefore I should not have to contribute anything to support tourism and business. I pay local provincial and federal taxes
I am taxed enough, and most of my guests do contribute to tourism.
I believe hosts renting 1 room in their home for less than 6 months should be exempted from all regulations
I do not think it is necessary. Offer tax credits for the film industry like BC and their will be plenty of tourism and business. Also when the pipeline is built, the economy will again flourish.
I do. I have hosted hundreds of people from all over the world in my home. They put money literally into my community that otherwise does not have short term accomodation options. I am most definitely supporting the shop local and the tourism industry by providing a safe, clean and affordable short term rental option.
I happily pay federal tax already on this income, I don't need an additional local tax, (or a business fee, the whole point is to supplement my income, how can I do that if I am paying 2 taxes and a business fee)
I pay more then enough on property taxes
I think this should be based on each family's income level.
I would also support Airbnb paying gst and income taxes.
I would like to see how any such fund would operate
I'm willing to pay tax but what'll be the benefit to me?
If it is I
If the hotels are required to pay this tax then short-term should pay the same tax.
Isn't that the point of the license fee? Why would thee need to be another tax? So you can continue to raise it? Like garabage and recycling!!
It is contributing to the local economy. Every person that coming pays to get here, pays for very local purchases in neighborhoods that would otherwise not see tourists come there to spend money.
It should be low 1-2%. It can create conflict with guests who question this. The idea should be looked at carefully. Perhaps it is part of the licence fee - add another \$50 to the licence fee.
Just GST
License fee should include such tax
Live in home host probably do more to promote local tourism than any other group including hotels. In home host are ambassadors for local tourism and they encourage dollars to be spent locally. They already promote tourism.
Minimal tax is ok
No this tax should not apply. Our guests are primarily low income and transient NOT visitors.
No, because assisting accommodation for guests helps to support the city by the support it already brings to local businesses and tourism and recognition to the city as a place to visit. Why do homeowners have to pay another tax when they are also benefitting the city this way? We are NOT hotels. It's homesharing.



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No, STRs allow individuals to stay in communities where other accommodations may not be present because hotels/lodging are not established. The additional tourism traffic that those individuals bring to those respective communities by staying in STRs should provide noticeable benefits that otherwise would not be received, and therefore having hosts contribute to a further tax is effectively exploiting the tourism impact. Incremental tourism revenue derived from STRs is a sufficient benefit to those communities who would otherwise not receive it if STRs were not in place.
No, unless i get some tangible benefit from the tax other than increased tourism in calgary as a whole. Hotels get paid advertisements and exposure via toruism ads etc. I do nit
No. The increased visitors to the area is already contributing to the economy through increased spend in local businesses (e.g. restaurants and shops), and local tourist destinations.
Only if it is clear when booking on AirBnB that it is a City Tax, and not included in the nightly rate payable to the host.
Only if very reasonable (1-2% max), and only if AirBnB collects this tax from the guest upon booking. This is commonly done in other jurisdictions, so it is clear to the guest booking what the fee is for (i.e. that it is a regulated requirement, and not going into the owners pockets)..
Only if we get promoted, if the tax money only promotes hotels that isn't right.
Our guests support local business already and many of them at our recommendation
They don't help us market so no or half the cost
This has become popular due to the impact of adverse regulatory effects on the economy.
This would be double taxation. One or the other... Why nickel and dime a person who is simply trying to be able to afford their house in a market that was hurt by big corporations monopolizing our markets, including real estate. The city should take better care of their citizens and not allow too many businesses to be started and houses to be built when the present ones are struggling.
This would depend on how it would be spent. I can't answer until I have that info.
This would depend on where the local tax is going to exactly
turists guess contributing to local businesses and guess come to work in Calgary they helping the city. Most the guests are poor and have no other choice to travel or work
Unless it is 5% or less
We generally do not have tourists. We have primarily residents.
we pay personal rental income tax from our short term rental, it should only be one or the other
Yes but there is no difference between long term and short term rental
Yes if it is paid for by the guest.
Yes, a tourism levy already exists for properties with 4+ guest rooms. This should be extended to all short term rentals
Yes, but it must be economically equal
yes, but lower tax rate because of low income.
Yes, if 5% or less of gross rent. We already pay income tax on the rental income.
Yes, only if we get promoted by tourism Calgary



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Yes, provided that short term rentals become part of the tourism and marketing strategy of the City of Calgary.

8. Do you participate in other sharing economy activities?

A few years ago, i was an active Homestay family for foreign students coming to Calgary to study English.

Have used Uber while in Toronto and Airbnb while in Victoria. also seek out bed and breakfast when traveling.

Have utilized Uber and various services like SkipDishes

I do not participate in any sharing activity including renting my lodging house on a short term basis. I have had the same tenant for over 5 years

I do not work in these other sharing economy activities, but I use SkipTheDishes and Uber frequently!

I don't share particioate in this activities yet. But I think it's a good trend.

I participate in all of the above as a user, but not as a driver/dog walker.

I use the above services

I use these services but not as a driver.

I utilize car2go

I utilize other sharing economy businesses but do not work in any

library/tools and community gardens/selling of leftover vegetables/fruits

My restaurant is on three platforms - ubereats, skipthedishes, and doordash.

Rover dog sitting.

Spot

The delivery of my life's work is based on sharing, including a financial patronage model, I give my services freely, making clear agreements based on supporting mutual well being. This has been my empowering answer to my having barriers to participating in conventional ways, and has allowed me to become a significant contributor to society.

turo

We do not operate any other "sharing economy activity".

9. How would you like to receive future information about the short-term rentals and Lodging houses?

All of the above

By email.

Direct communication like the request for this survey and an opportunity to speak directly to the city at an event.

email

Email

Email

Email (opt-in)

Email



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Email communication from the city.
Email me directly [personal information removed]
I think this was far more beneficial then the meeting we attended a while a go. Airbnb should be responsible for all communication to the hosts. They are making a profit it's their company
I would just like to say that with all of the new residential building that Calgary has allowed leading to vacant residences and therefore an increase in shared residences to pay the mortgage Calgary has created this market and should not now be taxing or controlling it. I would be on disability of not for the income I receive.
Insufficient options to provide feedback on this survey. I believe host type 2 is the most problematic as far as neighbourhood security and rental unit accessibility
Online - City website. (Survey only allows one choice. I wish to add a comment.) Is there a way to sign up for email notification? [personal information removed] Posting in a City or community facility provides very limited exposure. It depends on people reading all the bulletins to find info.
email
The city should have a forum. Hosts are a great tourism network...that is hosts that are dedicated to doing Airbnb. These hosts are the ones that will work to ensure guests are safe. It is the one time or infrequent host that is more likely to create an unsafe environment for guests. Please keep this is mind when regulating. The inexperienced host will cause the city more work and police efforts.
The City website and Host network
Through the Bed and Breakfast Association of Calgary
To the extend the lodging house rules change then as a an already licensed owner I would like to be notified in a timely manner by mail and email. Although my property is classified as a lodging house it would be unfair to lump it in with the short term rental market....I refuse to rent rooms in my house on a short term basis.
Via host network or Airbnb. think fees for all should be the same if the requirements are the same. Unless the city is charging each person for each potential bed they offer. It sounds like this is not the case. Therefore all the same. The amount depends on what the funds finance. \$60 each at 4500 renters is \$270,000. Where would that go? What exactly are we paying for? Until this is clarified I don't think these questions can be answered.