

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

City regulations are in place, and business licences are required, so that short term accommodation operations align with our community's expectations and to reduce potential negative impacts on residents.

All STA operators must adhere to a Good Neighbour Agreement:

<https://www.westkelownacity.ca/en/our-community/resources/Documents/STA-Operator-Guidebook.pdf>

Operators should educate their visitors about how they can be respectful guests. It's usually a good idea to let your neighbours know if you're planning to host. This gives them the chance to let you know if they have any concerns or considerations. Part of being a responsible host is helping your guests understand best practices for interacting with your community. When you communicate local rules and customs with your guests, you're helping to create a great experience for everyone.

The City of West Kelowna supports a compliance-based approach when dealing with municipal bylaw complaints, including complaints regarding short term accommodations. Progressive enforcement action will be taken to ensure that operators comply with regulations. Operators may receive fines between \$250 and \$1,000 per day, per offence, at the discretion of bylaw enforcement. Strict action will be taken to ensure that operators comply with regulations. Operators failing to meet the regulations and requirements, and those that have multiple offences will be subject to higher fine amount per day, per offence with the possibility of having their Short-Term Accommodation Business Licence suspended or revoked. The Operator of a Short-Term Accommodation must ensure that any marketing or listing for the accommodation includes the licence number of a valid licence issued for the dwelling.

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 Operators not meeting the required operating, regulatory, or licensing 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.

Can the operator be absent overnight?

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

A local contact, a person (adult) designated as an alternate host, must be available to respond to any nuisance complaints if the operator is unavailable or absent.

Off-Street Parking

Short Term Accommodations must provide parking spaces within the property (not on the street or within the road right-of-way) for their visitors. Parking spaces must meet all the requirements outlined in Part 4 of the City Zoning Bylaw (including width, depth, and location). The principal residence is required to have two parking stalls, separate from the Short-Term Accommodation parking stall requirements. A Short-Term Accommodation operator must provide one additional parking space if 1 or 2 bedrooms are rented, and two parking spaces if 3 or 4 bedrooms are rented in either the principal residence, secondary suite, or carriage house.