



Short Term Rentals Engagement

'What We Heard' Summary



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Project Scope & How We Got Input

The Village of Pemberton is in the midst of updating its Zoning Bylaw and like many communities across Canada, is looking to create zoning regulations pertaining to short term vacation rentals given recent community concern with respect to the accommodation 'sharing economy'. The Village sought support from the Whistler Centre for Sustainability with community engagement on the short term rental accommodation issue (rentals of less than 28 days), and the outcome is this report of the consultation results and possible routes forward the Village of Pemberton may want to contemplate.

During this engagement the Village wished to build a common understanding of the issues; understand short term rental approaches from other communities; gather community feedback; and understand how to maintain or adjust policy.

BACKGROUND RESEARCH

The Whistler Centre examined responses to short term accommodation in residential areas as well the general notion of short term rental benefits and challenges by B.C. communities including the City of Nelson, the Resort Municipality of Whistler, the Sun Peaks Mountain Resort Municipality and the District of Tofino. Several background briefs were also prepared to explain the current situation in the Village of Pemberton, including the general issues being faced in the general community and this is attached as **Appendix A**.

PUBLIC ENGAGEMENT PROCESS

The Centre developed and facilitated a public engagement process consisting of key stakeholder interviews, three public information sessions and an online survey. The engagement kicked off by releasing the background research on July 14th 2017 during the Pemberton Farmers' Market and then continued with the online survey until August 14th 2017. Village staff also offered to host small group discussions on the topic but none were requested.

Summary and Recommendations

Approximately 330 instances of engagement through face-to-face conversations or online surveys helped to connect with the Village of Pemberton community and stakeholders on the topic of short term nightly rentals. Approximately 60 people were engaged through outreach events and about 260 participated in the online survey. Six local stakeholder groups participated through one-on-one interviews and representatives from Airbnb communicated via email.

While local perspectives on short term rentals vary, it is clear from the comments and interactions that the Village of Pemberton community members and stakeholders all have the community at heart.

The engagement highlighted much common ground and understanding of the issues.

Topics and issues where there was common understanding or support included:

- **Regulation and Management:** Most of the people providing input supported the notion of regulating and managing short term rentals in some manner. While their opinion on the extent of regulation varied, most felt that operators should be contributing to the community tax base and treated more like a business than a residence. There was general agreement that short term rentals should only occur in areas where it is permitted through zoning. Options with respect to different management rules were provided in the survey, and all received some support; however, requiring a business license and paying a bylaw infraction deposit in case of disturbances were the two options that received the most support. The third most popular management option was some type of good neighbour agreement to proactively address neighbourhood issues.
- **Long-term rental housing/affordability:** Impacts on long-term rental housing/affordability was the most common concern for both the general public and most stakeholder organizations. Long-term rental/affordable housing is seen as important both for maintaining a strong community and in order to provide housing for employees of local business. The word 'crisis' was often used by community members and business organizations to refer to the current housing challenges. Many see this concern as requiring greater attention prior to expanding short term rentals. A good number of participants also highlighted the importance of utilizing short term rental income to cover housing costs which is seen by some as at odds with ensuring a supply of affordable long-term rentals.
- **Primary residences/Single Family /Everywhere – though limited:** If short term rentals continue to be permitted (i.e., bed and breakfasts) or are expanded, most respondents feel that these operations should mainly take place in rooms located within a primary residence (rather than in a secondary suite) or as a whole unit rental when the homeowner is away. While this approach is bound to preserve much long-term rental housing it isn't clear that 'preserving' these rentals was the primary motivation for these suggestions. Rather the primary motivation could have been in order to grow resident homeowner incomes (vs. property investor incomes) as respondents also rated the importance of 'resident' income generation higher than income generation for absentee property land holders or part-time residents. Additionally, single-family properties or suites on site are where most feel these operations should occur. On the question of where short term rentals should be allowed if

"This should not be an opportunity for real estate investment to profit but for permanent residents to benefit from living in a tourist industry town."

Survey Respondent

they are pursued, most feel that there should be little discrimination on locations, though there was some general sentiment to somewhat limit their total number whether through the market or through a permitting process.

Opinions on some key topics varied. **Topics and issues with mixed opinions included:**

- **Benefits of having short term rentals:** While one of the most important benefits of short term rentals was noted as the ability to earn extra income or offset costs, these benefits were only deemed important (4 - 5 on 5 point scale) by 50%-55% of the 190 survey respondents to this question. Others didn't see income generation as a benefit or were somewhat indifferent to this possibility.
- **The approach to expanding or restricting short term rentals:** Respondents' feelings on how to regulate short term rentals through municipal policy was also quite mixed.

In total, a little less than half (48%) wanted to expand the options for short term rentals somewhat, and a little more than half (52%) wanted the 'status quo' or a roll back of policy which would virtually prohibit short term rentals. To be clear, the only type of short term rental accommodation for the travelling public permitted in the Village at this time is via bed and breakfast establishments and country inns, and these are only permitted in certain Residential Zones and under certain conditions. Bed and Breakfasts are not permitted in Townhouse Zones (multi-family units), Comprehensive Development Zones (mixed use zones) or in the Industrial Zones. The Village Zoning Bylaw does not contemplate the type of popular short term rentals (or commonly referred to as Airbnb's); however, many Village residents are offering short term accommodation options in exchange for payment through booking websites like Airbnb.com. Business and tourism stakeholders tended to support the opportunity provided by short term rentals but only with a level playing field and in conjunction with or after the shortage of employee housing (long-term rentals/affordable housing) concerns were addressed.

When the survey population is broken out by renters and homeowners however, a slightly clearer distinction arises with homeowners leaning toward more limited expansion/permissive approaches (54%) and renters clearly leaning toward a roll back or status quo (76%). The seventeen businesses that filled out surveys through the Chamber of Commerce collector link somewhat favoured 'limited expansion' over other options, but also stressed the importance of long-term rentals and affordable housing, indicating that achieving both could be possible. Those supporting some expansion indicated their support was based on the benefits to tourism and added income for local primary residence homeowners. Once again, those against expansion indicated a concern for the impacts on the long-term rental pool (community and business staffing) as the primary factor.

These results present somewhat of a dilemma as there is no straight forward approach to recommend based on the opinion of community members and stakeholders at this time. That said the issues and opinions raised during the engagement do provide some potential routes forward.

MOVING FORWARD

The following section is broken into two main topics. The first includes some common practices that build off areas we found to be of common interest. The second provides four possible routes forward on the areas where opinion was mixed.

COMMON PRACTICE

One of the biggest challenges facing all municipalities with short term rentals is how to enforce the regulations regardless of what they are. The process to ticket or fine a homeowner in contravention of a Zoning Bylaw can be cumbersome and costly. Making this process more effective and efficient is important. In addition to what the Village of Pemberton is already ready doing, a few ideas to consider that may make enforcement and compliance easier include:

- Using third party software such as Host-Compliance to provide the Village with a monthly report and an up-to-date list of active short term rentals in the community. Pricing for this service ranges from \$380/year for monitoring to \$2,250/year for monitoring plus address identification, outreach case history, etc.
- Adding short term rental offences to the municipal information utilization ticketing system to increase the ability to charge those not in compliance and more easily manage disputes that may arise through the ticket system.
- Adding offences that relate to the marketing of short term rentals and not just the 'use' (activity) of short term rentals. It is thought that this advertising activity is easier to prove than whether a property was used in contravention of the Zoning Bylaw.
- Add a clear definition of short term rentals/short term tourist accommodation to the Zoning Bylaw so that this activity can be referred to when needed.
- More clearly articulate the permitted uses in each zone in the Zoning Bylaw to ensure use cannot be misconstrued with allowing short term rentals.
- Initiate an education or social marketing campaign once the new rules are in place to help make sure all property owners are aware of what is or is not allowed. For example, the Town of Canmore, AB is currently running a 'Myth or Fact' campaign to educate its residents.
- Work with Strata Corporations to help them find effective and efficient methods to deter short term rentals in townhouse units.



- If any type of short term rentals do continue:
 - Requiring a business license is an effective mechanism for tracking permitted properties and the business regulation bylaw is one mechanism in addition to zoning to help outline what is permitted. Business License fees can also help to cover the administration costs for any inspections or enforcement.
- While not a short term rental common practice ‘per se’, developing affordable housing policy and implementing affordable housing strategies or actions could go a long way to supporting the ‘housing crisis’ expressed by so many during this engagement. In fact, in order to take full advantage of the benefits of short term rentals to tourism and local incomes, the community will likely need to take some steps to manage this concern.

Introducing a commercial use into a residential neighbourhood has the potential for conflict. Through this engagement we heard about many experiences from people living beside a short term rental. Experiences were certainly a mix of ‘good’ and ‘bad’, but to ensure more consistency with good practices the following management rules should be considered:

- Efforts should be made to ensure that only ‘primary’ residences are rented out on a short term basis. Aside from having support for this approach, it is common practice for those communities wishing to protect long-term rentals.
- Limiting 2 people per room in a shared or a whole room rental is a common practice, as is capping the total number of people to around 8 per single family home.
- Ensuring onsite parking spaces for each room should help to manage parking issues and fire safety measures similar to the current Village approach should continue.
- Restricting any type of short term rental practice to single family detached homes and non-strata style properties is supported by the survey and by common practices. Expanding the option to duplexes/townhouse could also work, but smaller strata dwellings like condominiums and apartments can lead to more of the reported challenges.
- If whole home rentals are allowed, additional rules might include ‘bylaw infraction deposits’ of \$500-\$1,000 to promote better on-site management of guests and cost recovery of Village resources in the event that enforcement is required; ‘good neighbour agreements’ to proactively ensure that neighbours know of the commercial use, associated rules and have a 24/7 owner contact number in the case of concerns and to possibly report guest activities that may be detrimental to the rental property.
- With respect to taxation, the Village of Pemberton can work through UBCM to keep pushing the topic of ‘fair’ taxation for commercial accommodation operations. One area this could be expanded is toward the property class taxation legislation which treats B&B’s and short term rentals differently.
- Consulting a municipal lawyer on all of the above topics will help to ensure effective and efficient implementation.

EXPANSION OPTIONS

Through the engagement it became clear that there are mixed opinions on the topic of short term rentals. While support for the tourism experience and local income opportunities was important for many of the respondents, the pressing issue of long-term rental housing and fair treatment of commercial properties was just as loud if not louder. Organizations like the Chamber of Commerce, whom normally are supportive of commercial expansion, expressed strong concern about ensuring the supply of rental housing first. In considering all the various feedback, there appears to be four possible ways forward for the Village to consider.

1. **Roll back** – Bed and breakfast establishments are currently only permitted in the RS-1 Zone, the RSA-1 and the RSA-2 Zones. Therefore all properties in these zones are permitted to rent out rooms on a short term basis if they comply with the zoning regulations for a bed and breakfast (B&B) which includes holding a valid Business Licence. Tightening up the current zoning might be a possibility if the Village believes that allowing short term vacation rental accommodation through a bed and breakfast establishment in every residence zoned for this use may need to be reconsidered. There does appear to be much less demand for shared home rentals from visitors and fewer residents seem to rent rooms on a nightly basis.

This approach may not have a huge impact on increasing long-term rentals, but it may prevent them from being lost in future if demand for shared rooms increases. While these types of rentals are likely to have the least amount of impact on local neighbourhoods, reducing this option by removing it as a use or limiting the amount will send a clear signal that the Village is not interested in commercial uses in neighbourhoods. It will also reduce the need to create more complex management rules. As there will still likely be demand for full home and shared home short term rentals from visitors as well as willing landlords, the Village will need to put more resources into enforcement in order to manage resident concerns.

2. **Modernize the 'Status Quo'** – Through engagement with tourist providers, residents and business organizations, it became clear that there is a role for short term rentals to support tourism and local incomes. Keeping the 'status quo' would make Pemberton unique in that the only 'sharing economy' accommodation options would be for rooms located in primary residences. With creative marketing this could create an authentic Pemberton experience for visitors. That said, any expansion could further impact longer-term room rentals, and not allowing full-home rentals in some capacity will certainly eliminate the majority of visitors who are looking to rent entire homes/properties. If this approach is pursued, the Village should also consider dropping the 'breakfast' requirement as many guests are not looking for this type of experience. As there will still likely be demand for full-home short term rentals from visitors as well as willing landlords, the Village may need to put more resources into enforcement in order to manage resident concerns. That said, maintaining the 'status quo' by only permitting property owners to rent out rooms within their primary residence will reduce the need to create more complex management rules that would be applicable to full-home rentals.

3. **Expanded:** The engagement findings lead us to believe that there is a role for short term rentals to support tourism and local incomes. The demand expressed for single room vs. full-home rentals is not equal however. Full-home/whole unit rentals are in much greater demand, and most leading tourism destinations have this type of 'whole unit' available for visitors who require something other than hotel style accommodation. Many of the survey participants admitted to staying in this type of accommodation themselves.

To fulfill this demand, Pemberton could consider expanding the current zoning and business uses to allow for full-home/whole unit rentals in primary residences only in addition to the current bed and breakfast room accommodation options. While the primary residence requirement would limit the impact on long-term rentals, the Village could also create a cap or maximum of 60-80 units total (to match current supply). Appropriate geographic distribution within the Village could help to alleviate the impact on any one neighbourhood. Allowing a certain amount of full-home/whole unit short term rental accommodations could support tourism, provide locals with extra income, reduce the 'illegitimate' operations, increase business license fees, potentially increase utility and property taxes collected and create a source of funding to pay for enforcement efforts.

4. **Blended:** Blending the Expanded and the Modernized 'Status Quo' options, this approach considers expanding the current zoning (either changing the bylaw or through temporary use permits - TUP's) and business uses to allow for full-home rentals in primary residences **only** in addition to the limited bed and breakfast room accommodations. While the primary residence requirement would limit the impact on long-term rentals, the Village could also create a cap or maximum of thirty (30) units for good measure while impact monitoring takes place. Again, appropriate geographic distribution within the Village could help to alleviate the impact on any one neighbourhood or the Village could seek out one developer or neighbourhood to include full-home short term rental use. Allowing a certain amount of short term rentals will support some tourism needs, provide locals with extra income, reduce the 'illegitimate' operations, increase business license fees, potentially increase utility and property taxes collected and create a source of funding to pay for enforcement efforts. These capped uses could be further directed to only operate in certain seasons when demand seems to be higher.

FINAL REMARKS

The 'sharing economy' trend and visitor desire for full-home style rentals is not going away in the near future. The high cost of living in the Sea to Sky corridor has created the desire, if not a necessity, for homeowners to offer rooms or homes for rent to the travelling public. Given Pemberton's tourism offerings and its proximity to Whistler creates a legitimate demand for these types of short term rental accommodation. However, giving into this demand, without carefully balancing residents' rights to reside in neighbourhoods unaffected by the impacts of commercial operations and ignoring the need to maintain a stock of affordable long term rental housing for employees will prove detrimental. Without concerted effort the long-term rental and affordable housing challenges and issues with unmanaged short term rentals expressed by so many during this engagement is not going

away. While these issues may be seen to divide the community, depending on which ‘side’ members are on, the thoughtful, engaged planning and implementation that Pemberton is known for can help to ensure that the community moves ahead in the right direction at this time.

What We Heard

STAKEHOLDER ENGAGEMENT

The Centre worked with the Village staff to identify and connect with a variety of stakeholders to better understand different perspectives on short term rentals.

Stakeholders included: Accommodation Providers, Planning Staff from the Squamish-Lillooet Regional District, and Board members of Tourism Pemberton and the Pemberton and District Chamber of Commerce and a representative from Airbnb.

Semi structured interviews with most of the stakeholders took place during July and August and email correspondence was made with Airbnb.

PERSPECTIVES

Stakeholder	Summary of Comments
Pemberton and District Chamber of Commerce	<ul style="list-style-type: none"> • Top issues for members: transportation, quality internet, staff attraction/retention – due to housing. • Some members are threatened by short term rentals. • Need some regulations/limitations and ensure enforcement isn't too costly. • Supported the motion at the BC Chamber AGM to essentially ensure fairer taxation across all types of commercial accommodation.
Tourism Pemberton	<ul style="list-style-type: none"> • The Board has yet to determine a position, but the feelings though informal discussions are mixed on the benefits and challenges of short term rentals. • Housing staff is the primary concern right now, businesses can't find staff, and steps are needed here. • If short term rentals occur, there should be a level playing field and taxes paid to support amenities in town. • Summer demand is high for accommodation especially from weddings. • Demand for short term rentals is very high, spring to October.

Stakeholder	Summary of Comments
	<ul style="list-style-type: none"> • More lodging in Pemberton could better support tourism operators/businesses and the current wedding industry.
Squamish-Lillooet Regional District Planning Staff	<ul style="list-style-type: none"> • Housing for their staff is a real issue and challenge. • Strive to ensure that the Village policy and policy for Area C is somewhat in sync where it makes sense. • Area C is also going through a Zoning Bylaw review. • The Board is taking a “wait and see” approach right now with short term rentals, but they do have some bylaw enforcement ability.
Airbnb	<ul style="list-style-type: none"> • Data indicates that most rentals in the Pemberton area are full home/whole unit rentals. • Would like smart, streamlined policies to allow for rentals. • Open to collecting hotel tax revenue as in other jurisdictions.
Accommodation Providers	<ul style="list-style-type: none"> • Short term rentals are problematic for long-term housing and fairness of taxation to pay for amenities and the additional infrastructure demand from commercial operations. • New businesses are not launching (e.g. new accommodation providers) and some businesses are closing for a day or two due to staffing issues, which impacts the visitor experience. • Currently the short term rentals are out of control so it has to be regulated and charged commercial tax rates. • Pockets of rentals could work perhaps in new neighbourhoods, not existing ones. • Recognition of the demand for short term rentals and especially full home rentals, visitors want this. • At times there are not enough accommodation options or the capacity in Pemberton right now. • Supportive of more options as long as there is a level playing field with respect to taxes, business licensing, parking regulations, etc. • Loss of B&Bs in Pemberton may be due to retirement, or home sales - not necessarily competition.

INFORMATION SESSIONS

After a three hour pop-up consultation display booth on July 14th at the Pemberton Valley Farmers' Market, the Centre and the Village of Pemberton hosted a public information session on July 18th at the Pemberton Community Centre. The purpose of the information session was to present the background research and to collect more input from community members. An additional public information session took place on July 25th at the Village of Pemberton's Committee of the Whole meeting.

WHO PARTICIPATED?

The Farmers' Market display booth piqued the interest of close to 30 people throughout the afternoon, and the public information session had an attendance of about 30 people as well. In addition to Village staff and Council, the Committee of the Whole session saw a handful of interested residents attend.

PERSPECTIVES

Farmers' Market attendees were quite curious about the topic and provided thirteen written comments as feedback on short term rentals (comments in **Appendix B**). The comments received alluded to the need for some regulation though there was less similarity on the specific details or to what extent they should be regulated. Challenges with short term rentals such as: impacts on long-term rental availability; nuisances; and capacity issues were highlighted as were benefits such as: additional jobs and earning an income. A few comments noted the importance of regulating and taxing the operations like a business and limiting the rentals to residents' primary residences.

The public information session included a presentation covering the background briefs as well as an opportunity to ask questions and provide input on the challenges and benefits of short term rentals, considerations to keep in mind when regulating short term rentals, and personal experiences using or living next to a short term rental. Many participants were quite active in the question and answer sessions and most provided input on the poster boards. The results of the poster board questions are summarized below.

Living next to short term rentals: What's it been like?

Most comments described negative experiences.

- *Increased noise (2)*
- *Increased cars*
- *Less community involvement with absentee landlords*
- *Strangers in neighbourhood - security issues*
- *Less parking*
- *Theft*
- *Property damage*

Ever used one? Why? What was it like?

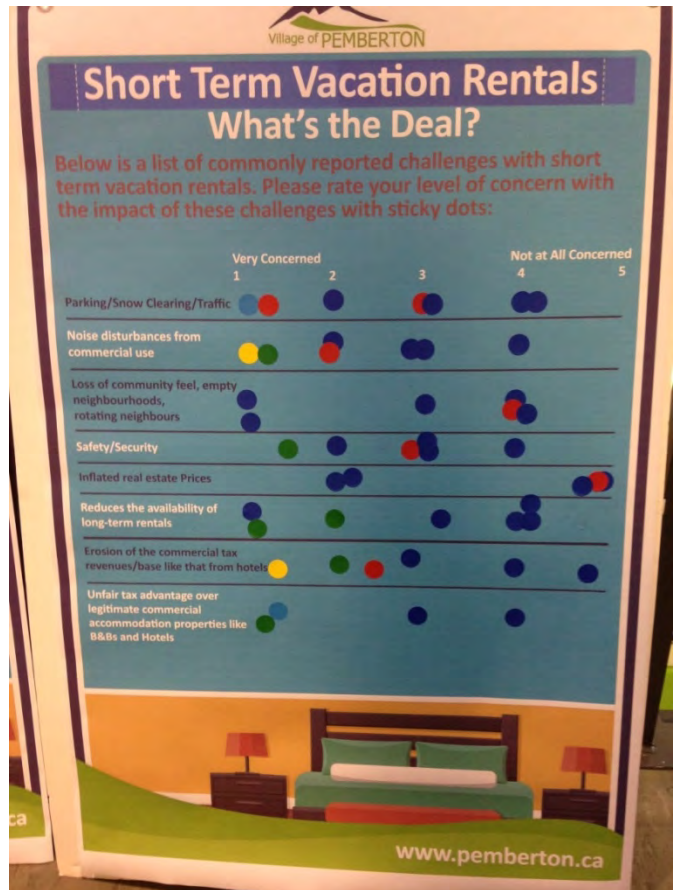
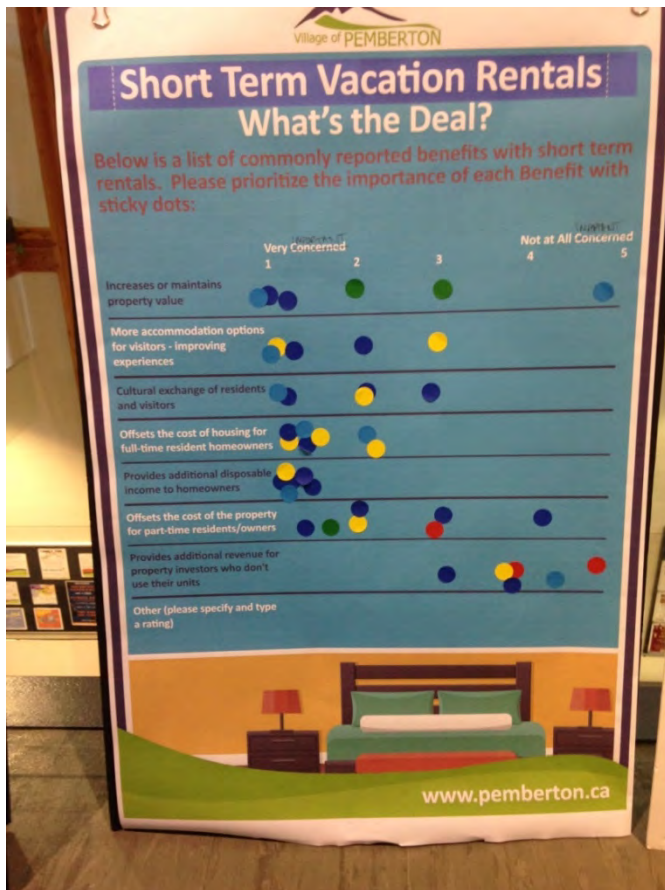
There was only one response to this question and it described a mixed experience with an Airbnb rental.

- *Booked an Airbnb - room in an apartment; showed up to find owner cleaned out half his monster bedroom closet for our stuff. We slept in master for the week while the owner slept on the couch in his tiny den in a sleeping bag.*

Benefits and Challenges – Level of importance

Session participants were asked to rate the importance of specific short term rental benefits and challenges. The dotting exercise found that the most important benefits included *'offsetting the costs of housing for full-time resident homeowners'* and *'providing additional disposable income for homeowners'*. The benefit with the least amount of support was *'providing revenue for property investors who don't use their units'*.

In general the feedback on challenges was more mixed than the feedback on the benefits. Some participants were very concerned and others less so. *'Noise disturbances from commercial uses'* and *'concerns about parking/snow-clearing and traffic'* indicated slightly higher levels of concerns than other topics. The specific results of the dotting exercises are as follows:



Commonly Reported Challenges

Short term rentals - What needs to be considered?

Session participants provided eight comments on what needs to be considered through the regulation process. The verbatim comments are below and ranged from suggestions on management approaches, taxation and the importance of commercial free neighbourhoods.

- Zoning - restrictions
- Limiting under 30 days or taxing will not solve issues
- Allow homeowners to earn additional income
- No tax PST (including 1% "hotel tax") and GST for those at \$30k +
- Secondary emergency egress i.e. rope ladders
- B&B with large # → sprinklers
- People need commercial free living areas
- Explore "pop up" housing (tiny houses, shipping container housing, Atco trailers)

PUBLIC SURVEY

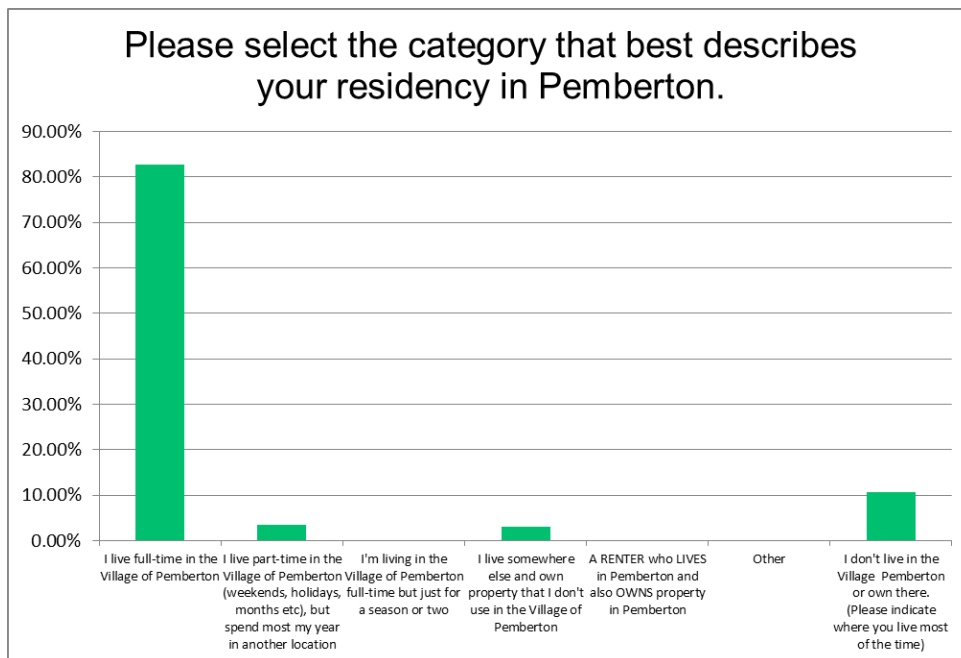
Immediately following the information session all community members were asked to respond to an online survey to provide their input about concerns and benefits, and to provide general direction around short term rental regulation approaches. The survey ran from July 14th to August 14th 2017 and was promoted via the Village website, the Village Facebook page, and through social media channels. Extensive coverage of the issue (workshops and input options) was provided by local media as well. **The survey questionnaire and verbatim comments are in Appendix C and D.**

An additional survey collector link was created for the business community and this survey was promoted via the Pemberton and District Chamber of Commerce.

WHO PARTICIPATED?

A total of 246 people participated in the Village of Pemberton Short Term Rental Survey with most of them (90%) indicating that they had read the background research briefs. Another 17 participated in the survey via the collector link sent out to Pemberton and District Chamber of Commerce Members.

Of the participants, 83% (or 188/246) identified as living in the Village of Pemberton full-time, 4% indicated they live part-time in the Village of Pemberton, 3% indicated they own in Pemberton and don't use their property, and 10% indicated not living or owning in the Village of Pemberton. Of this 10%, most indicated they lived in the SLRD area.



- Of those living in the Village of Pemberton, most of them own their residence they stay at (76%) with about a quarter renting their dwelling.
- Only a few (5%) indicated that they owned one or multiple properties that they don't live in.

- Just over 50% of the respondents stated that their property they live in or own is a detached single family dwelling. The next most popular dwelling type is a townhouse at about 25%.
- Most respondents have stayed in a short term nightly rental at some point and those who did indicated a fairly high level of satisfaction with that experience.

LIVING BESIDE OR RENTING OUT A DWELLING

Of survey participants, 113 provided comments on living next to or renting out their property as a short term rental. About two thirds of the relevant responses were from people living next to or near a short term rental and the remaining third of the comments were from those with experience renting out properties on a short term basis in Pemberton or other locations. In general, most of the comments of those living next to rentals related to annoyances with short term rentals, but not all. On the flipside, those renting their units had mostly positive remarks about the experience.

Responses and topics are summarized below:

- Dislike, disruptive x 31
- No problems x 24
- More cars, traffic/parking issues x 23
- Enjoy it, positive experience, more polite x 20
- Nosier in the area x 19
- Better than long term tenants x 9
- Extra income x 9
- Long term housing impacts x 8
- Unsafe x 4
- Wants to do Short Term Rental in future x 2
- Other x 4
- N/A or had no experience one way or the other x 34

USING A SHORT TERM VACATION RENTAL SERVICE

Of survey participants, 128 or about 50% indicated they had stayed at a short term rental property and those who did indicated an average satisfaction level of 85% out of 100%. A large majority of the comments were positive and the most common comment about the experience was it was *'better than a hotel – more amenities, authentic'*, followed by a general *'great experience'* and *'good value'*.

Responses are summarized below:

- Better than a hotel, more amenities, authentic x 52
- Great experience, unique, 36
- Good value, affordable x 31

- Authentic, felt like home, like a local x 22
- More space for families and kitchen use x 21
- Easy and convenient, online booking x 16
- Clean x 9
- Varied experiences x 6
- Other: good hosts, housing issues, used them, adequate, bad experience, like a hotel, variety

OPERATING OR THINKING OF OPERATING A SHORT TERM VACATION RENTAL

Only some survey participants are interested in operating a short term rental. Just below 25% of all survey participants (57 in total) indicated that they either operate or are considering operating a short term rental property. Their primary motivation by far was *'extra income'*.

Reasons for short term renting or considering a short term renting are summarized below:

- Extra income - afford home, holiday money x 48
- Long term rentals are riskier x 9
- Friend and family use of unit when not rented x 6
- Considering it in future x 6
- Other x 14 (Not interested, B&B owner already, staff housing – short term, concern some aren't paying taxes)

BENEFITS AND CHALLENGES – LEVEL OF IMPORTANCE/CONCERN

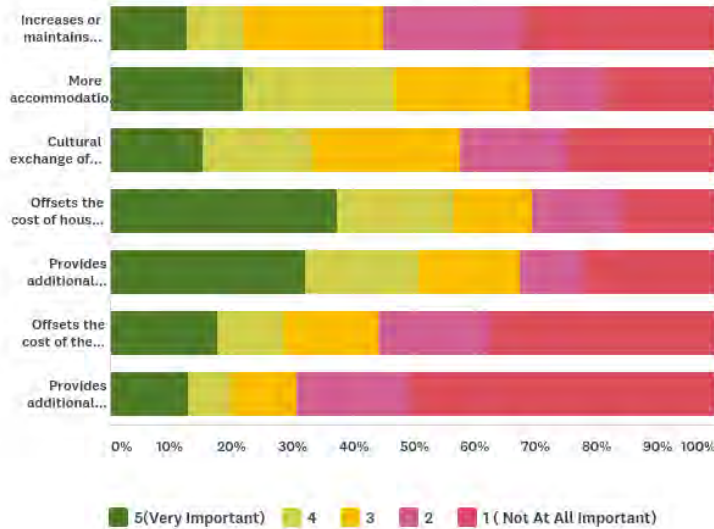
Benefits

A total of 187 survey participants provided input on the importance of some of the benefits from short term rentals. Clearly the most important benefit relates to the ability to earn income or offset costs with *'Offsetting the costs of housing for full-time resident homeowners'* as the most important benefit, followed by *'provides additional disposable income to homeowners'*. Beyond income generation/cost management, respondents valued more accommodation options for visitors. A large proportion of respondents were indifferent or not very interested in the benefits.

In general, renters tended to rate the benefits as less important to Pemberton than homeowners' ratings. Business owners who responded to the survey sent out by the Chamber of Commerce tended to favour *'more accommodation options for visitors'* over the other benefits. The overall results are below.

Q19 Below is a list of commonly reported benefits with short term rentals. Please prioritize the importance (to Pemberton) of each benefit from 5 (very important) to 1 (not at all important)

Answered: 187 Skipped: 59



Other benefits cited included:

- Extra income x 6
- Economy boost x 2
- Bad full time tenants/law favours long-term tenants x 2
- Other x 4 (flexibility, it's negative, decreases values of homes, should just be full-time renters)
- Comments on benefits are summarized below:
- No benefits to community x 11
- Good for tourism x 8
- Economic impact x 5
- Issues with long-term tenants, this is better x 5
- Flexibility, family and friends x 4
- Housing issues, removes long-term options x 4
- Regulate Short Term Rental x 3
- Meets demand x 3
- Social benefits to renting x 2

“As said earlier, as a business owner I am seeing that Pemberton is quickly becoming very difficult for my staff to find housing, let alone affordable housing. This is a very serious problem if we want to be able to continue to have thriving businesses in this town. The short term rental problem is a hard one to solve. I see both sides but I know that it is taking away a lot of long term rentals in town and this is having a very negative effect.”

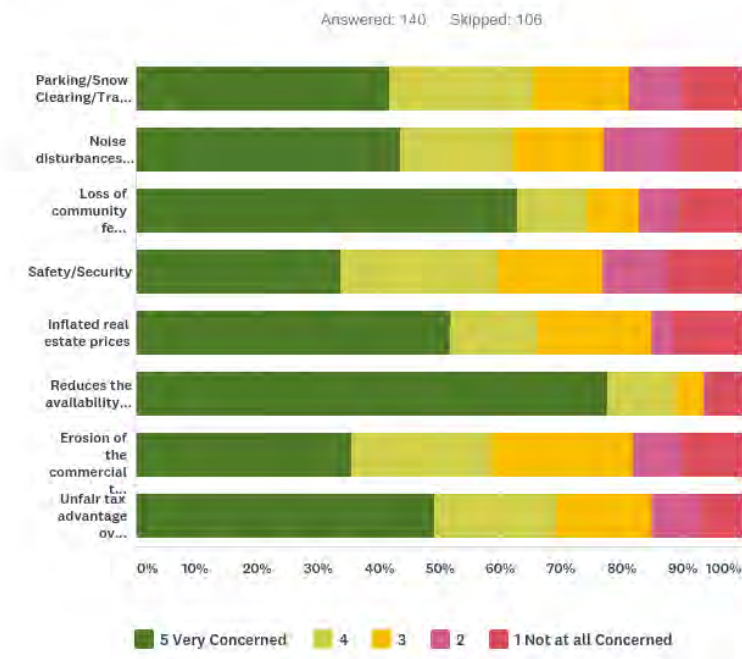
Survey Respondent

Challenges

A total of 144 survey participants indicated that they have concerns with short term rentals and of those, 140 provided specific input. Clearly the highest level of concern is the impact of short term rentals on the availability of longer-term rentals. This concern is followed by 'loss of community feel, empty neighbourhoods, rotating neighbours', 'unfair tax advantage' and 'inflated real-estate prices'. Chamber of Commerce business respondents mirrored the top two concerns shared by the general survey.

In general, renters tended to be more concerned with the challenges overall compared to homeowners. The overall results are below.

Q22 Below is a list of commonly reported challenges with short term vacation rentals. Please rate your level of concern with the impact of these challenges on the community of Pemberton.



Most of the fourteen 'Other challenges' were variations on the challenges in the chart above, though one comment indicated 'reduced home values' and another noted 'community attitude' and 'strata management' as challenges.

Comments on challenges highlighted the concerns about long-term rentals and how that impacts businesses' and community feel. The full results are summarized below:

- Negative impact on long-term rental pool, impacts staffing for businesses and ruins the community feel x 35
- Level the playing field (Tax and/or license) with commercial operators / B&Bs, utility costs, parking, etc. x 21

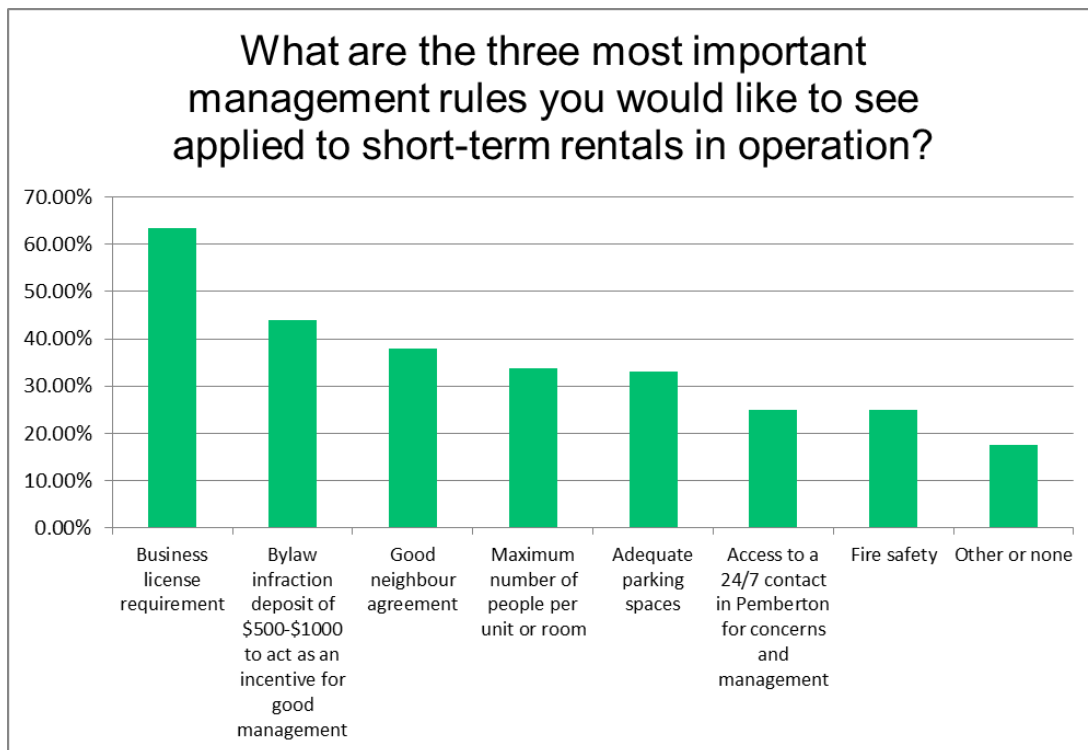
- A need for bylaw enforcement + regulation x 10
- General - against Short Term Rentals x 10
- Limit rentals (# of nights per neighbourhood/type of homeowners) x 5
- Supportive of Short Term Rentals x 3
- Only Short Term Rentals where zoned x 4
- Unsafe x 2

PERSPECTIVES ON REGULATING SHORT TERM RENTALS

There is support for regulating short term rentals. A total of 190 survey participants answered the question related to regulating short term and 81% of those agreed that the Village of Pemberton should regulate short term rentals in some manner.

Most also feel that some additional management rules may be required, with 64% indicating that the Village should consider creating additional management rules related specifically to the operation of a short term rentals e.g. number of inhabitants, sharing contact information with neighbours, bylaw infraction deposits, etc.

While a few respondents supported a broad swath of management rules, the most popular rules to apply to short-term rentals included: a business license requirement; bylaw infraction deposits and a good neighbour agreements. In addition to business licensing, businesses filling out the Chamber collector highlighted a need for parking regulations. The full results are below.



Other management rule suggestions and comments included:

- Implement all the rule options x 6
- Limits to rooms, full-time resident only, limits per street, no foreign owners x 6
- Full ban of Short Term Rental x 4
- Taxes – increase, well thought out x 3
- Zoning requirement x 3
- Regulate mainly the full home rentals x2

APPROACH TO SHORT TERM RENTAL POLICY

Following all the introductory questions about short term rental experiences, management rules etc., survey participants were asked their opinion on how the Village should respond to the short term rental issue. The question was prefaced with the assumption that effective management was in place to help deal with the multiple neighbourhood issues such as noise and parking.

The specific options to choose from were as follows:

Roll Back/Prohibit: Property owners in the Village of Pemberton should not be able to rent out their residential property in part or in whole on a short term basis.

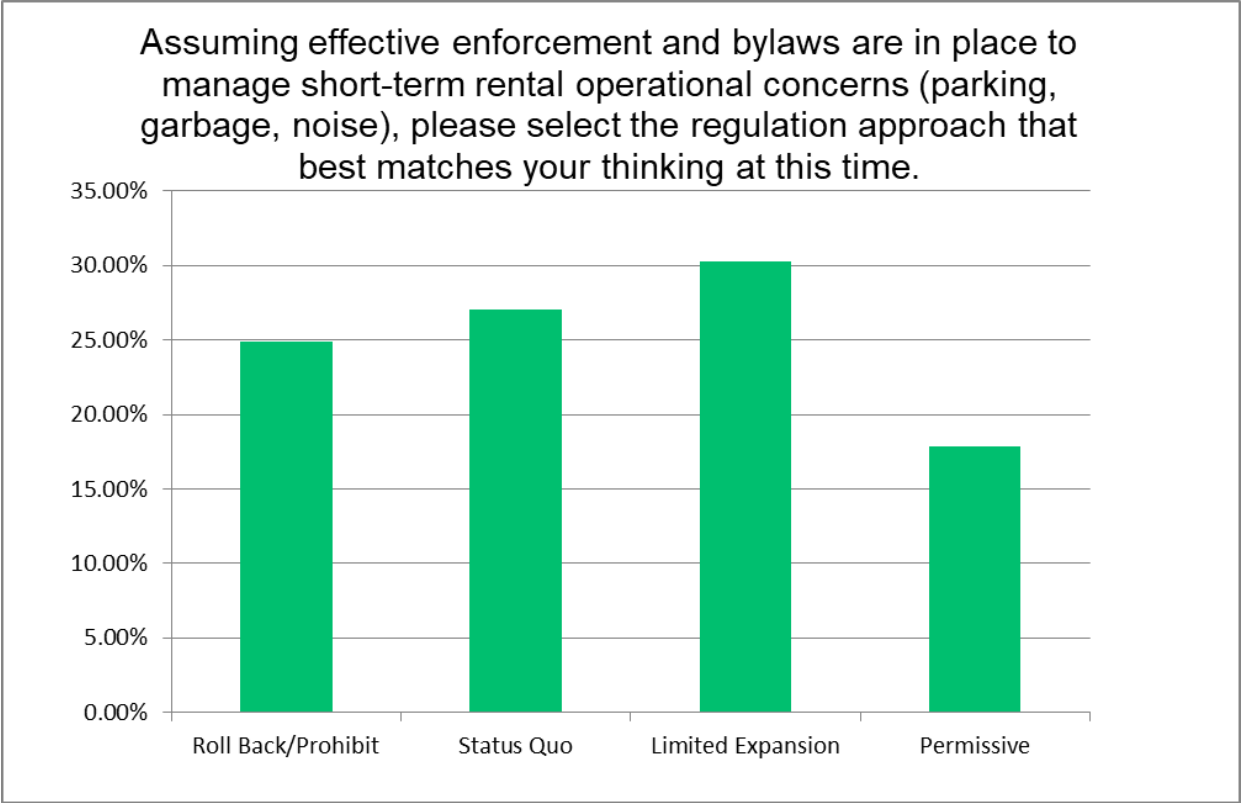
Status Quo: Property owners of most single family homes in the Village of Pemberton should be able to continue renting out rooms in their residence if providing breakfast [adhering to the zoning regulations pertaining to B&B's] and successfully obtaining a business licence. No whole home/suite rentals or rentals in townhouses/apartments will be allowed.

Limited Expansion: There should be some more opportunities for short term rentals in the Village of Pemberton. For example: More rooms or whole residence rentals; more types of dwellings allowed to rent; limited total number.

Permissive: There should be many opportunities for short term rentals in the Village of Pemberton. For example: More rooms and whole residence rentals; all types of dwellings allowed to rent; no limits on the total number.

Other?

Respondents' feelings on short term rental policy were quite mixed. When the 'other' responses were allocated to the appropriate policy option 'Limited Expansion' garnered 30% of the support, followed by 'Status Quo' at 27%, 'Roll Back/Prohibit' at 25% and 'Permissive' at 18%.



In total, a little less than half (48%) wanted to expand the options or short term rentals somewhat, and a little more than half (52%) wanted the 'status quo' or a "roll back' of policy virtually prohibiting short term rentals.

When the survey population is broken out by renters and homeowners however, a clear distinction arises with homeowners leaning toward more limited expansion/permissive approaches (54%) and renters clearly leaning toward a 'roll back' or 'status quo' (76%). The businesses that filled out the Chamber collector link somewhat favoured 'limited expansion' over other options.

"The sharing economy and owner direct rentals are happening, and Pemberton won't be able to stop it if it wanted to. If Pemberton wants to grow as a tourism destination we need to be open to these changes - but welcome them with a fair and level headed approach that mitigates negative effects on long-term housing availability, noise, etc. Let's be a forward thinking and positive community."

Survey Respondent

Survey participants provided the following rationale and comments for their responses:

- Pro Short Term Rental (mix of: good for tourism, only primary residence, rooms, homeowners on vacation, other) x 70
- Against Short Term Rental (Short Term Rental impact on long-term rental pool (35), generally against (15)) x 50
- Regulate and allow (license/tax) x 28
- Limit (group size, location, number of days, etc.) x 15
- Balanced approach x 5
- Level playing field for B&Bs etc. x 5
- Other: in appropriate properties, law favours long-term rentals, only where zoned,

“Until the housing crisis is dealt with in the area, short term rentals should not be happening. The Sea to Sky is becoming impossible to live. Short term rentals are ruining the community and will eventually ruin the businesses in the area by forcing out the people who actually reside and work here”.

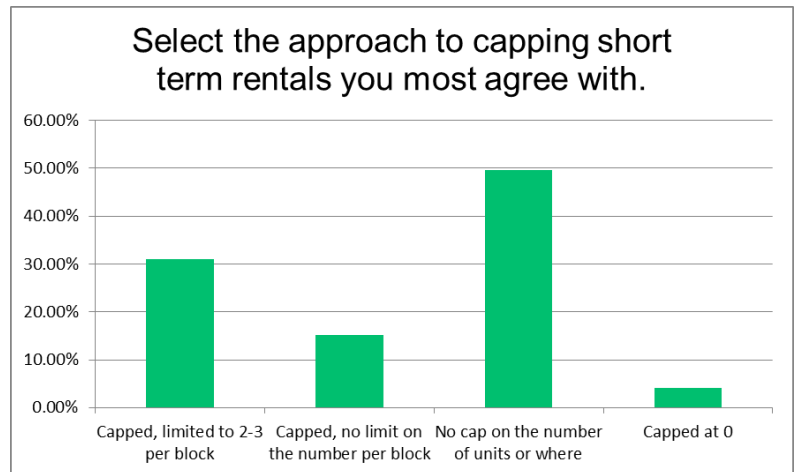
Survey Respondent

EXPANSION OPTIONS

At this stage of the survey participants were provided the opportunity to comment on some expansion options if it occurred. Of the 185 responding to the previous question, about 129 took the opportunity and a majority of these were supporters of expansion.

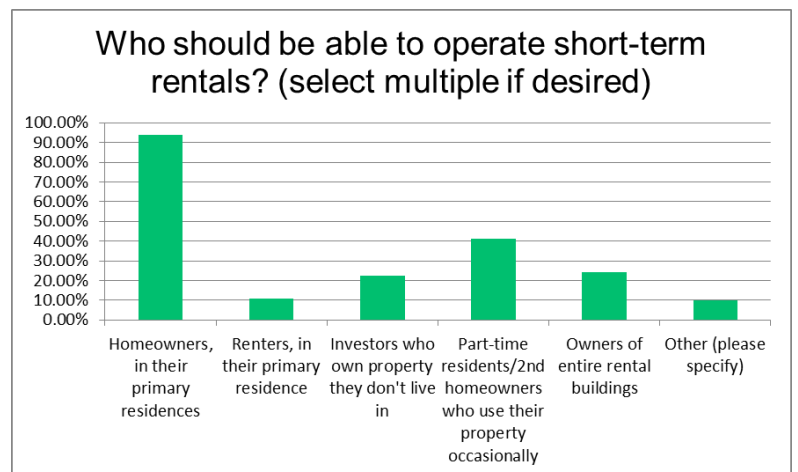
Capping the number of short term rentals

Respondents’ feelings on capping short term rentals were split. When the ‘other’ responses were allocated to the appropriate policy option ‘No Cap’ garnered 50% of the support, followed by ‘Some Cap Level’ (combined ‘cap’ types) at 50%.



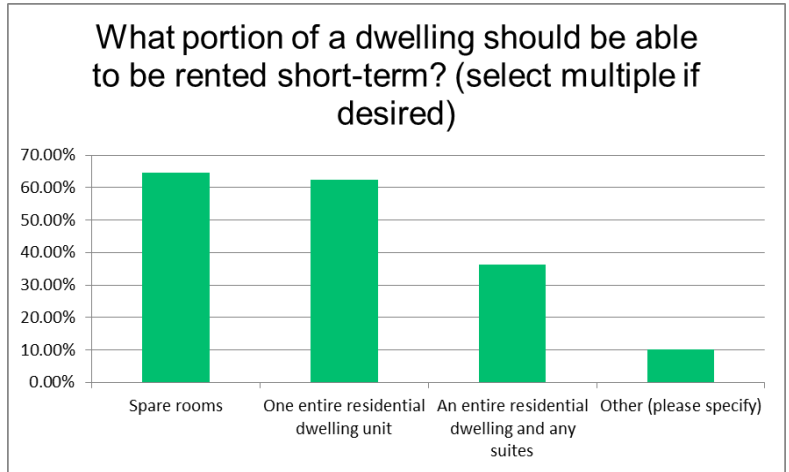
On who should be able to rent short term

In general, there was more support for property owners to be able to rent units on a short term basis than for renters to rent their unit on a short term basis. Homeowners living in their primary residence received the most support at 94%, with renters receiving very little support at 10%. Other ownership groups fell somewhere between these two results.



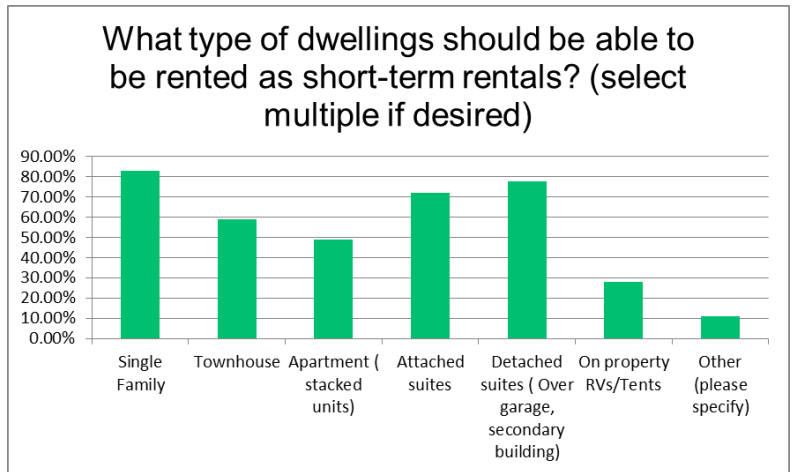
On what portion of the unit should be able to be rented

About equal support was provided for renting out ‘Spare Rooms’ (65%) and ‘One Entire Residential Unit’ (63%), and respondents expressed much less support for renting out an ‘Entire Residential Unit and Attached or Detached Suites’ (36%). The ‘other’ category representing 10% of the responses was split between allowing ‘No Rentals’ and variations on the above categories.



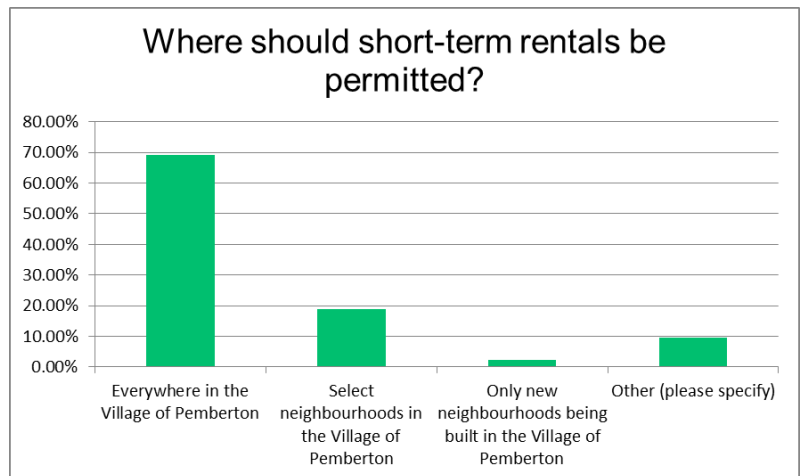
On the type of dwelling

In general there was more support for rentals in permanent dwellings with detached units and larger housing types such as townhouses, than apartments and detached mobile/tent dwellings. Single family homes and detached suites garnered the most support with 83% and 77% respectively. Attached suites were supported by 70%. ‘Other’ responses (10%) were mostly not supportive of any type of short term rentals.



On the location in Pemberton

Most respondents (70%) feel that short term rentals should be allowed ‘everywhere in the Village of Pemberton’. ‘Other’ comments include suggestions that they should be spread out, set on larger properties, or planned specifically by each neighbourhood.



FINAL COMMENTS

Survey participants were provided the opportunity to provide some final comments and 78 took up this opportunity. The very thoughtful comments reiterated and summarized points made earlier in the survey.

The following categories summarize the final comments:

- Regulate, tax, license, level playing field, parking etc. x 38
- Negative impact on long-term rental pool x 25
- Pro Short Term Rental (some primary homeowner only, should have the freedom) x 19
- Against Short Term Rental in general x 12
- Good for the economy tourism x 6
- Other: balance, limits, act soon, where zoned, unfair, and unsafe

"I know a lot of people in Pemberton require extra income to make life easier. Heating is extremely expensive and so is food. Meeting and entertaining tourists in Pemberton is also a great idea and brings money to our restaurants and businesses. All of my guests have had dinner at either Mile One or the Pony and have rented Snow Shoes and Bikes."

Survey Respondent

Appendices:

A: BACKGROUNDERS

Short Term Vacation Rentals

What's the Deal?

Welcome to the conversation about short-term vacation rentals in the Village of Pemberton. The following is the second of two background briefs and outlines some experiences and solutions for short-term rentals in other communities. As you read through the document, think about what approaches or specific policies may or may not be useful to consider in Pemberton.

We Are Not Alone

Many communities across British Columbia and indeed the world are trying to determine how to manage the increase in opportunities and challenges presented by short-term rentals. While there are some common provincial and federal laws such as taxation that need to be followed by everyone in the business of nightly accommodation, the permission to allow short-term rental use in residential dwellings is primarily addressed by local governments through municipal bylaws.

Municipalities' ability to zone land, regulate business and create nuisance rules (e.g. noise bylaws) enables them to regulate and manage short-term rentals. A mix of leading practices and specific community goals and local circumstances, as informed by residents and other stakeholders, typically determines the specific direction taken by a municipality.

The following sections cover a list of leading practices and four case summaries.

Regulation Practices

Practices in regulating short-term rentals range from outright bans to a varying degree of allowance often with a set of regulations to optimize outcomes. The most common general response has been to permit the practice with conditions, rather than prohibit. In determining an individual approach, communities consider the applicable policy areas and adjust their regulations based on their circumstances.

The following table outlines some common policy practices in managing short-term nightly rentals. **The 'shaded' cells represent the more recent common practices in regulating short-term rentals**, but each community needs to choose what works best for them.

Policy Area	Limited	Limited +	Permissive
Zoning	Residential Single Family	Duplexes, townhouses	All zones
Total # days	30 days	30+ days, minimums	Unlimited - 365
Seasonality	One season	Up to three	Year round
Residence ownership	Primary residence	One secondary residence	Any type and number
Entire home or rooms	Limited to rooms	Limited to one dwelling unit	Entire dwelling and suite
Location	One limited area	A few areas	Entire community
Number Permitted	Capped	in between	Entire community
Registration	Yes, and business licence	One or the other	None required

Management and Enforcement Practices

Management and enforcement deal with the day-to-day and year-to-year facilitation and/or limitation of short-term rentals.

The following table outlines a range of management approaches for short-term rentals. **The 'shaded' cells represent the more recent common practices.**

Mgmt. Area	Limited	Limited +	Permissive
Registration	Yes and business license	One or the other	None required
Health/Safety Check	Multiple times per year	Once a year	Every 2+ years
Infraction Deposit	\$1,000+	\$0<\$>\$1000	\$0
Number of people	1 per room	2 per room to a maximum of 6	6+
Onsite Management	Owner/Manager on site	Manager reachable 24/7	None
Parking	On site two stalls	On site one per room	On site/Off site one per room
Enforcement	Proactive	Mix	Complaint
Advertising Enforced	Allowed with a license; fines	N/A	Not enforced
Taxes	Commercial and Tourism tax/fee	One or the other	None

Short Term Vacation Rentals

What's the Deal?

Nelson, BC | New Age Approach

The City of Nelson just recently passed a new set of regulations and management approaches for short-term nightly rentals. Their engagement included multiple stakeholder interviews, micro website, community meetings and an online survey.



Unique issues: Need for student housing fall-spring and tourist accommodation in summer; many secondary residences, limited parking, homes are part of the Nelson image, limited commercial accommodation.

General Policy Approach: Limited +

Unique approaches: Capped the total number in the community to 110 annual licenses; capped per block to three, mostly primary residences; many dwelling types allowed, and allowances to increase at small increments for short periods of time (e.g. summer to 40 more and anytime of the year up to 31 days); \$500 enforcement deposit.

Key takeaways: Broad but contained approach, allowed in most dwellings, but capped by business regulations; defined the enforcement approach upfront; strong support and can be scaled up and down.

Whistler, BC | Traditional and Time Tested

Due to a number of short-term rental issues in Whistler neighbourhoods, Whistler enacted a zoning amendment to ensure that homes in most neighbourhoods were not rented out on a nightly basis.



From about 1995 to 2007, Whistler zoned the majority of new neighbourhood developments as RTA (Residential Tourist Accommodation). In 1998, the municipality opened up the possibility of spot zoning, but overwhelmed with applications and concerns they instead decided to maintain current zoning and initiated and won legal action against those not abiding by the zoning. In 2010, homeowners were allowed to temporarily rent units out on a short-term basis to Olympic Games staff. The regulations are currently proactively enforced and enhanced management tools are being proposed to ensure business licences are held by active short-term rentals and that only those with a license are advertising.

Unique issues: Significant demand for accommodation in Whistler; accommodation rates are quite high so there is a strong incentive to rent nightly; critical need for long-term rentals; 75% of dwellings are secondary residences; high demand in 2010.

General Policy Approach: Limited

Unique approaches: Short-term rentals are limited to specific new neighbourhoods or subdivisions; short-term rentals can be in primary or secondary residences; use of third party software to identify those properties not in compliance; temporarily allow more when needed.

Key takeaways: Geographically contained to specific neighbourhoods, but permissive there; uses zoning for regulation; little recent engagement; protects core accommodation yet limits residents' ability to generate additional income.

Tofino, BC | Putting the Genie in the Bottle

Tofino has a year-round population of approximately 2,000 that swells to 30,000 on some days during the



Short Term Vacation Rentals

What's the Deal?

summer months of July and August. Tofino has become an increasingly popular tourist destination, particularly during the spring, summer and fall months. As of 2004 it was estimated that between 130 and 350 short-term vacation rentals operated in Tofino. In response to community concerns the local government tasked the OCP Monitoring Committee (made up of a spectrum of the community) to address the issue in 2011.

Unique issues: Significant tourist accommodation demand in summer; critical staff housing shortages; accommodation rates are quite high so there is a strong incentive to rent nightly; 50% of dwellings are secondary residences.

General Policy Approach: Limited + to Permissive

Unique approaches: Larger lots - Required a caretaker on site, only allowed one dwelling to be rented (suite or home) to maintain long-term rentals for employees; Smaller lots – only allowed in suites; use of business licenses; and relatively permissive.

Key takeaways: 82% of properties permit short-term rentals; little enforcement initially; recent complaints shifted from nuisance to “*I lost my rental housing*”; proactive enforcement and education as of 2016 is starting to improve management but housing issues persist.

Sun Peaks | Pre-Airbnb Approach

The Sun Peaks Mountain Resort Municipality was officially established on June 28, 2010, though the issue of short-term rentals at Sun Peaks came into early focus in 2001 due to concerns with the use in existing neighbourhoods. It was unclear whether the existing residential zoning allowed short-term rental accommodation but it was understood that the Sun Peaks Resort Corporation, as the property developer, intended to permit some short term rentals in residential zones. Extensive public consultation took place and most residents, property owners and

accommodators were in favour of some short-term rentals around the community given appropriate noise, parking, and safety management. The community now has 30 short-term rental zoned homes.

Unique issues: Identified visitor demand for home rental experience; more recent staff housing shortages; 85% of dwellings are secondary residences so there is lots of capacity to rent out; inherited ambiguous zoning language (not tested in courts).

General Policy Approach: Limited

Unique approaches: Chose a take it slow approach; single family lots only; spot zoning/public hearings; window of reduced fees for re-zonings to promote early compliance and legitimacy; New in 2017- can rent suite or home – not both; a \$500 infraction deposit; 24/7 complaint telephone contact shared with neighbours; and a posted notice on the unit indicating short term rental use parameters.

Key takeaways: Uptake for re-zoning was slow initially but demand increased as incentive deadline approached; public hearing allowed for neighbours to speak about properties that were ‘irresponsible’ in their nightly rental conduct to date; business license required and spot zoning is somewhat resource intensive (\$1,500 fee).

What Do You Think?

We want you to join the Village at upcoming community engagement sessions and we want you to take part in an online community survey to tell us what approach Pemberton should take. For more information on engagement opportunities go to www.pemberton.ca.



Short Term Vacation Rentals

What's the Deal?

Typically, the term “Short-Term Rental” is the practice of renting out a furnished room, suite, home, apartment, cabin or condominium for a short-term stay, usually periods less than 28-days at a time.

Short-Term Rentals in 2017

Short-term vacation rentals and online booking platforms (Airbnb, HomeAway, VRBO, etc.) are getting lot of attention these days in the news and on social media. Hosting short-term visitors in a room or home however is not a new activity and was not invented by these online platforms. Before these popular platforms were available, travellers who wanted a different experience or price than a hotel often opted for a more personal rental in a room or a home. Popular tourist destinations have always been a magnet for these types of short-term rentals.

What is new is the rise in the number of short-term vacation rental properties in both tourism regions and popular cities. Short-term rentals are the poster child of the growing ‘sharing economy’, and part of a broader trend of property owners trying to leverage underutilized assets (homes, cars, tools, etc.) for income or something else of value. Online platforms have played a critical role in this growth.



Accommodation Provisions in Pemberton

The Village land use and zoning policy has typically promoted and permitted a variety of ‘tourist’ accommodation options. Current land use and zoning policy aims to accommodate tourist accommodation in the following zones: **RC-1** Residential Country Inn; **C-1** Town Centre Commercial (Hotel/Country Inn); **C-2** Tourist Commercial (Hotel/Motel); **C-3** Portage Road Commercial (Hotel/Country Inn); and **C-5** Neighbourhood Pub Commercial (Hotel/Motel)/Country Inn).

Bed and Breakfasts are permitted in the **RS-1**, **RSA-1** and **RSA-2** Zones. In these zones, bed and breakfast operations must comply with a number provisions. These provisions include principle use remains a family residence; a family member is engaged in operating the bed and breakfast; not more than two bedrooms (since 2001) are used for accommodation; additional parking for each bedroom; and one meal served daily. Bed and Breakfasts are not permitted in the **RT** (Townhome) or **CD** (Comprehensive Development) zones.

Other Regulations

Zoning and land use provisions are also supported by a host of other relevant regulations for accommodation properties including parking regulations; business licensing regulations; health and safety regulations; noise bylaw; the BC Building Code, etc. Currently there is no reference to short-term rentals in Pemberton’s Zoning Bylaw No. 466, 2001.

Short-Term Rentals: Friend or Foe?

Whether short-term rentals are perceived as friend or foe, depends on your perspective. The practice has proven contentious due to the presence of both benefits and challenges.

Commonly Identified Benefits Include:

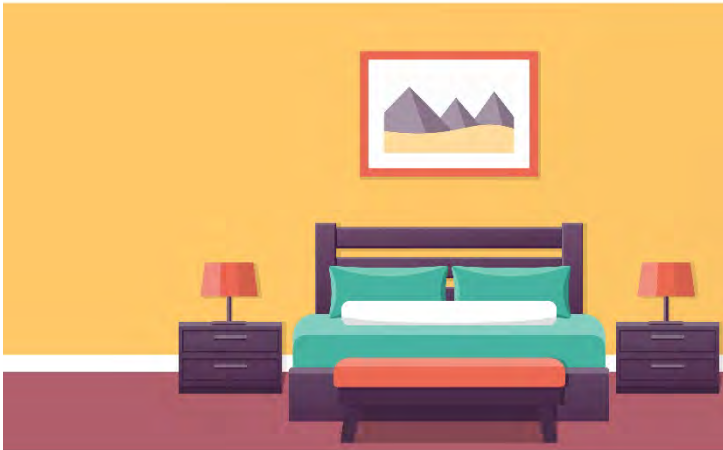
- More accommodation options for visitors – improving their experience
- Additional disposable income for property owners - renting out rooms or homes
- Efficient use of space - requiring less development
- Hardship prevention for some residents who use the income to make ends meet
- Cultural exchange for both visitors and residents

Commonly Identified Challenges Include:

- Noise and security concerns from rotating neighbours and commercial type uses
- Increased cost and decreased availability of housing from inflated real estate and lack of long term rentals
- Loss of community feel due to empty neighbourhood properties and transient visitors
- Unfair tax/fee advantage to residential owners over legitimate commercial accommodation properties
- Reduced “hotel tax” revenues to the community, if these are collected
- Safety and fire hazards due to overcrowding
- Parking issues, traffic and snow clearing challenges

Pemberton Accommodation Today

Recognizing the importance of regional tourism to the community economy and the amazing outdoor and cultural experiences in Pemberton, local tourism operators actively promote the area to visitors. With the growing demand for overnight accommodation, Pemberton and area now hosts a broad supply of fixed roof accommodation options.



Pemberton Hotels/Motels: Pemberton Valley Lodge; Pemberton Hotel; and the Pemberton Gateway Village Suites.

Pemberton Country Inns & Bed and Breakfasts: Greenwood Country Inn, Log House B&B Inn.

Other Area Accommodation Options: Lillooet River Lodge, Ivy Lake Lodge, Drumkeeran House, Farmscapes B&B, Hitching Post Motel.

Residential Short-term Vacation Rentals: As of July 2017, there are 79 Pemberton & area properties listed on Airbnb.com alone. While the number of properties on booking websites does include legitimate, licenced accommodators within the Village boundaries, the majority are short-term vacation rentals that are may not meet zoning regulations or hold a business licence.

The addition of these short-term residential units to the accommodation marketplace in Pemberton has led to a number of local challenges.

Village Steps to Date

Due to challenges posed by short-term vacation rentals, the Village of Pemberton Council resolved in 2015 to manage short-term issues by educating owners that have advertised their properties on Airbnb on their non-compliance with the Village Zoning Bylaws regulations. In addition to education, the Village requested that those identified cease these forms of nightly rental unless they are legitimized as a Bed and Breakfast (as defined by the Zoning Bylaw) in order to be in compliance. To date, only three property owners have applied to become legitimate operations.

Other Stakeholder Perspectives

There are a number of other stakeholders with a bearing on rules and regulations for short-term residential accommodation operators.

Province: The incoming NDP Provincial government and provincial tourism associations such as Tourism Industry Association of BC (TIABC) and the BC Hotel Association all express a desire to tax all short-term accommodation equally in order to contribute to tourism marketing programs (Municipal Regional District Tax). The three organizations also have a strong focus on affordable housing for BC residents and/or tourism employees.

Canada Revenue Agency: Rental revenue whether from short-term or long-term renters is typically considered income and should be included in income report on annual tax reporting.

Local Strata's: Strata Corporations in BC have the power to remove the ability of strata members to rent their properties on a short-term or long-term basis.

Short Term Vacation Rentals

What's the Deal?

Have Your Say | Consultation Process

In understanding how to address short-term rentals, there are four fundamental questions to consider:

- 1) How might short-term nightly rentals support or impact community goals/aspirations?
- 2) How much is appropriate?
- 3) Where is it best located?
- 4) How do we manage and enforce?



Get Involved!

In order to address these questions, we want you to join the Village at upcoming community engagement sessions and we want you to take part in an online community survey. There is also the opportunity to host a session in your home if you can gather 10 or more interested friends or neighbours.

July 14th	Pemberton Farmers Market 3pm-6:30pm
July 18th	Pemberton Community Centre, 6pm-8pm
July 19th – Aug 4th	Online Survey & Home-based Sessions
July 25th	Committee of the Whole Meeting, 2pm-3pm
Fall 2017	Zoning Bylaw Open House, TBD



Questions? Contact Us!

Lisa Pedrini, Village Planner
604.894.6135X234
lpedrini@pemberton.ca

www.pemberton.ca

B: FARMERS' MARKET COMMENTS

- Bylaws that you cannot or will not enforce serve no purpose and only cost taxpayers money.
- I think if it is your primary residence you should be able to rent out your other rooms unlimited. If it is not your primary residence then long term rentals would be preferable.
- It would be great to be regulated.
- I support the zoning for short term vacation rentals but agree it should be regulated so that it doesn't become a problem like it is in Vancouver. We don't want vacant units only available as holiday rentals leaving permanent residents without accommodation. However, people with spare rooms should be allowed to rent rooms and earn an income if they occupy the home.
- Why shouldn't tax paying Pemberton locals that pay high property prices/taxes and have large mortgages in a low income/high cost of living corridor benefit from short term rentals? Of course they should.
- If you shine the light on Airbnb's that are located in "illegal" suites, you shine the light on the long-term residential units that are "illegal".
- For the SLRD, short term rentals are impacting Pemberton and area. Noise, fire hazard, impacting trails, too many people using limited resources. They should be licensed, regulated and taxed at a minimum.
- Give a portion of business license for Short Term Accommodation for tourism spending i.e. business license is \$200 instead of \$150 with \$50 donated toward Tourism Pemberton.
- Air B&BS should be treated as a business. Should be zoned and limited to who can do it. They should be used by owners who live here and not people that buy property from the city or anywhere else using them as a money maker driving the rental market through the roof.
- I believe that short term rentals and Airbnb are taking up too much rental space for locals. I hope it gets regulated.
- I think short term rentals must be regulated for the benefit of the village. Visitors use services and village resources, some of the money for short term rentals should go towards village services.
- What I see or hear about Airbnb:
 - Drove prices of housing up both rental and buying.
 - Displaced too many seniors who eventually had to move out of town.
 - Rent controlled senior housing has flaws:
 - Some seniors sell, or give away to family, their real estate to qualify.
 - Too many young men who qualify for 'disabled housing' have moved in and will be there for decades.
- Airbnb = patio noise.
- On the positive - it creates work for cleaners.

Village of Pemberton Short-Term Rental Survey

Welcome to the conversation on Short Term Rentals!

Welcome to the conversation about short-term vacation rentals in the Village of Pemberton.

The purpose of this consultation is to explore the local issues related to short-term rentals and to determine how to move forward in Pemberton as it relates to the Zoning Bylaw Review process.

A short-term rental (STR) is a home, or a room in a home, that is rented for less than 30 days at a time, e.g. daily, by weekend, weekly or bi-weekly basis to visitors who return to primary residence elsewhere at the end of their stay”. It does not include Pension operations.

If possible, please try and read the background briefs prior to completing the survey. The survey will take 10-15 mins to complete, so grab your favourite beverage, have a seat and let us know what you think.

Thank you for your interest and willingness to share your opinion.

1. I've read the two background briefs on short-term rentals.

- Yes
- No
- Unsure

Village of Pemberton Short-Term Rental Survey

* 2. Please select the category that best describes your residency in Pemberton.

- I live full-time in the Village of Pemberton
- I live part-time in the Village of Pemberton (weekends, holidays, months etc), but spend most my year in another location
- I'm living in the Village of Pemberton full-time but just for a season or two
- I live somewhere else and own property that I don't use in the Village of Pemberton
- I don't live in the Village Pemberton or own there. (Please indicate where you live most of the time)

3. Do you own or rent the residence you stay at in the Village of Pemberton?

- Own
- Rent
- Not applicable

4. Do you own residential properties in the Village of Pemberton that you do not live in?

- No
- Yes, I own one residential property that I don't live in
- Yes, I own multiple residential properties

5. Do you own and operate a business in the Village of Pemberton and/or are you member of the Chamber of Commerce there? (multiple responses allowed)

- Own and operate a business
- Chamber Member
- Neither

Village of Pemberton Short-Term Rental Survey

Part-Time Tenure

6. How long have you owned/rented a property in Pemberton?

Years (state the number only)

7. What type of property(s) do you own in Pemberton? (Multiple responses are allowed)

- Empty Lot/Land
- Detached Chalet/Single Family Home
- Duplex
- Townhouse
- Condo/Apartment Style
- Suite

Other (please specify)

8. How many nights on average do you spend at your Pemberton property each year between May and October?

9. How many nights on average do you spend at your Pemberton property each year between November and April?

* 10. Please click 'Yes' to move on.

- Yes
- No

Village of Pemberton Short-Term Rental Survey

Length of Residency

11. How long have you lived full-time in Pemberton?

Years (state the number only)

12. What type of residence is the dwelling that you live in?

- Detached Chalet/Single Family Home
- Duplex
- Townhouse
- Condo/Apartment Style
- Suite

Other (please specify)

Village of Pemberton Short-Term Rental Survey

Experiences

For the purposes of this survey: A short-term rental (STR) is a home, or a room in a home, that is rented for less than 30 days at a time, e.g. daily, by weekend, weekly or bi-weekly basis to visitors who return to primary residence elsewhere at the end of their stay". It does not include Pension operations.

13. Take a moment if you wish to describe your experience living beside a short-term rental or renting out your property as a short-term rental.

14. Have you ever vacationed in a residential style short-term nightly rental booked through an online booking site or property manager?

- Yes
- No
- Not sure

15. If so, how was the experience

Extremely bad Extremely good

16. Why did you answer the way you did in the previous question?

17. Do you currently operate a short-term rental or are you considering it?

Yes

No

18. If so what is the prime reason for doing so?

Village of Pemberton Short-Term Rental Survey

Benefits

19. Below is a list of commonly reported benefits with short term rentals. Please prioritize the importance (to Pemberton) of each benefit from 5 (very important) to 1 (not at all important)

	5(Very Important)	4	3	2	1 (Not At All Important)
Increases or maintains property value	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
More accommodation options for visitors - improving experiences	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cultural exchange of residents and visitors	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Offsets the cost of housing for <u>full-time</u> resident homeowners	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provides additional disposable income to homeowners	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Offsets the cost of the property for <u>part-time</u> residents/owners	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provides additional revenue for property investors who don't use their units	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other (please specify and type a rating)

20. Please add any more comments on benefits to short term rentals.

* 21. Do you have any concerns with Short Term rentals in the Village Pemberton? * must select one. (clicking 'Yes' will give you the opportunity to comment on concerns)

- Yes
- No

Concerns

22. Below is a list of commonly reported challenges with short term vacation rentals. Please rate your level of concern with the impact of these challenges on the community of Pemberton.

	5 Very Concerned	4	3	2	1 Not at all Concerned
Parking/Snow Clearing/Traffic problems	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Noise disturbances from commercial uses	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Loss of community feel, empty neighbourhoods, rotating neighbours	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Safety/Security	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Inflated real estate prices	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reduces the availability of long-term rentals	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Erosion of the commercial tax revenues/base like that from hotels and other businesses	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Unfair tax advantage over legitimate commercial accommodation properties like B&Bs and Hotels	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other (please specify and type a rating)

23. Please add any more comments about your concerns with short term rentals.

Management Approaches

24. Do you think the Village of Pemberton should regulate short-term rentals in some manner? (e.g. either prohibit and enforce; permit some and manage; encourage and manage.)?

- Yes
- No, it doesn't need regulation.

25. If short-term rentals continue or expand in residential areas should the Village go about managing the operations with specific short-term rental policies?

- No, existing or new general Village bylaws and regulations e.g. noise and parking bylaws, fire regulations, business licensing existing strata board rules etc... should suffice
- Yes, the Village should consider creating additional management rules related specifically to the operation of a short term rentals e.g. number of inhabitants, sharing contact information with neighbours, bylaw infraction deposits etc...
- Not sure

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* 26. What are the three most important management rules you would like to see applied to short-term rentals in operation?

- Adequate parking spaces
- Bylaw infraction deposit of \$500-\$1000 to act as an incentive for good management
- Access to a 24/7 contact in Pemberton for concerns and management
- Maximum number of people per unit or room
- Fire safety
- Good neighbour agreement
- Business license requirement
- Other or none

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Short-term rental regulation direction

* 27. Assuming effective enforcement and bylaws are in place to manage short-term rental operational concerns (parking, garbage, noise), please select the regulation approach that best matches your thinking at this time. (*you must answer this question to move on)

- Roll Back/Prohibit: Property owners in the Village of Pemberton should not be able to rent out their residential property in part or in whole on short-term basis.
- Status Quo: Property owners of most single family homes in the Village of Pemberton should be able to continue renting out rooms in their residence if providing breakfast - B&B permit. No whole home/suite rentals or rentals in townhouses/apartments will be allowed.
- Limited Expansion: There should be some more opportunities for short-term rentals in the Village of Pemberton. For example: More rooms or whole residence rentals; more types of dwellings allowed to rent; limited total number.
- Permissive: There should be many opportunities for short-term rentals in the Village of Pemberton. For example: More rooms and whole residence rentals; all types of dwellings allowed to rent; no limits on the total number.
- Other?

28. Explain why you answered the way you did please.

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Continue?

* 29. Even though you don't want to see an expansion of short-term rentals would you like to comment on possible preferences for expansion in the Village of Pemberton?

- Yes
- No

Short-term rental preferences

30. Select the approach to capping short term rentals you most agree with.

- Capped on the total number of units, and limited to 2-3 per block where allowed to operate
- Capped on the total number of units, no limit on the number per block where allowed to operate
- No cap on the number of units or where they are allowed to operate
- Other (please specify)

31. Who should be able to operate short-term rentals? (select multiple if desired)

- Homeowners, in their primary residences
- Renters, in their primary residence
- Investors who own property they don't live in
- Part-time residents/2nd homeowners who use their property occasionally
- Owners of entire rental buildings
- Other (please specify)

32. What portion of a dwelling should be able to be rented short-term? (select multiple if desired)

- Spare rooms
- One entire residential dwelling unit at a time (e.g. apartment or home, a home with a suite could rent out one or the other, but not both)
- An entire residential dwelling and any attached suites (side suite) or detached suites (garage suite) at the same time
- Other (please specify)

33. What type of dwellings should be able to be rented as short-term rentals? (select multiple if desired)

- Single Family
- Townhouse
- Apartment (stacked units)
- Attached suites
- Detached suites (Over garage, secondary building)
- On property RVs/Tents
- Other (please specify)

34. Where should short-term rentals be permitted?

- Everywhere in the Village of Pemberton
- Select neighbourhoods in the Village of Pemberton
- Only new neighbourhoods being built in the Village of Pemberton
- Other (please specify)

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Final Comment

That's it! Thanks so much for your opinion. Please leave any final comments here.

35. Final comments on short-term rentals and the Village of Pemberton

The results of this survey will be available along with a presentation to Council this fall.

D: SURVEY VERBATIM COMMENTS

Q13 Take a moment if you wish to describe your experience living beside a short-term rental or renting out your property as a short-term rental.

Answered: 121 Skipped: 142

#	RESPONSES	DATE
1	No problems so far. We're interested in renting out our home in the future when we go on holiday's to offset travel costs.	8/13/2017 7:41 PM
2	Short-term rentals tend to be noisier (partying) and cluttered with more vehicles on street.	8/13/2017 12:27 PM
3	I have not experienced either.	8/13/2017 10:49 AM
4	n/a	8/13/2017 9:50 AM
5	Have always found the short term gusts to be much more accommodating and polite than any full time tenant.	8/13/2017 7:42 AM
6	Live beside an air bb in the plateau. No issue at all. I enjoy talking to the visitors.	8/12/2017 2:49 PM
7	I don't have any good or bad experiences to mention	8/12/2017 6:14 AM
8	Living close to a short term rental, I experienced increase traffic, inappropriate noise levels at inappropriate times, litter left outside attracted wild animals...	8/11/2017 7:50 PM
9	I think it is unsafe and disruptive to families and chldre.	8/10/2017 1:11 PM
10	I think short term rentals should be identified and taxed as businesses	8/10/2017 11:54 AM
11	Loud and disruptive. Have had city folk walk private property	8/9/2017 2:53 PM
12	I visit Pemberton frequently. I prefer the short term rentals as they have private living space not just a bed. I have always been respectful of the neighbors but I would prefer to stay at a homestyle hotel - it does not exist in Pemberton. Also, I have not visited on a number of occasions when I could not find suitable a rental.	8/9/2017 2:49 PM
13	Parking on the street is causing congestion. I have no idea who my neighbours are as it is so transient. Noise on weekends is disruptive.	8/9/2017 1:12 PM
14	N/A	8/8/2017 4:10 PM
15	n/a	8/7/2017 12:24 PM
16	Lots of vehicular traffic, yard full of parked vehicles, coming & goings all times of day, more noise, pollution, cut de sac too busy & small for increased traffic. More dust as drive not paved.	8/6/2017 9:16 AM
17	I do not have experience living beside nor renting out my property as a short term rental	8/6/2017 9:09 AM
18	There is an air B and B next door. Absolutely no issue. I like talking to the visitors	8/5/2017 8:51 AM
19	It makes it difficult to find a long term accommodation this driving locals out of Pemberton due to astronomical prices and limited housing.	8/5/2017 7:31 AM
20	NA	8/4/2017 1:55 PM
21	There are several on my street. Various cars block traffic constantly, with strangers coming and going.	8/4/2017 1:40 PM
22	We live beside a short term rental property that has 2 different areas they rent. Parking is an issue as they sometimes park in front of our property.	8/3/2017 10:16 AM
23	None	8/3/2017 1:58 AM
24	N/A	8/1/2017 5:25 PM
25	do not rent out my property short term nor have I had experience living beside a rental property	8/1/2017 4:08 PM

26	It has been a real treat to house people who could not otherwise find accommodation at a reasonable rate. We have had the opportunity to meet and learn more about who comes to Pemberton and from where. We have also had many longer term rentals to professionals in the area from 2 weeks to 3 months.	8/1/2017 2:01 PM
27	N/A	8/1/2017 5:41 AM
28	It's been much better than having long term tenants. Our last long term tenants we had many problems with & we had to take them to court in order for them to leave our property. We then learned the tenants have more rights than we as landlord do, and it took months for them to leave. They still owe us money, that we will never receive. The landlord/tenancy agreement & laws need to change.	7/31/2017 10:57 PM
29	No problems or opposition	7/31/2017 8:31 PM
30	I am NOT a fan of renting out our home on a short term basis. Aside from some extra income, there are no benefits.	7/31/2017 5:28 PM
31	We've had good experiences with short-term rentals. Renters have been courteous and quiet.	7/31/2017 4:26 PM
32	Concerned about the neighbourhood, strangers, vehicles, parking, houses using more than allocated infrastructure, impact on traditional accomodation, impact on longer term rentals.	7/31/2017 3:29 PM
33	No experience	7/31/2017 2:56 PM
34	I periodically rent out a guest bedroom for either one or two nights at a time and on weekends only. I have only rented out the room about 5 times as the room will be used this summer for my visiting relatives. I supply a breakfast to my guests and have a limit of 2 nights max.	7/31/2017 2:31 PM
35	Great experience meet all sorts of interesting people	7/31/2017 2:24 PM
36	N/!	7/31/2017 1:53 PM
37	N/A	7/31/2017 1:45 PM
38	We currently use AirBNB to manage the rental of the one bedroom suite in our home. In our experience we are getting a substantial percentage of visitors that rent for a longer term. Professionals such as educators and physicians that need a furnished place to stay for anywhere between one week and three months. The STR has been a perfect solution that allows us access to our suite in order to maintain and improve it. We also have the ability to have family and friends stay with us.	7/31/2017 1:20 PM
39	I have never done short term rentals out of my residence, but have neighbours and friends that do and I have nothing against it. I think if you own a property you should have the right to do whatever you want with it. There is a need for more rental housing but I don't think forcing people not to do short term rentals is the right solution. I would love to see a complex or building built that offers affordable rentals only to address this need that is obviously present in our community.	7/31/2017 1:14 PM
40	I believe that if the zoning down not allow for short term rentals, then you should not be allowed to rent short term. For example, you cannot open a welding business beside the grocery store. How is this fair for people who bought in a neighbourhood and then someone is not following he local by laws?	7/31/2017 12:57 PM
41	We have 3 air bnb in our neighbourhood and have had no issues what so ever, no noise or parking issues at all. In fact it's the neighbor that DOES NOT HAVE an air bnb that is a noise and parking issue for our road. We have met many lovely people traveling here that are bnb guests that are happily spending money in our community	7/31/2017 12:37 PM
42	I am currently operating one of my cabins as an Airbnb and have the other cabin as a long term rental. I absolutely love airbnb and what it brings to our small town. I know there is a housing shortage for locals, but I don't believe Airbnb is the cause. The reason we changed from a long term rental to short term is the type of renters we had and the rental agreement which provided us with no protection. Airbnb provides me with a modest income so I can stay home with my kids and continue to live in Pemberton.	7/31/2017 12:12 PM
43	N/A	7/31/2017 12:02 PM
44	currently have had no issues with short term rentals living nearby,	7/31/2017 11:55 AM
45	n/a	7/31/2017 11:53 AM

46	I operate a short term rental as does one of my neighbors. Both of us are legally registered to do so. With the inflated cost of homes here in Pemberton I rely on the increased income generated from STRs to cover my \$4.5k mortgage payment. Without the use of STR I would not be able to live here. We have had no issues or conflict from our STR or the neighbors STR. Both provide ample parking and tenants have been quite respectful.	7/31/2017 11:23 AM
47	You seen a lot of different cars, and there is no interaction with the people using the AirBnb.	7/30/2017 3:12 PM
48	There are a few around here and honestly no complaints. We have rented our property's suite as a long term rental only since 2008, however, one cannot deny the interest in additional revenue through short term rentals...yet the strain on long term rental resources for those looking to reside in Pemberton is concerning.	7/30/2017 8:40 AM
49	N/A	7/29/2017 3:49 PM
50	No problem, didn't even notice it was a STR home	7/28/2017 10:32 AM
51	In our complex we have had a few instances of these ST rental people showing up very late and trying to find their rental and waking up and/or scaring people in the complex.	7/28/2017 8:13 AM
52	There have been these rentals in our strata (I am the president) that have come to the strata attention. We've had no issues problem wise so far.	7/28/2017 4:38 AM
53	We have had our one spare bedroom as a short term rental for 2 months now, and it's significantly helped us pay for our mortgage along with other bills. In the past we have rented out this bedroom but we no longer wish to live on a more permanent basis with another person. Also, in addition to making that extra money to pay bills we can also have that room free for family and friends that come to visit. It works so well for us. However, we are concerned that this is not in line with the city of Pemberton's regulations and we are hoping that the outcome of this will be in our favour so that we're able to move forward in life and not be stuck in the financial struggle as we were before.	7/27/2017 2:29 PM
54	We have only rented our space on an annual contract. However, would hope to not be blocked in the future from the possibility of doing short term rental. We have a legal suite in the house. I work in vacation rental management thus am very familiar with the business model and the development and future of airbnb/vrbo/homeexchange/home away/alluradirect/ And it goes on...	7/27/2017 11:37 AM
55	I have lived beside str elsewhere (squamish) and have no problems with it.	7/27/2017 9:44 AM
56	I have lived in a suite located in a short term rental house licensed as a b&b as well as letting the license lapse and still rent out nightly Owner wasn't living on premises at the time. Now live in a non legal suite with owner installing third Residence in single family home	7/27/2017 9:13 AM
57	lived next to an illegal short term rental in Whistler for years. some renters were okay, but lots of parties, and noise from others.	7/27/2017 8:15 AM
58	No experience	7/27/2017 6:07 AM
59	Extra traffic, extra cars parked on road, additional noise/parties	7/26/2017 10:56 PM
60	We have several properties in whistler which we rent in Airbnb and have only had great experiences. Our home in pemberton has a suite which we rent long term. We have much more trouble with long term tenants.	7/26/2017 10:07 PM
61	We rent a few times per year. It helps with the help HH cost of living	7/26/2017 8:45 PM
62	n/a	7/26/2017 8:31 PM
63	I am about to be without long term accommodation as my landlords have sold and the new owners are moving into the suite in order to rent out the main house as short term rentals	7/26/2017 8:05 PM
64	Hasn't noticed any neighbors renting out their place short term	7/26/2017 7:43 PM
65	use to live in the basement of a house that sometimes does STRs. For the most part it was alright but there was the occasional loud rental in the house.	7/26/2017 5:56 PM
66	Doesn't apply to me	7/26/2017 5:44 PM
67	No problems with it. Haven't done short term rentals myself yet.	7/26/2017 4:23 PM
68	Theft, property damage, noise, lack of parking. Even had one that tried to hide it by parking an extra car in the underground in front of fire door.	7/26/2017 3:37 PM
69	Increase in traffic to an end cul de sac with drivers who are not familiar with kids and dogs and who do not understand the parking and speed limits in the areas.	7/26/2017 1:43 PM

70	It's been fine no issues. Long term tenants around seem to be alot louder and messy	7/26/2017 1:35 PM
71	Having constant strangers coming and going can be unsettling	7/26/2017 12:59 PM
72	No issues	7/26/2017 11:43 AM
73	parking issue, strangers in common resident areas, waste, recycling, noise and strata rules being ignored.	7/25/2017 1:30 PM
74	I share a driveway with a STR home. In the summer months on weekends there would be a number of different cars driving in and out. Not knowing who these people are really changes how our community feels. Many of the drivers are disrespectful (driving too fast). Having 2 small children in our home, I feel that their safety is at risk. There was one day when a full size bus drove in our driveway. Please keep Pemberton a place where people want to raise a family and be part of a community.	7/25/2017 11:46 AM
75	no problems to date	7/25/2017 9:23 AM
76	I have never lived beside one and if my neighbours had rented theirs out I may not have noticed as we live on a bigger lot in the Village. I would be upset if I lived in a condo and my neighbours kept renting it out as I think I would notice more.	7/24/2017 10:43 AM
77	It can be loud. People get lost and knock on my door. I worry for my children as I don't know who may be showing up next door.	7/24/2017 9:15 AM
78	I have lived next to short term rental in a residential neighbourhood in the past and I find it is very disruptive. There are many strangers coming and going, garbage left out, and late partying.	7/23/2017 6:41 PM
79	House across street. He rents the full house, multiple people short term rentals on VRBO. Park on street taking away valuable spots esp in winter, often with sled decks too. No smoking, so smoke on the street, flick butts into my yard. Owner doesn't care, says he needs \$\$\$. Visitors don't care that small kids live here, drive too fast. Really hate it. Issue is same with longterm rentals as far as multiple units in houses, too many vehicles and no parking. Would like bylaw to come by more often, and in evening - no room for firetrucks or ambulance when people parked on both sides of street. Willow Drive.	7/22/2017 5:20 PM
80	There are multiple on my small street. There are so many cars parked on the street sometimes that I can barely get my car down the road. If there was an emergency there would be no way an ambulance or fire truck could get to my house	7/22/2017 3:07 PM
81	Noise and constant rotation of people are disruptive and cause a loss in the sense of community.	7/22/2017 10:32 AM
82	no experience of it	7/22/2017 10:16 AM
83	I have not lived beside or rented out as a short-term rental. I have two full-time tenants living beside me. One of the tenants is very annoying (noise late at night, dogs on my property, parking issues). In contrast, there is an short-term rental in my neighborhood that causes zero problems. The problems/lack of problems depend on the owner of the property and their concern for the neighbors.	7/22/2017 8:47 AM
84	Unknown people, parking,noise,extra traffic	7/22/2017 8:25 AM
85	Living beside a short term rental * Busier (traffic, noise) . * Takes away rental properties for local residents. (higher \$\$\$) .	7/22/2017 6:45 AM
86	We "host" rent out a property where the owner works out of town 3 weeks/month so we look after renting out his primary residence for the weeks he is working. All the experiences have been positive with renters. All renters have been "tourists" mostly families, bringing added tourism money into Pemberton. This provides a small amount of income for us as well for the property owner.	7/21/2017 9:38 PM
87	I live beside a place often rented out for air bnb. Lots of loud parties and people often coming onto our property mistaking it for their short term rental.	7/21/2017 8:26 PM
88	Parking issues and the lessened sense of security of not knowing ones neighbours	7/21/2017 8:21 PM
89	We have had some experiences with increased late night noise, loud music, and speeding vehicles from rental units nearby. Also it is disconcerting to have strangers wondering around your neighbourhood.	7/21/2017 8:18 PM
90	Only positive experiences in single family homes	7/21/2017 8:15 PM

91	In the past we hosted Airbnb for over 3 years in the SLRD on property we owned which was zoned for short term rental. We paid for commercial insurance and our paid taxes for it. Things were very successful and it was fun to operate, but we had some challenges with noise and parking. Luckily we were always on there and knew who our guests would be, but found there were times when things got out of hand. We could deal with the situations, but defiantly know it's got some real issues if you were planning on operating in the village. I'd love to expand on the issues if needed!	7/21/2017 7:33 PM
92	N/A	7/21/2017 7:14 PM
93	No experience	7/20/2017 9:37 PM
94	I have never done either	7/20/2017 3:44 PM
95	N/a	7/20/2017 3:13 PM
96	To my knowledge there are no short term rentals on my street and we do not rent out our home when we are away.	7/20/2017 2:47 PM
97	As a renter, STR are taking away from the already extremely limited supply of rental housing. And they are driving rental prices up. Pemberton does not have any alternative systems in place (ie. no WHA). Those most vulnerable are most impacted. We need to collectively look out for our communities and the current trends are not representative of this.	7/20/2017 2:47 PM
98	no experience with the above specific examples, however, I have close friends who rent out a suite (in compliance with VoP reg's ;) and they have met amazing people from all over the world. They have more issues with loud neighbours partying at all hours than any issues with guests.	7/20/2017 12:10 PM
99	I have found it to have less of an impact on our property, neighbours, and our own privacy to rent 1 bedroom on airbnb as opposed to having a full time local roommate.	7/20/2017 11:42 AM
100	I have lived beside illegal nightly rentals and it is obnoxious. It is much better to know who your neighbour is than to have a different neighbour every night.	7/20/2017 11:23 AM
101	Short term renters are clean, quite and respectful. Short term renters are much better to live beside than long-term renters who tend to be messy, loud and disrespectful as they feel they are stakeholders, but since they do not own the property they do not take care of it. Short term renters in a tourist setting are typically affluent and respectable and since they are trying to get the most out of their stay, they go to be early and quietly arrive and leave in good order. At least this has been my experience.	7/20/2017 11:05 AM
102	n/a	7/19/2017 11:12 PM
103	n/a	7/19/2017 10:58 PM
104	We do have a bed and breakfast on our street and we have more traffic due to that. Some of the traffic is a bit annoying and the vehicles don't drive as slowly as they should in light of the fact there are a lot of small children around on their bikes, etc. It has not been a big problem so much as a small annoyance.	7/19/2017 10:41 PM
105	No experience	7/19/2017 10:04 PM
106	I have stayed in and rented out property on a short term basis. All experiences have been great. I have rented in the pemberton valley lodge on behalf of friends and family and they're experience was bad.	7/19/2017 9:35 PM
107	I am a very occasional airbnb-er of my own townhome. I open it up for a few weeks in the winter and summer, and when I get a booking, if it meets my minimum standards for length and dollars, I'll accept it. I then block my calendar again and hide my listing. Then, I use those dates and plan my own holiday. It's a beautiful thing. I am giving a family an opportunity to experience Pemberton in an accommodation type that doesn't exist without airbnb, and I am able to afford a more interesting vacation that what I may have afforded without the rental. The families I rent to end up eating in the restaurants, booking tours and activities, doing a full grocery shop... Definitely spending more money in local businesses than I would if I were home.	7/19/2017 9:21 PM
108	We have a suite in our home that we rented out to locals for the first 10 years. Our suite was not entirely respected throughout these times which made our decision to use it as a short term rental. Which also makes it easy for when friends and family come to visit, as our home is not big enough for entertaining guests.	7/19/2017 7:06 PM
109	Our experience live beside a short term rental has been very good.	7/19/2017 6:06 PM

110	i do not like it at all. i feel not very safe as the constant in and out of people/out of towners. super late arrivals and early leaving - as a single woman, i don't like strangers outside my front door whooping it up	7/19/2017 4:49 PM
111	Renting out our home as a short term as allowed us to afford our mortgage and accommodate family visits. We would not be using the space to rent to as suite, thus it is not taking away from rentals. It is has been great to meet people from around the world and share the things that make Pemberton special to us. Without this income, we would likely leave Pemberton as it isn't affordable without it.	7/19/2017 4:35 PM
112	N/A	7/19/2017 3:58 PM
113	Have experienced noise and garbage/litter issues near short-term rental properties.	7/19/2017 3:08 PM
114	N/A	7/19/2017 2:49 PM
115	n/a	7/19/2017 2:46 PM
116	I despise it. Non-stop strangers next to my front door. Late night arrivals - bit scary when u dont know why they are there.	7/19/2017 1:53 PM
117	Don't live beside one and don't currently rent anything short term.	7/19/2017 12:46 PM
118	There are two airBNB renters in our complex within eyeshot of my unit; one rents a room in her 2br place and the other rents their full 3br 2nd property (they live in the city). There have been no problems with the person renting their spare room out; no noise problems or parking problems due to the owner being on site. The 3br however, there have been parking and noise problems due to the owner not being on-site. They're lucky that the attached neighbor is very tolerant, which in part is due to the neighbor receiving highly reduced rates when they rent the 3br for visiting family. However the other complaints do impact other neighbors. Also, the 3br *was* rented out on a multi month basis to a family! Amazing! But then, has since reverted back to nightly rental.	7/19/2017 12:11 PM
119	Parking issues when not regulated.	7/19/2017 11:15 AM
120	My experience is that i have different people coming and going which leads to a concern about security. Parking becomes an issue that is hard to broach with neighbours and causes tension when there wouldn't be otherwise. Quite often, the owners are not present when their AirBnB guests are in residence.	7/19/2017 11:14 AM
121	Our strata has recently created a bylaw disallowing Nightly Rentals. I as a strata council member was a vote for this bylaw as having nightly rentals within a townhouse complex infringes on visitor parking as well as noise for owners	7/19/2017 11:11 AM

Q16 Why did you answer the way you did in the previous question?

Answered: 134 Skipped: 129

#	RESPONSES	DATE
1	It was a great experience and enjoyed the extra space a home has to offer	8/13/2017 7:41 PM
2	NA	8/13/2017 12:27 PM
3	Nice- simple rental- good price point	8/13/2017 10:09 AM
4	It was easy, less expensive than a hotel.	8/13/2017 9:50 AM
5	Easy communication, got exactly what was advertised, the location I wanted and reasonable price.	8/13/2017 7:42 AM
6	I like different options	8/12/2017 2:49 PM
7	We prefer B&B or private home/suite over hotels. Our expectations have been met at the locations used thus far. The online experience generally works well.	8/12/2017 9:19 AM
8	Because it is true	8/12/2017 6:16 AM
9	Because having the option of staying in a home is sometimes better than a hotel	8/12/2017 6:14 AM
10	Varied experiences - good and bad	8/12/2017 2:40 AM
11	I rented through a property owner online, a condo- apartment in Hawaii. It was not as advertised. I paid a lot of money to share my kitchen with cockroaches.	8/11/2017 7:50 PM
12	I have rented B&B's in the past and know that some of them also advertise on AirB&B sites.	8/10/2017 5:49 PM
13	There are good operators that have clean nice residences (that do not interfere with the neighborhood) and some that I choose not to stay at. I like something with private living space	8/9/2017 2:49 PM
14	Place was in poor condition and had security concerns.	8/9/2017 1:12 PM
15	It was OK , as a traveler staying ion someones house residence lacks some privacy and professionalism	8/8/2017 4:10 PM
16	n/a	8/7/2017 12:24 PM
17	I have used AirBNB in the past as it gives me the 'home away from home' feeling. You can cook your own meals, do laundry if you want and have space away from others if needed. The host of the AirBNB I used was so accommodating, kind and there to help with any questions I had. Compared to hotels, private short term rentals don't come with hidden extra fees i.e.; internet charges, parking fees, etc.	8/6/2017 9:09 AM
18	This type of accomadation suits my family more than a hotel	8/5/2017 8:51 AM
19	I have not stayed in any air bnb	8/5/2017 7:31 AM
20	It was clean, convenient and affordable.	8/4/2017 7:11 PM
21	It was convenient, clean and easy.	8/4/2017 7:07 PM
22	House I stayed in outside of Pemberton for work was zoned for nightly rental 9 rooms being rented	8/3/2017 11:51 PM
23	n/a	8/3/2017 1:58 AM
24	I will not book a short term residential.	8/1/2017 5:25 PM
25	as a vacation option for accommodation it was convenience, more economical, provided cooking facilities, laundry and amenities. We had a home to ourselves and provided an option for a longer vacation than booking into a hotel	8/1/2017 4:08 PM
26	I have used airbnb in places where I couldn't find a hotel, it is a great way to really get to know an area. Especially in places that don't have very many hotel options.	8/1/2017 2:01 PM
27	Because it was amazing	7/31/2017 10:57 PM

28	Because I had amazing experiences	7/31/2017 8:31 PM
29	Most of our experiences renting short term have been. phenomenal. Excellent hosts and well kept, well advertised homes.	7/31/2017 5:28 PM
30	It was a unique vacation because of the accommodation.	7/31/2017 4:26 PM
31	Rented an airbnb in Madrid but found the room a little bleak. Very clean and in a good location.	7/31/2017 2:31 PM
32	95% of building was nightly rentals and condo units felt like a hotel	7/31/2017 1:53 PM
33	The building was in a building that was 90% rentals and the individual condo has great amenities.	7/31/2017 1:45 PM
34	Primarily ease of use.	7/31/2017 1:20 PM
35	I have had good luck staying in VRBO's I like the uniqueness of different houses and its usually cheaper than a hotel	7/31/2017 1:19 PM
36	-convenient -more amenities than hotel -better value -better atmosphere -more integrated into local community	7/31/2017 1:14 PM
37	It was travelling abroad. Great place. Cheap.	7/31/2017 12:57 PM
38	Beacause you are staying in someone's home there us a great level of respect for the accommodations and property, and that respect follows to into the community that you are visiting. It has made it more affordable to visit places that other wise we couldn't have gone. It has also allowed us to travel with children with less stress by renting places with kitchens and bathtubs and so on.	7/31/2017 12:37 PM
39	The space I rented was up to the standard advertised of the owner.	7/31/2017 12:36 PM
40	Only positive experiences in both hosting and staying in a short term rental	7/31/2017 12:12 PM
41	we have had mostly positive experiences and a few poor ones	7/31/2017 12:02 PM
42	Tourism is changing. Young people/tourists want to experience a town as a local would, not to stay in a faceless hotel that could be anywhere in the world. The practice of separating out tourists and locals and having tourist trap areas surrounded by hotels (Union Square, San Francisco) will be replaced by a different experience.	7/31/2017 11:55 AM
43	it provides more options than a hotel, allows for larger groups to stay in the same house.	7/31/2017 11:55 AM
44	n/a	7/31/2017 11:53 AM
45	Because stayed in B.C /Europe and Asia and all places were grrat	7/31/2017 11:41 AM
46	Accommodation was clean, affordable, and convenient.	7/31/2017 11:23 AM
47	All Air BNB and VRBO experiences I have had were positive - responsive owners, economical price, ease of rental, and great alternative to conventional lodging.	7/30/2017 8:40 AM
48	We stayed in a nice quiet place that we would never have found otherwise. The only downside was that it was a bit hard to find and we found it just before dark.	7/29/2017 4:58 PM
49	We have used residential style accommodation, particularly when staying in Vancouver, as we require the use of a full kitchen and most hotels do not offer that option.	7/29/2017 3:49 PM
50	I prefer to stay in homes over hotels	7/28/2017 10:32 AM
51	The accommodations were quiet, and well maintained.	7/28/2017 8:13 AM
52	Booking a family home often provides a kitchen, more room, an outside area... It was perfect for renting with young children. Another time i rented w my husband on airbnb, and we really enjoyed having a full kitchen and experiencing a 'real' dwelling in a new city (opposed to a hotel room for example).	7/28/2017 6:28 AM
53	The owner's 'bedside' manner.	7/28/2017 4:38 AM
54	We rent condos when we go to Hawaii and have had good experiences. I believe all of the places we have rented were licensed for short term rentals.	7/27/2017 3:37 PM
55	It was a beautiful, uniquely built cottage in saltburn, England where I stayed with some family. A really nice experience.	7/27/2017 2:29 PM

56	Short term private rental offers the option for visitors to experience the low-key authentic version of travel. Closest to experiencing the local life. This works especially well in small communities where traditional lodging accommodation is unavailable (sold out or nonexistent).	7/27/2017 11:37 AM
57	All the amenities of a home, can cook your own meals, more options and more family friendly than hotel.	7/27/2017 9:44 AM
58	The vacation suite was very private and comfortable	7/27/2017 9:13 AM
59	Convenient/affordable had kitchen facilities	7/27/2017 7:10 AM
60	Had some great experiences. Some were just okay.	7/27/2017 6:07 AM
61	It was a condo which was designed specifically for short term rentals. Had everything we needed and felt like a home not a hotel it had the warmth of a home.	7/26/2017 10:07 PM
62	No problems, good place, good location. I prefer hotels	7/26/2017 8:45 PM
63	It was good	7/26/2017 8:05 PM
64	Owner direct rentals I have booked have been always been a cheaper option in a destination I want to visit.	7/26/2017 7:43 PM
65	Because I haven't had that experience	7/26/2017 5:44 PM
66	It was perfect. Better than a hotel and more cost effective.	7/26/2017 4:23 PM
67	Because the experience was excellent.	7/26/2017 1:43 PM
68	It was small but clean and the owners were average people.	7/26/2017 1:39 PM
69	Home was quiet, clean, and very well equipped. The host family were lovely . Pricing very reasonable....cheaper than local options.	7/26/2017 1:35 PM
70	It was easy to book online. Could see photos of the house we rented for our family and read reviews from others who had stayed previously	7/26/2017 12:11 PM
71	Great to rent a house for family vacation	7/26/2017 12:09 PM
72	I enjoyed my stay at a non-hotel local rental. The price was reasonable and allowed me to spend more money at local establishments.	7/26/2017 11:59 AM
73	I never have because prices are the same as getting a hotel in most vacation spots and then I don't have to clean or cook!	7/26/2017 11:46 AM
74	Because it was easy, less expensive than a hotel and really a nice experience	7/26/2017 11:43 AM
75	Ammenities were so much better than a hotel and cheaper. Meeting home owners is such a friendly and wonderful way to immerse yourself in a community you are visiting.	7/26/2017 11:24 AM
76	It was in an complex that only had 2 of the rental units out of 300. i spoke with many people who lived there and they complained that more and more rentals like this were coming and people were moving out because the rent was going up	7/26/2017 10:56 AM
77	Real homes in my experience have more of a cozy feel to them, with less background distractions (elevators, loud fridges, lights from appliances) therefore resulting in a better sleep/stay. Also, you get to meet locals and get local advice on activities.	7/26/2017 10:48 AM
78	I don't like to use private homes that belong to strangers.	7/25/2017 1:30 PM
79	Complete suite with kitchen and living are provided relaxed feel as though it were our own cottage/condo	7/25/2017 9:23 AM
80	nice accomodation	7/25/2017 9:21 AM
81	Because it was in a location where I could not normally have rented and was alot cheaper than a motel for a week.	7/24/2017 10:43 AM
82	It was in a good neighbourhood that made it more engaging than a hotel	7/24/2017 8:32 AM
83	Nice to have a kitchen and not be in a typical hotel.	7/22/2017 6:27 PM
84	In Hawaii, so no car (no need for parking). Over 90% of units were rentals. Dealing with owner a bonus. Always in a condo environment.	7/22/2017 5:20 PM
85	They were adequate for our needs	7/22/2017 11:18 AM

86	Parking-when onsite parking was available it was very challenging to park a larger car-it was suitable for a hatchback; on road parking though stated as being available was very challenging to find. In one instance a pet free home meant that the cat was put outside for the duration of our stay.	7/22/2017 11:11 AM
87	Because it was in a small place away from the "tourist type" place	7/22/2017 10:16 AM
88	Issues with parking at some of the accommodations.ie. parking was at times supplied but difficult (small spot but our car was large); told would be able to park on road but all parking spots were occupied. One rental though advertised as pet free had a cat that was put outside for the duration of the rental.	7/22/2017 8:08 AM
89	We always book our vacations through airbnb. We find it a more affordable and comfortable way to vacation as a family. It also provides a unique experience to rent out someone else's home as oppose to a hotel which we could not afford.	7/21/2017 9:38 PM
90	In Costa Rica. Place was well maintained.	7/21/2017 8:26 PM
91	In Europe, house totally rented out rooms with no owner in residence.. Felt very insecure as a single woman.	7/21/2017 8:21 PM
92	The property was looked much nicer online than it was when we arrived (poor quality bedding etc). The experience of being in a cottage rather than a hotel was great.	7/21/2017 8:18 PM
93	Many countries and cities we travelled to were friendly and maybe use to having strangers in the area. Some were not so great and we felt kinda like outsiders.	7/21/2017 7:33 PM
94	Great options. Felt like a home while on vacation. Good rental locations. Larger accommodation for the family with full kitchen	7/21/2017 7:14 PM
95	I have had good and bad experiences, about 80% were good experiences	7/21/2017 12:05 PM
96	Is there anybody out there that really enjoys staying in a hotel??? Staying in a short term rental property is a full experience of meeting locals, living like a local and and as most people renting their properties keep their rental cleaner than hotels. Often Owners give advice on local activities.	7/20/2017 10:52 PM
97	Great vacation in nightly rental in Whistler.	7/20/2017 9:37 PM
98	It was a great location, clean and convenient.	7/20/2017 4:21 PM
99	N/a	7/20/2017 3:13 PM
100	We have used VRBO and both times the owner was very responsive and helpful. The unit clean and tidy and well cared for although a bit dated. In Europe we have stayed in flats within a main home and that too was a good experience.	7/20/2017 2:47 PM
101	Once in Boston - the owners lived in the SFD; they rented a room in their house occupationally while their daughter was away at university. They would never have rented this room out long-term.	7/20/2017 2:47 PM
102	in my experience real house always feels more comfortable than a hotel room that you can get at the same price.	7/20/2017 12:10 PM
103	I stayed in an Air BnB in Quebec; it was well-priced and met our needs, but very frustrating not be able to reach the owner because the heating system was malfunctioning.	7/20/2017 12:05 PM
104	I felt it to be more comfortable and organic than a hotel.	7/20/2017 11:42 AM
105	I enjoyed my stay at an AirBnB however I am not sure whether it was legal or not.	7/20/2017 11:23 AM
106	I enjoy airbnb accommodation much more than hotels. You get to meet a local resident that can provide you with insider tips and knowledge. It feels like you are visiting a friend, rather than being herded into an institution (i.e. a hotel). It is also much more affordable, allowing traveling to be done more frequently and to new places. The cost of living is so high these days, that the average person needs to save money everywhere they can. Paying \$200+ for a hotel room is simply not an option.	7/20/2017 11:05 AM
107	Because that was my experience, and thats what the question asked!	7/20/2017 10:47 AM
108	I have stayed in condos rented through VRBO - condos in areas zoned for STR use	7/20/2017 10:42 AM

109	Compared to a hotel, where everything feels like a business with people just wanting to make money, the air-Bnb I stayed in felt like a home away from home. With any questions I had, the owner of the house managed to give a personalized idea of options in the local area, and was far more friendly and welcoming than any business ever was. Being included in their culture as well was an incredible experience, all for less money and a more streamlined experience.	7/20/2017 10:31 AM
110	Affordability and location. Value for money in expensive places.	7/20/2017 2:31 AM
111	I appreciated having access to cheaper accommodations, but would have preferred a private hotel room in terms of amenities.	7/19/2017 11:12 PM
112	n/a	7/19/2017 10:58 PM
113	Cause we had a great holiday for a good price.	7/19/2017 10:47 PM
114	We have stayed in numerous short term rentals around the world and have had great experiences. The accommodations are more family friendly than traditional hotel rooms and more economical.	7/19/2017 10:41 PM
115	I love staying in air BnBs. It is more authentic and gives me a chance to connect more to a community I am exploring/visiting.	7/19/2017 10:24 PM
116	I have good experiences when renting owner direct although I don't do it often.	7/19/2017 10:04 PM
117	I have stayed in several Airbnb and VRBO rentals. Some were complete condo units or houses; others were rooms or suites in houses. Most were excellent locations and a good choice where other affordable accommodation was not available for a vacation.	7/19/2017 9:58 PM
118	I answered honesty.	7/19/2017 9:35 PM
119	I have been using airbnb for my own vacations for past few years in Colorado, Hawaii, California, and even in BC and have been thoroughly impressed every time. It is very difficult to find traditional hotel accommodation that is large enough for a family and has all the comforts of home, like a full kitchen and laundry. After staying in airbnb's, I don't know if I will ever go back to booking traditional hotels.	7/19/2017 9:21 PM
120	I fully support short term rentals, I have enjoyed my stays at them and like the freedom of using my own space too.	7/19/2017 7:06 PM
121	Our experience in Tofino and Vancouver has been great. These type of accommodation genery have more character, then conventional hotels.	7/19/2017 6:06 PM
122	It provides a unique and comfortable experience while visiting other locations.	7/19/2017 4:35 PM
123	The accommodation was nice, in a good location, reasonably priced and easily booked/accessed.	7/19/2017 4:34 PM
124	It's nice to have the space privacy and comfort of a home while on holidays	7/19/2017 3:58 PM
125	The accommodations matched our needs (location, accessibility and features such as full kitchen). The property was clean and well-managed, and the transaction was smooth. Finally, the price was reasonable for what we had rented.	7/19/2017 3:33 PM
126	Have never booked in a short term rental as I do not believe in robbing someone else of affordable housing in another community.	7/19/2017 3:08 PM
127	We were able to rent a place larger than our home on a beautiful property to have Thanksgiving with my visiting family	7/19/2017 2:49 PM
128	easy and cost effective for large families	7/19/2017 2:48 PM
129	I have only done it once, booked a house in Cannon Beach OR through a local property manager. It was a positive experience.	7/19/2017 2:46 PM
130	We enjoyed staying in someone's home while away. Had their expertise of the area and went/saw things we would have missed staying in a hotel.	7/19/2017 1:13 PM
131	Easier, flexible, more variety than traditional lodging options.	7/19/2017 12:46 PM
132	It was fine, in our instances we had no issues with the home or the neighbors & we were respectful.	7/19/2017 12:11 PM
133	Hotels in area where we stayed were run down & old. Had stayed in one of them many years ago & it was awful! However, we stayed in someones basement & we could hear the owners of the home loud & clear. Not sure if we would do an Air BnB again.	7/19/2017 11:50 AM

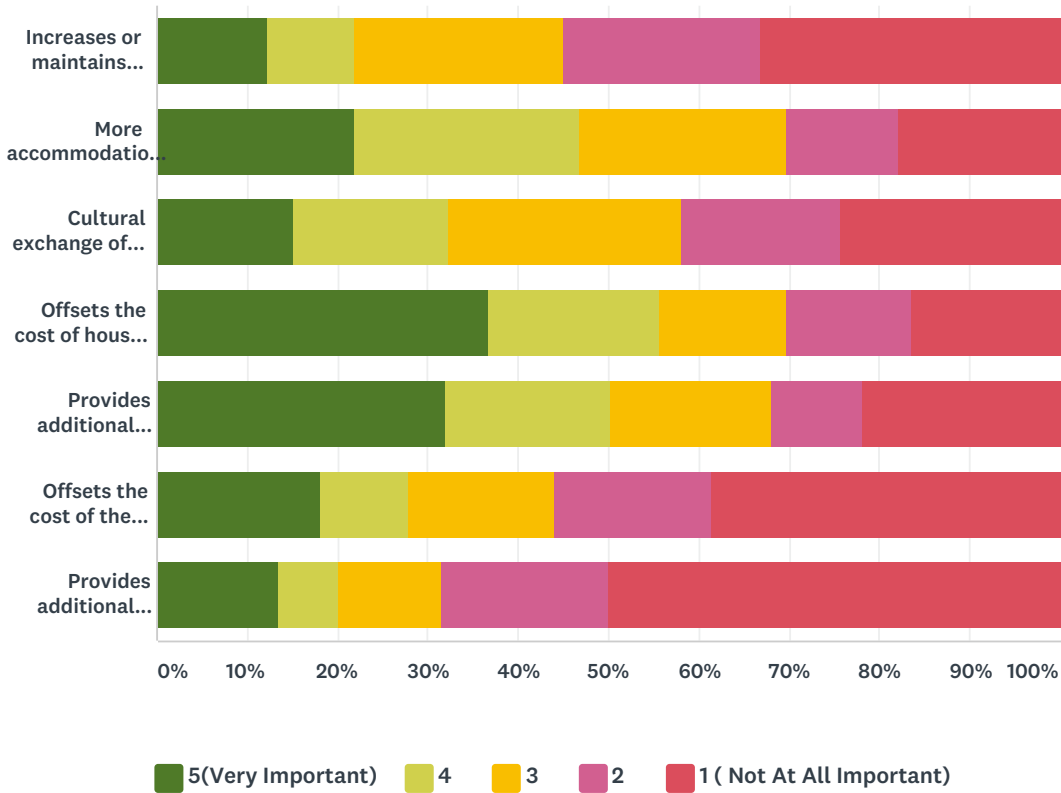
134	I used VRBO rental in the past. It offers great options for affordable rental that included facilities such as kitchen etc. or for larger group.	7/19/2017 11:15 AM
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31	I would consider for the company and experience people's views from other places and countyies	7/31/2017 11:41 AM
32	To be able to afford a house in Pemberton.	7/31/2017 11:23 AM
33	I would consider it for the income to help offset our mortgage, taxes, insurance and to have the flexibility to use our space when we wished (for family, friends etc)	7/29/2017 4:58 PM
34	N/A	7/29/2017 3:49 PM
35	Offset high cost of owning in Pemberton	7/28/2017 10:32 AM
36	I don't want strangers staying in my place	7/28/2017 8:13 AM
37	Financial gain	7/27/2017 2:29 PM
38	To help grow the community, make use of our home space while travelling or growing the family, to offer contracted workers a place to live	7/27/2017 11:37 AM
39	Additional weekend income (squamish). I personally will only be offering long term accomodate at my pemby house	7/27/2017 9:44 AM
40	Our house is not suitable and I don't want to.	7/27/2017 7:08 AM
41	Right now we don't want to do it. But years from now we might want to.	7/27/2017 6:07 AM
42	We earn a fair income after expenses.	7/26/2017 10:07 PM
43	Help with high cost of living	7/26/2017 8:45 PM
44	I would possible consider doing a home swap.	7/26/2017 5:56 PM
45	N/ a	7/26/2017 5:44 PM
46	Good source of revenue in a tourism community and it messes well with other tourism related buisness I do. It is also easier then dealing with full time tenants and allows me to let family and friends use the space when I need to.	7/26/2017 4:23 PM
47	One day I'd like to. I think it is such a nice way to slow down a little, meet new people and be home more with the kids.	7/26/2017 11:24 AM
48	I don't, but I would if I have a spare room to rent, for the above reasons as well as to supplement our income as we live in an expensive part of BC/Canada.	7/26/2017 10:48 AM
49	I would not because I respect my neighbors comfort around their primary residence.	7/25/2017 1:30 PM
50	So that I could go on vacation for a 2 month period and rent my place out while I was gone	7/24/2017 10:43 AM
51	To have rented while I am not here on most weekends and holidays	7/22/2017 10:59 PM
52	Income	7/22/2017 6:27 PM
53	We don't have a suite! (one of 2 on our block without illegals suites! Also, we are a family and don't want to share our space.	7/22/2017 5:20 PM
54	income	7/22/2017 10:31 AM
55	Not enough good paying full time JOBS in pemberton, and I need to make extra income to live and stay in this town	7/22/2017 10:16 AM
56	The only reason that I would consider it, is the difficulty of dealing with long-term tenants under the current residential tenancy act. This is one of the reasons that people decide to rent short-term - more money, less hassle!	7/22/2017 8:47 AM
57	Utilizing time and space for income for 2 pemberton families that cannot afford to live and work in Pemberton therefore having to work "up north" for 3 out of 4 weeks a month. The home is still there primary residence and is only rented for the days they work out of town. It would otherwise sit empty, being underutilized.	7/21/2017 9:38 PM
58	Financial - we can get more than twice as much income and not risk being stuck with bad tenants	7/21/2017 8:18 PM
59	Not interested in having long-term tenants but like providing accomodation and earning some extra income to cover operating expenses. Property will not be used for any accommodation if short term rental is not allowed.	7/21/2017 8:15 PM
60	so I can afford my house!	7/20/2017 10:52 PM
61	Additional Income as partner is a stay at home mom and is not working	7/20/2017 9:37 PM

62	There are too many people without homes and it's driving prices up to which the community members can not afford	7/20/2017 3:44 PM
63	Not where we live now b/c of parking, but for future SF home i would for income and meeting people.	7/20/2017 12:10 PM
64	income to save for my own property	7/20/2017 11:42 AM
65	Meet new people and share the Pemberton experience so that the entire economy of this village is uplifted. Also, make ends meet. My average grocery bill is approaching \$1000 a month. Rent is as much as in Vancouver for small townhome. Single detached homes are approaching \$1 million. Cell phone bills are \$100 a month or more. Wages have not kept up to these crazy expenses. How else can I afford to live if not by generating a small amount of revenue off the few 'assets' I have (i.e. a spare room)?	7/20/2017 11:05 AM
66	To offset the increased living costs (rent predominantly) in the VoP.	7/20/2017 10:46 AM
67	Supplement income.	7/20/2017 2:31 AM
68	We've had tenants sign leases for long term, but breaking the lease continuously. It's been a hassle. We could be earning more money for a similar amount of hassle.	7/19/2017 10:47 PM
69	I am considering offering it occasionally. I would like the village to allow short term rental, with regulations so that they are appropriately run and have a positive impact on the community.	7/19/2017 10:24 PM
70	To subsidize high mortgage payments and not have to deal with bad tenants through the bc landlord/tenancy act (when a bad tenant arises) which favours the tenant and causes much stress.	7/19/2017 9:35 PM
71	Strictly to offer up my home to tourists during my own vacation time. This is not a money maker for me. The revenue just helps me pay for my own vacations. I gross under \$10,000 in a year.	7/19/2017 9:21 PM
72	After renovating we wanted to keep our space in great condition, with less wear and tear. Also enjoy the ability to use our space for ourselves and guests	7/19/2017 7:06 PM
73	Social and financial	7/19/2017 4:35 PM
74	n/a	7/19/2017 2:46 PM
75	Considering renting a room for some extra money as well as meeting new people and sharing our love of the area.	7/19/2017 1:13 PM
76	Unused space in main house/potential income.	7/19/2017 12:46 PM
77	Pemberton locals need housing! We have 2 hotels that are not at their daily capacity. I did not purchase my house to operate it as a BnB. Not fair to neighbours.	7/19/2017 11:50 AM

Q19 Below is a list of commonly reported benefits with short term rentals. Please prioritize the importance (to Pemberton) of each benefit from 5 (very important) to 1 (not at all important)

Answered: 201 Skipped: 62



	5(VERY IMPORTANT)	4	3	2	1 (NOT AT ALL IMPORTANT)	TOTAL	WEIGHTED AVERAGE
Increases or maintains property value	12.24% 24	9.69% 19	22.96% 45	21.94% 43	33.16% 65	196	2.46
More accommodation options for visitors - improving experiences	21.89% 44	24.88% 50	22.89% 46	12.44% 25	17.91% 36	201	3.20
Cultural exchange of residents and visitors	15.15% 30	17.17% 34	25.76% 51	17.68% 35	24.24% 48	198	2.81
Offsets the cost of housing for full-time resident homeowners	36.82% 74	18.91% 38	13.93% 28	13.93% 28	16.42% 33	201	3.46
Provides additional disposable income to homeowners	31.84% 64	18.41% 37	17.91% 36	9.95% 20	21.89% 44	201	3.28
Offsets the cost of the property for part-time residents/owners	18.00% 36	10.00% 20	16.00% 32	17.50% 35	38.50% 77	200	2.52
Provides additional revenue for property investors who don't use their units	13.50% 27	6.50% 13	11.50% 23	18.50% 37	50.00% 100	200	2.15

#	OTHER (PLEASE SPECIFY AND TYPE A RATING)	DATE
1	Bring more visitors into Pemberton and with the appropriate advertising and operations, can help the village economy. More to the Sea to Sky than Whistler	8/13/2017 10:53 AM

25	As a homeowner, I do not want anyone to tell me what I can or can't do with my rental suite. Currently we lease our suite yearly however, as a family with one income, it can be difficult to get by and we have considered turning our suite into a short term rental (and no, not for "disposable" income but to live in a place as expensive as Pemberton).	7/26/2017 11:50 PM
26	Our first time buyer children have been able to buy a condo. And to afford it they rent it out nightly during Dec and Jan they both work full time but without the extra income they would have to move away from here, family and friends to afford something. They were born and raised in Pemberton.	7/26/2017 10:12 PM
27	It allows people flexibility. Homes can be used for friends and family as well as guests. Not everyone wants to deal with full time tenants.	7/26/2017 4:25 PM
28	I think property owners should be able to do what they want with their homes and for their own reasons. I don't blame homeowners at all for not wanting long term renters. Have heard so many horror stories through the years. Short term renters seem to be more respectful of other people's property...	7/26/2017 1:39 PM
29	It's VERY disappointing that this survey doesn't ask two very important questions! If you own a home for nightly rentals, does it comply with Village bylaws? And, if you could buy a home in Pemberton, would you? The answer is YES however nightly ILLEGAL rentals have contributed to driving up prices and so we now cannot afford to buy here, \$500K+ for a townhome!? Because of this we are looking at relocating out of the Sea to Sky corridor	7/26/2017 11:52 AM
30	I believe fees or licencing revenue should go directly to village infrastructure, parks and shared benefits for residents. This improves image of host and renter alike that their business brings positive impact for village and not just host - at the expense of services taxpayer funds.	7/25/2017 9:32 AM
31	If you were looking at different designations for different areas. I would look at larger properties versus condos where there are tight living quarters as I could see how this would create issues with parking, noise, strata by laws, etc.. This would also leave condos for long term rental and they should be more affordable.	7/24/2017 10:47 AM
32	These should be in properly zoned, properly permitted locations. When I bought here I was not expecting to have a different neighbour every night.	7/24/2017 9:16 AM
33	Sorry, don't own if you can't afford it. It is just greed, plain and simple!! If you own a large property, with lots of offstreet parking, and multiple buildings I don't have as much of an issue as on residential streets where parking is tight, and illegal suites are already an issue (but needed for long term workers)	7/22/2017 5:23 PM
34	Adds to the diversity of accommodation options	7/22/2017 11:19 AM
35	I think that the important benefits to full time home owners and even part time home owners to an extent are also fulfilled by renting out as longterm rentals for people working in pemberton/whistler area.	7/22/2017 10:34 AM
36	We don't have to deal with having to waste time looking for the right person to rent the room out!!! Roomies always ask for more and I can't stand when they start thinking they own the house!!!!	7/22/2017 10:18 AM
37	I think the people hosting guests to pemberton through airbnb benefits tourism to the area with in turn benefits many small business's. It also provides income to many families struggling to afford their homes here. It utilizes properties. It brings people here to visit that would not come if airbnb was not an option.	7/21/2017 9:44 PM
38	Our rental market is awful. People working in Pemberton can't afford to live here. Too many air bnbs.	7/21/2017 8:28 PM
39	It is really important that the laws do not encourage non-local residents to buy homes for the purpose of renting to cover their investment. Pemberton is under-served with health and education workers. There has to be incentive for valuable middle income working families and adults to own homes.	7/21/2017 8:27 PM
40	Provincial rental regulations are so tenant oriented that we would never rent out all or part (including the suite in our house) under a typical residential tenancy agreement.	7/21/2017 8:17 PM
41	I think things are out of control now with airbnb, it's not the experience it once was when we started hosting back in 2011. Now it's all about paying down the mortgage and not about the experience of being at a real cool place to stay in the country. So many places are just second homes that need to keep up with their mortgage payments. Sorry to say that's not what Pemberton is all about. You might as well stay in a hotel.	7/21/2017 7:50 PM

Unfair tax advantage over legitimate commercial accommodation properties like B&Bs and Hotels	50.00%	20.78%	14.94%	7.14%	7.14%	154	3.99
	77	32	23	11	11		

#	OTHER (PLEASE SPECIFY AND TYPE A RATING)	DATE
1	Again number 3 is a false statement not backed by any evidence	8/8/2017 4:17 PM
2	I would argue STRs reduces property values not increases	8/4/2017 1:44 PM
3	The biggest issue here is loss of long term rentals.	7/31/2017 1:22 PM
4	Community attitude And strata management 5	7/27/2017 11:52 AM
5	Create parking problems	7/27/2017 9:15 AM
6	The Village has been ignoring vacant "part time" property taxes and taxes on nightly rentals for FAR too long!	7/26/2017 11:55 AM
7	Drive too fast, not appreciative of small kids in area	7/22/2017 5:27 PM
8	Lack of critical community support workers able to live here- teachers/mental health workers.	7/21/2017 8:30 PM
9	No where for seasonal tenants to stay. I can say we are part of that search for housing.	7/21/2017 7:56 PM
10	Hard to get and retain employees	7/20/2017 2:51 PM
11	We are in an affordable housing crisis and these illegal uses are a big part of that.	7/20/2017 11:25 AM
12	loss of long term rental unit availability - 5	7/20/2017 10:45 AM
13	Definitely concerned about increased traffic	7/19/2017 10:43 PM
14	Groups that are more than 6 can be loud	7/19/2017 4:40 PM

Q23 Please add any more comments about your concerns with short term rentals.

Answered: 74 Skipped: 189

#	RESPONSES	DATE
1	#17 covers my concerns. Tax and licence operators where appropriate. Fine those who do not comply. Put that By-Law Enforcement person to work!!!	8/13/2017 12:33 PM
2	There are situations where I feel that short term rentals are valid or acceptable such as renting out during a family vacation etc. That being said I feel it is important to regulate this and there should be licensing/registering. They are basically running a business and avoiding the costs associated with it in order to make extra money. I am all for the 'sharing economy', but I would hazard a guess that the majority of short term rental providers are NOT in it for this reason. For example comparing it to a tool sharing operation is not the same. Our local Tool Library is there to serve and support the community but not to collect high fees in order to make a profit.	8/10/2017 6:03 PM
3	They should be licensed.	8/10/2017 12:43 PM
4	Short term rentals like Air B&Bs are businesses and should be taxed and treated as businesses.	8/10/2017 12:01 PM
5	Lack of standardization of accommodation , commercial use and benefits on a residential tax platform , lack of adequate regulation and enforcement	8/8/2017 4:17 PM
6	If Pemberton starts enforcing an Abb bylaw but the SLRD does not it will be just another example of how unfair this community is. I feel so ripped off by Pemberton. This will be one more reason to sell my house and move!	8/5/2017 9:00 AM
7	They don't pay for proper utility usage (water). They should be paying proper taxes (partially commercial). These are ways to help pay for aging infrastructure	8/4/2017 1:44 PM
8	Long term rentals have gotten out of control with no reason for landlords to rent long term	8/3/2017 11:54 PM
9	There needs to be a level playing field for all. I am paying an extra \$1500 for water and sewer as a legal 1 bedroom B&B. Less water and sewage use is actually what is occurring as the unit is rented out sporadically. There is no clothes washing machine in the unit either. I know that less water and sewage is being used compared to having someone live full time as a tenant. I think this needs to be addressed as it will probably affect others decisions wether or not to be a legal operation. Also it should be disclosed at the time someone applies for a license as we only found out about this when we went to pay our taxes - a bit of a shock.	8/3/2017 10:31 AM
10	Need to have a fair playing field with other accommodation.	8/3/2017 2:02 AM
11	All the local people who live and work in Pemberton or Whistler can no longer find stable and affordable housing to remain in the area. If this continues all the working folk of the community will be forced to leave and in turn all businesses will suffer. Continue to suffer. They already can't find enough staff to fill their needs resulting in poor service and poor experiences for those visiting the area.	8/1/2017 5:45 AM
12	I am VERY concerned about the lack of long term rentals available to permanent residents of Pemberton, as well as the inflated cost of those (very few) long term rentals that are available to local residents. This is what I see as the biggest problem for the village. Short term rentals are having a terribly negative effect on people looking for decent, fairly priced long term rentals.	7/31/2017 5:32 PM
13	I worry greatly about young service sector workers being able to afford living here. Without these young women and men be able to live in Pemberton our town's F&B and retail sectors will be decimated.	7/31/2017 1:49 PM
14	I am concerned that short term rentals will be unfairly blamed for many of the issues you outlined in this survey. It is an easy bandwagon to jump on, but I do NOT feel that the increase in STR is the primary cause of any of these problems. Just the easiest to point a finger at. It is my sincere hope that the village takes time to consider all of the other factors and allows home owners in my situation (primary residence) the freedom to choose what works best for them. By the way... our place is available for long term rental. It just needs to be done through AirBNB.	7/31/2017 1:27 PM

15	Businesses in town are having a hard time finding employees because there are fewer and fewer long term rentals available. Its becoming a very real problem.	7/31/2017 1:22 PM
16	If it's not zoned or approved / it shouldn't be allowed. Simple / straight forward.	7/31/2017 1:00 PM
17	A long as there is adequate parking and you are not disturbing your neighbors I see no reason for any issues. If you live in your home and air bnb allowed you the ability to continue to afford to live in Pemberton I see no issues. However if it is a vacant property that is only being used as an income generating property with air bnb than it should be a registered business with the village. Many people rent out there own lived in homes while they them selves travel to help off set the cost of their own holiday, I don't see how this should be any more of an issue that having company come and stay with you.	7/31/2017 12:45 PM
18	I would like to see a requirement put onto to the online booking agency to collect the provincial sales at the time of booking and submit it to the government..in addition to their service fee...this would eliminate the tax collection program and level the playing field of the accommodation provider.	7/31/2017 12:43 PM
19	housing should be left for owners to live in full time or to rent to locals so we can keep our small town thriving. short term rentals are exactly that short term benefit and only to the homeowner. no long term benefit at all	7/31/2017 12:19 PM
20	short term rentals will change the real estate values and alter the market. the effects will be hard to predict on Pemberton.	7/31/2017 12:05 PM
21	I think short term rentals should be allowed only for permanent residents of Pemberton which own their house. Additionally I think they need to be detached residencies with ample parking so as not to impact the neighbourhood dynamics.	7/31/2017 11:28 AM
22	Short term rentals are a business and should be treated as such. Currently the playing field with them and hotels are not fair, this should be mitigated so they are both equal.	7/30/2017 3:14 PM
23	Main concern is a level playing field - anyone offering a product that they are being paid for should be taxed on it by the Village and report it as income. If everyone who has a business license in the Village is paying taxes, so should short term rental providers.	7/30/2017 8:43 AM
24	The idea of limiting the number of short term rentals in a neighbourhood as done in some communities is appealing to help maintain the safe community feel of the neighbourhoods. I am not sure how you would determine who gets to be the limited few who have short term accommodations.	7/29/2017 5:02 PM
25	Domino effect of reducing long term rentals...suite appropriate renters have to band together to rent a larger dwelling as suites are unavailable...they then compete for family homes...families cannot find rentals and have to relocate	7/29/2017 10:09 AM
26	Makes it difficult for long term residents to find long term rentals	7/28/2017 11:32 PM
27	VOP should encourage positive thinking around this topic to increase community control. Positive outlook will promote licenses, proper management of the rentals. More negative news will promote disobedience. Focus on info sessions on how to properly operate vs trying to block. Take the community improvement approach. Homeowners should be permitted to move forward. VOP should work to improve overall monitoring of noise violations not just for short term rental. Should be an overall ruling. VOP can encourage - but not rule - strata managers and councils (for selfmanaged stratas) to vote on adding a strata bylaw for their specific development on whether or not they will permit short term rental. Can even do a percentage of units per development that is reviewed and rotated each year if large amount of owners wanting to participate	7/27/2017 11:52 AM
28	reducing the availability of long term rentals is the biggest issue.	7/27/2017 8:18 AM
29	If homeowners are going to rent out rooms they should be required to hold a business licence and pay more for water, sewer and tax. They should also have to go to public consultation so their neighbors have a say in the change. We live near a B&B which has operated well over the years.	7/27/2017 7:24 AM
30	I don't want my neighbours having a party every night. We don't rent our place because I don't want anyone in our house.	7/27/2017 6:11 AM
31	Housing for local workforce is a huge concern as well.	7/26/2017 10:59 PM
32	Legislation will cave to the pressure of hotels to stop what is fair competition	7/26/2017 10:14 PM

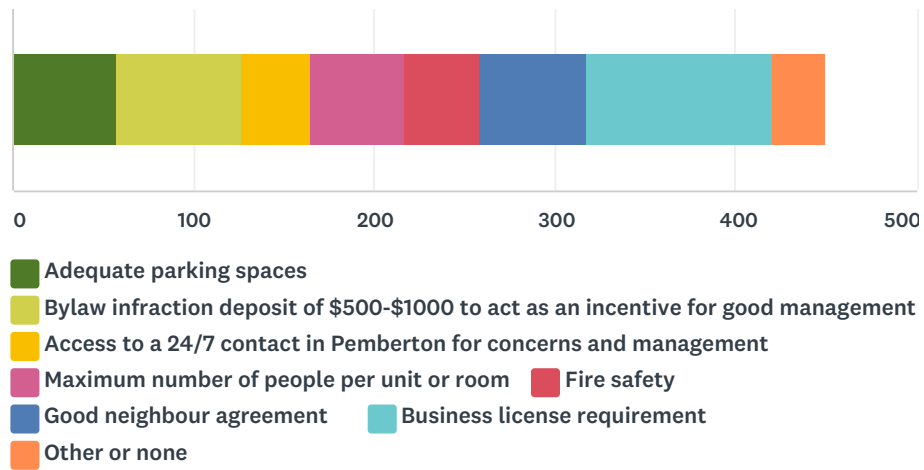
33	Affordable housing is pretty much gone due to supply being non existent so owners are doubling rent prices because they know they'll get it. Cost of living here is going way up from a few years ago. There used to be lots of long term housing.. not the case anymore. Many people have had to leave town because there is literally no rentals or lack of affordable ones. I was pushed out of Whistler after living there for 22 years. Couldn't afford it anymore. Now I feel Pemberton is heading in the same direction. I just want a place to call home and raise my daughter. As a single mom I would hope I will not be forced out of town (like some other people) due to lack of housing or cost if ever I have to leave my current rental. Airbnb takes away a lot of l/t housing.	7/26/2017 6:15 PM
34	I'm fine with the occasional renting out as long as the owner lives in the house the rest of the time. Its the people that are constantly renting out their homes for less than a month at a time but do not live there.	7/26/2017 6:03 PM
35	We do not want to live in a hotel complex.	7/26/2017 3:40 PM
36	We have policies and bi laws in place that do not support short term rentals in many areas of Pemberton and this needs to be enforced. People know when they purchase their properties if they are or ARE NOT zoned for short term. There should be NO exceptions to these bi laws and they need to be enforced. I DO NOT want short term rental allowed in my neighborhood and will fight very hard against this.	7/26/2017 1:48 PM
37	Families are being driven out of Pemberton because they have nowhere to live because of short term rentals, it's crazy	7/26/2017 1:01 PM
38	I would just want to see some enforcement for rental owners - to ensure that rentals are being operated properly and not becoming a nuisance to neighbours	7/26/2017 12:15 PM
39	Short term rentals do NOT contribute in any way to building healthy, strong, vibrant, sustainable communitites or encourage people who want to or have moved here full time, to stay, in fact just the opposite.	7/26/2017 11:55 AM
40	I can't find any staff. they have no where to live. I have 4 full times staff member moving away because of this. it has always been difficult but lately it is rediculous	7/26/2017 10:58 AM
41	Displacing people from long term homes is my only concern, as many of the other issues are addressed with other bylaws (e.g. noise). also, parking issues should be updated as many households have one car or less.	7/26/2017 10:52 AM
42	Main one is the loss of community relationship building within the Village and accessibility for low income or even higher income employees in the area.	7/25/2017 1:35 PM
43	You nailed it! Safety, community, long term rental.	7/25/2017 11:53 AM
44	One cannot run a factory, mechanics shop, dry cleaners, etc out of their house, so why are these uses not being properly enforced on?	7/24/2017 9:17 AM
45	As above - parking is my biggest issue. We only have single side (ours) to park on in winter, and i am the slob who has to shovel it yet renters use it. Short termers don't care about local kids, drive fast, swear, smoke, make noise (they are on vacation, i get it, but we LIVE here!!). Neighbours are just greedy, they could rent long term and we would accept that as homes are needed for workers like teachers, etc.	7/22/2017 5:27 PM
46	Residential neighbourhoods in Pemberton weren't designed for the noise and traffic of a hotel. The houses don't have adequate parking. They don't pay taxes on the income or as a commercial business. Pemberton could really use the tax revenue.	7/22/2017 3:12 PM
47	Lack of business licences for short term rentals in place	7/22/2017 10:33 AM
48	Owners who are not concerned with how their rentals affect other owners.	7/22/2017 8:52 AM
49	This is a great opportunity for working people to rent part of or all of their property for "windows" of time so they can afford to own homes. That should be the driver of policy. Foreign ownership HAS to be discouraged.	7/21/2017 8:30 PM
50	Right now I can't find rental in Pemberton yet their are vacant housing only being used for air bnb.	7/21/2017 8:29 PM
51	I really feel there is a shortage of housing for true working class people to stay. We for one could not find a place and ended up living at a friends home till we can get our feet on the ground again. Maybe there needs to be zoning for new housing in backyards to accommodate yurts, coach houses, laneway houses so more people can find affordable housing. It's getting out of hand for young people to find a place to live or afford.	7/21/2017 7:56 PM

52	Who is going to "police" this and at what cost to the taxpayer	7/21/2017 12:08 PM
53	The community is becoming less and less of a community. Families are being forced to leave due to the concerns regarding air b & bs. It's gotten out of hand and most are illegally operating so it does nothing for this community other than take money away and drive prices up. It's becoming more and more of an issue and it needs to stop	7/20/2017 4:00 PM
54	It takes away places for locals to live	7/20/2017 3:15 PM
55	If I buy a home in a residential neighbourhood I am doing so for a reason. I want to be in a neighbourhood where my kids can play, we know the neighbours, build relationships and expand our community family. I did not buy there to not know the neighbours, have to deal with people coming and going which can be a safety and security concern. If I wanted that environment I would live in an area that allows for this sort of activity.	7/20/2017 2:54 PM
56	increase in campers/squatters and informal living arrangements - concerned from safety and health perspective	7/20/2017 2:51 PM
57	Short-term rentals threaten the community feel of Pemberton, as well as the economy of regular business who cannot find staff because staff cannot find accommodation.	7/20/2017 12:09 PM
58	The above are the concerns I have	7/20/2017 12:01 PM
59	These are ruining the community and displacing locals and making it very hard for local businesses to find accommodation for their employees.	7/20/2017 11:25 AM
60	My only concern is with residences that sit completely empty unless they are rented out on a short-term basis. If a spare room in a principle residence is being rented out, then there is no concern. But if a secondary residence that could otherwise be rented to responsible long term renters is taken out of the rental market for short term rentals, then I have a concern.	7/20/2017 11:11 AM
61	STRs are eating away at the long term rental pool and contributing to the housing crisis in the Sea to Sky corridor and all of BC	7/20/2017 10:45 AM
62	My biggest concern is about displacement of long-term renters--essential to Whistler's and Pemberton's workforce.	7/19/2017 10:03 PM
63	I have not witnessed or heard of any problems (snow clearing, parking, noise etc) from nightly rentals disturbance wise. Companies like air bnb provide a record to report taxable income on nightly rentals. Most nightly rentals have a customer/client rating in an effort to exclude problem clients/customers. Most families who choose this road do so to afford the cost of living here to remain here so, the community does stay together feeling in that aspect. The local hotels (not bnb's) are rattled because of this and the fact that a local hotelier is lobbying against nightly rentals will further worsen the problem.	7/19/2017 9:50 PM
64	I personally know many families that have had to move out of Pemberton because they either can't find a rental or can't afford to rent here	7/19/2017 5:40 PM
65	with the housing crisis in full swing in pemberton, how can you justify renting your space on a nightly basis. i get it - it is their home and they can do what they please, however, if you want to live in a community you cannot do that. long term locals (over 15+yrs) are leaving...how is that ok? obviously Pemberton is not in it for their working class people who run the town...the long term farmers who made this town...the people who are committed to this town...it is not ok in the current status of NOWHERE to live	7/19/2017 4:52 PM
66	Long term rentals may or may not be affected. We would not rent our suite to long term tenants. Simply put too many issue result from this.	7/19/2017 4:40 PM
67	The "playing field" should be fair -- hotels, B&Bs, etc. have certain requirements such as: - Minimum amount of available parking - Inspections - Tax collection STRs should be required, within reason, to meet similar requirements. However, these requirements should not be so onerous as to prevent (for example) a retired homeowner on a fixed income from being able to STR their primary residence for a week or two while they are away. In addition, while I think it's reasonable for a home owner to be able to offer a bedroom or unit for STR, it would be healthy for our community if this removes a substantial amount of housing stock from the long-term rental pool. Some reasonable limits should exist on STRs (e.g., maximum of one unit per home owner, maximum # within a community) Finally, renters should also be considered. They should have a local contact for any issues, and should be able to feel confident that they are renting something of reasonable quality and safety. A requirement for a local contact and for inspections or similar minimum requirements would help ensure a positive visitor experience.	7/19/2017 3:43 PM

68	Short term rentals remove rental stock needed by productive/working members of the community. In particular, a large amount of short term rentals remove bachelor and one bedroom stock which makes it difficult for single people to find housing.	7/19/2017 3:13 PM
69	People who cannot afford to buy in this super inflated (ridiculous) real estate market are suffering with no long term rental options. Soon people will have to leave when they have nowhere to live, and these are the people serving the tourists that Air BnB is marketed to. Pemberton is not made up of wealthy people, mostly young families trying to make it happen and this demographic is being forced out. I understand it is not a homeowners obligation to rent out any space they own, long term or short term, but as a community we need to realize the need of rentals for residents.	7/19/2017 2:58 PM
70	Short term rentals are taking up all of the rental housing in Pemberton, thus forcing long term local families and singles to have to move elsewhere. It has also made the cost of rentals extremely high for long term renters	7/19/2017 2:52 PM
71	Very very concerned with the lack of long term rental housing for local employees. Many businesses have noted losing employees because of a lack of employee rental housing.	7/19/2017 2:50 PM
72	It is unfair to the community who actually sustains the town. We are in a massive housing shortage and long term locals are losing out	7/19/2017 1:56 PM
73	My concern is the cost and shortage of long term rentals for residents. STR's are a personal gain and community loss.	7/19/2017 12:13 PM
74	People are purchasing homes thinking they can just rent out nightly rooms/basements.	7/19/2017 11:52 AM

Q26 What are the three most important management rules you would like to see applied to short-term rentals in operation?

Answered: 160 Skipped: 103



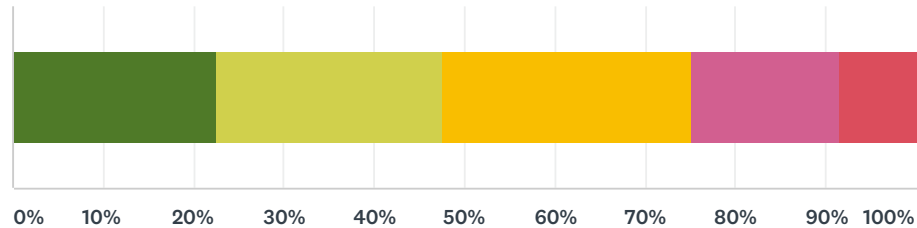
ANSWER CHOICES	RESPONSES	
Adequate parking spaces	35.63%	57
Bylaw infraction deposit of \$500-\$1000 to act as an incentive for good management	43.75%	70
Access to a 24/7 contact in Pemberton for concerns and management	23.75%	38
Maximum number of people per unit or room	32.50%	52
Fire safety	25.62%	41
Good neighbour agreement	36.88%	59
Business license requirement	65.00%	104
Other or none	18.13%	29
Total Respondents: 160		

#	OTHER OR NONE	DATE
1	Are our long term rentals being looked after first?	8/11/2017 7:51 PM
2	None	8/8/2017 10:35 PM
3	they should do them all just like a commercial operator has to	8/8/2017 4:18 PM
4	Partial commercial tax rate	8/4/2017 1:45 PM
5	need to regulate turnkey and suite rentals - these are the key problem areas and most impactful to rental pool	8/1/2017 9:38 AM
6	I feel that the village of Pemberton needs to make sure that they have well thought out tax regulations for income from STR.	7/31/2017 1:32 PM
7	If it's not zoned, approved, licensed and insured - then it should not be allowed to rent nightly.	7/31/2017 1:02 PM
8	limit allowed spaces per street	7/31/2017 12:20 PM
9	rental of a room in a home should have few if any regulations, rental of the whole home or condo should come with rules similar to the operation of a B&B	7/31/2017 12:07 PM

10	I had to uncheck my most important issues because of the limit to three choices. These are ALL equally important issues	7/27/2017 9:19 AM
11	These are all equally important to me-all of the above	7/27/2017 7:26 AM
12	Instead of the Village looking to make short term rentals 'work' I feel they need to be finding a way to stamp it out, businesses are struggling due to councils lack of foresight here- this has been going for a few years and we are in a full crisis. Don't make it worse... please don't offer soft rules- stop allowing it, in effect allowing our local workforce and retirees more affordable places to stay- (not competing with nightly rentals would bring prices back to reality with the initial surplus of units.	7/26/2017 11:09 PM
13	Increased property taxes! And definitely business license as that INCOME legally should be reported to CRA.	7/26/2017 11:58 AM
14	Only full time home owners who also live in their home can rent rooms	7/26/2017 10:54 AM
15	These should be banned altogether. These should be in properly zoned, new neighbourhoods, not in existing residential neighbourhoods. And they should be in hotels and normal bed and breakfasts and guest lodges.	7/24/2017 9:19 AM
16	I WANT ALL OF THE ABOVE!!!! Why not!! They make stupid \$\$\$	7/22/2017 5:30 PM
17	limiting number of rentals per street/block	7/22/2017 11:23 AM
18	?	7/22/2017 10:19 AM
19	Not available to foreign owners	7/21/2017 8:31 PM
20	I don't think it needs to be regulated it needs to be shut down	7/20/2017 4:02 PM
21	need to regulate turnkey and suite rentals - these are the key problem areas and most impactful to rental pool	7/20/2017 2:53 PM
22	Limit on secondary residence. Airbnb should be limited to spare rooms in primary residences.	7/20/2017 11:12 AM
23	proper zoning and building permits	7/20/2017 10:47 AM
24	All of the above	7/20/2017 2:35 AM
25	It's important to have an allowance for RT-1 zoning at least permitting them to do it casually if it is their primary residence.	7/19/2017 9:44 PM
26	none	7/19/2017 9:13 PM
27	Maximum number of STR units in neighbourhoods or VOP overall	7/19/2017 3:44 PM
28	Ban short term rentals and enforce the ban.	7/19/2017 3:15 PM
29	I wish I could check all of these, otherwise Parking next, then max # of ppl per room, Fire Safety, Agreement then License.	7/19/2017 12:16 PM

Q27 Assuming effective enforcement and bylaws are in place to manage short-term rental operational concerns (parking, garbage, noise), please select the regulation approach that best matches your thinking at this time. (*you must answer this question to move on)

Answered: 200 Skipped: 63



- **Roll Back/Prohibit:** Property owners in the Village of Pemberton should not be able to rent out their residential property in part or in whole on short-term basis.
- **Status Quo:** Property owners of most single family homes in the Village of Pemberton should be able to continue renting out rooms in their residence if providing breakfast - B&B permit. No whole home/suite rentals or rentals in townhouses/apartments will be allowed.
- **Limited Expansion:** There should be some more opportunities for short-term rentals in the Village of Pemberton. For example: More rooms or whole residence rentals; more types of dwellings allowed to rent; limited total number.
- **Permissive:** There should be many opportunities for short-term rentals in the Village of Pemberton. For example: More rooms and whole residence rentals; all types of dwellings allowed to rent; no limits on the total number.
- **Other?**

ANSWER CHOICES	RESPONSES
Roll Back/Prohibit: Property owners in the Village of Pemberton should not be able to rent out their residential property in part or in whole on short-term basis.	22.50% 45
Status Quo: Property owners of most single family homes in the Village of Pemberton should be able to continue renting out rooms in their residence if providing breakfast - B&B permit. No whole home/suite rentals or rentals in townhouses/apartments will be allowed.	25.00% 50
Limited Expansion: There should be some more opportunities for short-term rentals in the Village of Pemberton. For example: More rooms or whole residence rentals; more types of dwellings allowed to rent; limited total number.	27.50% 55
Permissive: There should be many opportunities for short-term rentals in the Village of Pemberton. For example: More rooms and whole residence rentals; all types of dwellings allowed to rent; no limits on the total number.	16.50% 33
Other?	8.50% 17
TOTAL	200

#	OTHER?	DATE
1	Limited number of days a dwelling can be rented out for per year	8/13/2017 11:01 AM
2	I think that there should be a balance of shortcand long term rental- both are important. Not sure how to manage this	8/13/2017 10:14 AM
3	Definitely allow self contained suites the option to rent with no breakfast requirements as guests want to prepare thier own. Thats why they choose that type of rental. Many people dont want to be in someone elses personal residence but prefer to be in a self-contained suite.	8/13/2017 7:50 AM
4	Property owners of most single family homes in the VOP should be able to continue renting out their rooms (no breakfast included). No whole home/suite rentals or rentals in townhouses should be allowed.	8/11/2017 7:59 PM
5	Status Quo however would accept that breakfast not be required necessarily.	8/10/2017 6:10 PM
6	status quo without out requiring people to provide breakfast	7/31/2017 2:29 PM

7	I'm okay with limits. But I'm concerned on who decides and if there is favouritism.	7/27/2017 6:14 AM
8	enforce current bylaws/zoning, report to CRA, not declaring income is a crime	7/26/2017 3:28 PM
9	Status Quo +: Option to provide breakfast or let guest cook their own meals using suite kitchen if available.	7/25/2017 9:49 AM
10	Whole home rentals should be out without proper B and B type licensing. Anyone renting single rooms/suites should require a business license, proper insurance, meet all safety regulations, have parking for their guests etc etc. Same as a hotel. The village will need to crack down on the illegal operators.	7/22/2017 3:20 PM
11	There are people CAMPING in thei vehicles on streets too!!!! And people parking their RV's and staying in there on the streets too!!! This should be looked in too!!!! This morning I saw saw two, other day I saw three! On the street!!!	7/22/2017 10:21 AM
12	Providing a meal is unnecessary - and opportunities should exist but this policies should be well thought out, and monitored.	7/21/2017 8:33 PM
13	a combo of limited and permissive... any owner should be able to rent out a room but must comply with required checklist - e.g parking, available 24/7, fire, business license, etc.	7/20/2017 12:22 PM
14	Hybrid. I think B&B's could still be allowed in homes; Short term rentals should be allowed but should be capped, taxed, licensed and regulated with good neighbour agreements, safety/fire inspections, etc.	7/19/2017 10:09 PM
15	Look at what vancouver has done. An ideal model. You cannot nightly rent entire secondary residences, but can nightly rent primary rooms/suites for a 3% transaction fee. Or as stated earlier, give a property tax break to those willing to rent solely to full time residents.	7/19/2017 9:54 PM
16	Short term rentals have been a key element in both lack of rental housing, and increased real estate prices. Many homeowners cannot afford their home without inflated AirBnB money versus long term rental income. In other words, short term rentals are, in part, allowing real estate prices to inflate higher and higher, while reducing rental stock, and having an exponential effect on rental prices. None of this leads to stability, either in terms of long term rentals, or real estate prices in general. Something has to be done.	7/19/2017 9:26 PM
17	ZERO REGULATION	7/19/2017 2:55 PM

Q28 Explain why you answered the way you did please.

Answered: 155 Skipped: 108

#	RESPONSES	DATE
1	There is a perceived need for tourism accommodation, but some properties are inappropriate for the activity. You know where they are.	8/13/2017 12:35 PM
2	With a limited number of days a property can be rented out for, full-time residents can rent out their place if they go on holidays, etc, yet there would be a safety net against abuse of this.	8/13/2017 11:01 AM
3	.	8/13/2017 9:53 AM
4	Not everyone wants to stay in a hotel/motel. Many people want to stay in a self-contained suite and manage and cook for themselves on their schedule. For suites that are already set up, charge them for a business licence and give some of that money to the hotel association. make it easier for a homeowner to be legitimate not harder.	8/13/2017 7:50 AM
5	It's hard and expensive to live in Pemberton. Let people do what they want with their houses. No police state!	8/12/2017 2:51 PM
6	I just don't see the issue here. Someone against this must have an Alternative motive.	8/12/2017 6:23 AM
7	Freedom	8/12/2017 2:43 AM
8	We need more long term rental. I'd prefer to see long term room rentals instead but landlord/tenant agreements have me on edge. I'd never own a house with a suite for that reason. I've rented a room to pay for rent before but as the tenant I took extra care of the unit.	8/11/2017 7:59 PM
9	There needs to be more rentals available for local long term residents.	8/11/2017 7:58 PM
10	I feel that if there a situation where a family is on vacation and chooses to rent their home out, this would be acceptable PROVIDING they have a business license and 24/7 contact/manager in the Pemberton area.	8/10/2017 6:10 PM
11	Increasing tourism is important.	8/10/2017 12:49 PM
12	Short term rentals are limiting access to homes for permanent residents.	8/10/2017 12:05 PM
13	I don't see the need to prohibit people from using their properties as long as they don't infringe upon the rights of others. Taxation may need to be adjusted to be equitable.	8/9/2017 3:01 PM
14	There is simply no place for locals to live. Inflation of real estate is becoming a huge problem and only turning Pemberton away from a community and toward a bedroom suburb area	8/9/2017 2:58 PM
15	we need long term rentals for working residents.	8/9/2017 1:16 PM
16	I dont think you want to close the door , but it shoudl be done in consideration of current neighborhood character and future surrounding envelopment	8/8/2017 4:21 PM
17	I think it should provide a different option than on offer, should help with overflow during certain times of year, should be regulated to allow for level playing field.	8/7/2017 12:37 PM
18	we are between a rock and a hard place: Roll Back/Prohibit to difficult to enforce and Status Quo should have added stipulations.	8/7/2017 10:51 AM
19	It is a persons right to rent short term instead of long term.	8/6/2017 9:21 PM
20	There r already too many.don't want to encourage more unauthorized rental spaces	8/6/2017 9:20 AM
21	If single family home owners are travelling or are away for extended periods of time, I think it is their choice to rent their home out. What is the difference of sub-letting and short term rentals? I agree that Strata Properties should manage themselves and take care of their own By-laws regarding short term rentals. Insurance rates, licensing and tax rates should be applicable for short term rentals, yet I would be hard pressed to find a permanent solution that covers all the basis.	8/6/2017 9:15 AM
22	If we're not wanting to rent out a suit or rooms for long term residents because we don't want the restrictions of not having our space available for family or friends, we should have the optto rebt out short term.	8/4/2017 7:20 PM

23	Tjis is a small community and should keep rentals for employees i in pemberton and whistler	8/4/2017 2:01 PM
24	There is a large contingent already so allowing more would be a problem	8/4/2017 1:47 PM
25	Regulations need to be strict. Home owners need to be responsible too.	8/3/2017 11:56 PM
26	Lack of long term rentals	8/3/2017 2:05 AM
27	Short term rentals are destroying our community. We should provide accommodation through legitimate hotels and bnb's only.	8/2/2017 11:11 AM
28	I don't believe in them.	8/1/2017 5:28 PM
29	I think there should be the option for an owner to offer a room/suite on a short term basis to assist with their housing costs. But only if the house/home is occupied by owner.	8/1/2017 4:18 PM
30	Until the housing crisis is dealt with in the area short term rentals should not be happening. The sea to sky is becoming impossible to live. Short term rentals are ruining the community and will eventually ruin the businesses in the area b forcing out the people who actually reside here	8/1/2017 5:49 AM
31	If the house isn't zoned for short term rentals, I don't think they should be doing it. We've invested a lot to do it on our property, as we are zoned for it, and it's taking business away from us	7/31/2017 11:06 PM
32	I believe that there should be some opportunities for visitors to Pemberton to use services such as VRBO, Airbnb etc. I would like to see the number of units/homes/properties capped so that there is opportunity for locals to acquire fair, decent long term rentals.	7/31/2017 5:36 PM
33	In our experience, short term rentals are working well	7/31/2017 4:29 PM
34	I think the opportunity to rent out rooms of an existing residence is fine, I think that the renting out of entire residences isn't ideal because it's taking away from long term rental availability for residents. I work at a business in Pemberton and we are having trouble hiring staff due to lack of affordable housing.	7/31/2017 3:40 PM
35	Pemberton has very limited hotel space. I personally would only feel comfortable staying at the Pemberton Valley Lodge or the Bed and Breakfasts. I would not stay at the Pem Ho or The Hitching Post. I don't feel that having Air BNB is taking away business from the already established businesses.	7/31/2017 2:39 PM
36	There is so much regulation I prefer commonsense. The government is too much in peoples pockets . People are being entrepreneurial and are being punished for it.	7/31/2017 2:29 PM
37	Our bylaws prohibit this use of a residential property.	7/31/2017 1:55 PM
38	Nightly rentals are simply not OK in residential neighbourhood, the bylaws say this and merely need to be enforce.	7/31/2017 1:51 PM
39	I am happy with the current level of regulation.	7/31/2017 1:33 PM
40	We need to keep some of these residences available for long term rentals.	7/31/2017 1:24 PM
41	People pay tons of money and work hard to own their own place. There are so many bills and fees and taxes and regulations already that people deal with. I don't believe in government of any level micro managing people's freedoms. If there is a legitimate reason for restricting short term rentals (i.e.: lack of affordable housing) I believe other long-term solutions need to be looked at on how to create this. There is a demand for nightly rentals and a demand for long term rentals, taking one away to help the other isn't correcting the problem.	7/31/2017 1:18 PM
42	Again - it should follow the local bylaws.	7/31/2017 1:03 PM
43	Obviously we can't have every home in town doing short term rental, but as long as you can provide adequate parking and are not distributing your neighbors it should not be an issue. People that belong to air bnb have to pay taxes on any revinue made. Pemberton has a massive amount of illegal rental suits/properties that are not being claimed in any way, these suites are not having to pay extra town taxes or taxes in general. The one thing that is good is that it does provide housing. However if you have a registered suite in your home you automatically pay way more town taxes, why should you not be able to rent that space how ever you wish if as long as you have the proper insurance.	7/31/2017 12:57 PM

44	I have no objection to more tourism rental, we don't have enough legitimate spaces available. My business has increased 50% since the popularity of on-line booking/house sharing has become available. I collect the taxes applicable and send them to the government and I serve a breakfast to my guests. I have no objection to give anyone the opportunity to rent short term as long as the basic rules are met and as long as the surrounding community is in agreement. This decision can be made with bylaws implemented by the people who are living on that street. Majority rules.	7/31/2017 12:50 PM
45	too keep residences open for locals to live in full time	7/31/2017 12:21 PM
46	A strong approach is required until the VoP can regroup and implement appropriate bylaws that can then be used to move forward	7/31/2017 12:20 PM
47	I completely support short term rentals and how this supports tourism in our small town.	7/31/2017 12:14 PM
48	If regulations are through zoning then that will change the value of the homes that get the zoning in place before the cap is reached on numbers. This will create animosity in the community between the people who can get the zoning and those that are denied. There should be a stepped set of rules. a room in a home should carry no regulations other than a permit and basic building code and fire safety. rental of a home would need to operate like a B&B with licensing and regulations governing size, number of rooms, parking, fire safety (assembly use has more stringent BC Building Code regulations than a single family home). Taxation for an operating business could be done at the commercial rates. Having a single room rented will help people with the high cost of housing.	7/31/2017 12:13 PM
49	give people more opportunities and options. better for locals and visitors.	7/31/2017 11:59 AM
50	This should not be an opportunity for real estate investment to profit but for permanent residents to benefit from living in a tourist industry town	7/31/2017 11:58 AM
51	The party or person that gets a good rating from guests will be the one that gets the rental....if you put allowable rules and things not allowed it is then understood..by all involved	7/31/2017 11:48 AM
52	It's important that you don't lop the knees out from residents which bought houses in Pemberton planning to live in it permanently but put in the extra effort required to legitimately and responsibly operate a STR out of it. Regulations should be in place to allow for the use of STRs where appropriate, but eliminate STRs for non-residents or properties which do not allow for residence as well as an STR to be run simultaneously. To be more specific I think STRs should be limited to suites in a house which the owner lives in and operates out of.	7/31/2017 11:36 AM
53	Housing availability is currently an issue, trying to recruit staff has become hard as there is no adequate housing to house new hires resulting in hardships filling vacant positions.	7/30/2017 3:16 PM
54	There has to be a balance of short term and long term rentals. Short term users spend money in the Village...is there any data on existing lodging's yearly or seasonal occupancy levels? Do short term rentals add lodging/bed units to the Village during peak times or simply take away from those lodging operator's revenues and thus dilute the entire pool? Is there an opportunity to cap the number of licenses available in Pemberton to short term rental providers and anyone looking to enter into this arrangement would go on a waiting list before applying for a license? This still adds administrative costs to the Village. It isn't getting any easier financially to live in the Sea to Sky corridor and actual residents of course can use the financial assistance that short term rentals provide. I would not allow non-permanent residents of Pemberton to rent short term units.	7/30/2017 8:49 AM
55	Until there is sufficient stock of long-term rental accommodation there should not be an expansion and any short-term rentals should be restricted to within a current dwelling only. All full suites should be on the long-term rental market only.	7/29/2017 3:54 PM
56	Short term rentals are already causing long term rental housing shortages and we are losing community members due to shortage and inflated rents	7/29/2017 10:11 AM
57	Because I've been trying to move to Pemberton long term but it's near impossible to find long term rentals	7/28/2017 11:34 PM
58	If you own a home, you should be able to make the choice to open it up to long and short term rentals. I am reluctant to continue offering my home to long term renters because of the damage, costs, and general hassle of renting to people in this community. Its not worth it.	7/28/2017 10:35 AM
59	I think there are more than enough places for people to stay in Pemberton now, and I don't want empty houses having rotating people in them. The system works best if the owners are present.	7/28/2017 8:18 AM

60	i think that its hard to generalize if a whole house should be allowed to be rented or not. The homeowner should also have some rights. Who knows their situation. For example, we have a small bachelor suite (300 sq ft) that we keep for our family (we get a lot of visitors). However, we could also rent it if need be. But we can't rent it full-time because the priority is our family coming to visit. It's our home and we should have the right to decide how we manage it. A home is a big project in itself, we upkeep it and maintain it: if we can get revenue from it, we should be allowed.	7/28/2017 6:38 AM
61	Allow room rental in resident occupied units with no permit or license. Allow limited whole home or suite rental on a limited, licensed basis.	7/28/2017 4:45 AM
62	Regulation by VOP should be an evolving annual review not a complete regulation package created at once. Review, data collection from short term rental homes, community surveys and so forth, so all be considered as the concept and web outlets change. For example, one site is switching to partner with expedia. Will now be one click bookings with no prescreening. This should not be permitted. Regulation should simply state homeowner are directly responsible and this prescreening of renters is required.	7/27/2017 11:59 AM
63	Should be some restricted options. Many people want to rent whole homes.	7/27/2017 9:46 AM
64	Experience in living full time in a rental as well as neighbourhood overcrowding	7/27/2017 9:21 AM
65	I want some regulation and fair playing field for B&Bs	7/27/2017 7:28 AM
66	People should have the option. But I'm worried some will abuse it.	7/27/2017 6:14 AM
67	If you own your property, it is NOBODYS BUSINESS to say what you can or can not do with it.	7/26/2017 11:53 PM
68	There is really no reason people need to rent short term- claiming they couldn't afford mortgages without is untrue- banks wouldn't have given a mortgage if non permitted rentals were needed. Not being over dramatic here- these rentals are killing the sustainability of Pemberton where kids/seniors/labourers can't afford to compete with those on holidays.	7/26/2017 11:13 PM
69	This will make it more inviting for tourist to visit pemberton. More rooms will be available. Currently a night at the lodge is \$300.00. We're a room or condo is about \$100.00. Gouging due to lack of supply is not fair. There is great benefits to people who rent part or all of their home by way of offsetting the extremely high cost to purchase a home in pemberton. It makes new home ownership possible in pemberton.	7/26/2017 10:19 PM
70	The market (ie what people actually want) is defying the short term rental supply and demand. You should facilitate what people want	7/26/2017 8:48 PM
71	trying to find balance	7/26/2017 8:35 PM
72	There is a serious housing crisis. There will soon be nowhere for long term renters to live	7/26/2017 8:09 PM
73	The sharing economy and owner direct rentals are happening, and Pemberton won't be able to stop it if it wanted to. If Pemberton wants to grow as a tourism destination we need to be open to these changes - but welcome them with a fair and level headed approach that mitigates negative effects on long term housing availability, noise, etc. Let's be a forward thinking and positive community.	7/26/2017 7:53 PM
74	Lack of housing for locals	7/26/2017 6:17 PM
75	I know how expensive it is to live in Pemberton so if renting out a room in your single family home is going to bring in a little extra money I don't have a problem with it. The owner is staying in the house so its basically like having a friend stay over night that is giving them a little bit of cash	7/26/2017 6:07 PM
76	People should be free to work with their properties as they wish. Many homes are increasingly expensive and some people need further revenue. Our housing problems should be solved by getting more properties built not by controlling what people do with the properties they own. If there are no problems with noise ect then things should be allowed to continue and when there are problems they can be dealt with on case by case basis.	7/26/2017 4:31 PM
77	If I wanted to live in a vacation style apartment complex/community I'd move to Hawaii.	7/26/2017 3:51 PM
78	I think Short term rentals should hold a business license, have regulations and be treated like a B&B or hotel.	7/26/2017 2:55 PM
79	short term rentals have their place, but should not push out long term rentals which are more important for community. Keep them limited and well regulated.	7/26/2017 2:43 PM
80	It's against the law. It affects everyone in the area when short term rentals occur. There is NO ENTITLEMENT to short term rentals.	7/26/2017 1:51 PM

81	I think people have the right to do what they want with their properties. We already get taxed to death here.... (for nothing...) let people try to make some extra cash without the town interfering.	7/26/2017 1:47 PM
82	Lack of long term rentals. We are losing are community feel. To many families are being pushed out.	7/26/2017 1:46 PM
83	Because we have a severe rental shortage for long term residents	7/26/2017 1:03 PM
84	I'm somewhere between Limited Expansion and Permissive - I'd be fine with Permissive as long as the Village had systems to manage the noise/bad owners etc. in place and enforceable. Very much like the infraction deposit idea.	7/26/2017 12:19 PM
85	Its time to broaden thw hospitality experience in pemberton. This happening world over	7/26/2017 12:12 PM
86	I don't disagree with renting out a room in your home if you have the space. Suites should have to be legal and/or at least registered with the Village to ensure fire safety, violators should really have steep fines or penalties, otherwise what's the point of bylaws if they are not enforced. Vacant and vacation or part time resident properties should be taxed accordingly. A small farming community of under 3,000 people should NOT have real estate prices this high! The village should be doing all it can to encourage full time permanent residents!	7/26/2017 12:06 PM
87	I believe owners should be allowed to rent our rooms as they see fit without overregulation. But there needs to be a balance between owner freedom and loss of rentals for locals.	7/26/2017 12:04 PM
88	Pemberton is expensive to live in. Also, as a homeowner you should be able to use your space as desired.	7/26/2017 11:47 AM
89	People have found a way to afford our over-priced homes. I understand that it upsets many people but Pemberton is notorious for running businesses out of town (through either too many regulations or just the plain expense of building, DCC's ect.) When you are on the hook for that much money you should be able to rent your space out as you see fit (provided your zoning allows it) There are bylaws in place that all people including visitors need to abide by that is good enough for everyone to coexist peacefully. I also think it is expensive enough to live in this area and making the short term rentals more restrictive or cost too much to obtain would be detrimental to many in the community.	7/26/2017 11:38 AM
90	the answers do not include roll back and then start over with the new rules hoping there are more strict ones coming. the last 3 do not fix the problem we have now	7/26/2017 11:16 AM
91	People who own and live in their homes full time should be able to rent out rooms to help with raising taxes and cost of living expenses.	7/26/2017 10:57 AM
92	I feel it is out of hand. I like the BnBs, the hotel we have, as they are set up for visitors. Residential areas are our home space. Let remember what a community is about and let's start acting like one.	7/25/2017 1:40 PM
93	Safety, community, long term rentals	7/25/2017 11:58 AM
94	Agree that renting out entire house, appt or condo means that owner is not on site. Also sounds like second home rental. But suites in houses often are self contained with kitchen, matters not to neighbours if guest cook their own meals - subject to summer Bar-BQ fire smarts and noise by-laws. On this note, inspection of acceptability of use of outdoor space should consider impact (eve and AM) on 'quiet enjoyment' of neighbours.	7/25/2017 9:49 AM
95	If you going to limit it make it so that it must be their primary residence to absentee property investors. If it is a secondary residence it can be long term rental only. Must be your primary residence to be short term rental	7/24/2017 10:50 AM
96	These should be only allowed in existing hotels and lodges and properly zoned and permitted area. Or in new residential areas where everyone knows what to expect when they purchase into the neighbourhood	7/24/2017 9:23 AM
97	Homeowners can do what they like with their house.	7/22/2017 11:01 PM
98	I feel that with proper regulation and provisions to contribute to the tax base str's can benefit the community	7/22/2017 6:33 PM
99	I am tired of it. Rent out your suites to long term tenants, unless you live on acreage in Area C. VoP is residential, multiple suits and already crowded with vehicles/people.	7/22/2017 5:32 PM

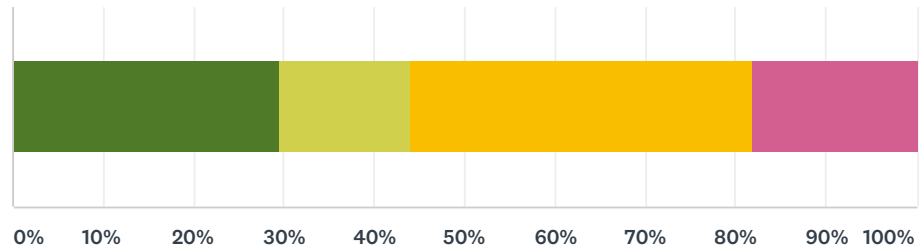
100	Because I'm not against the idea of people having short term rentals but they should be held to the same standards that other commercial business are. Safety, taxes etc. I'm against the whole home rentals because it takes too much stock out of the rental market, and turns residential neighbourhoods into commercial areas.	7/22/2017 3:20 PM
101	Limited expansion from present regulation, which in total may be less than the present advertised numbers. 3 of the total advertised rentals applying to be brought under regulatory approval further illustrates the need for strong regulation. This may include more legal options but less than are already listed.	7/22/2017 11:28 AM
102	Limiting expansion would benefit those who are ready to rent now-ie. first come first served. Permissive would allow owners to enter the market later-eg. When their kids leave home, allowing older couples to stay in Pemberton with increased income and social connectedness.	7/22/2017 11:16 AM
103	Accommodation whether short or long term should be used for workers/residents who need housing not people on vacation.	7/22/2017 10:37 AM
104	Owners of property should be allowed to use their property as they wish (to a certain extent) but it must be legal and conforming with bylaws etc - specifically having a business licence to operate.	7/22/2017 10:35 AM
105	there is not enough housing for locals at present if air b&b becomes prevalent there will be no locals, if you bought a house here in the last few years it's because you like pemberton the way it is, many small towns are ruined by too many tourists	7/22/2017 10:26 AM
106	I did!	7/22/2017 10:21 AM
107	If owners are following the rules, they should be allowed to rent rooms short-term.	7/22/2017 8:58 AM
108	It gives opportunity for short term but under surveillance by home owner....	7/22/2017 6:53 AM
109	I think the more rentals the better. It opens up options for all levels of income to find a rental accommodation for their visit to fit their budget. Most families cannot afford to stay in hotels. Families can rent a place that fits their accommodation needs whether that means families traveling together or single person or traveling with pets etc...	7/21/2017 9:50 PM
110	A limited number of rentals within the village or where it is zoned for B&B. Home owners must be present while renting their spaces. License should be required and proof of commercial insurance to operate.	7/21/2017 9:10 PM
111	see above	7/21/2017 8:33 PM
112	noting this must be permit with inspections to keep up standards visitors experience. Owner s/b in residence for anything less than 30 days.	7/21/2017 8:32 PM
113	The rental situation in Pemberton is not working for the town at the moment. If you can't see it you need to talk to some of the younger demographic.	7/21/2017 8:31 PM
114	Rules rarely generate the intended consequences. People who don't care will break the rules regardless or find a "work around". Use the carrot not the stick, encourage people to act reasonably with rentals, we don't need more bylaws and more bylaw enforcement people.	7/21/2017 8:21 PM
115	As per my earlier comments. Need an approach that let's full time residents to rent their primary home on a limited basis when they are away. VOP could put restrictions on # of days per year based on this "occasional user" option	7/21/2017 7:24 PM
116	There should be a maximum of 6 guests cap. Out of experience by hosting groups and having neighbours renting out part of their house. Groups of 6 are ok, no more.	7/20/2017 11:14 PM
117	Single family home owner should be able to rent as many rooms as they like in their own house without needing to serve a meal. Providing they abide by the parking etc bylaws that are currently in place.	7/20/2017 9:42 PM
118	Income assistance in order to be able to continue owning my property now that I have retired	7/20/2017 4:27 PM
119	While I believe people need the income from AirBnB, respect for neighbors is important as is long term rentals for our residents. We need some regulation but not complete prohibition.	7/20/2017 4:27 PM
120	It's ruining our community and displacing families that end up just leaving	7/20/2017 4:03 PM
121	There are hotels and b&bs for visitors	7/20/2017 3:18 PM

122	As this is the way of the future, there needs to some sort of allowance for this type of use but it does need to be regulated (In question 20 I would select all of them as they all apply in my opinion). I am not sure the B&B option really fits anymore so limited expansion might be considered as the next step. I would expect to see a limit on the number of licences issued, areas where it is not allowed (ie - specific neighbourhoods/areas), a security deposit, and generally more regulations that are enforced. If someone is to go down this route they should have to work for the privilege and not just take a few pictures and list their unit on a days notice because they are going away for a couple of weeks.	7/20/2017 3:01 PM
123	Our communities are suffering as a result. If the property is zoned or is a legit B&B fine, but blanket STR need to go. The Status Quo is not working!! we are prioritizing home owners rights over tenant rights and the right to shelter over right to make \$\$.	7/20/2017 2:56 PM
124	We live in an expensive part of Canada where many of the wages do not align with affordability. I think people who own thier homes should be able to rent out rooms as they like, regardless if they live in a townhouse or CD zone as long as they are complying fair reg's such as parking reg's, noise reg's, fire requirements and even getting a business license...etc.	7/20/2017 12:22 PM
125	I don't believe we will stop short-term rentals, but they should be limited and regulated.	7/20/2017 12:12 PM
126	I don't feel it benefits the community to have a whole suite/home rented out when we have such a housing crisis as we do now. Townhouses and apartments are too close quarters to have multiple rentals a year going through as compared to main residential houses. If the residence is occupied by the owner the level of respect for the community/neighborhood/dwelling by the renters would more than likely be higher than if there was no one there to keep an eye on things.	7/20/2017 12:06 PM
127	I feel it is fair to rent out a suite, or room of a property that you are living in full time only. Because you are living on the property, proper management is inevitable.	7/20/2017 11:47 AM
128	These should be illegal due to all of the associated issues and the housing crisis.	7/20/2017 11:27 AM
129	It seems that most of the housing stock in Pemberton is townhomes. Prohibiting townhome residents from participating in the sharing economy for spare rooms they may have in their principle residence provides an unfair advantage only to those that can afford much more expensive single family detached homes.	7/20/2017 11:18 AM
130	Status quo option can still consider rezoning application from properties that want to do STR instead of B&B use and through rezoning process deal with all the issues and concerns	7/20/2017 10:48 AM
131	While there is, debatedly a negative experience from short term rentals, with issues finding housing, it brings a major benefit to the town. Yes rent is increasing, as it is everywhere else. Although the owners of the homes should be allowed to do what they will with their own home, as long as it is within reasonable grounds. If they have two empty rooms in their house, they may as well be able to rent those out short, or long term with no punishment, or restrictions. If there is More money in the home owners pockets, more money will go into the economy of our area. With more visitors, there is also an increase in money spent with in the town.	7/20/2017 10:41 AM
132	While I would like to see the status quo maintained, it's a bad assumption to assume effective enforcement. The status quo has lead to the present problematic situation.	7/20/2017 2:39 AM
133	If we allow more, there will be more supply, the rental market will sort itself out	7/19/2017 10:53 PM
134	Home owners should decide how to use their homes while respecting the neighbours at the same time. Short term rentals can also help offset the cost of home ownership.	7/19/2017 10:46 PM
135	I don't think people are going to stop renting their properties, so it would make more sense to allow them, but to have rules about what's allowed. Also, visitors should be able to understand what is legal in a community so they can make informed choices.	7/19/2017 10:09 PM
136	I do not need to	7/19/2017 9:54 PM
137	Because the townhome experience is something that our guests want and it's something townhome owners should enjoy the freedom to be able to do just as RS-1 owners do. Why discriminate when it can be executed equally as well in a townhome? It doesn't make sense to exclude them.	7/19/2017 9:46 PM

138	Short term rentals have been a key element in both lack of rental housing, and increased real estate prices. Many homeowners cannot afford their home without earning inflated AirBnB money versus long term rental income. In other words, short term rentals are, in part, allowing real estate prices to inflate higher and higher, while reducing rental stock, and having an exponential effect on rental prices. None of this leads to stability, either in terms of long term rentals, or real estate prices in general. Something has to be done.	7/19/2017 9:26 PM
139	The sharing economy fits with Pemberton's image.	7/19/2017 6:10 PM
140	The housing market in this town is out of control. People can't afford to live here.	7/19/2017 5:44 PM
141	Maximum number should be 6 people, but 4 per room and pull sofas allowed to make things fair. Condo and townhouses should not be allowed, unless property owner lives in residence. Single family homes should be allowed full/ entire homes rentals if owners live on the property up to 4 max per room and 6 total with sofa bed options. Homes here are very expensive and this allows home owners to afford them.	7/19/2017 4:46 PM
142	I believe a BnB type experience is great for tourism. As long as this is being conducted in principal residences (single family homes) and not taking away from local rental stock of suites and town homes a balance can be made.	7/19/2017 4:03 PM
143	STRs are going to be important to any tourism-reliant town like Pemberton. We are just seeing the start and the trend will grow. We can't hold back the tide and should enable STRs within our community, but without thoughtful regulation, we will see risks to our community's affordability and character. A thoughtful, step-by-step approach to enabling STRs in a controlled way appears to be the best balance between managing our risks and supporting our community's future.	7/19/2017 3:47 PM
144	Prohibit short term rentals. There is currently a housing crisis in Pemberton with high rental rates and low vacancy rates. Furthermore, housing prices have increased at a rate beyond what anyone working could save (\$100K+ in 1-2 years for a one bedroom apartment). When these issues have been solved, then think about allowing short term rentals.	7/19/2017 3:17 PM
145	I like the approach Nelson has taken limiting the number of air bnb licenses	7/19/2017 2:59 PM
146	i feel more visitors to town the better and the costs of the only satisfactory hotel in town is way too much. Ive had family rent a 2 bedroom suite through Airbnb for 80\$ per night and the lodge was over 300\$. This was recently.	7/19/2017 2:56 PM
147	the muni should have nothing to do with telling me what i can and can't do with my property. The government sucks at EVERYTHING they do, why would they regulate this well? Answer = They won't. Stay out of it and leave me with my liberty. Stop imposing on me and my freedom to earn revenues with my assets.	7/19/2017 2:55 PM
148	To allow locals to live in Pemberton, rather than having to move or squatting in bushes with an TV or tent	7/19/2017 2:54 PM
149	I think it is a trend that is not going away, so we need to recognize this and come up with a solution that fits in Pemberton rather than prohibiting or keeping the status quo (and besides, the status quo is not working right now).	7/19/2017 2:53 PM
150	I think suites and whole houses should be left for a monthly long term rental to help with local housing. Rooms in a lived in house can be added for short term rental as this does not effect the shortage of local housing.	7/19/2017 1:19 PM
151	B&B styles imply that the owner is on-site to oversee their guests.	7/19/2017 12:17 PM
152	If people are running their B&B properly, in the right zone and paying tax on their income there is no issue. There is no problem with Air BnB as a tool to help fill these rooms, but there is an issue when people start taking rental spaces away from the public and don't pay any tax on their income. It is no good for local businesses that are legitimate, no good for people trying to rent, and it is inflating your house prices. We should not be allowing loop holes for people to afford their second home, over priced house, or earn tax free money.	7/19/2017 12:08 PM
153	We have BnB's that can do this!	7/19/2017 11:53 AM
154	I don't want to see in townhomes allowed etc due to space. All should be bound by same regulations as Hotels and B&Bs	7/19/2017 11:23 AM
155	removal of long term rentals will eventually effect the town as a whole	7/19/2017 11:17 AM

Q30 Select the approach to capping short term rentals you most agree with.

Answered: 139 Skipped: 124



- Capped on the total number of units, and limited to 2-3 per block where allowed to operate
- Capped on the total number of units, no limit on the number per block where allowed to operate
- No cap on the number of units or where they are allowed to operate
- Other (please specify)

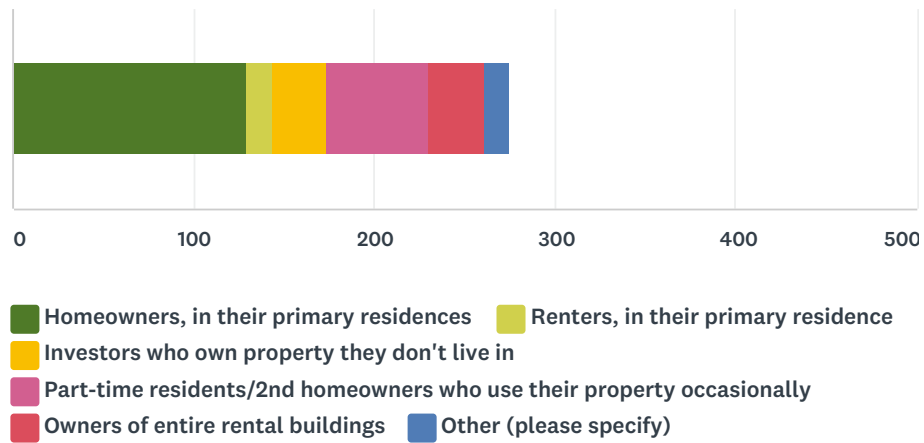
ANSWER CHOICES	RESPONSES	
Capped on the total number of units, and limited to 2-3 per block where allowed to operate	29.50%	41
Capped on the total number of units, no limit on the number per block where allowed to operate	14.39%	20
No cap on the number of units or where they are allowed to operate	38.13%	53
Other (please specify)	17.99%	25
TOTAL		139

#	OTHER (PLEASE SPECIFY)	DATE
1	Shouldn't be allowed. But if they had their full business license and paid appropriate taxes etc then I'd leave it up to community design or neighbourhoods individually to say what they want.	8/11/2017 8:05 PM
2	Short term should stay in hotels otherwise stay in whistler	8/9/2017 3:01 PM
3	Capped number of unit with a limit on the number of allowable nights of rental	8/8/2017 4:22 PM
4	temporary use permits?	8/7/2017 12:41 PM
5	I feel that the market will self regulate the number of units. I don't think that the Village needs to concern itself with this.	7/31/2017 1:37 PM
6	If the places being rented are claimed and in legal spaces, with parking available, I feel that there should be no issue. However if you are renting and advertising an illegal space that is a different story	7/31/2017 1:03 PM
7	individual decision by the strata, neighbors	7/31/2017 12:53 PM
8	As long as local laws and rules of residence are followed should be fine ...noise bylaw for sure and not Hostels all over the place	7/31/2017 11:53 AM
9	Hybrid approach, must be equitable opportunity for all participants.	7/28/2017 4:59 AM
10	Review of activity required to make a decision	7/27/2017 12:01 PM
11	No cap on # of units or location but cap on number of guests per night	7/26/2017 10:23 PM
12	comply with existing bylaws	7/26/2017 3:30 PM
13	Disallow in areas not zoned for short term rentals. Period.	7/26/2017 1:54 PM
14	less than the first choice offers. Pemberton should only have XXX number of licenses to issue	7/26/2017 11:18 AM

15	Capped to business operators only. No residential.	7/25/2017 1:44 PM
16	only in new neighbourhoods where the parking is planned for, and where everyone knows what to expect when they move there. Like the RTA zones in Whistler.	7/24/2017 9:25 AM
17	Limited areas where units are registered as B&B	7/21/2017 9:16 PM
18	I think that opening key windows - summer/March/Christmas will support families to rent their homes and profit without disrupting school for children.	7/21/2017 8:38 PM
19	Only allowed where there are not any B&B's already established in a three to four block radius.	7/21/2017 12:14 PM
20	How will capping be managed? Will there be a wait list if a block has its quota?	7/20/2017 2:43 AM
21	Individuals who own a residence should be able to do as they like. I have not heard of any licensing, health/safety regulations for monthly rentals? There have been more problems (from my understanding) with full time tenants.	7/19/2017 9:58 PM
22	There doesn't need to be a cap, but there should be requirements that have to be met to be approved, such as it being a primary residence, good neighbour agreement, etc.	7/19/2017 9:51 PM
23	Investing in a short term rental is pricy and business licenses should not be temporarily. This would be very costly!	7/19/2017 4:49 PM
24	Capped total number of units, limited to XX per neighbourhood (e.g., Glen, Benchlands, Pioneer Junction, etc.), with maximum based on a ratio of STRs to total residential units in each community. A per block approach feels too specific (and not all communities are divided into clean "blocks") but there needs to be some area-level restrictions to prevent certain neighbourhoods from being overtaken by STRs	7/19/2017 3:52 PM
25	No cap needed if everything is being monitored and properly ran.	7/19/2017 12:10 PM

Q31 Who should be able to operate short-term rentals? (select multiple if desired)

Answered: 139 Skipped: 124



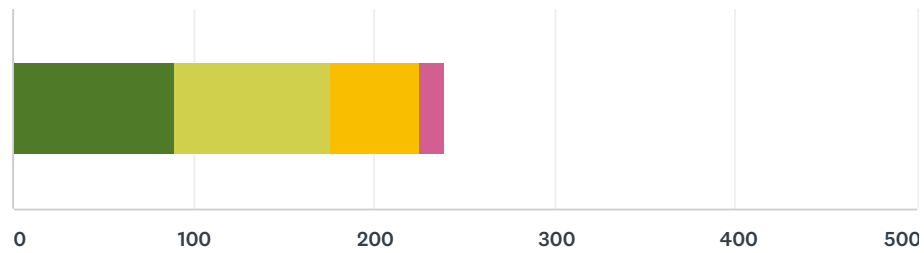
ANSWER CHOICES	RESPONSES
Homeowners, in their primary residences	93.53% 130
Renters, in their primary residence	10.07% 14
Investors who own property they don't live in	21.58% 30
Part-time residents/2nd homeowners who use their property occasionally	40.29% 56
Owners of entire rental buildings	22.30% 31
Other (please specify)	10.07% 14
Total Respondents: 139	

#	OTHER (PLEASE SPECIFY)	DATE
1	If you own a home you should be allowed to do what you want with it	8/12/2017 6:26 AM
2	None	8/9/2017 3:01 PM
3	Homeowners when they are away on holidays	8/7/2017 12:41 PM
4	If owners of entire rental buildings are themselves full time residents of Pemberton	7/30/2017 8:51 AM
5	Renters if permitted by the homeowner/landlord	7/27/2017 12:01 PM
6	Owners of entire rental building who have property manager or are in the area.	7/27/2017 7:34 AM
7	These property types would not normally be in the long term rental pool so would not effect those demographics.	7/26/2017 10:23 PM
8	bona fide B&B operations, hotels and motels	7/26/2017 3:30 PM
9	No one whose properties are not zoned for this purpose.	7/26/2017 1:54 PM
10	Short term rental should ONLY be allowed for rental buildings and/or registered hotels and B&B's, Home owners and part time residents should have to offer full time rentals only.	7/26/2017 12:11 PM
11	with business license to operate rentals on premises	7/25/2017 1:44 PM
12	Anyone who owns or rents in properly zoned accommodation.	7/24/2017 9:25 AM

13	Preference in issuing licenses should be given to primary residents, followed by part-time residents. If there are still licenses available, they can then go to investors and/or owners of entire rental buildings (but with a cap on the number of STRs within a single rental building -- treat it like a community)	7/19/2017 3:52 PM
14	anyone and everyone who desires to do so.	7/19/2017 2:56 PM

Q32 What portion of a dwelling should be able to be rented short-term? (select multiple if desired)

Answered: 140 Skipped: 123



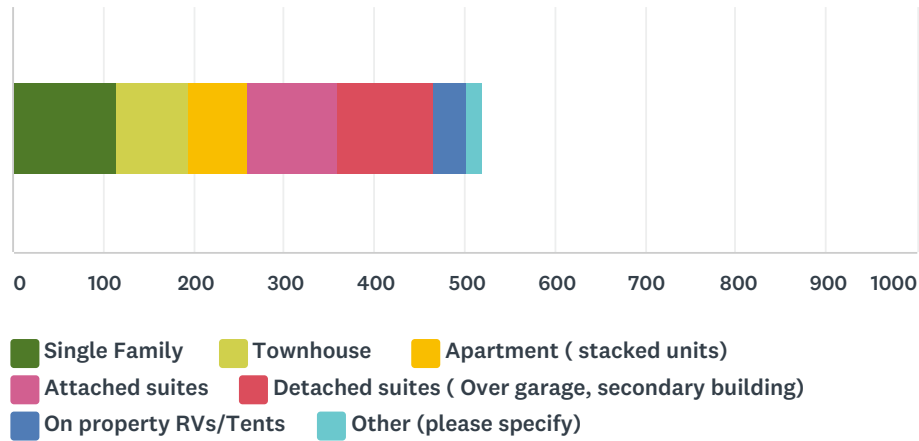
- Spare rooms
- One entire residential dwelling unit at a time (e.g. apartment or home, a home with a suite could rent out one or the other, but not both)
- An entire residential dwelling and any attached suites (side suite) or detached suites (garage suite) at the same time
- Other (please specify)

ANSWER CHOICES	RESPONSES
Spare rooms	63.57% 89
One entire residential dwelling unit at a time (e.g. apartment or home, a home with a suite could rent out one or the other, but not both)	62.14% 87
An entire residential dwelling and any attached suites (side suite) or detached suites (garage suite) at the same time	35.00% 49
Other (please specify)	10.00% 14
Total Respondents: 140	

#	OTHER (PLEASE SPECIFY)	DATE
1	Self contained suite	8/12/2017 9:30 AM
2	None	8/9/2017 3:01 PM
3	spare rooms and attached or detached suites. No entire dwelling	7/31/2017 12:00 PM
4	Need to limit whole unit rentals to maintain long term rental inventory	7/28/2017 4:59 AM
5	condos/apartments should not be included	7/26/2017 3:53 PM
6	comply enforce existing zoning/bylaws	7/26/2017 3:30 PM
7	No areas.	7/26/2017 1:54 PM
8	on commercial property or tourist accommodation licensed only	7/25/2017 1:44 PM
9	Whatever is legally zoned and planned for. Not in existing neighbourhoods	7/24/2017 9:25 AM
10	spare rooms, with further limits on entire residential homes/suites	7/22/2017 11:33 AM
11	This will be situational - and owners should be encouraged/ allowed to develop secondary rental units	7/21/2017 8:38 PM
12	Homes with suites - the main home only. Do not allow suites as STRs.	7/20/2017 2:43 AM
13	If it's your primary residence and you only do it when you'll be out of town anyway, the whole house. If it is a full time airbnb, then the 2 bedroom rule should stick.	7/19/2017 9:51 PM
14	stop trying to make rules. Let people rent anything and everything they want. STAY OUT OF IT.	7/19/2017 2:56 PM

Q33 What type of dwellings should be able to be rented as short-term rentals? (select multiple if desired)

Answered: 139 Skipped: 124



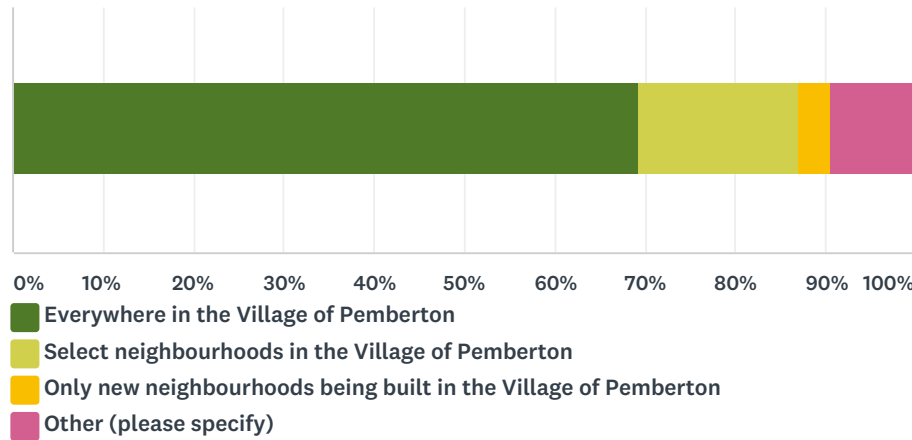
ANSWER CHOICES	RESPONSES
Single Family	82.73% 115
Townhouse	57.55% 80
Apartment (stacked units)	46.76% 65
Attached suites	71.94% 100
Detached suites (Over garage, secondary building)	76.26% 106
On property RVs/Tents	26.62% 37
Other (please specify)	12.23% 17
Total Respondents: 139	

#	OTHER (PLEASE SPECIFY)	DATE
1	None of the above	8/11/2017 8:05 PM
2	None	8/9/2017 3:01 PM
3	until legitimate legal alternatives exist	8/7/2017 12:41 PM
4	any of these	7/31/2017 1:21 PM
5	spare rooms	7/31/2017 12:00 PM
6	Condo	7/31/2017 11:53 AM
7	J	7/31/2017 11:38 AM
8	comply enforce existing zoning/bylaws	7/26/2017 3:30 PM
9	Only dwellings with this zoning.	7/26/2017 1:54 PM
10	Legal registered suites only	7/26/2017 12:11 PM
11	Commercial properties or licensed tourist accommodations only	7/25/2017 1:44 PM
12	Only what is zoned. Not in existing neighbourhoods.	7/24/2017 9:25 AM
13	There is a market for unique rentals - treehouse/glamping/tinyhomes/cabins which should be encourage if fit neighborhood and have appropriate toilet/parking	7/21/2017 8:38 PM

14	Townhouse and apartment rentals should be controlled as required by the individual strata corp.	7/21/2017 8:22 PM
15	Boats	7/19/2017 10:47 PM
16	anything and everything	7/19/2017 2:56 PM
17	None- rooms in houses only, like traditional BnBs	7/19/2017 12:10 PM

Q34 Where should short-term rentals be permitted?

Answered: 137 Skipped: 126



ANSWER CHOICES	RESPONSES
Everywhere in the Village of Pemberton	69.34% 95
Select neighbourhoods in the Village of Pemberton	17.52% 24
Only new neighbourhoods being built in the Village of Pemberton	3.65% 5
Other (please specify)	9.49% 13
TOTAL	137

#	OTHER (PLEASE SPECIFY)	DATE
1	Each neighbourhood should decide and/or a community planner	8/11/2017 8:05 PM
2	with some monitoring or restrictions -	8/1/2017 4:20 PM
3	I don't think it's right to discriminate based on neighbourhood	7/31/2017 3:45 PM
4	no where for a room in a home and limited in single family neighborhoods for whole homes and only of they meet requirements similar to a B&B	7/31/2017 12:15 PM
5	Everywhere but spread out.	7/27/2017 7:34 AM
6	comply enforce existing zoning/bylaws	7/26/2017 3:30 PM
7	That have this zoning built in.	7/26/2017 1:54 PM
8	Location not important	7/26/2017 12:11 PM
9	on commercial properties or licensed tourist accommodations only	7/25/2017 1:44 PM
10	Acreage only.	7/22/2017 5:34 PM
11	limited numbers throughout the village	7/22/2017 11:33 AM
12	This need to be reviewed based on density - probably an inexpensive application process would be best	7/21/2017 8:38 PM
13	where zoning permits.	7/20/2017 2:58 PM

Q35 Final comments on short-term rentals and the Village of Pemberton

Answered: 84 Skipped: 179

#	RESPONSES	DATE
1	Licence and tax it where appropriate. Make sure it is enforced. Properties should have to display a licence visibly beside unit being used as such.	8/13/2017 12:40 PM
2	Thanks for listening!	8/13/2017 11:03 AM
3	If regulations are put in place for the village and not the SLRD I will be disgusted. The unfairness of this valley is crazy. One group of citizens has to support two others and live to a "higher standard". I definitely don't believe anybody should be allowed to "make rules" for the villiage of Pemberton unless they live in (and pay \$\$\$taxes) the village. Thanks	8/12/2017 2:59 PM
4	Please, please, please do not allow any more short-term rentals! I know I do not speak only for myself but a multitude of people. Some who have grown up here and cannot find a place to live, some who have worked over 10 years in Whistler building a career in Health Care, living in Pemberton and being kicked out of their home so the owners can make a higher profit by renting short term. Others who work in Pemberton and have had to commute to Birken every day. Many who have relocated to Kelowna and the Okanagan area. There are numerous despairing stories. The vulnerability I experience as a renter of a basement suite, when I am told monthly that my landlords may sell and I may need to find a new place is extremely stressful. The possibility of me finding another home is minimal! I live and work in Pemberton and I would like to continue living and working here alongside my friends and family.	8/11/2017 8:12 PM
5	I don't want them in Pemberton. We can't even house our long term renters. Maybe fix that problem first. If there is abundance of space available then we can look at short term rentals.	8/11/2017 8:06 PM
6	Please observe strata rules as well and if this short-term rental is allowed per feedback from the public there should be a license and documentation in place in order to ensure safety for our neighbourhoods and manage traffic.	8/10/2017 1:18 PM
7	Access to basic housing for permanent residents must be the first priority for oir village.	8/10/2017 12:10 PM
8	I think you should also be looking at taxation . In Whistler properties doing short term rental are taxed both residentially in the permitted zones and commercially on a pro rata basis related to rental usage vs personal usage (the infamous Class 1/6) Should an owner rent over a certain number of days Say 30) he clearly has becoming a commercial operator and should be taxed locally as such and charged for utiilities accordingly The burden of a someone churning 100+ nights of rental on the infrastructure is that of a commercial operator and they should pay the appropriate costs associated with commercial operation (otherwise they are being subsidized by residential tax payers)	8/8/2017 4:28 PM
9	Any operators should have a business license, sufficient on property parking for the amount of rental they are doing, and a facility that meets health and safety standards. Anyone applying to do short term rental in a residential neighborhood not currently permitting short term residential should have to go public hearing /notice so that neighbors can input on it. As this is essentially B and B type of business it should have to meet the same procedural and legislative requirements	8/7/2017 4:19 PM
10	Thank you for asking for my opinion. I appreciate the opportunity.	8/6/2017 9:22 AM
11	This needs to be enforced! Every day you hear of some family being forced to pack up and move and start over somewhere else. This isn't right!	8/1/2017 5:50 AM

12	We need to consider the needs of the local residents before we consider the needs of visitors. I believe in a healthy short term rental market, but NOT at the expense of locals looking for quality long term rentals. The only way I can see a path to succeeding is through capping the number of properties available on short term rental sites. I don't want to see any additional taxes, fees, licenses for people operating these short term rentals, but I would like to see an application process whereby a set number of short term rental "permits" are offered each year. I have heard of far too many locals and neighbours being pushed out of the rental market locally because people are doing short term rentals instead. People have been kicked out of their rentals to make room for short terms. People cannot afford the high rents for long term rentals. We need to support everyone in our community. Even though I am not here full time, I will be one day and want to belong to a community that takes care of its own and is welcoming to others.	7/31/2017 5:45 PM
13	I know a lot of people in Pemberton require extra income to make life easier. Heating is extremely expensive and so is food. Meeting and entertaining tourists in Pemberton is also a great idea and brings money to our restaurants and businesses. All of my guests have had dinner at either Mile One or the Pony and have rented Snow Shoes and Bikes.	7/31/2017 2:46 PM
14	Short-term rentals are negatively impacting rental stock. This is making living in Pemberton difficult for young families and the young people who work in the town's F&B and retail sectors. When these people can no longer afford Pemberton, we will lose much of what we enjoy about living here — being part of a vibrant, youthful community.	7/31/2017 1:57 PM
15	Village of Pemberton... I eagerly await your feedback.	7/31/2017 1:38 PM
16	As said earlier, as a business owner I am seeing that Pemberton is quickly becoming very difficult for my staff to find housing, let alone affordable housing. This is a very serious problem if we want to be able to continue to have thriving businesses in this town. The short term rental problem is a hard one to solve. I see both sides but I know that it is taking away a lot of long term rentals in town and this is having a very negative effect.	7/31/2017 1:29 PM
17	thanks for taking the time to consult the community with such a detailed survey.	7/31/2017 1:21 PM
18	It's a small town with huge access to visitors. This hits hard on a town as unique as Pemberton and the bottom line of a major corporation should not be driving things in this direction. AirBnB should take the high road and own what is happening here, and learn some of the brave tone impacts it had on the growth of a young and prosperous town.	7/31/2017 1:06 PM
19	Support the collection of applicable taxes for the units by the on-line home sharing website directly (add the % on top of the rental fee) so that everyone is paying their share of taxes and level the playing field (daily rate) of private or businesses offering accommodation.	7/31/2017 12:59 PM
20	keep the small B&B's the way they are and if someone wants to rent out like and AirB&B they have to operate as other B&B's. keep it fair for our locals. If people want to own here just to make money off a property, they should focus on long term rather than a quick buck	7/31/2017 12:23 PM
21	Why has it taken so on to get to this stage? 2 This discussion has been ongoing for the best part of 2 years. How much longer is to going to take before action occurs? I am happy to see this feedback request but so disappointed in council and this lengthy process.	7/31/2017 12:22 PM
22	Good luck. There is no right answer. The easiest solution is to limit them but maybe not in a single home where a room is rented or a separate suite. Best to create some rules than not have any.	7/31/2017 12:17 PM
23	I think very good thing for economy and area...diverse people and ideas coming in	7/31/2017 11:54 AM
24	As a tax paying home owner and resident of Pemberton I should be allowed to use the tools at my disposal when I chose to buy a million dollar home in Pemberton. I emphasize with the rental shortage situation, but a renter has not made the same permanent commitment as I have made toward building this community. So as long as someone owns a detached home and is a permanent resident there I believe STRs should be an acceptable form of additional income used to help offset the tremendous burden of buying a house here and paying the corresponding taxes that go with that. STRs take a lot of time to run and are in no way free money, we work hard to make it possible to live here permanently and have figured out how to buy a house by sacrificing a lot of time and money. To take this tool away would be disastrous and would force the sale of our house. Renters come and go and I feel bad that it is hard for them to stay, but owners are a priority to the stable local economy as well as building of the community.	7/31/2017 11:45 AM
25	Short term rentals are a business and should be treated as such.	7/30/2017 3:17 PM

26	This is a very tricky challenge but solutions are available. Not all will be pleased with any arrangement but I believe the priority should be on permanent residents of the Village - not temporary or seasonal residents or those who own property as pure investment properties. Those should go into the long term rental pool in an effort to provide balance to all available rental styles.	7/30/2017 8:53 AM
27	Great for tourism! And that's what we want right?	7/28/2017 10:37 AM
28	While self rental sites negatively impact my business in whistler, a small community such as pemberton can benefit.	7/27/2017 12:02 PM
29	This is going to be a tough one. I would like to see some limitations, but I have concerns on how this is governed or enforced. I don't want to be in a position where I feel some people have an unfair advantage over me if I decided to do it. That's not fair.	7/27/2017 6:18 AM
30	I sure hope those on council with short term rentals are required to withhold their votes on this matter.	7/26/2017 11:15 PM
31	If you use pemberton valley lodge as an example there is no difference economically or socially than an individual renting their condo or room in their house nightly. Pvl every unit is a strata and privately owned like a condo. They market it maintain it and insure a guest positive experience to either their success or failure. Airbnb is nothing more than a marketing tool. It is just bigger and better than most other hotels. Pvl takes a commission and controls which units are occupied it is these type of hotel operators who have the resources to fight against the individual Airbnb user even though they are doing the same business they are loosing revenue to their individual yet collective strata condo owners. This is why they are against it yet they are the same but taking a much larger piece of the action. I agree there is an argument for the zoning and hotel like requirements. Every argument can be countered by a individual and enforced by bylaw or licensing an individual can also pay the same hotel tax as pvl. There is no difference in parking between a long term renter or multiple short term renters. Actually long term have been way more trouble and negative impact than any short term we've had. My rules I would impose Short term rentals in any building. Only operated by the owner. Same parking rules as bed and breakfast If pemberton hotels currently pay a hotel tax then the same for all operators Business license required Don't allow the hotels to convince you that what they do is any different. There is no difference in buying a room at PVL. and buying a condo above the liquor store.	7/26/2017 10:44 PM
32	business licenses and tax collection/revenue declared are a must!	7/26/2017 8:37 PM
33	I don't have a problem with the people that are renting out a room in their home for a night here or there. Its the ones that rent out the whole house for single months at a time and don't live in the home at all. If that is the case then I think it should be up for a long term rental. What is the difference between single month rentals constantly or a long term rental if you don't even live in the dwelling.	7/26/2017 6:10 PM
34	Let people make a living. The majority of short term rental people in pemberton live here and host guests showing them a good time. Many tourists much prefer this kind of experience to say the pemberton valley lodge which when I have had guests stay there we have experienced nothing but problems. Service will dictate who succeeds at this and if you have habitual problem homes they should be dealt with individually. The biggest problem with surveys of this type is the complainers, the squeaky wheels will respond the most.	7/26/2017 4:35 PM
35	People should hand the right to live in peace in non commercial neighbourhoods,	7/26/2017 3:42 PM
36	Bylaws Officer should be monitoring the parking situation around the village - there are way too many vehicles parked on the side roads,(and during the winter months it impedes snow clearing, and nothing is done)- if there is insufficient room on the driveway then they should not be renting out suites/rooms either longterm or shortterm. Accommodation and parking has become a serious issue in Pemberton - bylaw's need to be enforced and vehicles towed if they are not in compliance with said bylaws.	7/26/2017 3:36 PM
37	Having short term rentals in Pemberton is great for tourism, but they cannot have different rules/fees than people trying to make a living this way. Hopefully, if there is more hoops to jump it would motivate people to rent their suites for long term renters.	7/26/2017 3:00 PM
38	thank you for the opportunity to comment. Pemberton residents are having a hard time finding long term rentals, so I hope Council can find a balance between their needs and the tourism potential of short-term rentals. If no one can afford to live here full time, the tourism benefits won't help anybody.	7/26/2017 2:45 PM

39	The VOP needs to ENFORCE the bi laws in place for illegal long and short term rentals, illegal non licensed businesses operating out of garages without permits or zoning, and any other act that goes against VOP bi laws and strata bi laws in place. It's the only equitable thing to do. Please allow good governance to guide this and if new policies need to be created to ensure this can be enforced then bring this to council ASAP.	7/26/2017 1:56 PM
40	Build proper long term affordable housing and you wouldn't have so many people bitching about short term rentals. Whistler and Pemberton has really dropped the ball on that issue....	7/26/2017 1:52 PM
41	They should all have permits and pay appropriate tax	7/26/2017 1:47 PM
42	Really hope something is done to reign in short term rentals and promote long term rentals, and new construction affordable housing.	7/26/2017 12:12 PM
43	Can we live already.	7/26/2017 11:48 AM
44	I think the biggest issue from this is the lack of rentals available to long-term residents. I think if the VOP would like to get involved supporting affordable long-term rental accomodation construction in this community would be helpful. I have been both a renter, homeowner and landlord. I don't think a homeowner has any obligation to sign up for long-term tenancies as the way the current Tenancy Act is set up it is so one sided to the tenant. With long-term tenants you sign away many of your rights over your own property. Getting a bad tenant out can take months and cost you a fortune. Not to mention the wear and tear of your home with long-term tenants is so much greater than that of short term. I can really see the draw of short-term tenants.	7/26/2017 11:48 AM
45	If you do not have affordable places to live in Pemberton then businesses will cut back or close and when the tourists come they will complain that there is less and less in Pemberton.	7/26/2017 11:19 AM
46	This is real balance. We have several short term rental properties in our neighbourhood and have not experienced problems. Reason is the owners are on site and mindful of their neighbours. The type of guest has also been non-party and respectful. However the move to short term rental did evict longer term residents who became part of our street community. So I think there has to be rule in place NOT to kcik out existing tenants purely because the owner want to change his/her income stream. The Glen is mostly a quiet family oriented neighbourhood so a cap on short term locales is key to maintaining that feel. Resort owns like Whistler have more accommodation clusters that are purpose built for vacation stays and the transient nature of Whistler also means there is less potential damage to long-term family/resident 'community' feel.	7/25/2017 10:03 AM
47	I think these are terrible for residents and for the community as a whole. They create affordability problems and contribute to the rental housing crisis that we now have. I disagree with allowing these to be plunked in existing residential neighbourhoods. I bought here so that I could know who my neighbours are; i don't want a new neighbour every night and the disruption that goes with that. These should be in purpose-built, planned communities with specific zoning, parking, etc, and should have building permits to ensure safety. People are currently renting rooms that are not even bedrooms. These are very detrimental to creating community feelings and cause all sorts of problems that nobody anticipated when they purchased in a RESIDENTIAL neighbourhood. ENFORCE!	7/24/2017 9:30 AM
48	If we can license str's and tax them it could be a source of revenue to create some sort of affordable housing program. If the community sees a general benefit we will embrace them. It is important to me that we not undermine Pemberton's sense of community.	7/22/2017 6:38 PM
49	I live on Willow Drive, 1423. Happy to discuss at any time. There are only 2 houses on this street that do not have suites (and most are on bottom level). I have no issues if you rent your suites to long term tenants, or family/friends infrequently, IF you provide OFF street parking for you and your guests/renters. NO STREET PARKING. I would like to see a single street parking pass per household (non-transferable) also would like to see bylaw enforce owners who park their commercial vehicles on the street. A kid is going to get run over, or there will be an emergency and ER vehicles won't make it through. People park their sleds, boats, third cars on the street and there isn't room for them! Rant over. :-)	7/22/2017 5:38 PM
50	Accommodation for residents must be the first concern. Rentals should be strictly limited and enforced. Limit numbers per block/street with no secondary ownership having short term rentals. The 76 of 79 owners who have not applied to become legitimate operations should be fined.	7/22/2017 11:39 AM

51	Requiring a business licence would put more money in the VOP-good strategy. Requiring a 'good behaviour bond' may encourage homeowners to really consider the big picture as opposed to just wanting to make a quick buck. Requiring a business licence would also add to this. Having a 24/7 help line would provide neighbours with an appropriate action if there are issues. It would also provide an information trail as to the acceptance/conflicts and whether there is a need for a review process. No complaints may indicate relative success.	7/22/2017 11:25 AM
52	i don't think it;s a good idea at all, pemberton is good as it is, we have enough tourists, maybe two many already, lots of visitors is good for tourism business owners and investors who are always speaking up loudly for there own financial gain, however the majority of property owners in the town are not business owners and would probably be happier with the status quo. We like tourism, but we like it in whistler.	7/22/2017 10:39 AM
53	Get by law officers to look for free loader campers that park on streets for FREE!!!! It's a sign for sore eyes seeing them, and I walk my dogs every day and see this day and night!!!	7/22/2017 10:23 AM
54	It makes me think that the people complaining about rentals are just the wealthy people who don't understand all the families that have unique work situations, working out of town so their families can live in pemberton etc trying to make ends meet. Airbnb provides opportunities, tourism and income which in turn positively effect all the hard working people trying to afford their homes living in Pemberton.	7/21/2017 10:01 PM
55	Encouraging homeowners to rent out suites to long term tenants builds community. With rental prices being so high, maybe more people will chose to rent long term, it's less work and more money if you don't have to pay commercial insurance. Making options for landowners to rent out yurt space or tiny house parking to long term renters could prove beneficial.	7/21/2017 9:23 PM
56	Finding the balance between affordable home ownership, long term rentals and current opportunities needs some good policy and oversight - without being onerous or expensive for the town.	7/21/2017 8:40 PM
57	I believe fairness and equality with existing business is essential for maintenance of our community goodwill. Renting out a room is more acceptable on a nightly basis than committing to short term for living suites that could accommodate working people on long term. Need to recognized those with second home wanting to rent out when not in residence and therefore not being suitable for long term family rentals due to owner access. Respect for existing Strata By Laws Important to avoid parking and noise problems - children contending with additional traffic ignoring speed limit.	7/21/2017 8:38 PM
58	Something needs to be done before you drive all your employees to other areas of the province. Can run a resort town without employees.	7/21/2017 8:32 PM
59	Don't over regulate, and don't find a solution for an issue that does not exist. House prices are going up - that is not due to short term rentals. People are looking for ways to earn extra income from their home - that should be a property right not to be taken away. Visitors (short or long term) should be able to choose how and where they can stay with only simple, understandable rules for safety and cleanliness.	7/21/2017 8:24 PM
60	What will be the cost to the taxpayer, for enforcement and who would be responsible for enforcement. At present the bylaw enforcement office is not readily available after hours and on weekends.	7/21/2017 12:16 PM
61	Very impressed with the meeting the other night! Nice work Pemberton :)	7/20/2017 11:21 PM
62	Lets embrace this new "sharing" economy. Take the opportunity to do something different to Whistler and offer people alternative accommodation so that they can enjoy the beautiful place we live. People will then come here and contribute to our economy rather then Whistler's.	7/20/2017 9:48 PM
63	I have lived in area c for just under 20 years, I owned my own home. Now that my life has taken a new path I find myself continuously on the verge of homelessness because I cannot afford a place to live. I cannot just up and move, my kids are here, my job is here. Short term rentals have taken away from long term rentals, which in turn has made it harder for locals to find a place they can afford. If locals keep getting pushed out, who will be here to serve the vacationers?	7/20/2017 3:23 PM

64	While I appreciate the need for options for short term accommodation I really do not want my neighbours to all of a sudden take back their suite and rent it out along with their home every time they go away. There needs to be restrictions and regulations. I would like to see Council look at setting a maximum number of days a year someone can list and rent on short term rentals (ie: 30 days a year). That should be plenty to allow for folks to supplement their income. Taxation should also be considered and those renting should have to pay more in Business Licence fees, utilities and be taxed at a commercial rate as well. Rental properties should be required to provide off - street parking so that Village streets are not clogged and there should be fines if bylaws are not adhered to - hefty fines.	7/20/2017 3:07 PM
65	the status quo is not working! This is a critical issue with severe community consequences. Enough is enough. homes should not be about making as much money as possible.	7/20/2017 3:01 PM
66	Thank you for involving the community in this discussion. I really hope people take the opportunity to have an open discussion with the VOP instead of ranting on social media, which accomplishes nothing.	7/20/2017 12:07 PM
67	I felt that this survey was very skewed toward trying to accommodate these uses. We are in a housing crisis and illegal uses are exacerbating this problem. If these are to exist, they should be purpose built and purpose zoned such as the RTA zones in Whistler. They should not be allowed to operate in existing residential neighbourhoods. These are killing employees and driving up the cost of rentals. Rental housing is already impossible to obtain.	7/20/2017 11:29 AM
68	Please do not make this overly restrictive to residents renting out spare rooms in small homes, and who are trying to make ends meet. These people are not causing any harm or problems, particularly to the availability of housing as studies have shown that in most of these cases these people would not rent to long term residents (i.e. have a full-time roommate). Restrictions should be placed on out-of-town speculative investors who are driving up property prices and the cost of living, and who are renting out entire homes or suites solely to short term renters.	7/20/2017 11:22 AM
69	I don't think that allowing short term rentals will result in a huge explosion of short term tourism or stays. I think it's worth trying a few years with no regulations or at least very few and if there are any negative effects they can be dealt with in due course.	7/19/2017 10:49 PM
70	Dont look at this issue from a tenants and business owner point of view only. Secondary residences should pay a premium to operate on a nightly basis or not at all. As well, bad tenants get away with far too much when dealing with the landlord/tenancy act	7/19/2017 10:00 PM
71	I sincerely hope you will make an allowance for all zoning types to be able to casually rent their whole property if it is their primary residence and they will be out of town anyway. It is the way airbnb was conceived and it is the way travellers are looking for accommodation globally. It gives guests to Pemberton the experience they are looking for, and it gives homeowners a tiny bit more financial freedom.	7/19/2017 9:56 PM
72	Short term rentals have been a key element in both lack of rental housing, and increased real estate prices. Many homeowners cannot afford their home without earning inflated AirBnB money versus long term rental income. In other words, short term rentals are, in part, allowing real estate prices to inflate higher and higher, while reducing rental stock, and having an exponential effect on rental prices. None of this leads to stability, either in terms of long term rentals, or real estate prices in general. Something has to be done.	7/19/2017 9:28 PM
73	The village should consider how new areas are zoned to help encourage long term rentals. Perhaps allowing suites in the new development behind signal hill.	7/19/2017 6:14 PM
74	People need options to make income from STR. Without fair options, people will hide their rental info and this will cause more issues. Thanks	7/19/2017 4:50 PM
75	The municipality needs to crack down on nightly rental situations outside of the current permissible bylaw. Lots of long time locals struggling to find rental accommodations due to suites and investment properties being rented nightly.	7/19/2017 4:05 PM
76	STRs are here to stay, particularly for a town like Pemberton that relies partially on tourism. We should be embracing the opportunities it brings, but taking measured steps to ensure a level playing field with other accommodation providers, to protect the character and safety of our communities, to ensure that STRs don't create an excessively negative impact on housing availability and affordability for long-term residents, and to ensure a positive visitor experience. Thank you for collecting community input on this issue. I look forward to seeing what other feedback you receive.	7/19/2017 3:55 PM

77	Focus on increasing the supply of affordable housing in Pemberton before working on this issue. Ban short term rentals in the mean time. There is a limited supply of land for development in Pemberton due to ALR. Density should be increased significantly, not more SFH like Tiyata, benchlands, plateau.	7/19/2017 3:23 PM
78	Thanks! Good luck with this one! Its a passionate topic for many	7/19/2017 3:01 PM
79	In my line of work I am constantly seeing people (families and seniors included) being kicked out of their long term rentals because the landlord can make more money with short term rentals. This is causing undue stress for local people who are trying to find housing that is affordable. It is also causing a huge homelessness issue that rivals larger cities	7/19/2017 3:01 PM
80	Reduce the size of government and rules, not increase.... Stay out of it. Regulation is NEVER the answer. Let the free market sort it out. Even if you did make rules and regulations, the pemberton muni does not have the man power to enforce any of it, and people are going to do it anyways. STAY OUT OF MY HOUSE and stop telling me what i can and can't do with my property.	7/19/2017 2:58 PM
81	Thank you for addressing this important community issue!	7/19/2017 2:54 PM
82	We have been thinking of renting out a room in our house for some extra income. We would not do this all the time so will not be doing this for a long term rental. I hope the process to do this would be fairly easy (permits) and not be a hinderence. This would allow us to stay in a home that does not have a suite.	7/19/2017 1:27 PM
83	Would like to see this addressed soon.	7/19/2017 11:53 AM
84	never in strata's residents must be in residence when their room/suite is in use must pay same fees as B&Bs must inform Neighbours of existence of short-term rental so they at the very least have an opportunity to give their opinions and concerns	7/19/2017 11:25 AM