

Short-Term Rental Licensing

OPERATORS GUIDE



Introduction



- ↙ This guide will help provide an overview of the most relevant by-laws, information, and document templates required for short-term rentals. It is not intended to replace any by-laws. It is the operator's responsibility to read and understand the relevant by-laws. Owen Sound by-laws can be found at [OwenSound.ca/Bylaws](https://www.owensound.ca/Bylaws).

Contact

If you have questions after reading this guide, please contact the City's STR Licensing Coordinator at:

Email: str@owensound.ca

Phone: 519-376-4440 ext. 1257

F.A.Q.s

↙ **What information must be included when advertising my STR?**

Once a license has been issued for your short-term rental licence, you will be provided a laminated copy of your licence, which includes your name, address, licence number, maximum occupancy, as well as the expiry date of the licence.

For all online advertising, you must include your licence number, expiration date and maximum STR occupancy. This mandatory information will allow visitors to know that your short-term rental is licenced and how many people can stay as part of the rental. Remember that if you are going to remain at the STR, you must reduce your maximum occupancy by the number of residents who will remain present during the rental.

↙ **Do I need to be present when the STR is rented?**

If you are operating a bed & breakfast, then you must be present during any rental. Provided that you are not operating a bed & breakfast, being present during a rental is your choice. However, you are still responsible to ensure that your visitors do not break any rules or violate any by-laws.

↙ **Do I need to collect and remit the Municipal Accommodation Tax (MAT)?**

Yes, a MAT must be levied on all short-term rental stays of 28 days or less. The City is working with the Ontario Restaurant Hotel and Motel Association (ORHMA) and more information can be found at OwenSound.ca/MAT.

↙ **What are the different types of STR?**

- A PR-STR is a short-term rental in an operator's primary residence. A PR-STR may operate anywhere that a residence is permitted.
- A C1-STR is a commercial short-term rental. A C1-STR does not have to be an operator's primary residence but it must be located in the C1 zone.
- A B&B (Bed & Breakfast) is a commercial short-term rental where the operator lives in the same home and provides at least 1 meal with room rental. A B&B can operate in any area zoned residential.

↙ How many days a year can I operate a STR?

- A PR-STR may operate for a maximum of 240 days per year.
- A C1-STR may operate year-round.
- A B&B may operate year-round.

↙ What documents do I need to provide to visitors and what records do I need to keep?

Visitors Logbook

- This will record the information about the use of your STR as required by the Short-Term Rental By-law. You can use the logbook provided on the website or your own to record each rental stay, the date of the rental, the duration of the rental, the number of visitors, and the rental rate before fees or MAT. This log needs to be kept for at least three (3) years from the date of the last entry on the page and provided to City staff when requested, and as part of the licence renewal application package. A sample logbook is available online at owensound.ca/str under the Applicant & Operators link.

Visitors Information Package

- This is an information package to provide to your Visitors that will give them a summary of your STR, the City by-laws, and important contact details. A personalized copy of the Visitors Information Package will be emailed to you when your STR licence is issued.

Visitors Code of Conduct

- This code must be provided to the visitor booking the STR. It includes an acknowledgement that must be signed and returned to you to keep for a period of at least one (1) year from the date of rental. It may be signed physically or digitally and saved in any format. The acknowledgement may be requested by City staff.

↙ What is the maximum occupancy of an STR?

- The maximum occupancy of a dwelling containing a STR is limited to the maximum occupancy shown on the Short-Term Rental Licence. This includes all residents, operators, and visitors present in the dwelling at the same time. PR-STR and C1-STR permitted occupancy is calculated at two (2) persons per bedroom plus two (2) persons to a maximum of 8 persons. Bed & Breakfasts occupancy is calculated at two (2) persons per bedroom with no maximum.
- Note: if the total number of visitors and residents exceeds the maximum occupancy of the STR, either inside the STR or on the property of the STR, it is a contravention of the

Short-Term Rental By-law and visitors and/or operators may be subject to fines or penalties.

By-laws

Understanding that STRs are part of a community, it is important that neighbours are respected and that there is no excessive noise or disturbances at any time.

If officers attend a STR for a complaint, the visitors, operator and/or owner may be subject to fines or penalties, and it may be considered a contravention of the STR By-law depending on the severity as determined by the officer(s).

This section highlights by-laws that are most relevant for STR operators but is not intended to replace any by-laws. It is the operator's responsibility to read and understand relevant by-laws which can be found at OwenSound.ca/Bylaws.

Noise By-law

The Noise By-law prohibits any person from creating, causing, or permitting noise at any time that is likely to disturb inhabitants of the City. Examples include:

- yelling, shouting or similar activities;
- squealing tires;
- excessive use of a horn, whistle, bell, alarm or similar device;
- loudly playing a vehicle radio, stereo or similar device; or
- allowing persistent barking, howling, calling, whining or similar animal sounds.

Quiet hours:

The by-law also prohibits creating, causing or permitting noise between 11:00 pm and 7:00 am on weekdays and 11:00 pm and 8:00 am on weekends and holidays.

Nuisance By-law

The Nuisance By-law prohibits any person from engaging in nuisance activities.

Examples include:

- public urination, defecation, spitting or vomiting;
- the emission of excessive smoke, dust, airborne particulate or objectionable odours;
- blocking, interfering or impeding the passage of a pedestrian on a sidewalk;
- participating in a fight;
- applying graffiti; littering; or engaging in disorderly conduct.

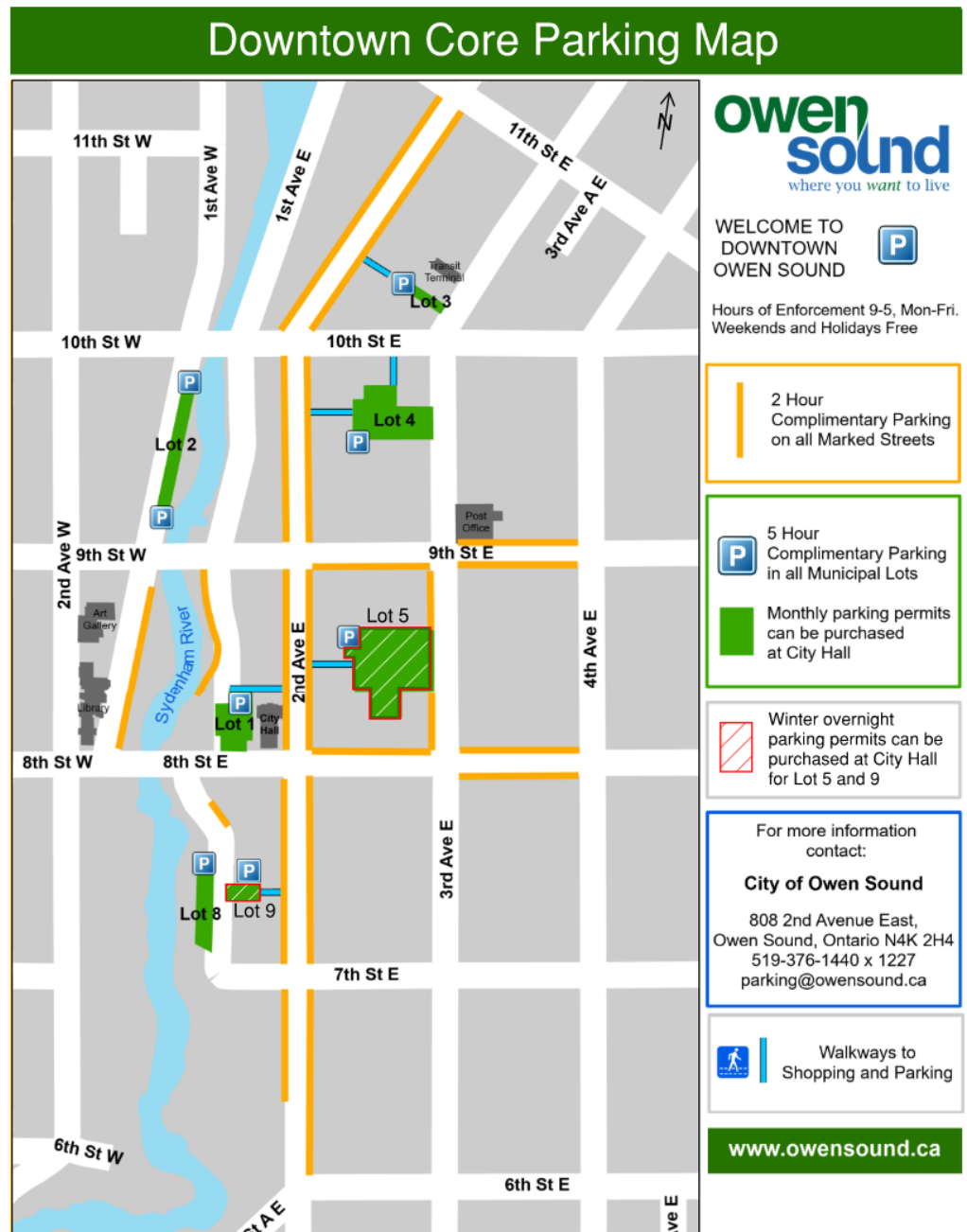
Traffic By-law - Parking

Parking in Owen Sound is governed under the Traffic By-law and street specific information is posted on street signs throughout the City. In the Downtown Core there is a time limit of 2 hours on most streets and 5 hours in City parking lots, Monday through Friday, 9 am to 5 pm. Evenings, weekends, and holidays are free unless noted otherwise.

Summer overnight parking on City streets from April 1 through November 30 may be permitted depending on the curbside signs. Winter overnight parking on City streets is not permitted from

December 1 through March 31. Winter overnight parking passes for downtown Lots #5 and #9 can be purchased at City Hall or the Transit Terminal at 1020 3rd Ave East should visitors require more parking than available on-site.

Vehicles that exceed parking time limits or are parked illegally, may be ticketed and/or towed at the vehicle operator's expense. Repeated parking infractions by visitors to the same STR may be considered a contravention of the STR By-law.



↘ **Fireworks By-law**

As noted in the Fireworks By-law, visitors renting your STR are not permitted to set off fireworks or release paper lantern type devices at any time of the year. Visitors are free to attend public and private events elsewhere in the City that involve the lawful use of fireworks.

↘ **Open-Air Fire By-law**

Recreational Fires (where permitted)

If you have a device manufactured for recreational fires as defined in the Open Air Fire By-law you may permit your visitors to burn clean dry wood provided:

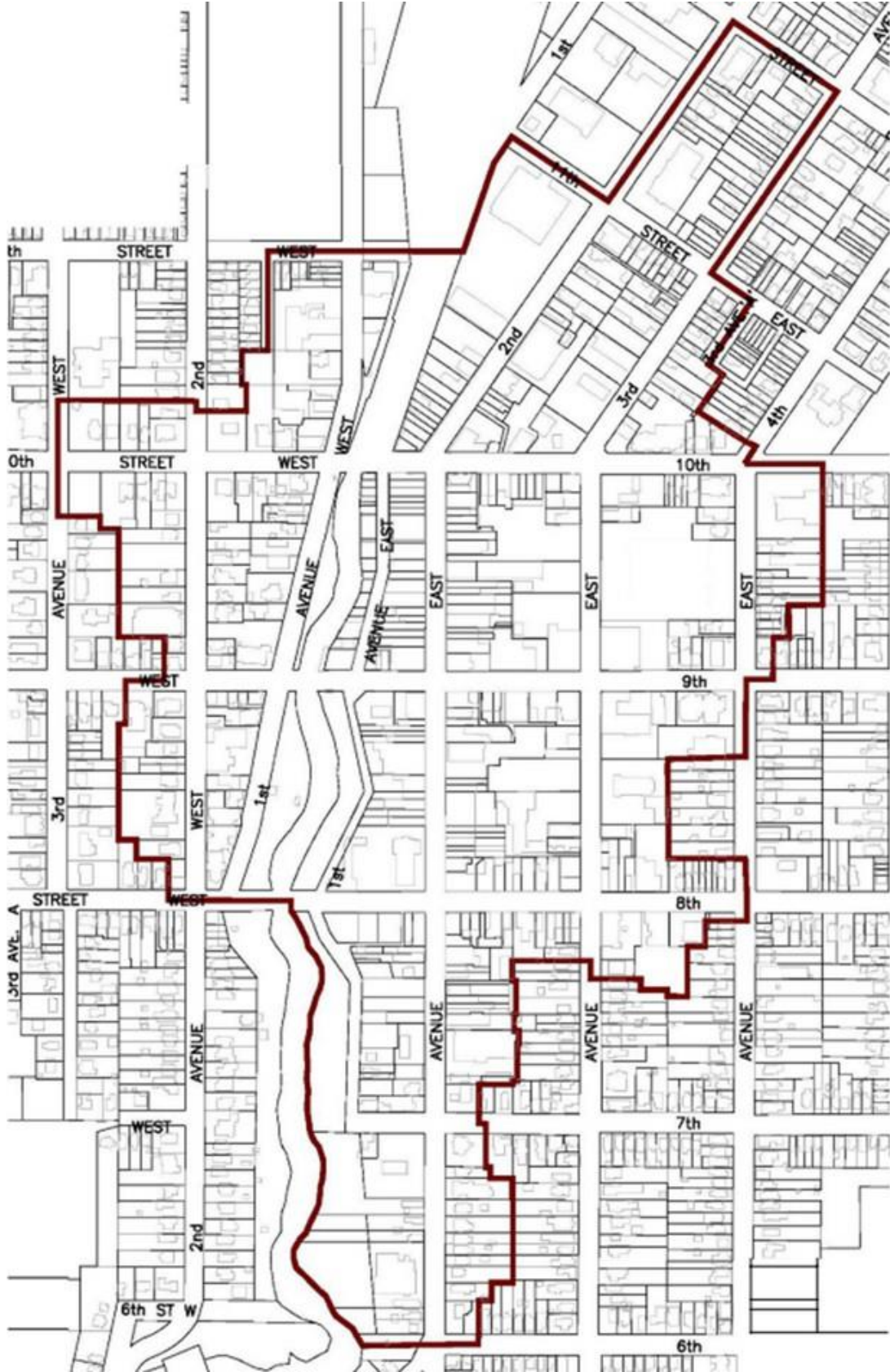
- the device meets the required setbacks of 3m (10') from property lines, and buildings and flammable materials are set back in accordance with the manufacturer's instructions;
- the wind does not endanger a person or structure or cause the fire, ash or cinders to spread beyond the perimeter of the Recreational Fire;
- you provide either a hose connected to a working hose bib that is long enough to reach the device location and or a bucket(s) of sand sufficient to extinguish the largest fire the pit/device is designed for; and
- the short-term rental is not within the downtown core (where all fires are prohibited) as shown on the map on the next page.

Cooking Fires (where permitted)

You may allow your visitors to use a device manufactured for solid fuel fired cooking fires that uses brickette or charcoal provided:

- the cooking fire meets the required setbacks of 1m (3') from combustible materials, property lines and structures or as required by the manufacturer's instructions;
- you provide a means of extinguishing the Cooking Fire such as a hose connected to an active hose bib, sand bucket or extinguisher capable of completely extinguishing the fire; and
- the short-term rental is not within the downtown core (where all fires are prohibited) as shown on the map on the next page.

Open-Air Fire By-law map – Prohibited Areas



No open-air fires are permitted within the red boundary.

Other information

↘ Fire Safety

Operators of short-term rentals are required to ensure compliance with the smoke and carbon monoxide alarm requirements of the Ontario Building Code and with the fire extinguisher requirements of the Ontario Fire Code.

The operator is responsible for providing each bedroom with a smoke detector and each level with a smoke and carbon monoxide detector(s) and ensuring these detectors are always in good working order. Bedrooms that contain a gas appliance, such as a fireplace or dryer, or share a wall or floor with a garage or space that contains a gas appliance are required to be provided with a carbon monoxide detector.

Should a smoke or CO detector fail during a rental, the operator must ensure a replacement is installed promptly; if a replacement unit is not readily available, the operator must ensure an alternative protective device is provided while the house/short-term rental is occupied. It is recommended that alarms be tested monthly and before each rental.

↘ Garbage and Recycling

As noted in the Application Guide, your STR must be equipped with a way to store garbage and recycling that keeps the house clean and sanitary and doesn't encourage pests or vermin. It is recommended that garbage and recycling bins be animal resistant with liners or bags and stored in a garage, shed, or storage structure.

As Owen Sound has an alternate-week cycle for garbage and recycling collection, the operator may choose whether visitors are to put the garbage and recycling to the curb for collection. Please note that, regardless of who places waste out for collection, it needs to have garbage tags applied and all uncollected items need to be removed promptly from the curb.

↘ You can helping keep Visitors safe in Grey & Bruce

Grey and Bruce County, in partnership with Owen Sound Police, is committed to raising awareness about human trafficking and how, as operators, you can help ensure the safety of visitors. Please review the following page and visit www.traffickingsigns.ca.

ZERO TOLERANCE FOR HUMAN TRAFFICKING



Our Property is a Safe Haven



This property may be equipped with cameras outside to record those coming and going. We will report any suspicious activity and may allow access to local authorities without notification.

This rental property is committed to preventing human trafficking and other illegal activities from happening in this neighbourhood.

<p>13 <i>is the average age of entry into sex trafficking</i></p>	<p>93% <i>of sex trafficking victims in Canada are Canadian-born</i></p>	<p>WHERE TO REPORT</p> <ul style="list-style-type: none"> • Immediate Danger, call 911 • Owen Sound Police non-emergency number 519-376-1234 • Crime Stoppers Grey Bruce 1-800-222-8477
------------------------------------------------------------------------------	-------------------------------------------------------------------------------------	---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------



traffickingsigns.ca • joysmithfoundation.com
info@joysmithfoundation.com • (204) 691-2455





Contact Information



City Hall:
808 2nd Avenue East, Owen Sound, ON N4K 2H4

Website:
OwenSound.ca/STR

Email:
str@owensound.ca

Phone:
519-376-4440 ext. 1257



**owen
sound**
where you want to live