Short Term Rentals (STR) Working Group
Meeting Summary

Date: September 13, 2021
Location: Webex Teleconference
Attendance: Eldon Wong, Noam Dolgin, Kenny Hammond, Hanna Wolff, Mo Vaziri, Karen Dar Woon, Rob Takeuchi, Claire Thompson, Matthew Yong, Koji Miyaji, Matthew Campbell, Maria Stanborough
Regrets: Rafe Sacks, Rob Ferguson, Kelly Riopelle, Kristie Starr

Meeting started at 6:35 pm

Introduction (Maria and Claire)
- Land Acknowledgement
- Next steps: final feedback survey, formal end of Working Group
- Several breakout sessions and a 1-on-1 meeting were held over the summer with successful, in-depth conversations
- Presentation at next CHOA Conference as informed by the Working Group process
- Acknowledgement that the Province is in the process of exploring regulating online platforms such as Airbnb

Review Agendas
Topic of this Meeting: the primary goal of the STR Program is to protect long term rentals in Vancouver. What information/data/statistics does the public want more of? What is success? How is it measured?

Meeting Discussion & Key Takeaways
- Have clearer messaging on the key goal of the STR program to protect long term rentals (LTR)
- Have more publicly visible and neighbourhood-specific data for understanding the STR market and possible impact on housing. Data could include:
    - city-wide vacancy rate
    - how many licensees
    - distribution of licenses across the city,
    - mapping of STR and hotspots
    - compliance statistics
    - STR vs LTR in specific neighbourhoods,
    - historical data of rentals and vacancy rates in the city
    - average nights of STR occupancy per year (total not individual stay)
- Enforcement information and process needs to be accessible and transparent for both STR operators and neighbours
- Reporting to 3-1-1 currently challenging. Several group members mentioned a lack of response after reporting to 311. The lack of a feedback loop creates dissatisfaction

and disillusionment with the process for regulating non-compliant operators
- Website information needs to ensure that it is easy to navigate on computers, tablets and mobile phones
- Ensure that information about what is allowed by the STR program is simple to understand and direct, i.e. extra room – ok; home when you are on holiday – ok; self-contained suite in basement or laneway house – not ok.
- State that many people in Vancouver do not have a licence or do STR and consider the engagement with that group more specifically
- Having clarity around distinct roles of City, Province and Strata Councils would be beneficial
- 'Short term rental' (STR) is not always easily understood. The public understands the company brand names such as 'Airbnb' but may not see the connection to the STR program
- Suggestion to continue exploring nightcaps as an approach to regulating STR
- Recommendation for a larger housing policy community working group at the City

- *Working Group suggestions for definitions of 'success':*
  - STR regulations are not abused – license holders are compliant. Stronger enforcement of 'bad apples' which can be shown through the data
  - Strata Councils have a role and relationship with the City to work on this issue
  - STRs are seen to have a positive role Vancouver – not all operators or short term rentals are bad for Vancouver
  - Short term rentals don't have a negative impact on neghbourhoods or other residents of buildings

Closing

Thank you from City Staff and C+S Planning Group

- The Working Group's input will inform how the STR Program will evolve
- City staff learned much more than anticipated

Thank you from participants

- Lots of learning from other participants' experiences
- More compassion for "the other side"
- Appreciation for doing public consultation

Meeting ended at 8:00pm. Final Meeting