



VACATION RENTAL SURVEY RESULTS SUMMARY

Abstract

A Summary of the Vacation Rental Survey the RDOS conducted from Jan 3, 2023 to February 15, 2023.

Vacation Rental Survey Summary of Results

Background

Since 2014, the Regional District has regulated vacation rentals through a combination of zoning controls (e.g. vacation rentals are prohibited in almost all zones, with the exception of those found at Apex Mountain resort) and permitting requirements.

In order to operate a vacation rental, outside of the Apex Resort area, a Temporary Use permit (TUP) authorizing the use of a property for short term tourist accommodation must be approved by the Regional District Board.

This permit will typically contain a number of conditions related to:

- maximum occupancy;
- period of operation (e.g. May to September); and
- contact details for a site manager in the event of noise, property maintenance or related issues.

When submitting a TUP application, the property owner must meet several criteria, such as proving the water and sewerage on site has capacity for the use, providing screening or fencing to help block nuisances for neighbours, providing one (1) off-street parking spot per bedroom, and applying for a health and safety inspection to make sure the space meets the building code.

Regional Districts, unlike their neighbouring municipalities, are not authorized under the *Local Government Act* to issue Business Licenses. The TUP is a tool regional districts may use to regulate and manage a use not normally permitted within a zoning designation. Many vacation rentals are operated within Residential zones.

The following survey was to gather information on how residents feel about vacation rentals and what they think about various potential regulatory options. There were two surveys developed, one for any previous or current TUP holder and the other for the general public. The survey has two parts, the second section, Regulatory Options, were the same in both surveys.

Please note: this type of 'open call' survey and feedback gathering is not statistically valid. Instead it is a means to review input from those who chose to participate. It is presumed that those who did participate have a higher level of interest in the topic.

The survey was open from January 3, 2023 to February 15, 2023. The survey was advertised through social media, Press release, the RDOS Regional Connections page, and Voyent Alert!. Paper surveys were made available for pick up and drop off at the Town of Keremeos office, Riverside Centre in Princeton, and the main RDOS office in Penticton. Six paper surveys were submitted, the rest were done online.

Summary of Survey Responses

In total there were 1630 total responses from the general public to Survey #1, with 1575 contributors. This means that there were 53 people or 0.03% who may have submitted the survey more than once. However, it is not known if this means different people using the same computer or just people re-

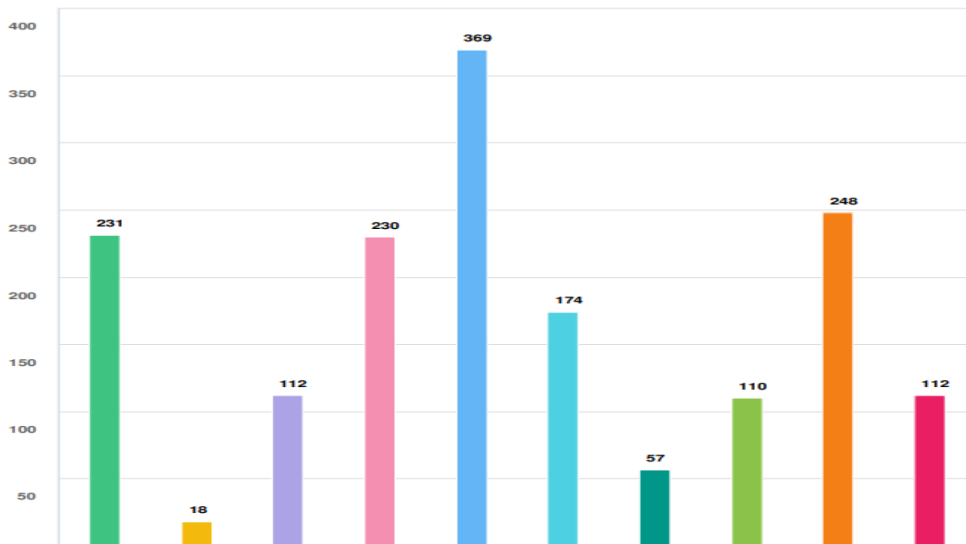
submitting their responses. There were 2495 Unique Visitors to the site, meaning people who looked at the web page who may or may not also filled out the survey. . There were 156 Unique Visitors to Survey #2 and 24 responses from TUP holders.

The following section outlines a summary of input by question from the **GENERAL PUBLIC** survey.

General Public Survey Results Summary

Q1. In which Electoral Area are you a resident or property owner?

The majority of responses were received from Electoral Area “E” with 369, followed by Electoral Area “I”, with 248, Electoral Area “A” with 231, and Electoral Area “D” with 230. There were responses from every Electoral Area.



Question options

- "A" (Rural Osoyoos) ● "B" (Cawston, Lower Similkameen) ● "C" (Rural Oliver, Gallagher Lake)
- "D" (Skaha East, Okanagan Falls) ● "E" (Naramata)
- "F" (Greater West Bench, Okanagan Lake West, Rural Summerland) ● "G" (Rural Keremeos, Hedley, Olalla)
- "H" (Rural Princeton, Tulameen, Coalmont, Eastgate, Missezula Lake) ● "I" (Skaha West, Kaleden, Apex)
- Other (please specify)

The ‘other’ responses included several from the Cottages on Osoyoos Lake, who reside within Osoyoos Indian Band land and not regulated by the RDOS, the City of Penticton, Summerland, Osoyoos, Oliver, and from outside the RDOS such as Ontario, Shuswap, and North Okanagan.

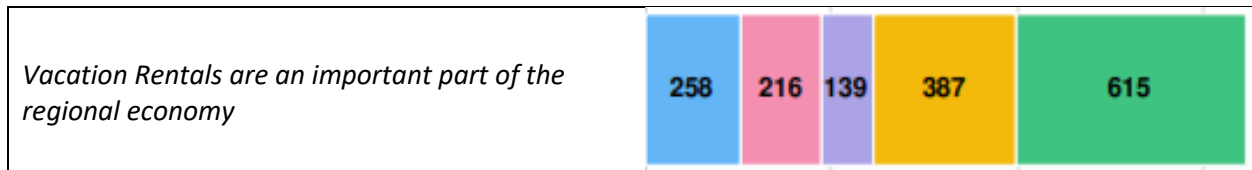
Q2. Asked if the respondent lived in a particular neighbourhood, such as Kaleden, Naramata, or Anarchist Mountain. The responses indicate a variety of neighbourhoods including Naramata, Apex, Kaleden, Heritage Hills, Sun Valley Irrigation District, Eastgate, Okanagan Falls and Hedley amongst the responses.

Q3. Do you have, or have you in the past, a Temporary Use Permit (TUP) to operate a vacation rental? This is to direct any TUP holders to Survey #2 designed to here from them specifically.

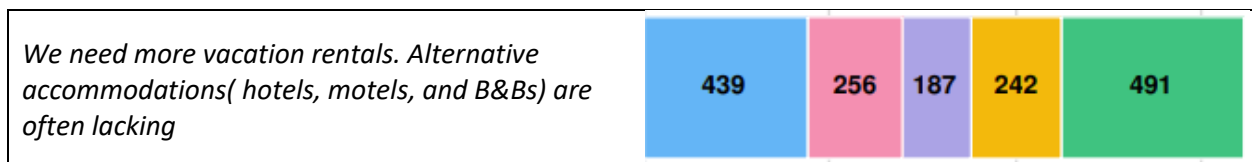
Q4. To help the Regional District understand your perspective on vacation rentals, please indicate your level of agreement with the following statements:

Question options

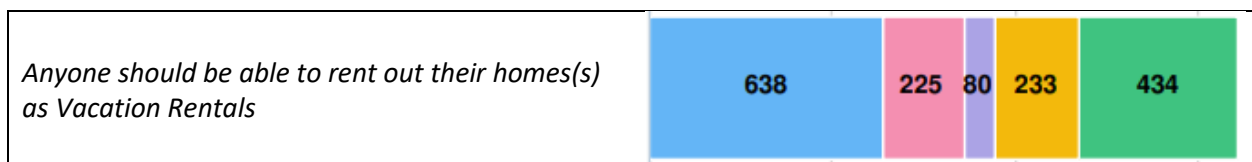
- Definitely disagree
- Somewhat disagree
- Neither agree nor disagree
- Somewhat agree
- Definitely agree



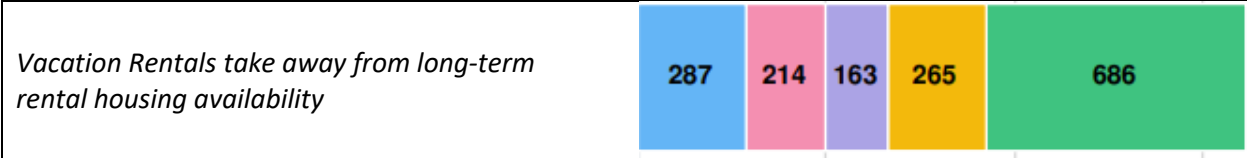
There is fairly strong agreement with this statement with approximately 1000, or 61%, of people either definitely agree or somewhat agree.



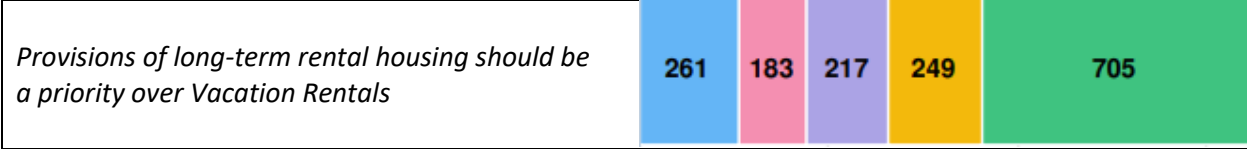
The responses were almost equally in agreement and in disagreement with this statement. Disregarding the 'neither agree nor disagree' responses, there were slightly more 'somewhat agree' and 'definitely agree' responses with 733 compared to the 'definitely disagree' and 'somewhat disagree' responses at 695.



There was a fair disagreement with this statement with 53% disagreeing.



Fairly strong agreement with this statement with approximately 950, or 58% responses agreeing.

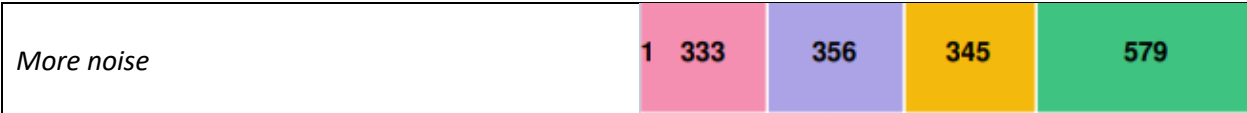


Strong agreement with this statement, with a large number of respondents, 59%, answering 'definite agree'.

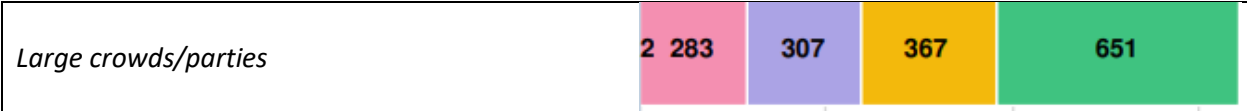
Q5. Please rate your level of concern with the following potential impacts of vacation rentals in your neighbourhood.

Question options

- Don't know
- Not at all concerned
- Not really concerned
- Somewhat concerned
- Very concerned



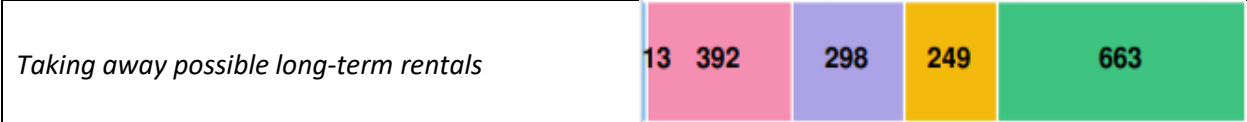
Fairly strong concern indicated for this issue. With approximately 57% indicating concerns.



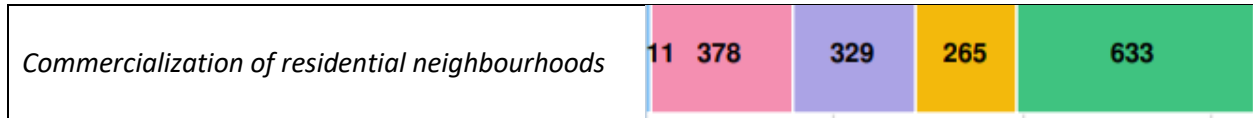
Strong agreement with this statement with over 1000, or 63% of responses indicating either 'very concerned' or 'somewhat concerned'.



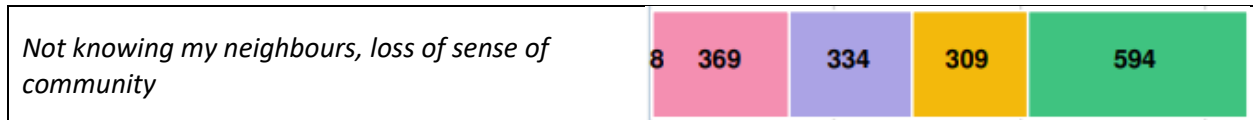
Fairly even distribution of concern and not concerned with this statement, indicating no real consensus.



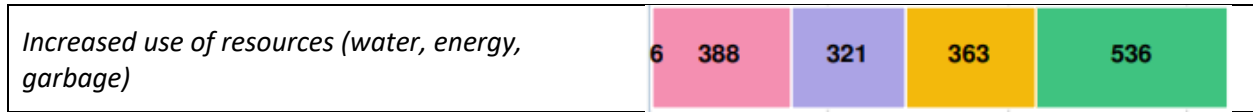
Fairly strong concerns indicated for this issue, with approximately 912 responses, or 56%, expressing concerns.



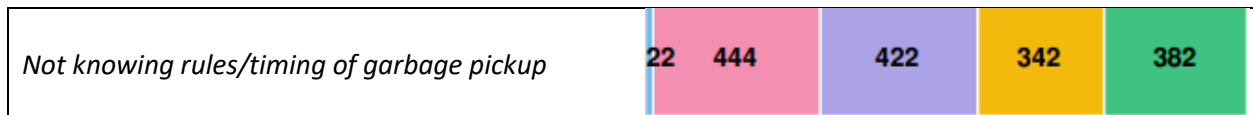
Fairly strong concerns about this issue, although also a number of ‘not really concerned’ responses as well.



Some concerns, approximately 55% indicating either ‘very concerned’ or ‘somewhat concerned’. Also a fairly high number, 334, of responses being neutral or ‘not really concerned’.



Some concerns regarding this issue; however, there were also approximately 44% of responses that were either ‘not at all concerned’ or ‘not really concerned’.

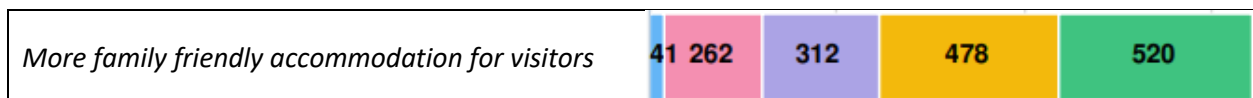


Fairly even distribution of concerns, although there were a larger number of ‘not at all concerned’ and ‘not really concerned’.

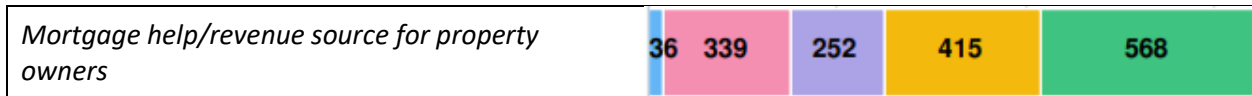
Q6. From your perspective, please rate the importance of the following potential benefits of vacation rentals.

Question options

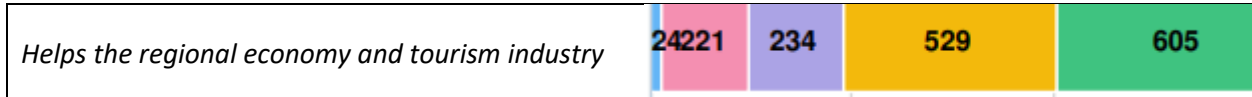
- I don't know
- Not at all important
- Not really important
- Somewhat important
- Very Important



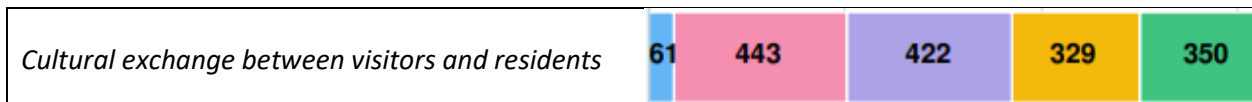
Fairly strong level of importance indicated by the responses, with approximately 1000, or 61%, expressing either ‘somewhat important’ or ‘very important’.



Fairly strong level of importance given to this potential, with 60% of responses indicating either 'somewhat important' or 'very important'.

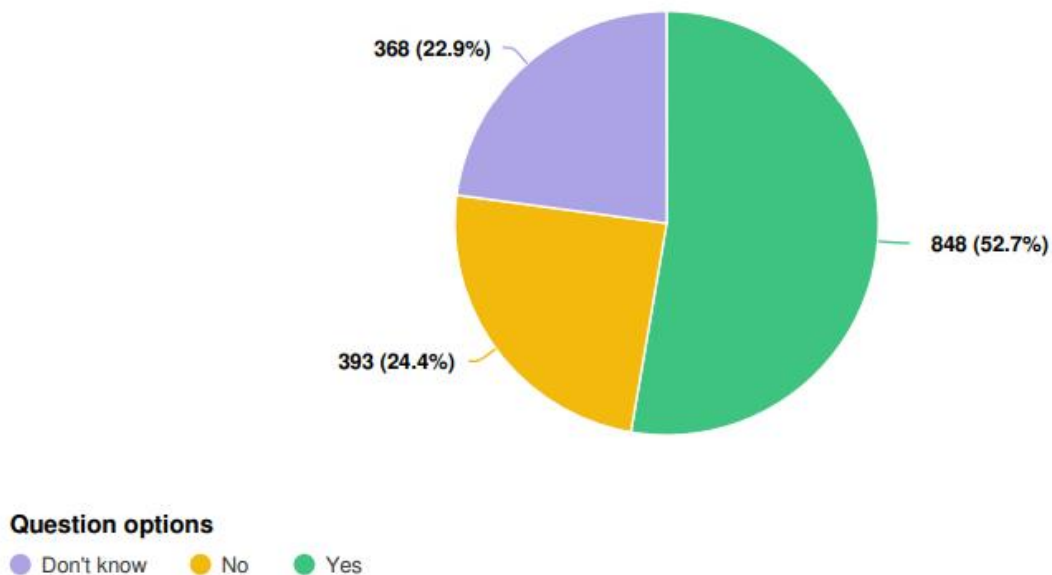


Very strong level of importance given to this statement, with 70% of responses indicating either 'somewhat important' or 'very important'. Of note, there are also a number of 'I don't know' responses for these statements.



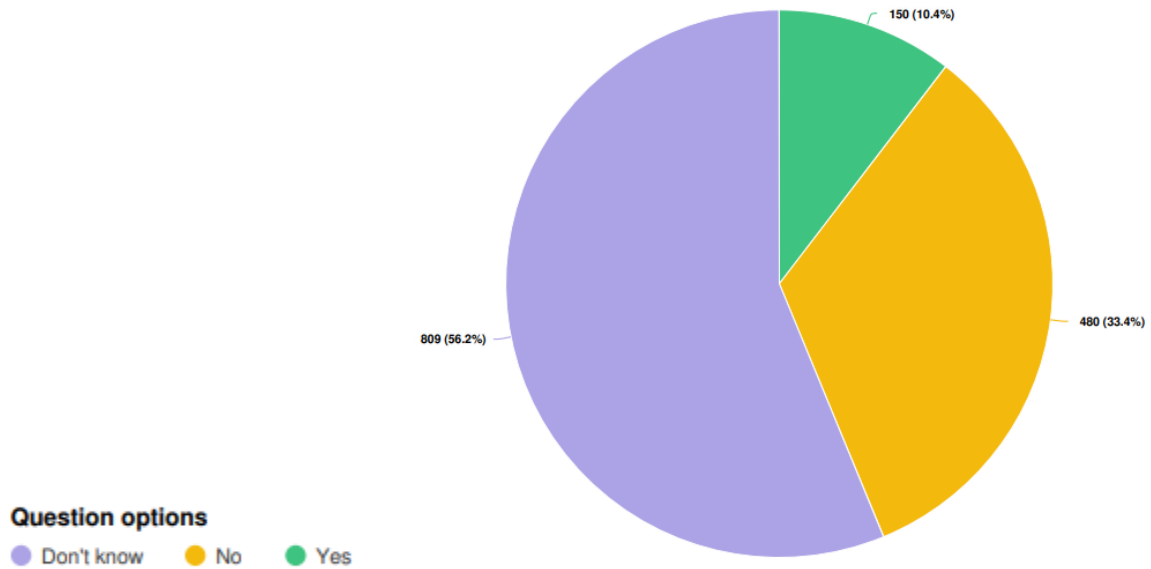
Less importance indicated by the responses to this statement, also indicating a larger number of 'I don't know's.

Q7. Do you live adjacent to, or near (within 100 metres), of a known vacation rental?



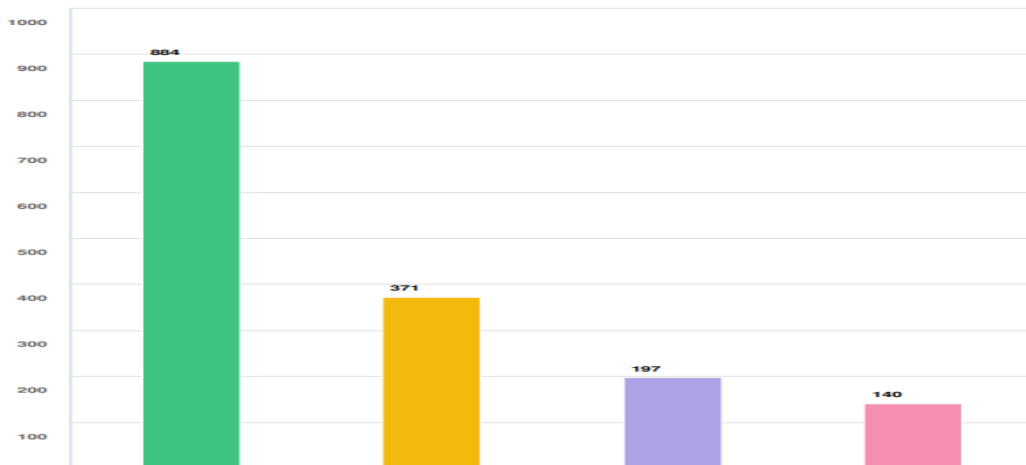
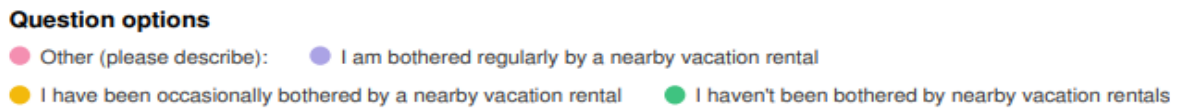
Slightly over half of the respondents indicated that they live near or adjacent to a known vacation rental. Interestingly, almost 23% of respondents did not know if they lived close to a vacation rental or not.

Q8. To your knowledge, does the vacation rental near you have a Temporary Use Permit to operate from the Regional District?



The majority of respondents did not know if the vacation rental near them had a TUP to operate. Only 10% of the respondents answered 'yes' to this question.

Q9. From your own experiences, please indicate your history with nearby vacation rentals.

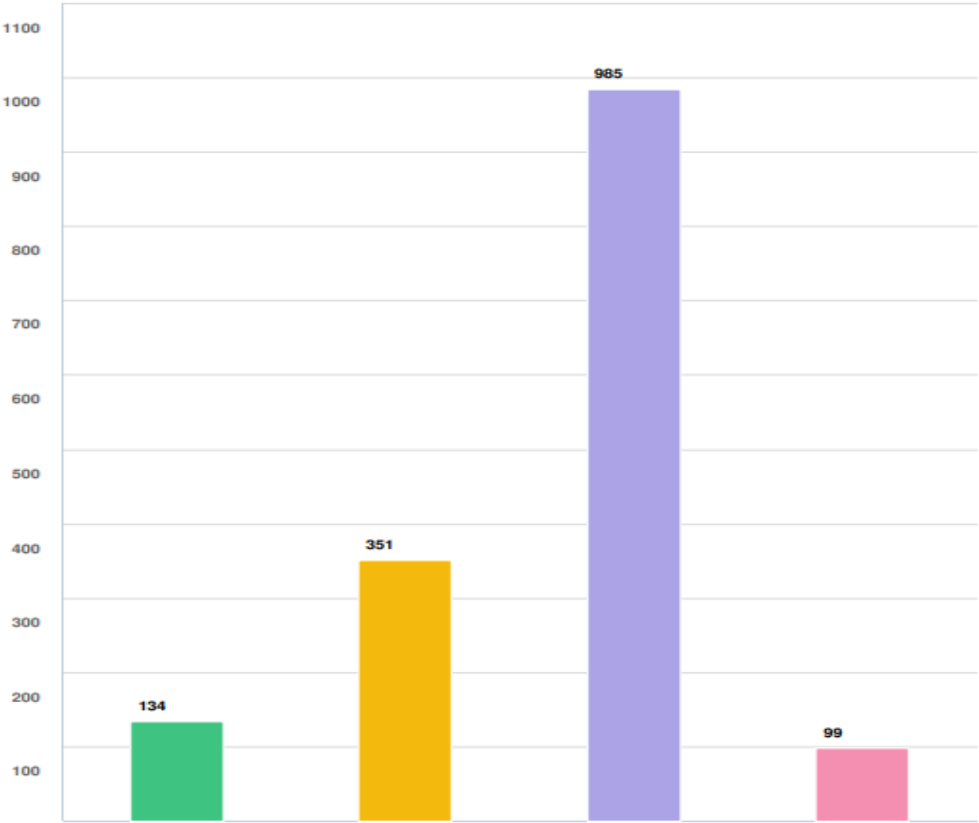


Many respondents, 54%, indicated that they were not bothered regularly by a nearby vacation rental. Of the 140 respondents that indicated 'other', the comments include themes such as vacation rentals stress the local long term rental market', having absolute nightmare due to blaring music 12 hours a day, domestic violence and trespassing, and longer term tenants being kicked out and not being able to find accommodation during summer months.

Q10. If you have had any problems with a nearby Vacation Rental in the past, did having the contact information of the local property manager help to resolve the issues(s)?

Question options

Other (please specify)/comments: Not applicable No Yes

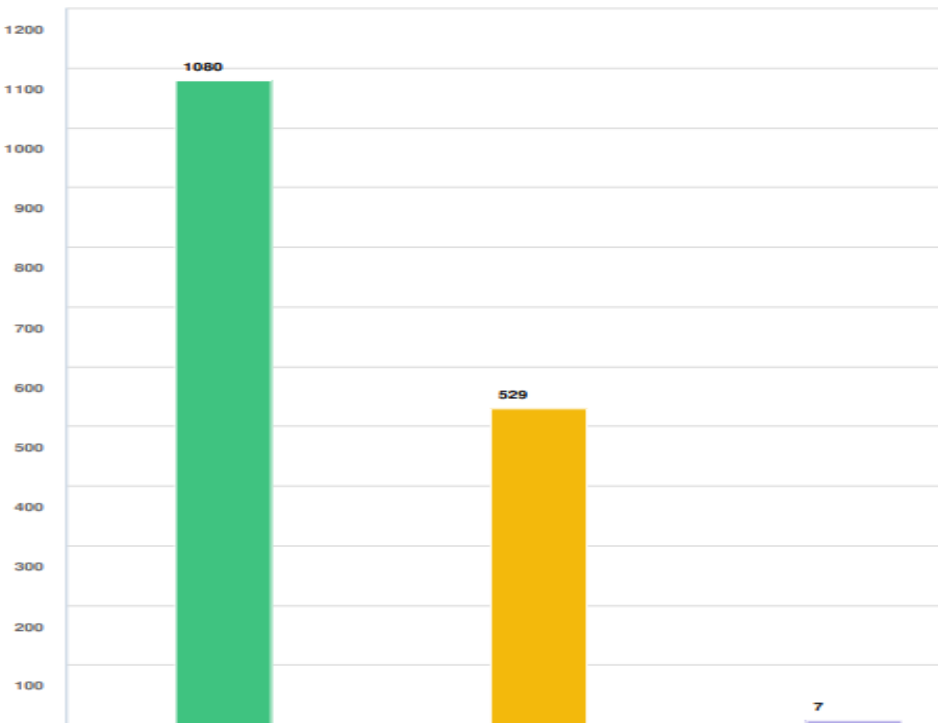


This question did not apply to most of the respondents.

Q11. Have you ever stayed in a vacation rental while traveling?

Question options

● Don't know ● No ● Yes



Almost twice as many people, or approximately 66%, indicated that they have stayed in a vacation rental while traveling.

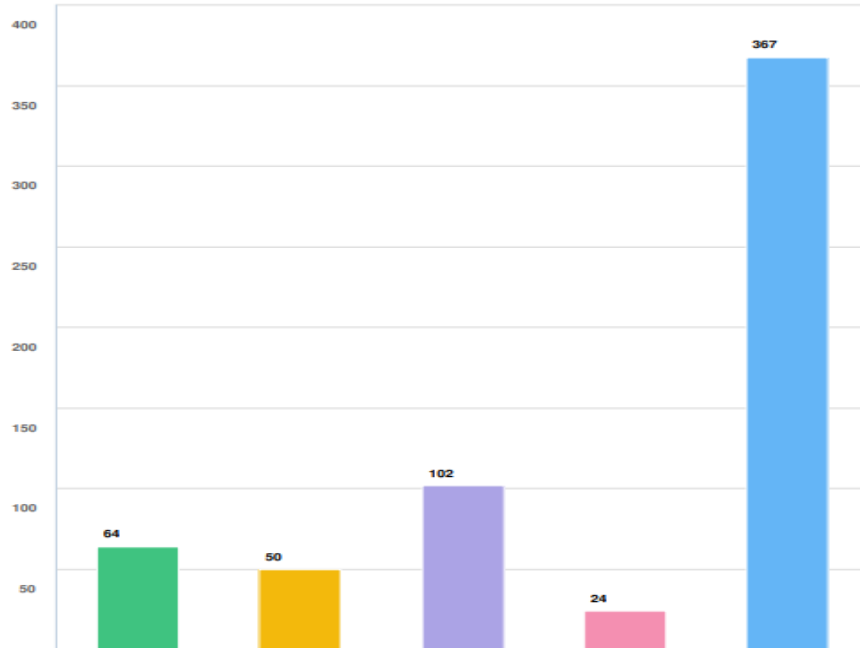
Q12. Why did you choose to stay in a vacation rental instead of a hotel/motel or a bed and breakfast?

The majority of responses indicated that privacy, convenience, cooking facilities, affordability, and that vacation rentals are better equipped to handle families, were the reasons they stayed.

Q13. If you operate a vacation rental and do not hold a Temporary Use Permit, what are the reasons you have not obtained one?

Question options

- Other (please specify)
- I didn't think it would get approved
- I believe I should be allowed to rent without any permit
- It was too expensive
- I didn't know I had to



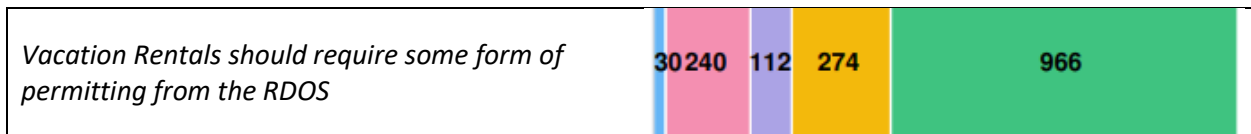
The majority of people did not actually answer this question, presumably as it was not applicable to their circumstances. Some of the comments submitted under 'other' included themes such as the fees and process are unreasonable, too much red tape, and there is not a perceived benefit. The intent of the question was to delve into why owners did not apply for a TUP if operating a vacation rental. The majority of those that responded believed that they should be able to rent with out a permits required.

Regulatory Options

Q14. How strong do you agree with the following statement?

Question options

- Don't know
- Definitely disagree
- Somewhat disagree
- Somewhat agree
- Definitely agree

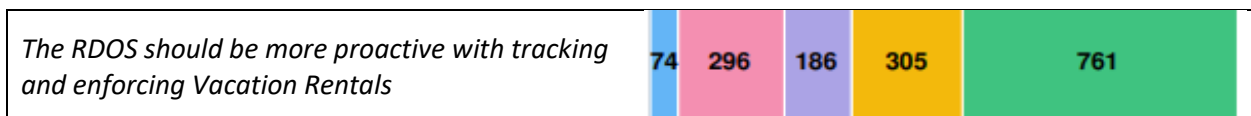


A strong percentage of respondents, approximately 76%, felt that the RDOS needs to provide some form of permitting for operating a vacation rental.

Q15. How strongly do you support the RDOS being proactive in tracking Vacation Rentals? Being proactive would include monitoring social media, following up with letters to owners, enforcement, etc

Question options

- Don't know
- Strongly oppose
- Oppose
- Support
- Strongly support

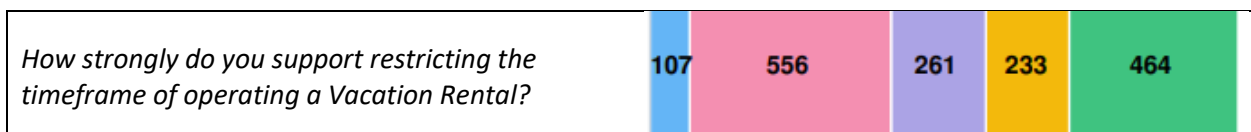


A fairly strong percentage, 65%, of respondents are supportive of the RDOS being more proactive.

Q. 16 Distinguishing between year round short term rentals and occasional seasonal rentals?

Question options

- Don't know
- Not at all supportive
- Not really supportive
- Somewhat supportive
- Very supportive

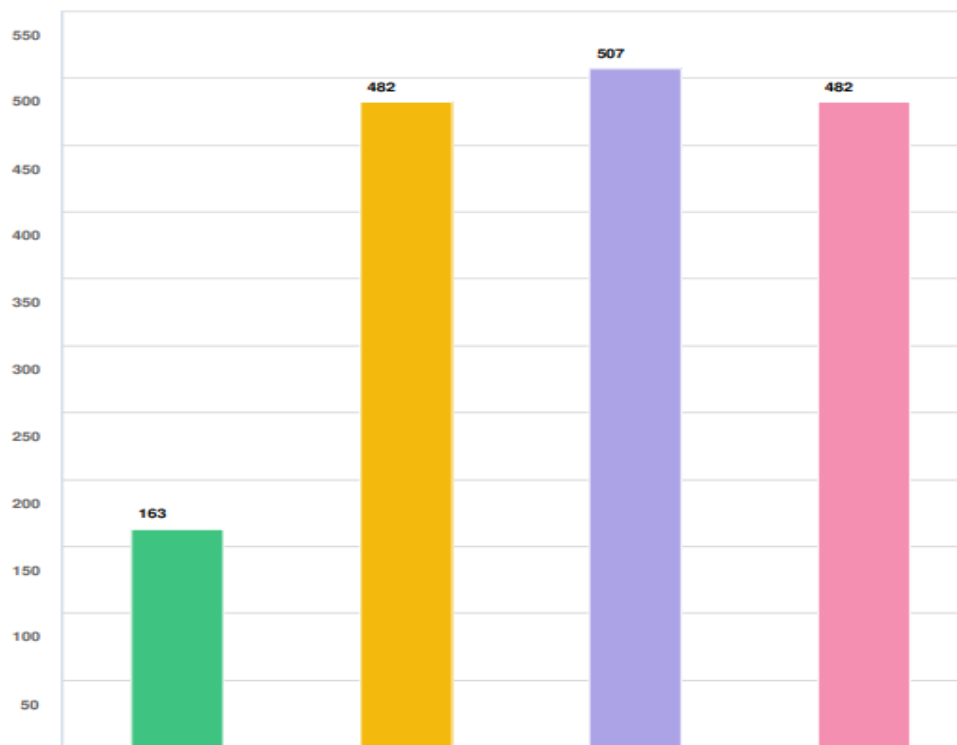


A small majority of respondents were not supportive of restricting the operating timeframe of a vacation rental, with 51% answering either 'not at all supportive' or 'not really supportive'. A number of people did not know how to respond to this question.

Q17. Please indicate which of the following situations would be your preference should the RDOS amend the applicable bylaws regarding vacation rentals.

Question options

- Allow Vacation Rentals in the primary house OR a secondary suite OR accessory/secondary house ONLY
- Allow vacation Rentals in BOTH the primary house and a secondary suite or accessory/secondary house
- Restrict Vacation Rentals to a secondary suite or accessory/secondary house only
- Restrict Vacation Rentals to the primary house only

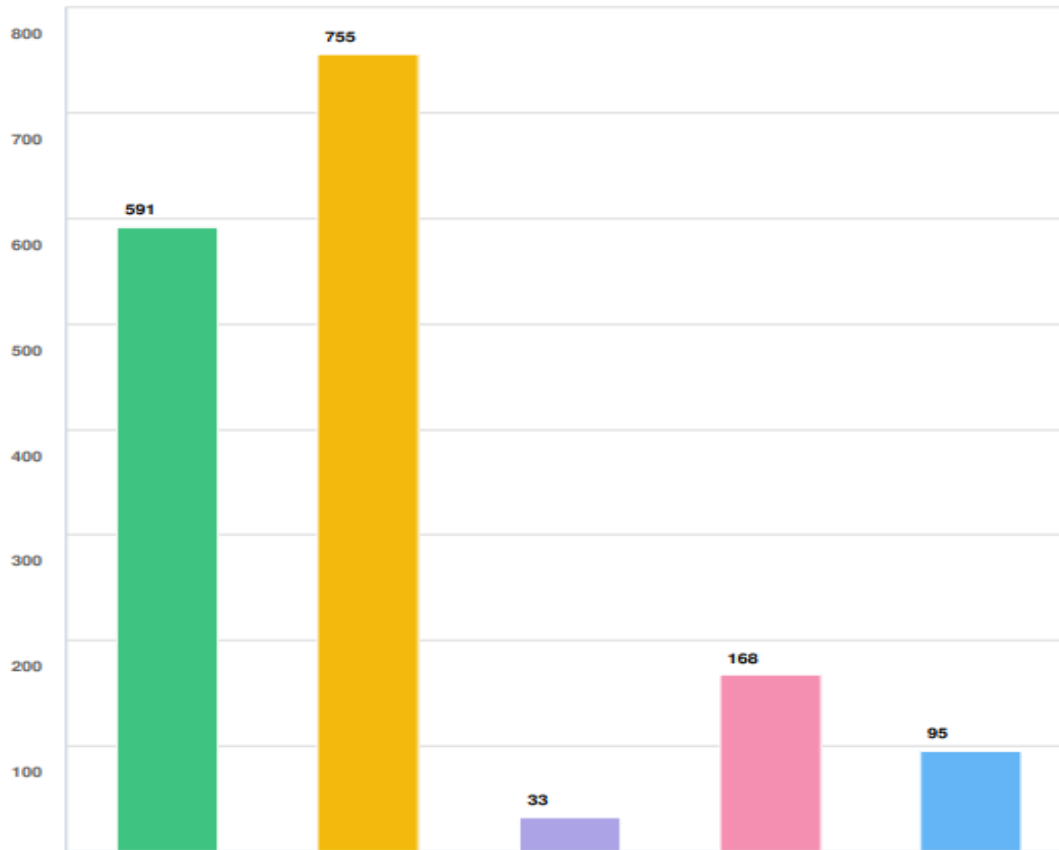


Fairly even support for the three options that do not restrict vacation rentals to a primary residence only.

Q18. Current RDOS bylaws permit up to ten persons, with an aggregate of two persons per bedroom in a Vacation Rental. Please indicate which of the following situations would be your preference should the RDOS amend bylaws applicable to Vacation Rentals.

Question options

- Other (please specify)/comments:
- Remove the maximum cap on people permitted within a Vacation Rental
- Increase the maximum
- Lower the maximum
- Keep the current maximum of 10 people permitted within a Vacation Rental

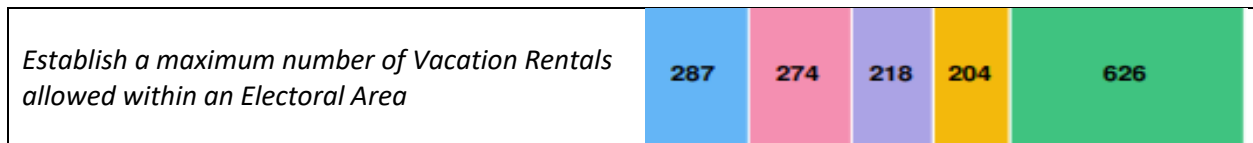


A large majority of respondents, 83%, preferred to either lower the maximum number of people permitted in a Vacation Rental, or to maintain the current 10 person maximum.

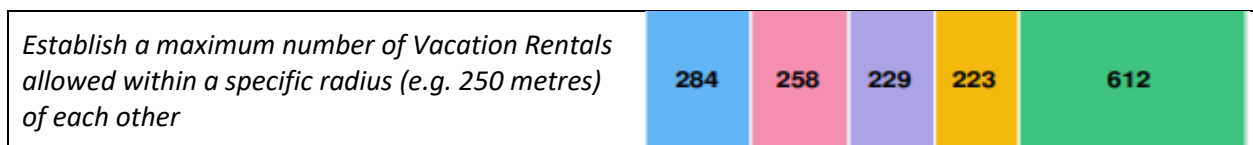
Q19. Below are a few ideas to reduce the possible impact of Vacation Rentals on residential neighbourhoods. Please indicate your level of support for the following:

Question options

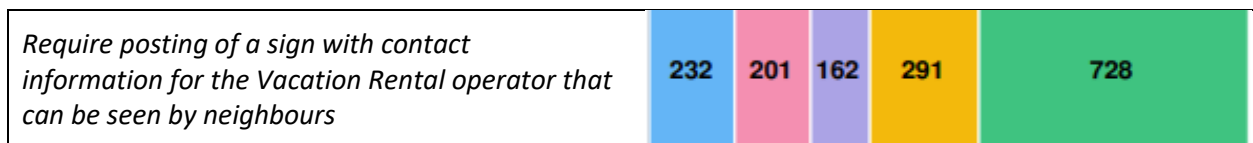
- Strongly oppose
- Oppose
- Neutral
- Support
- Strongly support



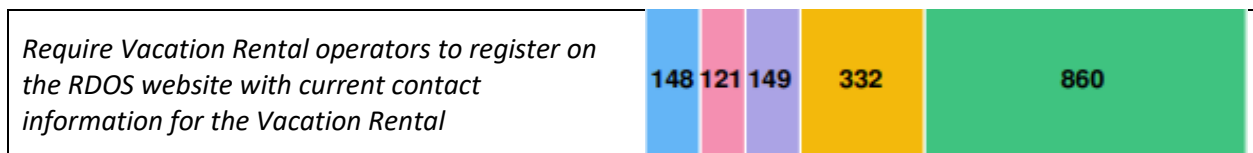
There seems to be a split for those who support this options, with 51% either support or strongly support this option; however, balanced by those who responded either opposing this option or being neutral.



Similar to above, there is some support for this options, with 51% supporting or strongly supporting it but also balanced by respondents with opposing, strongly opposing or neutral.



A majority, 62%, of respondents supported this option.

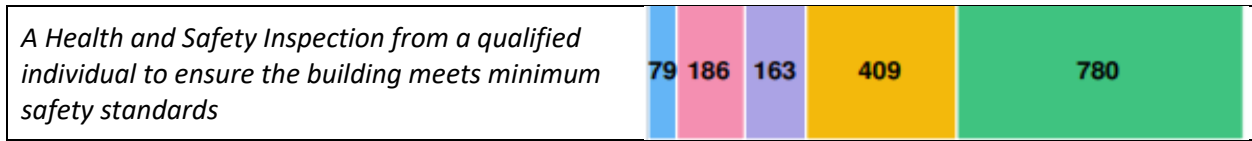


There is strong support, 73%, of supporting and strongly supporting this option, with only a smaller percentage of respondents opposing it.

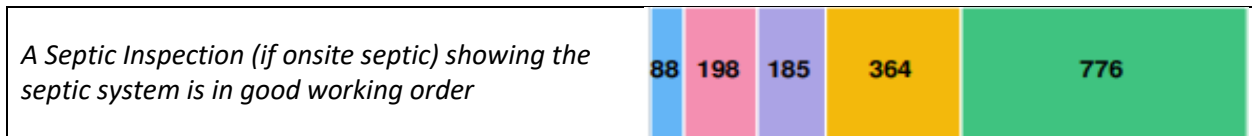
Q20. Currently RDOS staff require a number of items to be provided for review prior to Board consideration whether or not to approve a Vacation Rental TUP. Please indicate your level of support for the following current requirements.

Question options

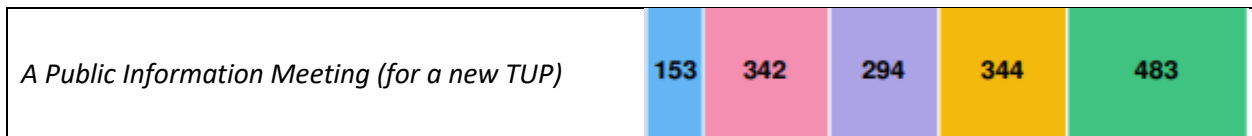
- Don't know
- Strongly oppose
- Oppose
- Support
- Strongly support



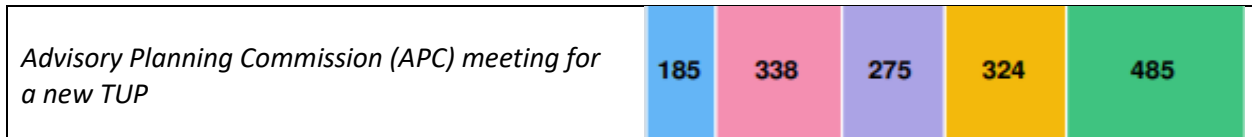
Strong support at 73% of respondents either supporting or strongly supporting this requirement.



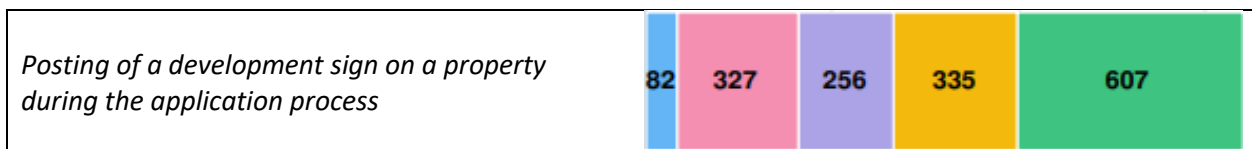
Strong support, with 70%, indicating strongly support and support for this requirement.



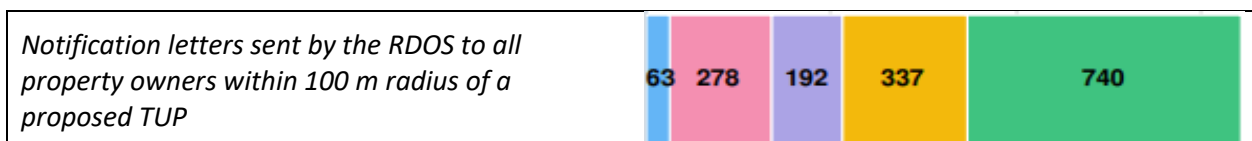
Responses show a somewhat general support with 51% either supporting or strongly supporting this requirement, there is also higher percentage of respondents who are neutral.



Similar to above, the responses indicate a mixed response to this requirement. The responses also show a number of 'I don't know' (185).

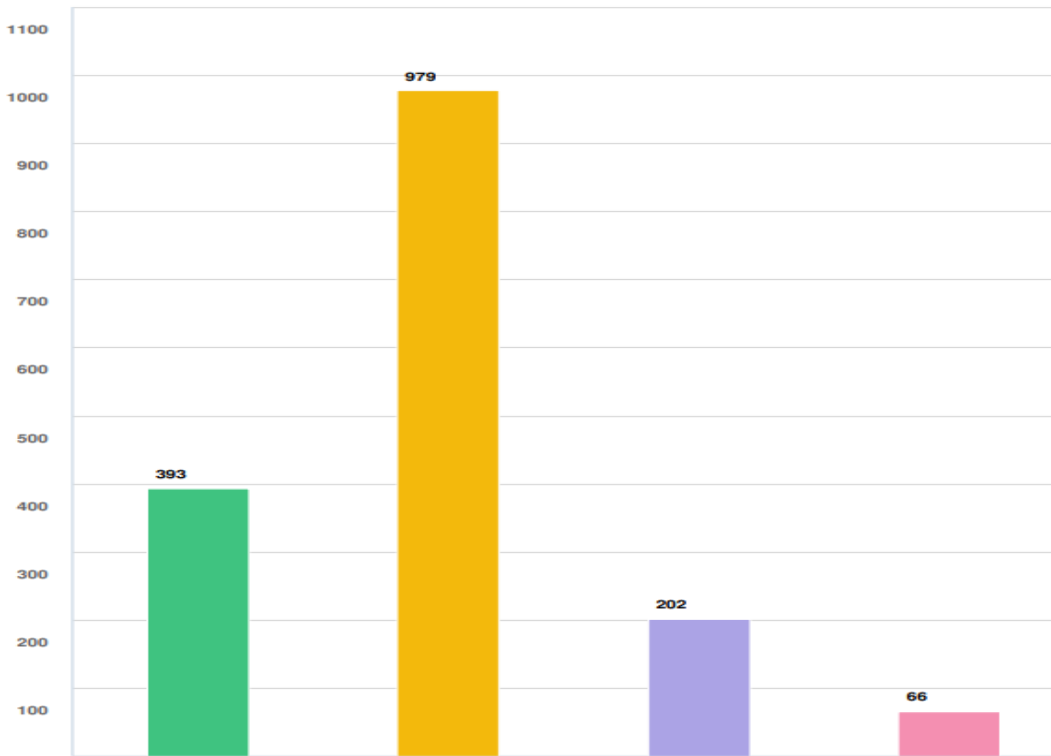


There was some support, 58%, of respondents who were either supportive or strongly supportive of this requirement.



45% of the respondents indicated they were strongly supportive of this requirement. 66% of the responses indicate either support or strong support.

Q21. Currently, a Vacation Rental must occur within a serviced dwelling unit. Should a Vacation Rental be allowed to occur elsewhere, such as a garage, workshop/studio, recreational vehicle or an un-serviced cabin?



Question options

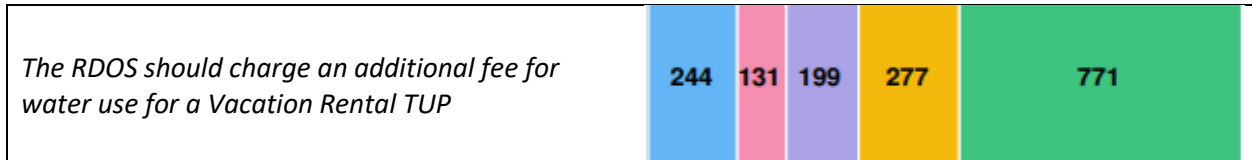
● Other (please specify) ● Don't know ● No ● Yes

The responses show fairly strong opposition to allowing un-serviced buildings to become Vacation Rentals.

Q22. It has been noted that water usage tends to increase with a Vacation Rental. If a Vacation Rental is within a RDOS a Community Water service area, how strongly do you support the idea of an additional water charge?

Question options

- Definitely not support
- Not really support
- Neither support or not support
- Somewhat support
- Definitely support



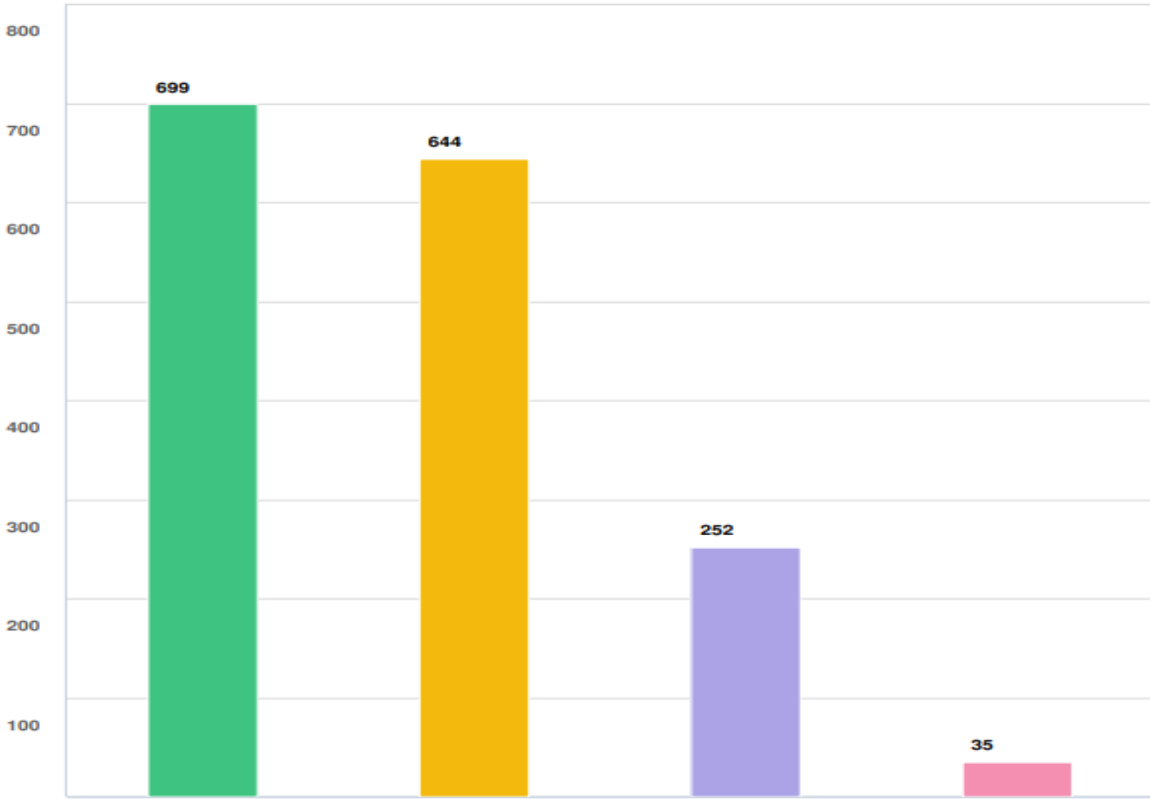
The responses show a fairly strong support for this option, with 64% either support or somewhat support.

Q23. Some municipalities require a primary resident to reside on the property being rented as part of a short-term rental. A primary resident can be the owner or long term tenant. The primary residence is a dwelling that a person resides in most of the year and declares for tax purposes as their principal home.

There is currently no requirement for a caretaker, a resident operator, or the primary resident to live on the property being used as a Vacation Rental. Please indicate which of the following situations would be your preference should the RDOS amend the applicable bylaws regarding Vacation Rentals.

Question options

- Other (please specify)/comments:
- Do not require a permanent resident or caretaker to live on the property and do not require the posting of 24/7 contact information for a property manager
- Do not require a permanent resident or caretaker to live on the property, but require the posting of a 24 hour/ 7day a week contact information for a property manager
- Require a permanent resident such as the property owner, a long term tenant (as operator) or a caretaker to live on the property



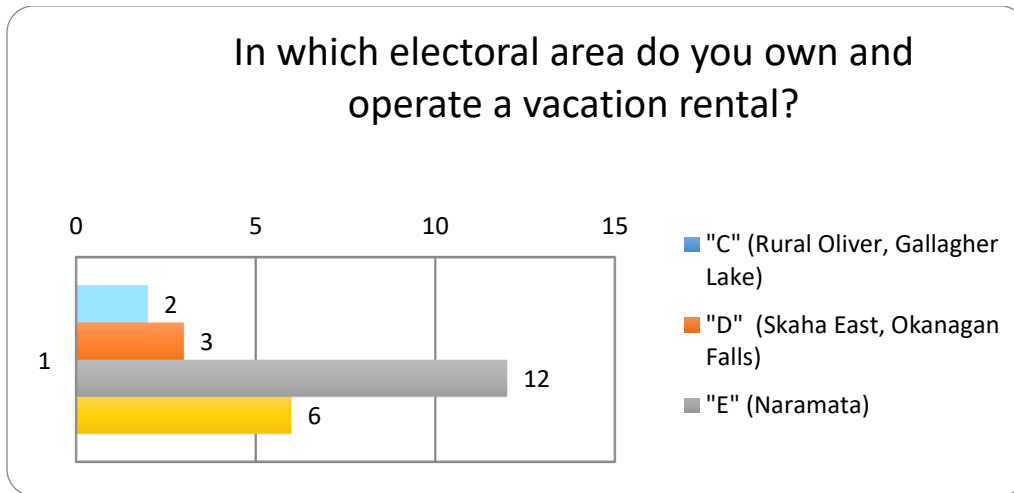
The responses indicate a fairly split desire for either a permanent resident or caretaker to reside on the property (699 or 43%) and the desire to require a posting of a 24 hour/ 7 day a week contact information for a property manager (644 or 40%). Little support for having neither sign nor caretaker.

TUP Holders Vacation Rental Survey Result Summary

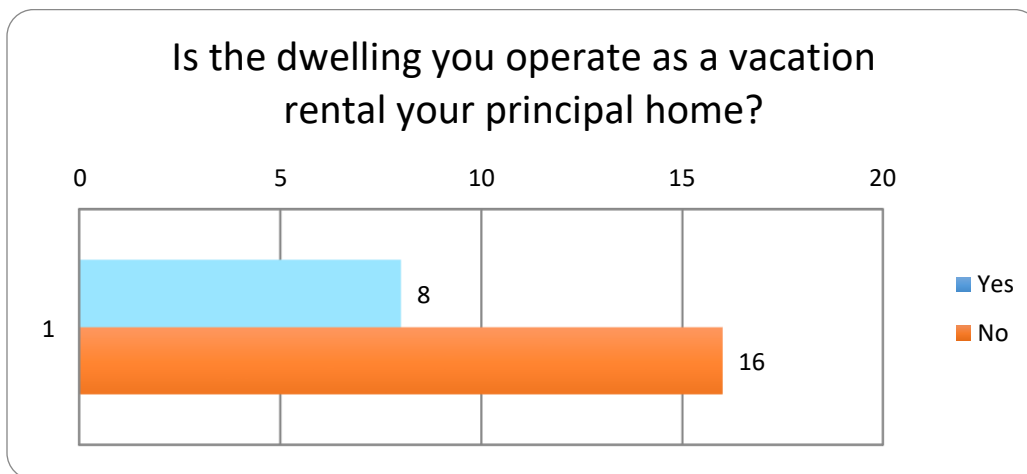
A second survey was designed to gather input from residents who have obtained a TUP for a Vacation rental. There were two parts to the survey, the first set of questions specifically targeting feedback on the process of obtaining a TUP. The second set of questions, the regulatory options, were the same as in the general public survey.

There was a low response rate for the TUP holder survey, with only 24 responses.

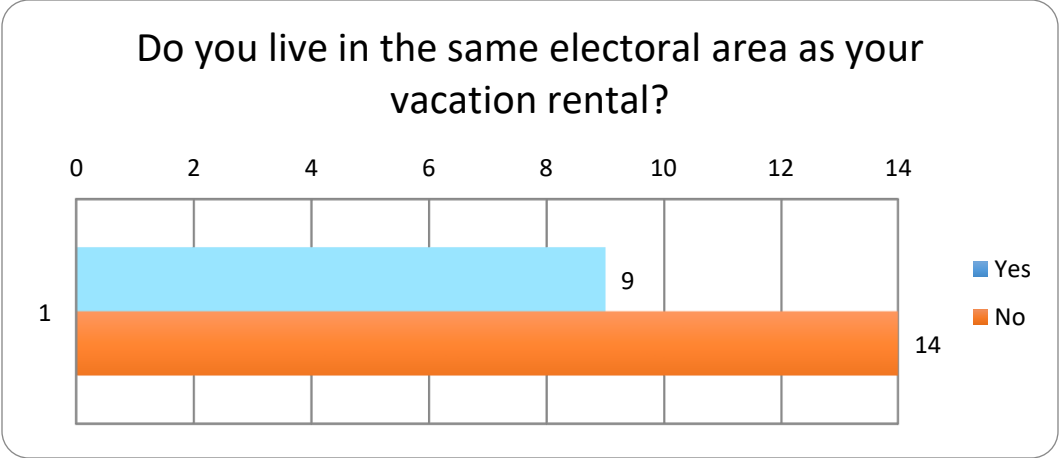
Q1.



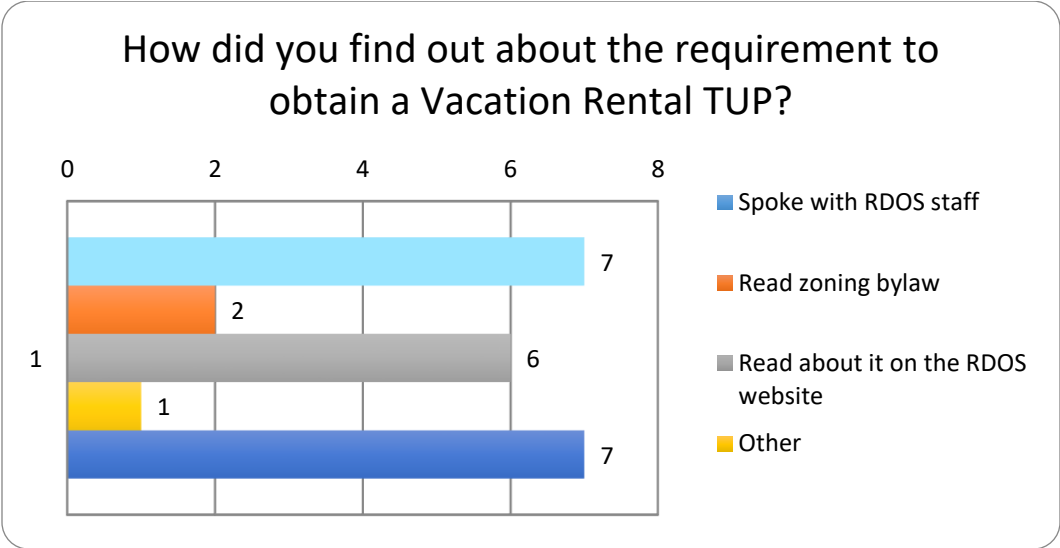
Q2.



Q3.



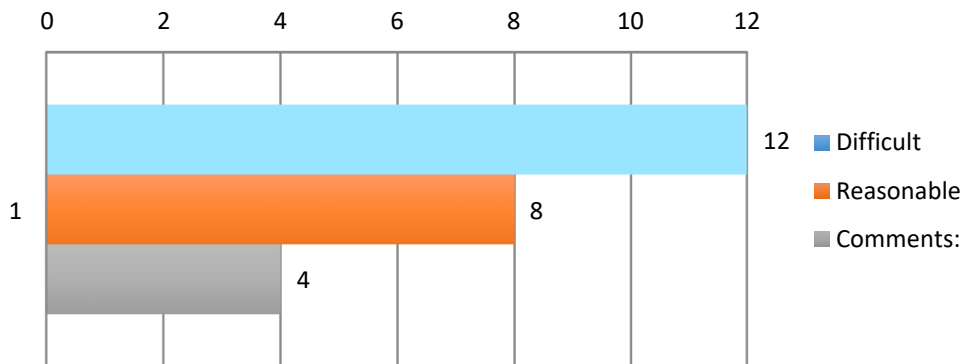
Q4.



'Other' responses included being told by property manager, by a vacation rental specialist, 'googling', and by RDOS enforcement.

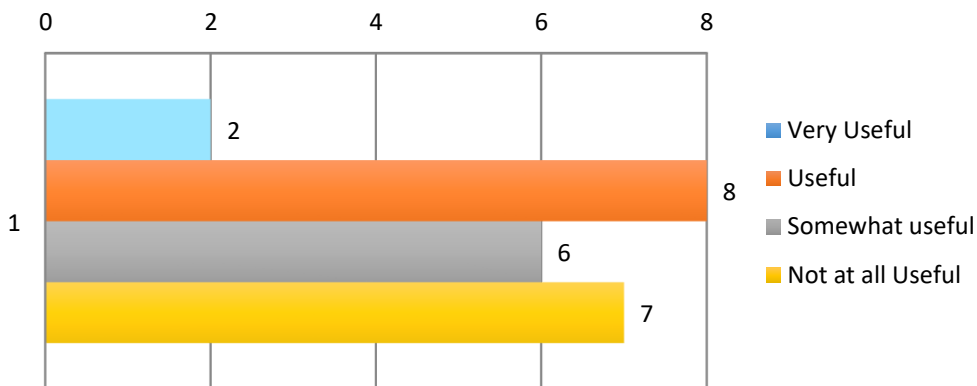
Q5.

How would you describe the overall process of obtaining a TUP?

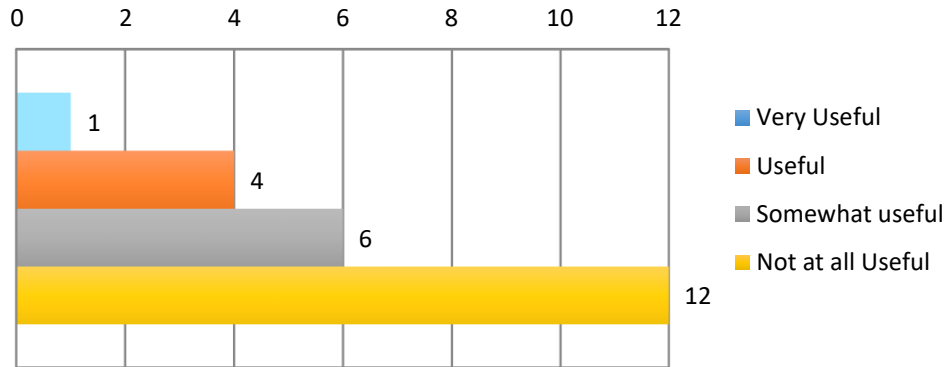


Q6. How useful did you find the following requirements for obtaining a TUP?

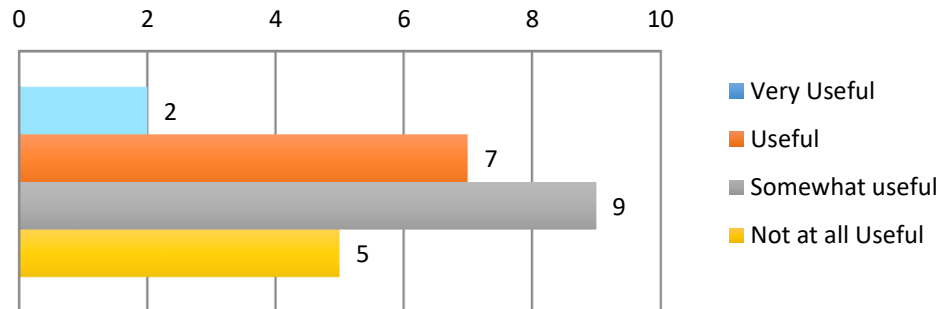
Health and Safety check by Building Official



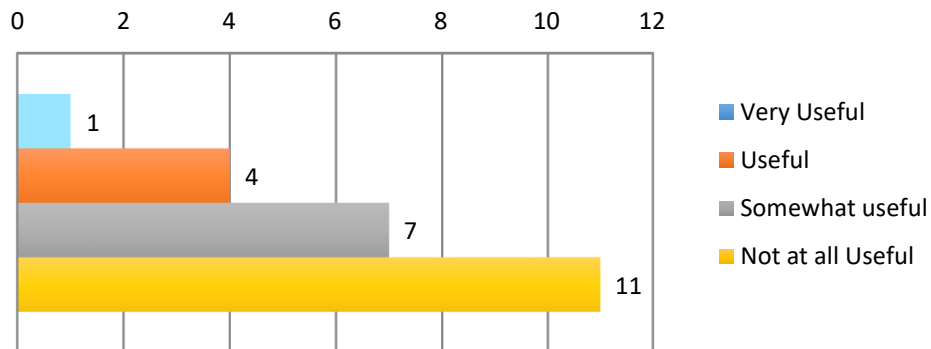
Signage to inform the public



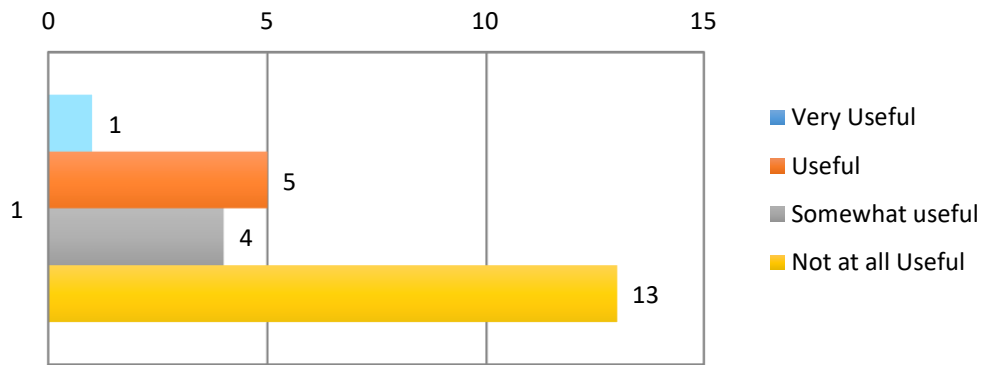
Information related to cabability of sewage disposal, sufficient off-street parking, and screening from neighbours



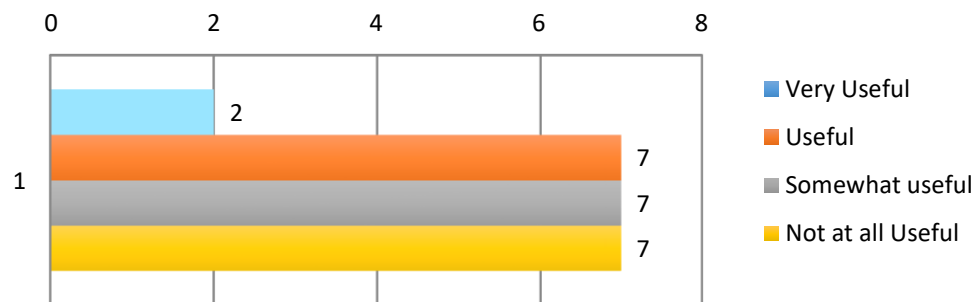
A public information meeting



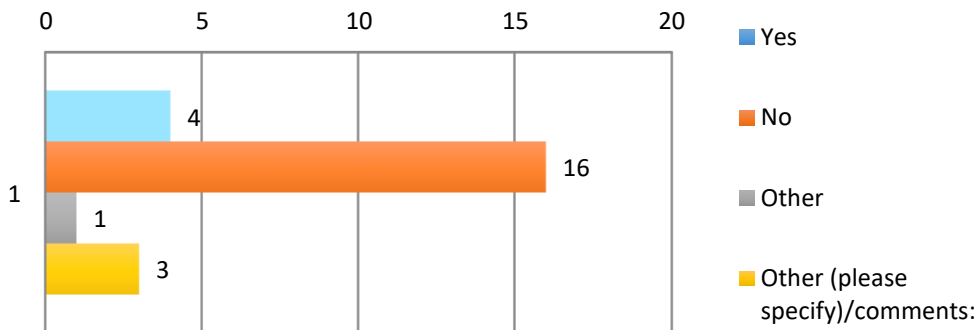
An Advisory Planning Commission meeting



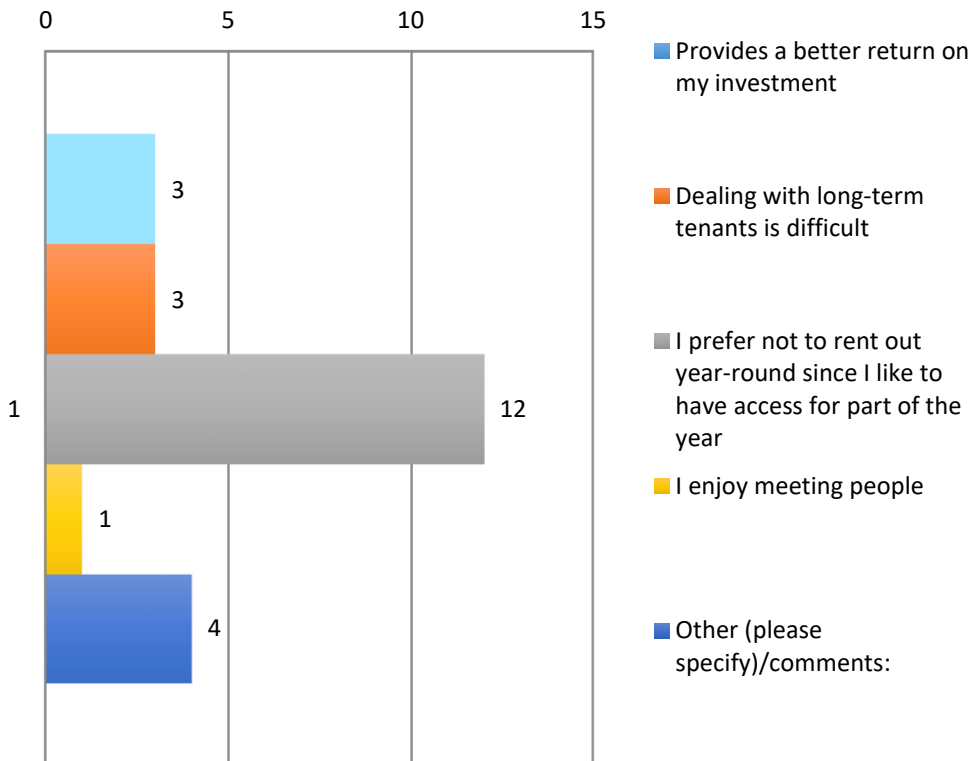
Letters sent (by the RDOS) to all residents within a 100 m radius of the proposed Vacation Rental



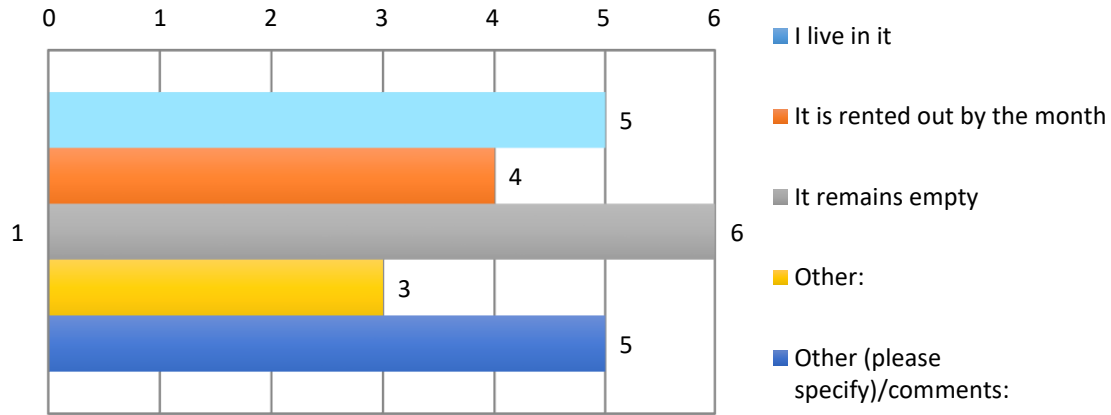
Did you purchase the dwelling specifically to rent out as a vacation rental?



As a vacation rental operator, please identify your reasons for renting to short term instead of long term tenants

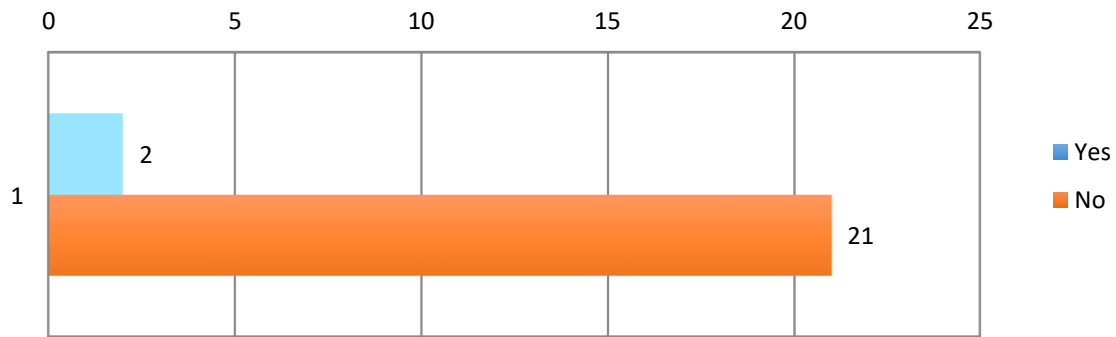


A Temporary Use Permit only allows vacation rentals between May 1 and October 31. How is your dwelling used during the rest of the year?

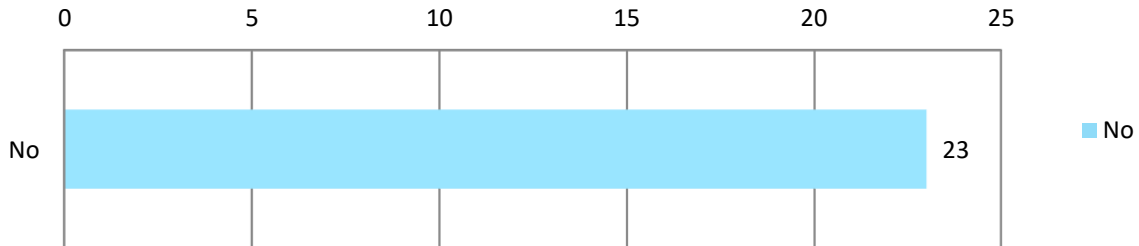


Some of the 'other' comments included that the owners rent by month if they can, if not it sits empty, or they live during summer months and frequent it monthly.

Have you or your property manager ever received vacation rental related complaints for neighbours?



Has your vacation rental property ever been visited by an RDOS Bylaw Enforcement Officer regarding a neighbourhood complaint?

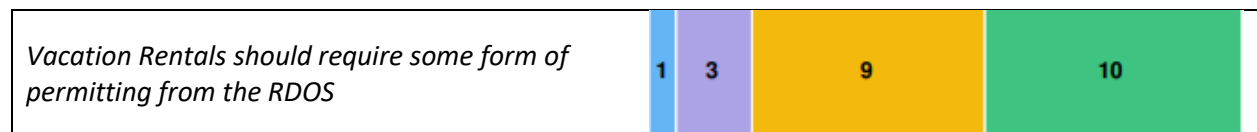


Regulatory Options

Q14. How strong do you agree with the following statement?

Question options

- Don't know
- Definitely disagree
- Somewhat disagree
- Somewhat agree
- Definitely agree

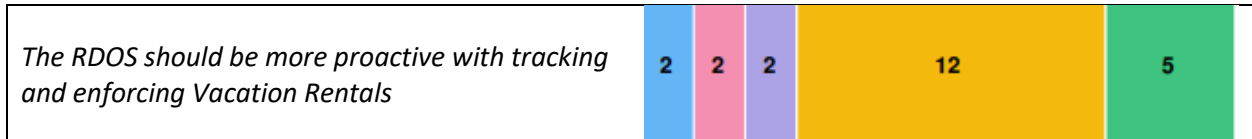


A strong percentage of respondents, approximately 79%, felt that the RDOS needs to provide some form of permitting for operating a vacation rental.

Q15. How strongly do you support the RDOS being proactive in tracking Vacation Rentals? Being proactive would include monitoring social media, following up with letters to owners, enforcement, etc

Question options

- Don't know
- Strongly oppose
- Oppose
- Support
- Strongly support

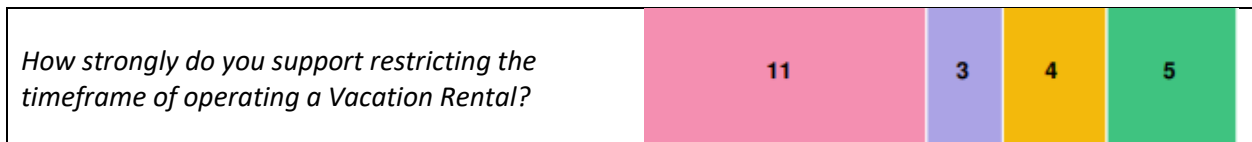


A fairly strong percentage, 71%, of respondents are supportive of the RDOS being more proactive.

Q16. Distinguishing between year round short term rentals and occasional seasonal rentals.

Question options

- Don't know
- Not at all supportive
- Not really supportive
- Somewhat supportive
- Very supportive

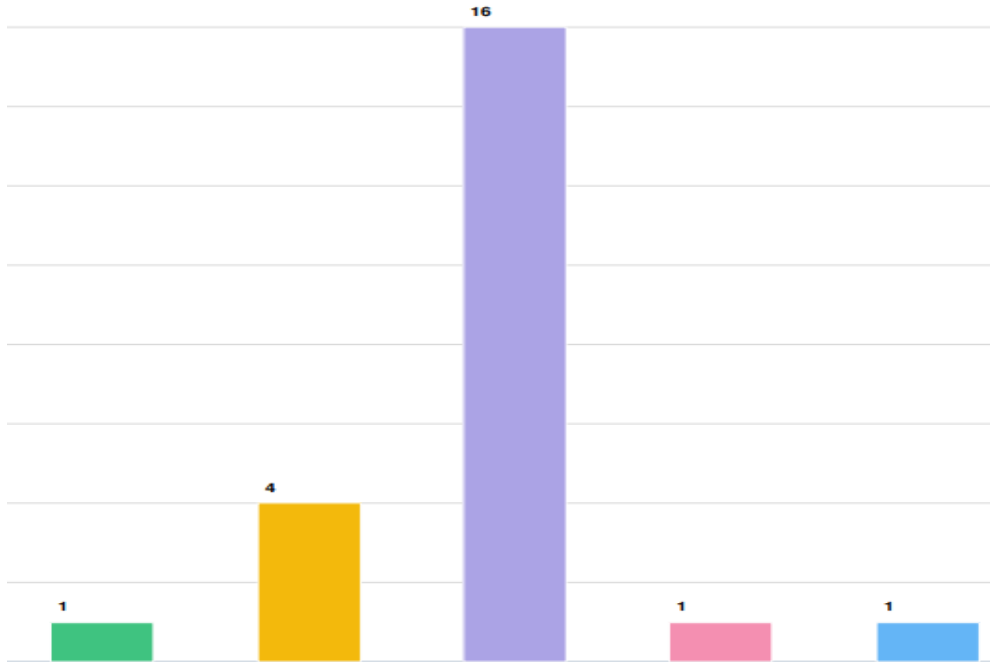


A fairly strong number, 58% are not supportive of restricting the timeframe of a vacation rental.

Q17. Please indicate which of the following situations would be your preference should the RDOS amend the applicable bylaws regarding vacation rentals.

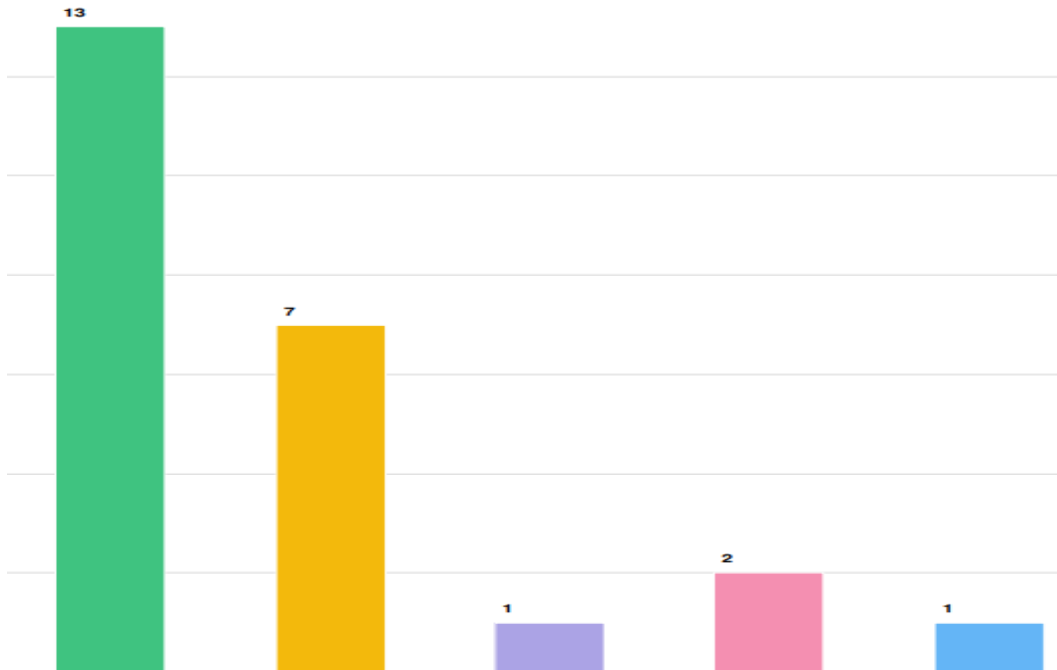
Question options

- Allow Vacation Rentals in the primary house OR a secondary suite OR accessory/secondary house ONLY
- Allow vacation Rentals in BOTH the primary house and a secondary suite or accessory/secondary house
- Restrict Vacation Rentals to a secondary suite or accessory/secondary house only
- Restrict Vacation Rentals to the primary house only



A strong response to allow vacation rentals in both the primary residence and in an accessory dwelling.

Q18. Current RDOS bylaws permit up to ten persons, with an aggregate of two persons per bedroom in a Vacation Rental. Please indicate which of the following situations would be your preference should the RDOS amend bylaws applicable to Vacation Rentals.



A large majority of respondents, 83%, preferred to either lower the maximum number of people permitted in a Vacation Rental, or to maintain the current 10 person maximum.

Question options

- Other (please specify)/comments:
- Remove the maximum cap on people permitted within a Vacation Rental
- Increase the maximum
- Lower the maximum
- Keep the current maximum of 10 people permitted within a Vacation Rental

Q19. Below are a few ideas to reduce the possible impact of Vacation Rentals on residential neighbourhoods. Please indicate your level of support for the following:

Question options

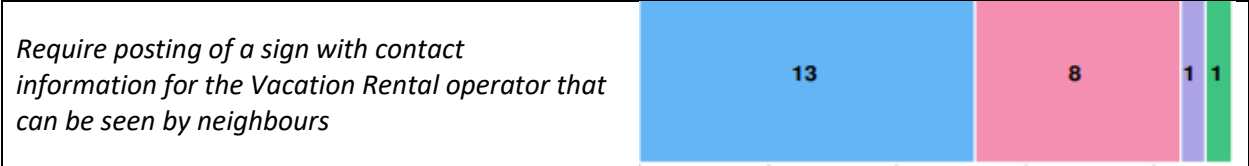
- Strongly oppose
- Oppose
- Neutral
- Support
- Strongly support



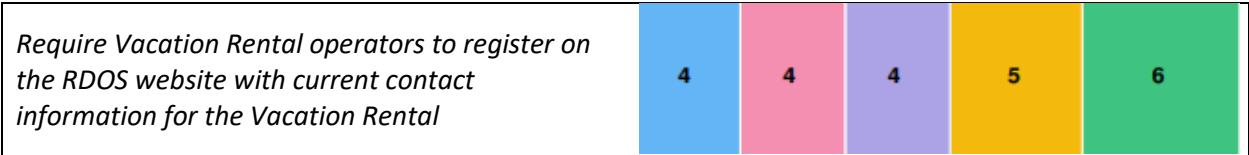
There is not a strong support to this option.



Similar to above, with stronger opposition.



Very strong opposition to posting of a development sign. .

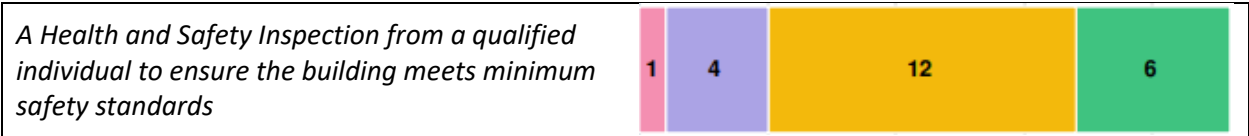


There is mixed feelings regarding this options with opinions spread widely; however, there is some stronger support to for registering on the RDOS website.

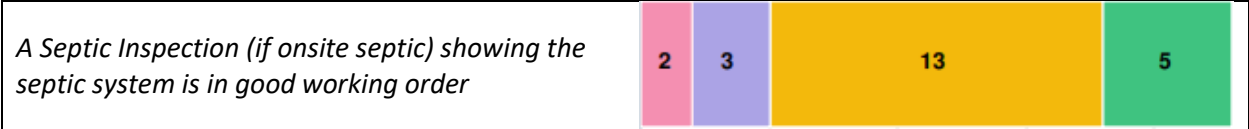
Q20. Currently RDOS staff require a number of items to be provided for review prior to Board consideration whether or not to approve a Vacation Rental TUP. Please indicate your level of support for the following current requirements.

Question options

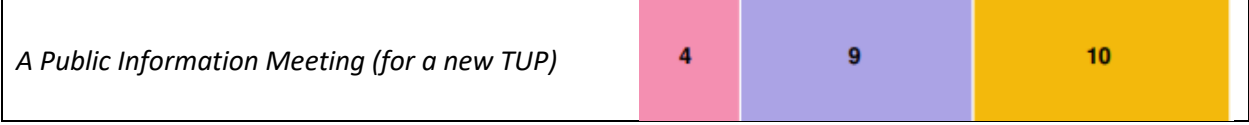
- Don't know
- Strongly oppose
- Oppose
- Support
- Strongly support



Strong support at 75% of respondents either supporting or strongly supporting this requirement.



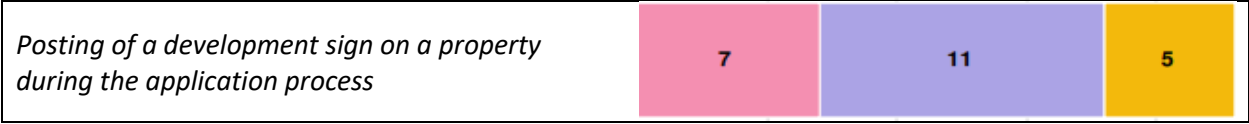
Strong support, with 75%, indicating strongly support and support for this requirement.



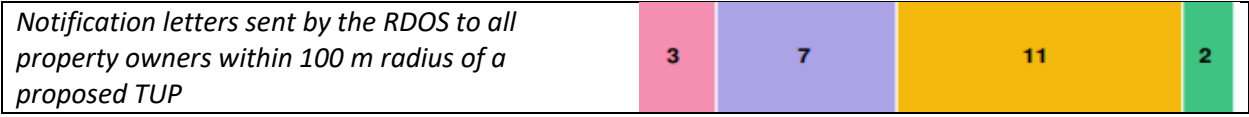
Responses show fairly opposition for the need to have a Public Information Meeting.



Similar to above, the responses indicate a mixed response to this requirement, with some support but more opposition overall to this requirement.

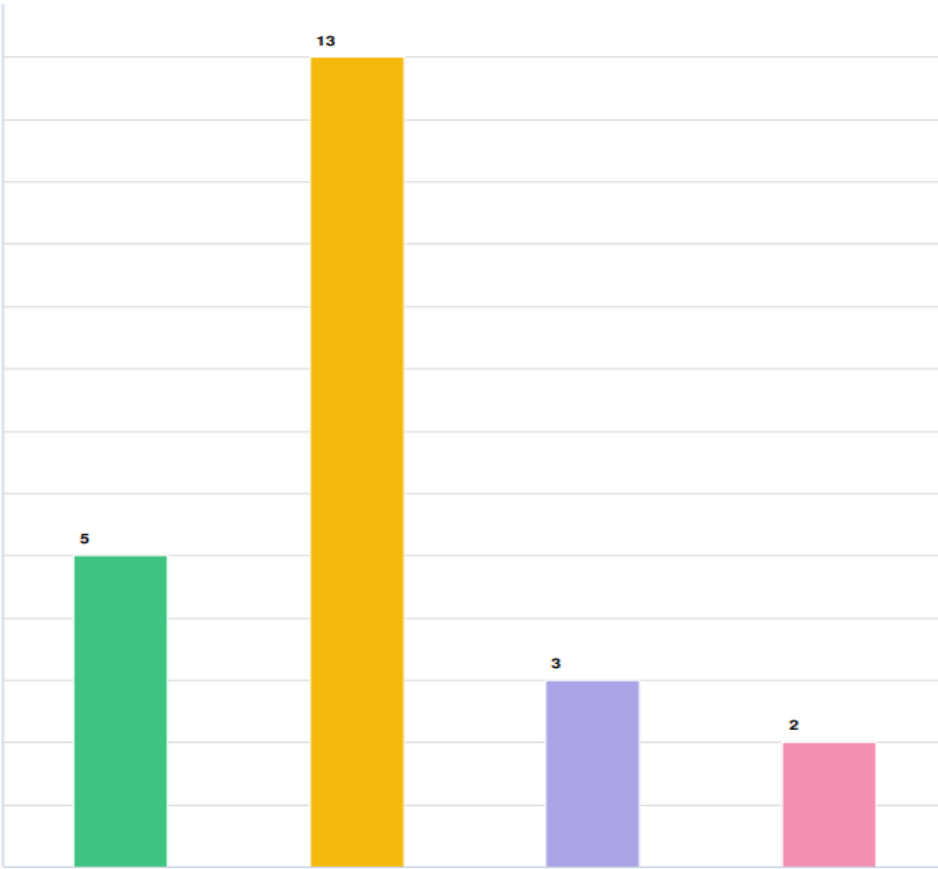


There was strong opposition to this requirement with 75% people opposing this requirement



Slightly stronger support for this requirement.

Q21. Currently, a Vacation Rental must occur within a serviced dwelling unit. Should a Vacation Rental be allowed to occur elsewhere, such as a garage, workshop/studio, recreational vehicle or an un-serviced cabin?



Question options

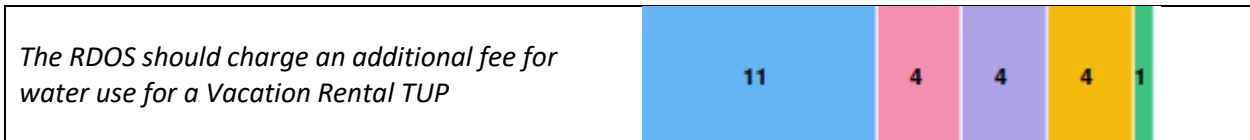
- Other (please specify)
- Don't know
- No
- Yes

The responses show strong opposition to allowing un-serviced buildings to become Vacation Rentals.

Q22. It has been noted that water usage tends to increase with a Vacation Rental. If a Vacation Rental is within a RDOS a Community Water service area, how strongly do you support the idea of an additional water charge?

Question options

- Definitely not support
- Not really support
- Neither support or not support
- Somewhat support
- Definitely support



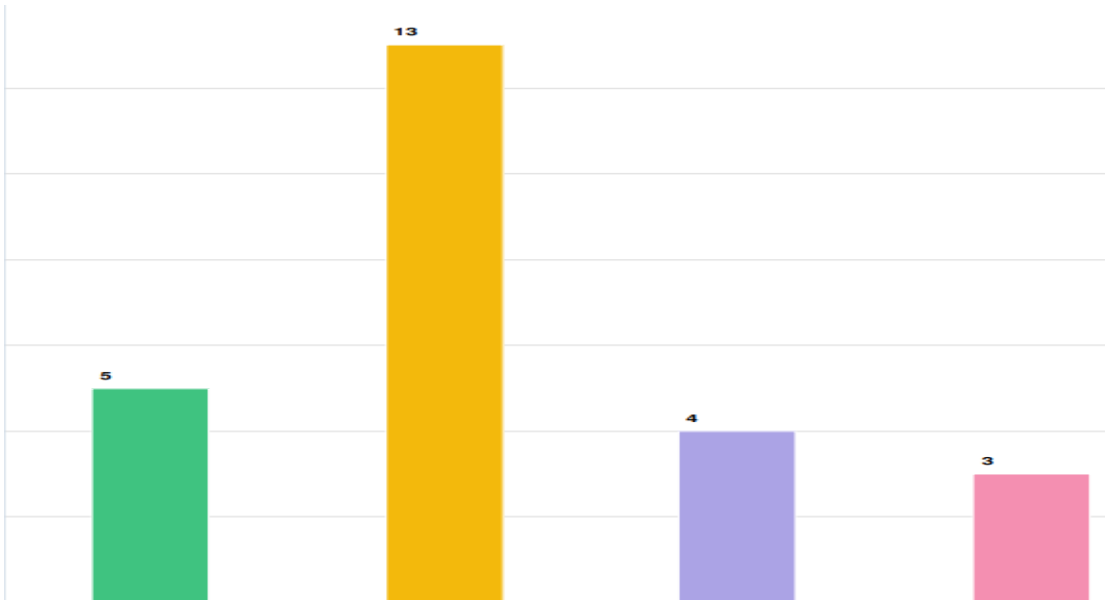
The responses show a fairly strong opposition, with 62% not supporting this option.

Q23. Some municipalities require a primary resident to reside on the property being rented as part of a short-term rental. A primary resident can be the owner or long term tenant. The primary residence is a dwelling that a person resides in most of the year and declares for tax purposes as their principal home.

There is currently no requirement for a caretaker, a resident operator, or the primary resident to live on the property being used as a Vacation Rental. Please indicate which of the following situations would be your preference should the RDOS amend the applicable bylaws regarding Vacation Rentals.

Question options

- Other (please specify)/comments:
- Do not require a permanent resident or caretaker to live on the property and do not require the posting of 24/7 contact information for a property manager
- Do not require a permanent resident or caretaker to live on the property, but require the posting of a 24 hour/ 7day a week contact information for a property manager
- Require a permanent resident such as the property owner, a long term tenant (as operator) or a caretaker to live on the property



The responses indicates a fair response for posting information for a property manager, and a mixed response for the other options.
