

#2- Vacation Rentals (TUP holders ONLY)

SURVEY RESPONSE REPORT

02 September 2020 - 22 February 2023

PROJECT NAME:

Vacation Rental Review



SURVEY QUESTIONS

Q1 Please enter the survey invite code for Temporary Use Permit holders:

Anonymous 3636
1/10/2023 12:55 PM

Anonymous 3636
1/10/2023 01:40 PM

Anonymous 3636
1/10/2023 02:33 PM

Anonymous 3636
1/11/2023 05:08 AM

Anonymous 3636
1/11/2023 05:46 AM

Anonymous 3636
1/11/2023 09:36 AM

Anonymous 3636
1/11/2023 01:36 PM

Anonymous 3636
1/11/2023 06:35 PM

Anonymous 3636
1/12/2023 12:43 PM

Anonymous 3636
1/13/2023 09:39 AM

Anonymous 3636
1/13/2023 10:19 AM

Anonymous 3636
1/13/2023 12:19 PM

Anonymous 3636
1/14/2023 09:46 PM

Anonymous 3636
1/15/2023 08:14 PM

Anonymous 3636
1/16/2023 01:45 PM

Anonymous 3636
1/16/2023 08:10 PM

Anonymous 3636
1/20/2023 07:39 AM

Anonymous 3636
1/23/2023 10:08 AM

Anonymous 3636
1/24/2023 01:45 PM

Anonymous 3636
1/28/2023 10:22 AM

Anonymous 3636
1/31/2023 02:46 PM

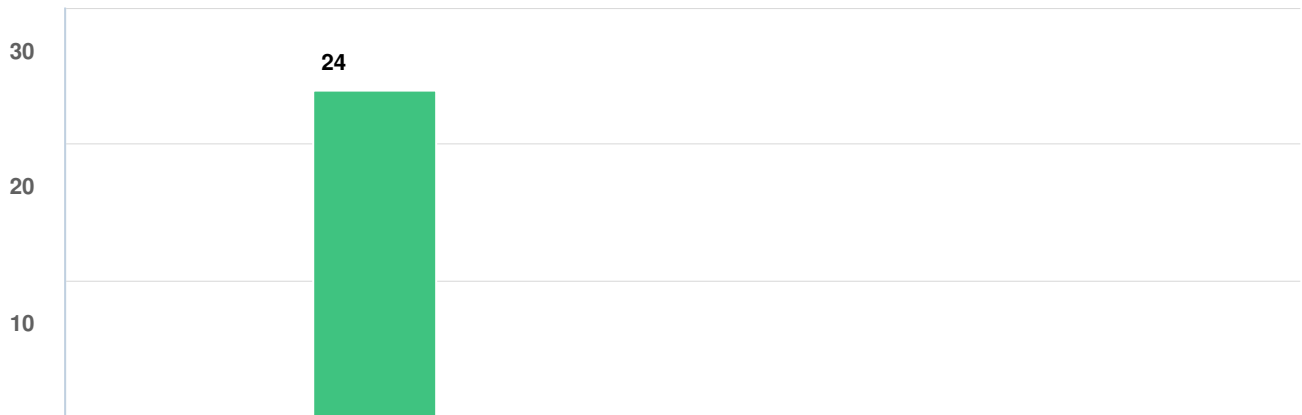
Anonymous 3636
2/02/2023 08:45 AM

Anonymous 3636
2/03/2023 09:10 AM

Anonymous 3636
2/14/2023 09:17 AM

Mandatory Question (24 response(s))
Question type: Number Question

Q2 Do you currently have, or have you ever had, a Temporary Use Permit (TUP) to operate a vacation rental?

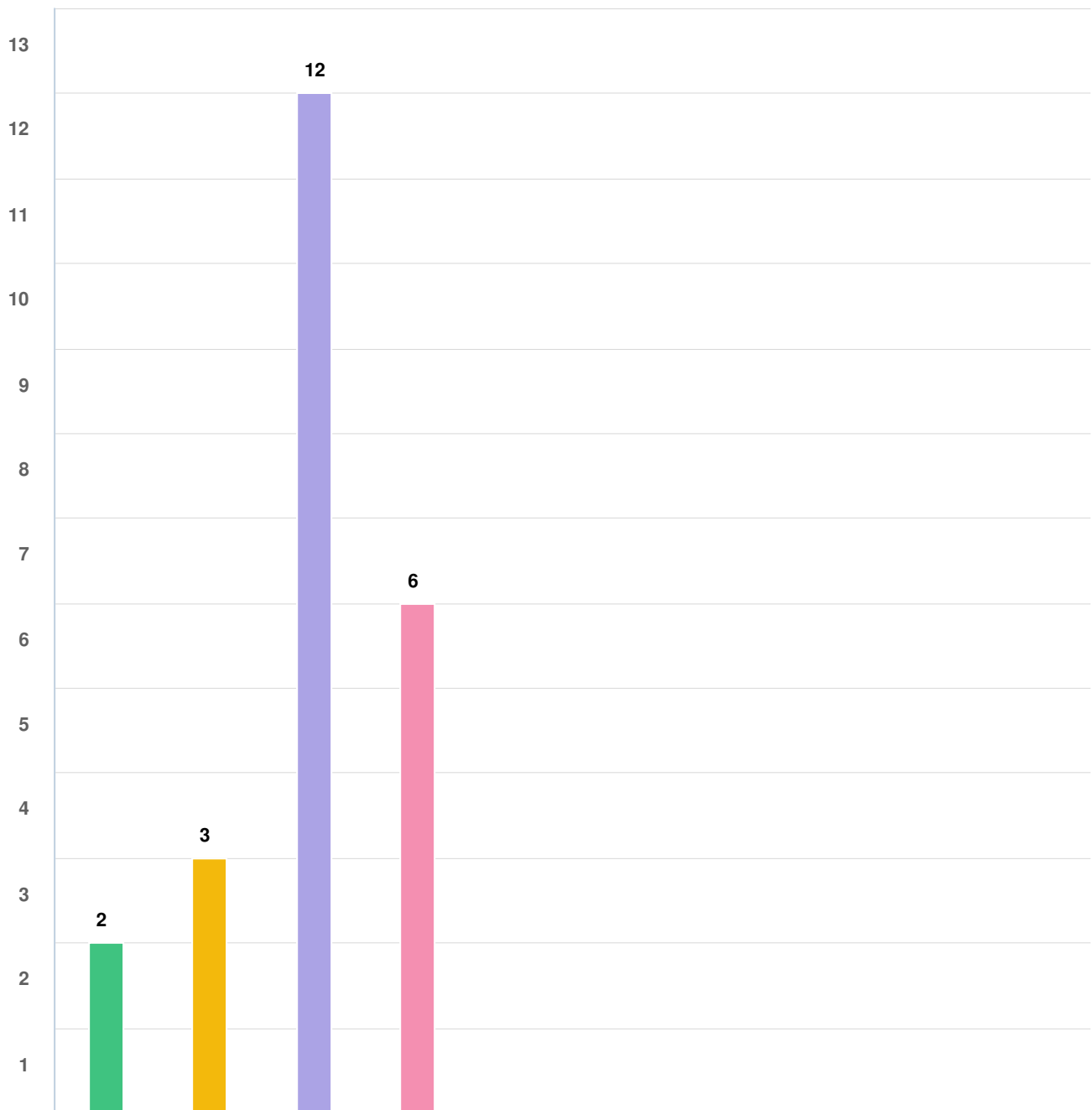


Question options

- Yes (please continue with this survey)
- No (please go to rdosregionalconnections.ca/temporary-use-permits and fill out Survey #1)

Mandatory Question (24 response(s))
Question type: Checkbox Question

Q3 In which electoral area do you own and operate a vacation rental?

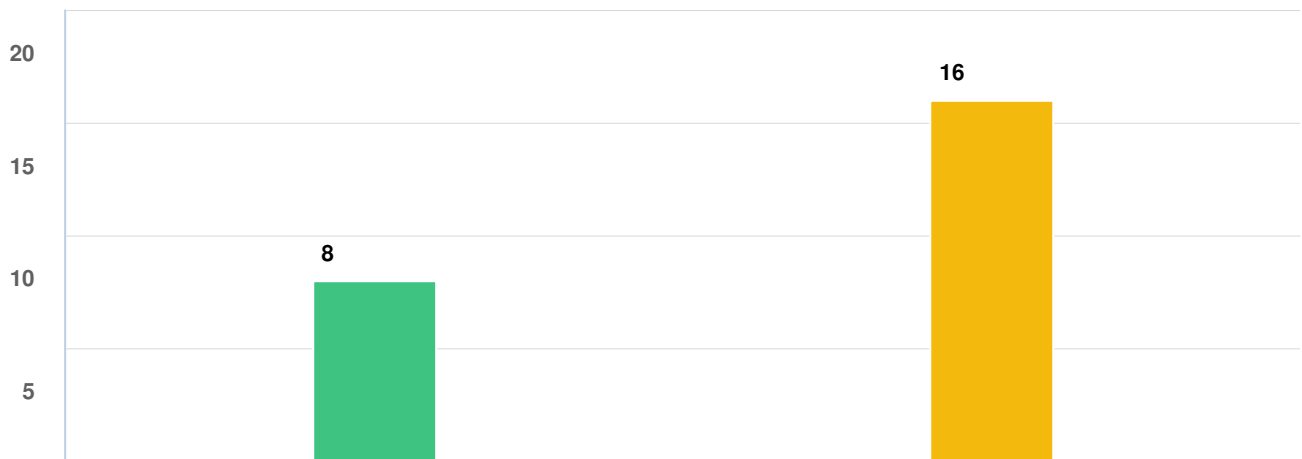


Question options

- "C" (Rural Oliver, Gallagher Lake)
- "D" (Skaha East, Okanagan Falls)
- "E" (Naramata)
- "I" (Skaha West, Kaleden, Apex)
- "A" (Rural Osoyoos)
- "B" (Cawston, Lower Similkameen)
- "F" (Greater West Bench, Okanagan Lake West, Rural Summerland)
- "G" (Rural Keremeos, Hedley, Olalla)
- "H" (Rural Princeton, Tulameen, Coalmont, Eastgate, Missezula Lake)
- I don't own or live within the RDOS

Optional question (23 response(s), 1 skipped)
Question type: Checkbox Question

Q4 Is the dwelling you operate as a vacation rental your principal home (e.g. you live there more than 6 months per year and r...

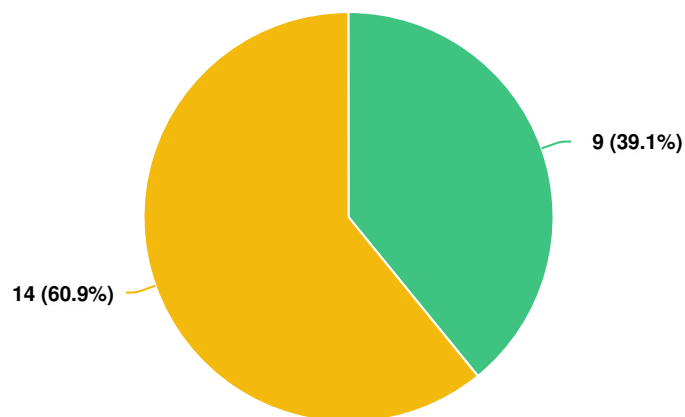


Question options

- Yes
- No

Optional question (23 response(s), 1 skipped)
Question type: Checkbox Question

Q5 Do you live in the same electoral area as your vacation rental?

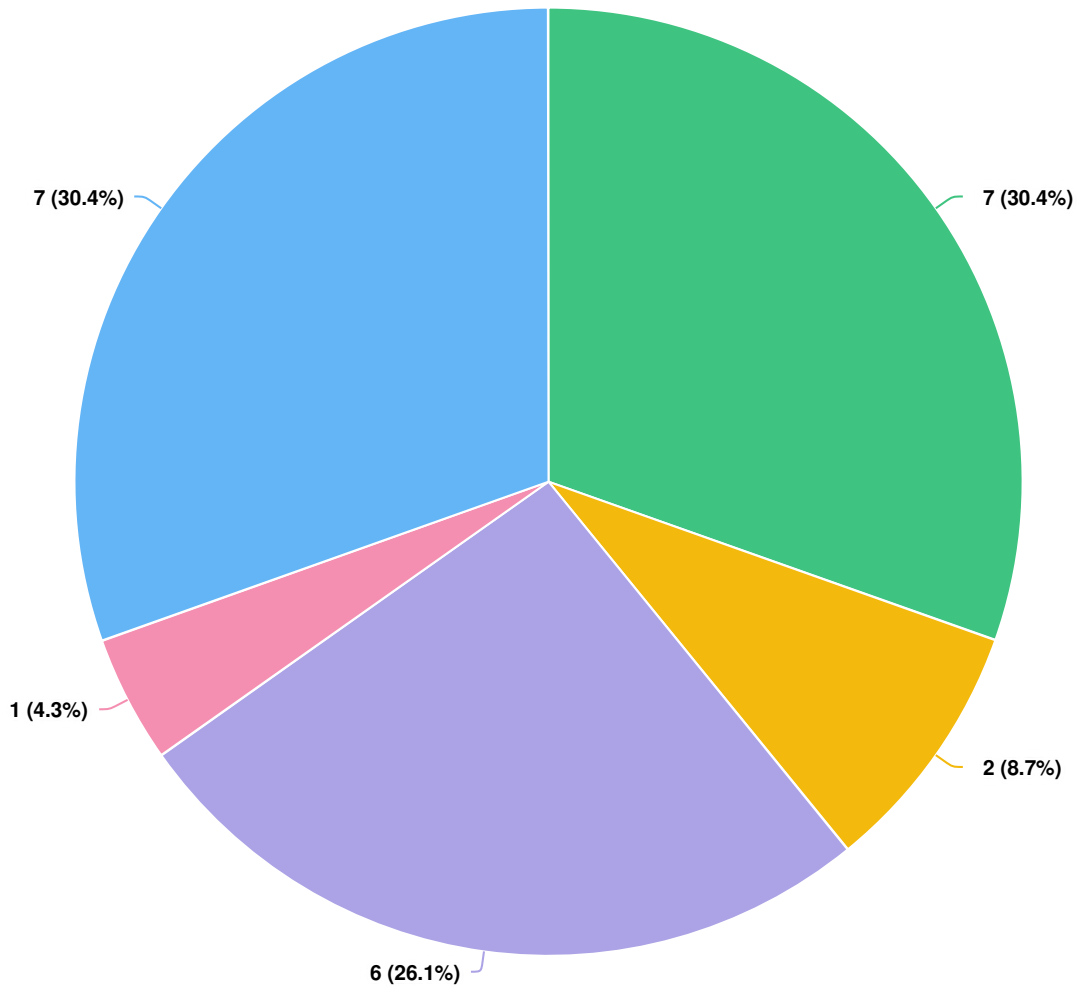


Question options

- Yes
- No

Optional question (23 response(s), 1 skipped)
Question type: Dropdown Question

Q6 How did you find out about the requirement to obtain a vacation rental Temporary Use Permit?

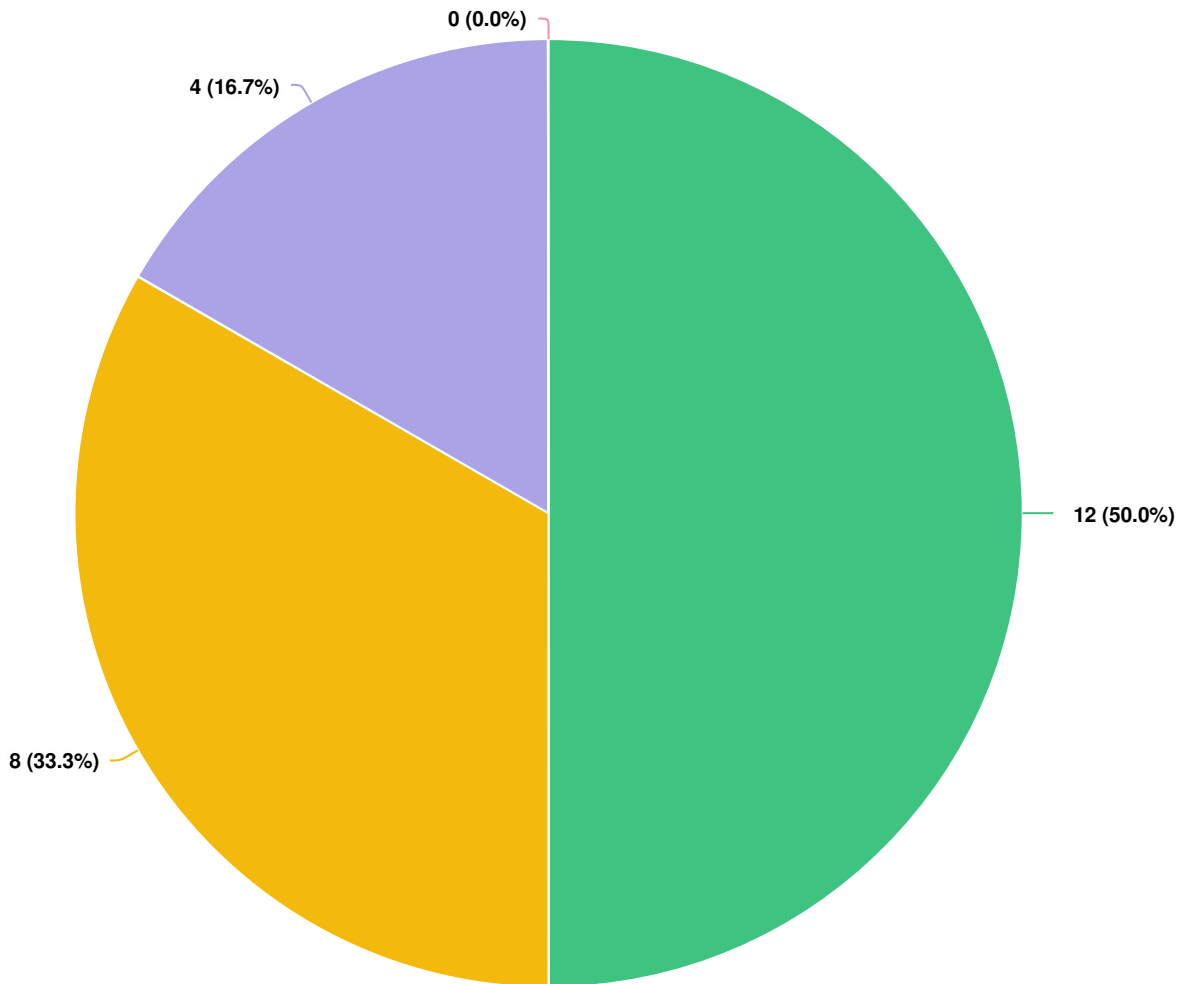


Question options

- Spoke with RDOS staff
- Read zoning bylaw
- Read about it on the RDOS website
- Other
- Other (please specify)/comments:

Optional question (23 response(s), 1 skipped)
Question type: Dropdown Question

Q7 How would you describe the overall process of obtaining a Temporary Use Permit?

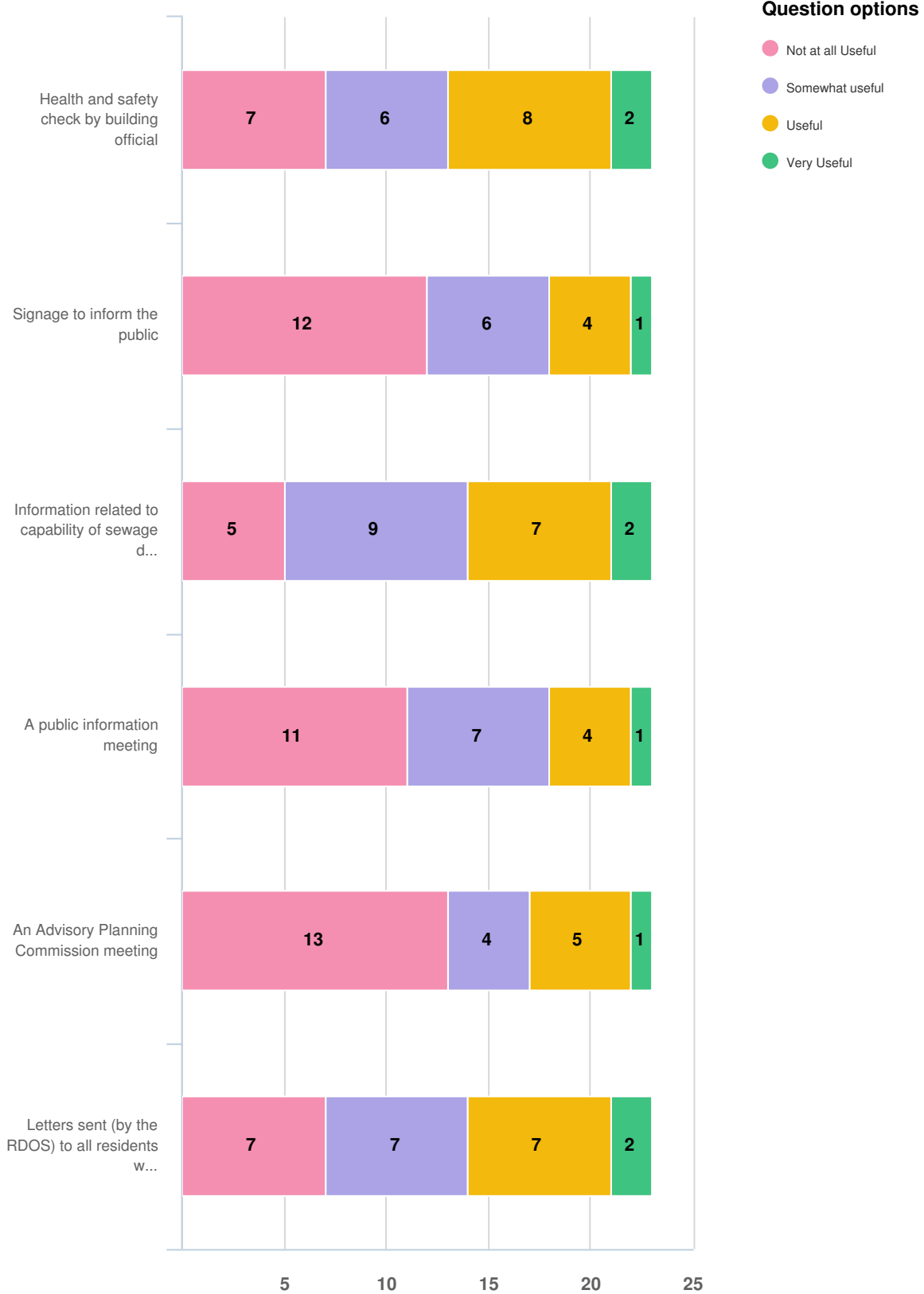


Question options

- Difficult
- Reasonable
- Comments:
- Easy

Optional question (24 response(s), 0 skipped)
Question type: Dropdown Question

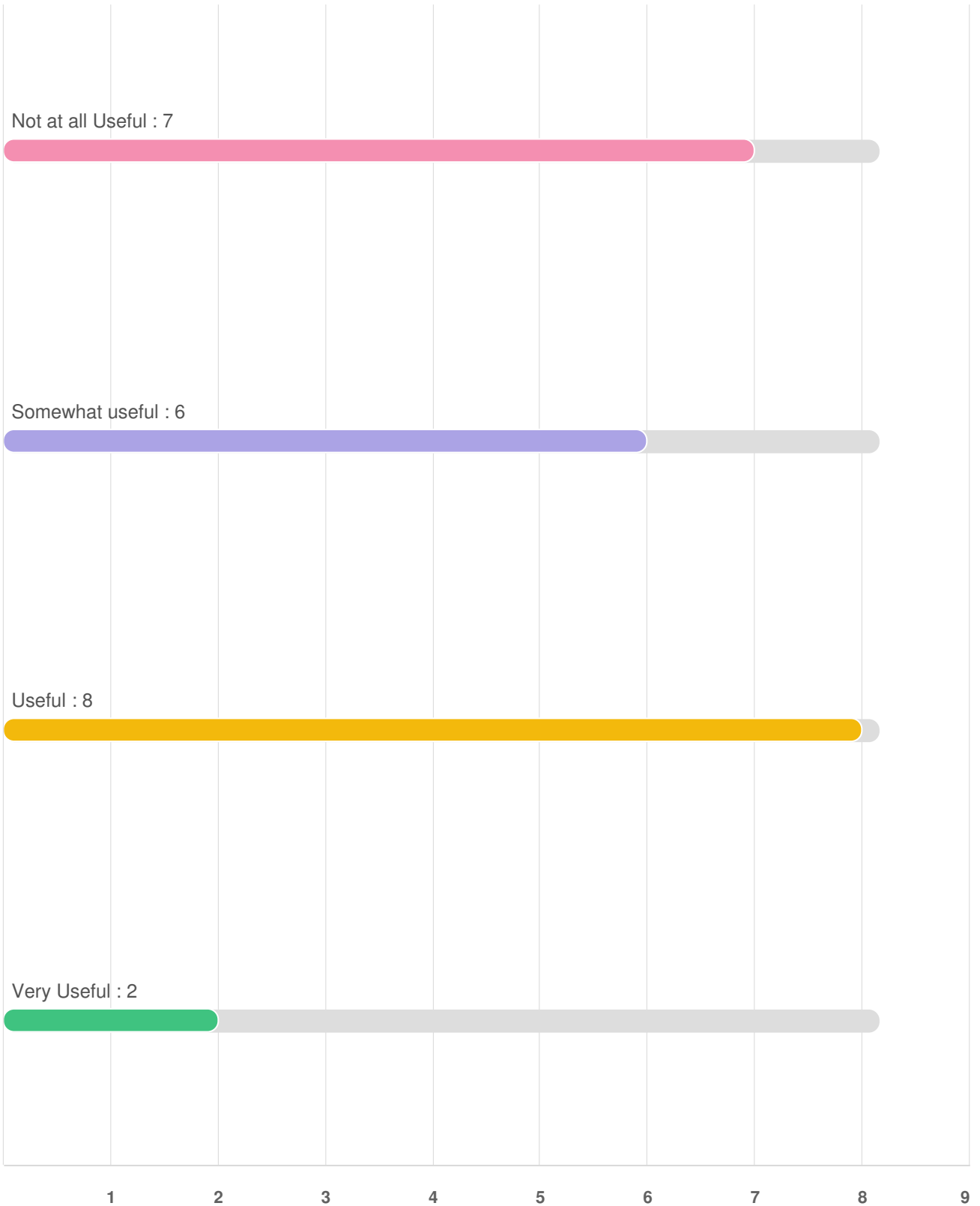
Q8 How useful did you find the following requirements for obtaining a Temporary Use Permit?



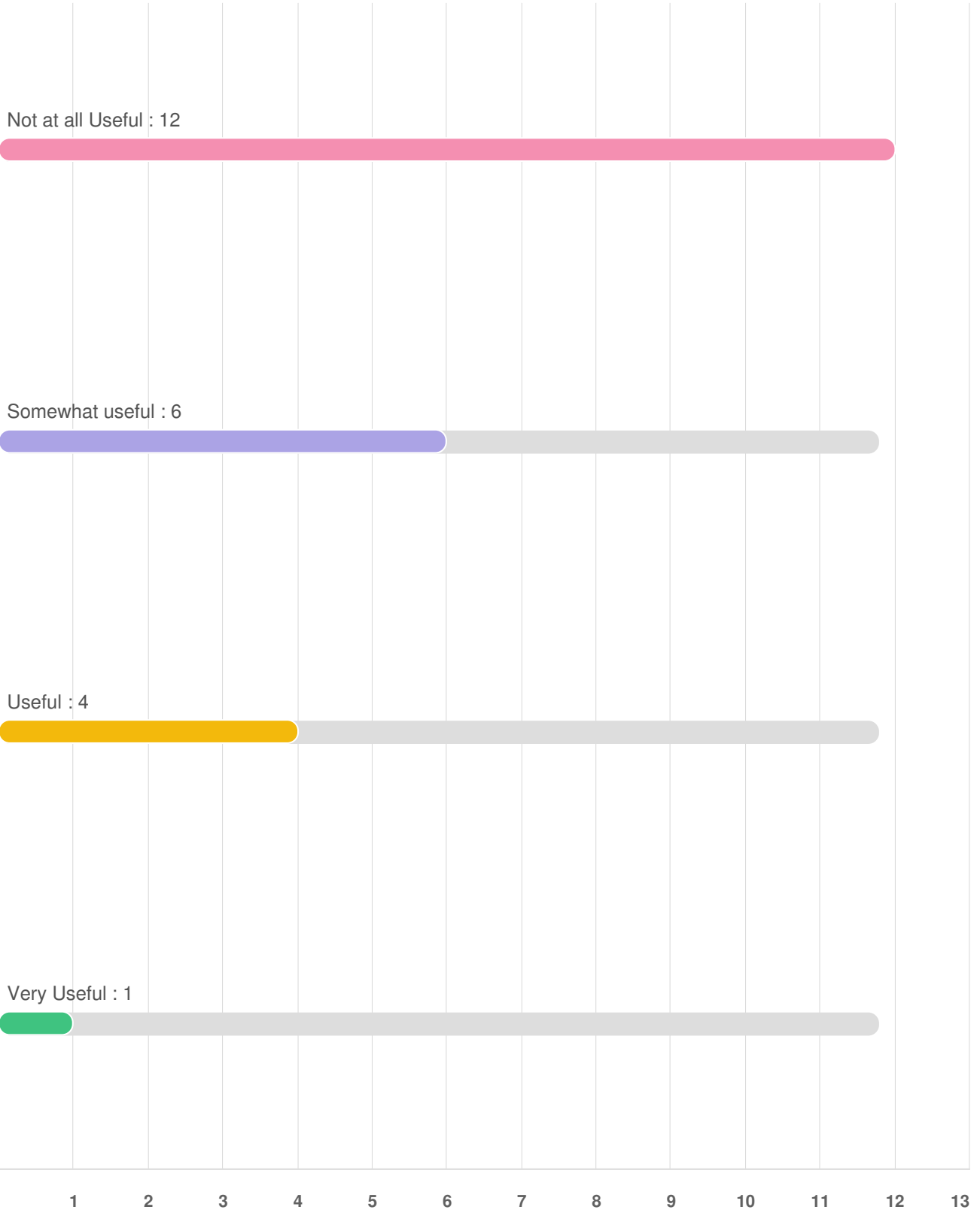
Optional question (23 response(s), 1 skipped)
Question type: Likert Question

Q8 | How useful did you find the following requirements for obtaining a Temporary Use Permit?

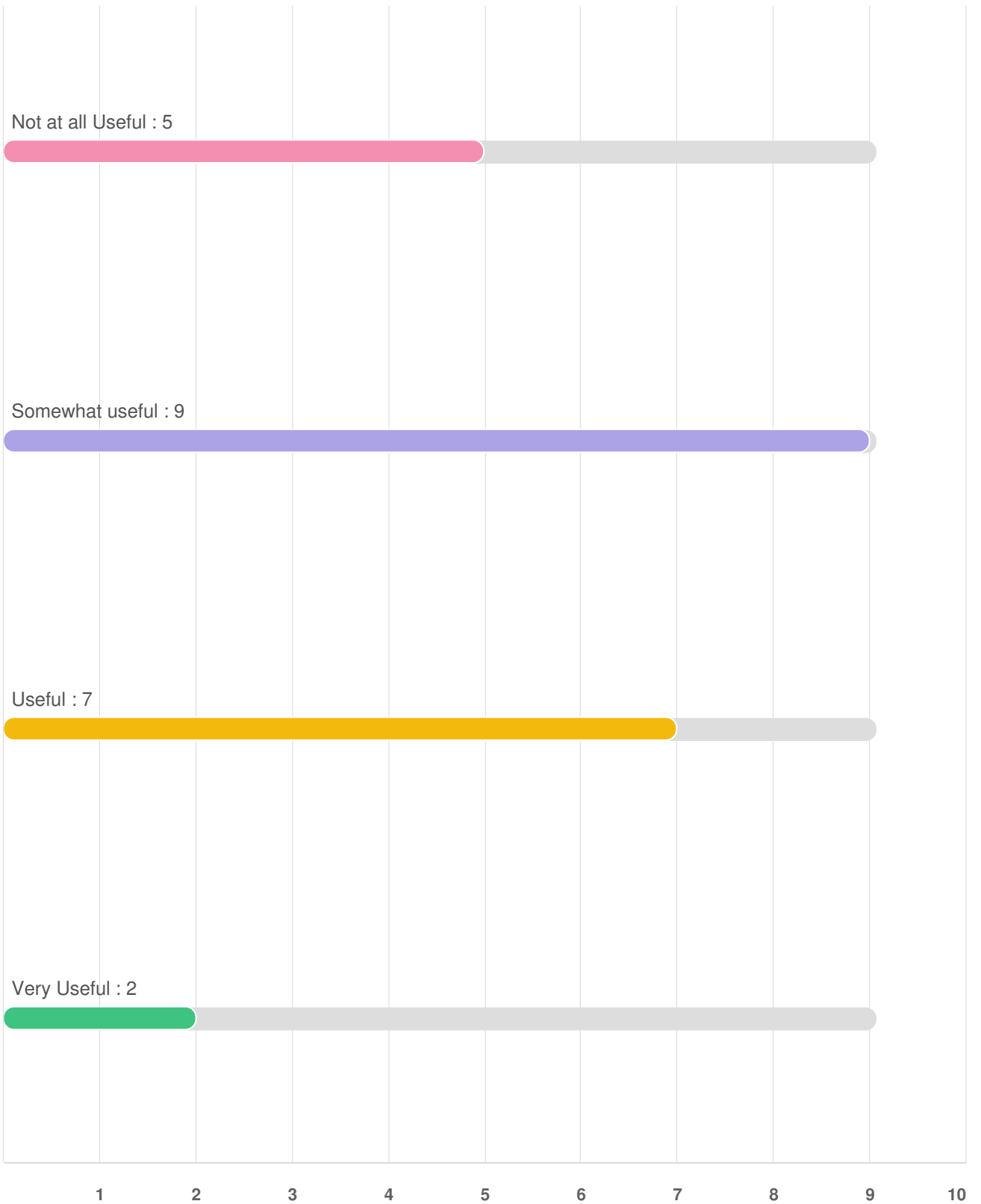
Health and safety check by building official



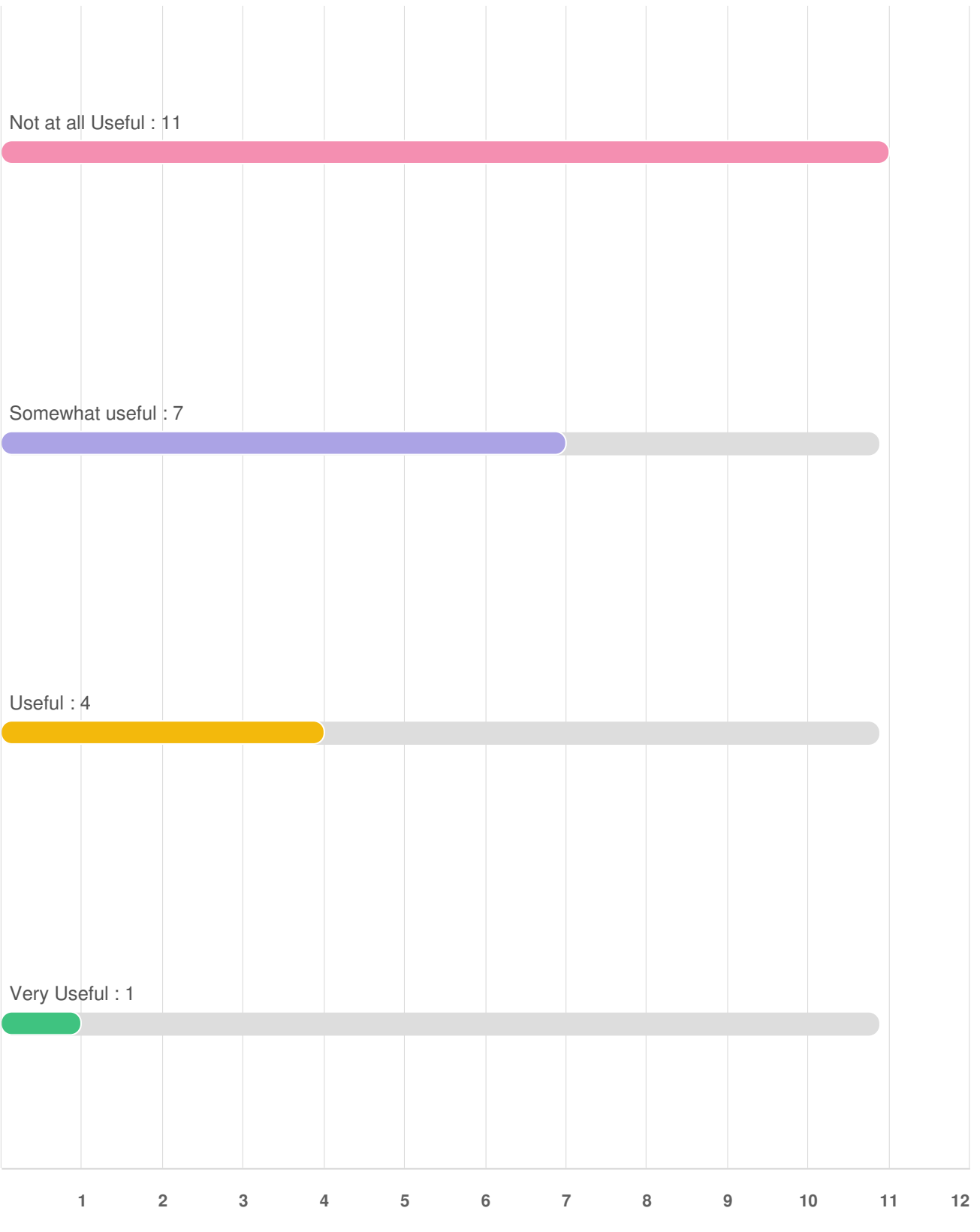
Signage to inform the public



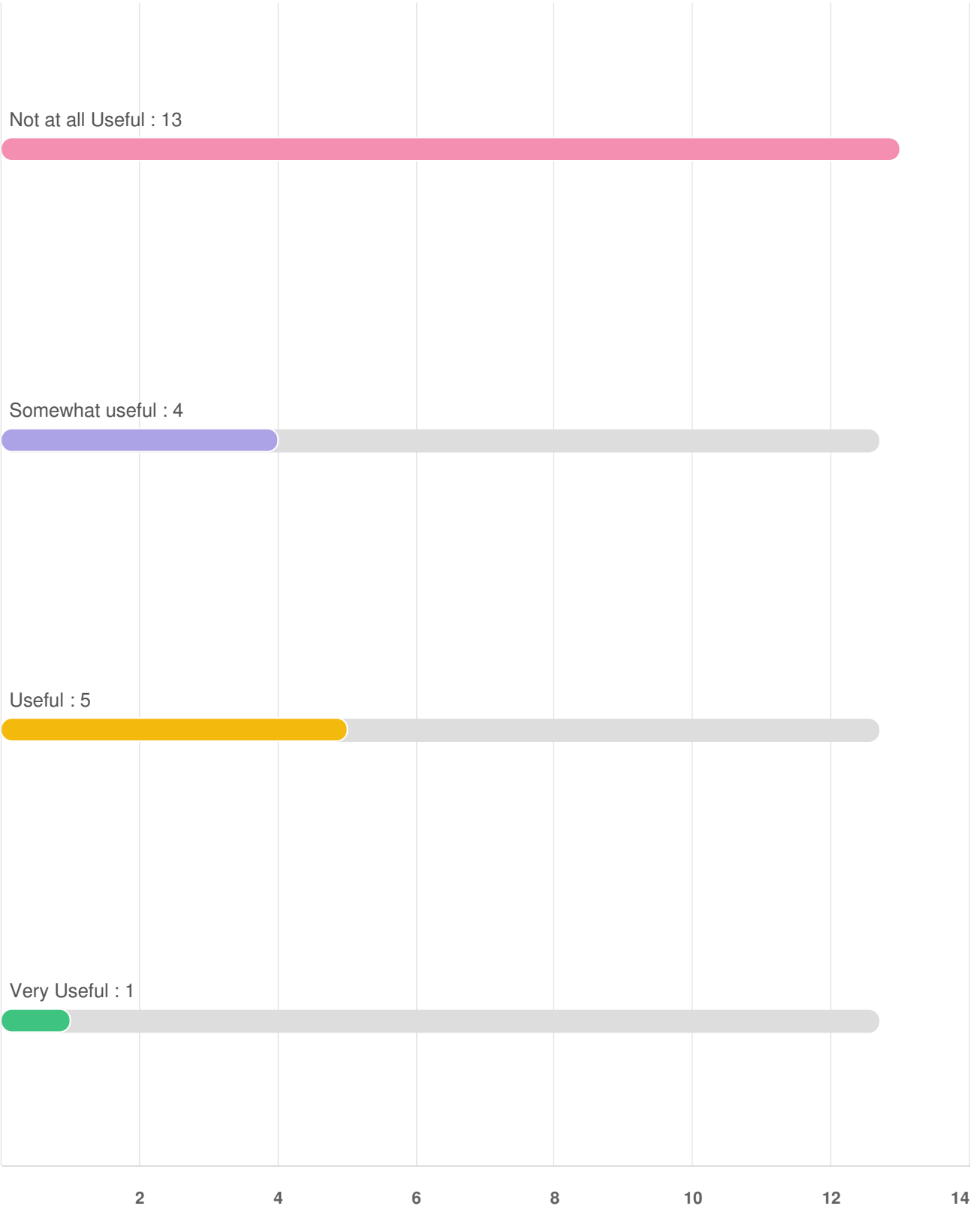
Information related to capability of sewage disposal, sufficient off-street parking, and screening from neighbours



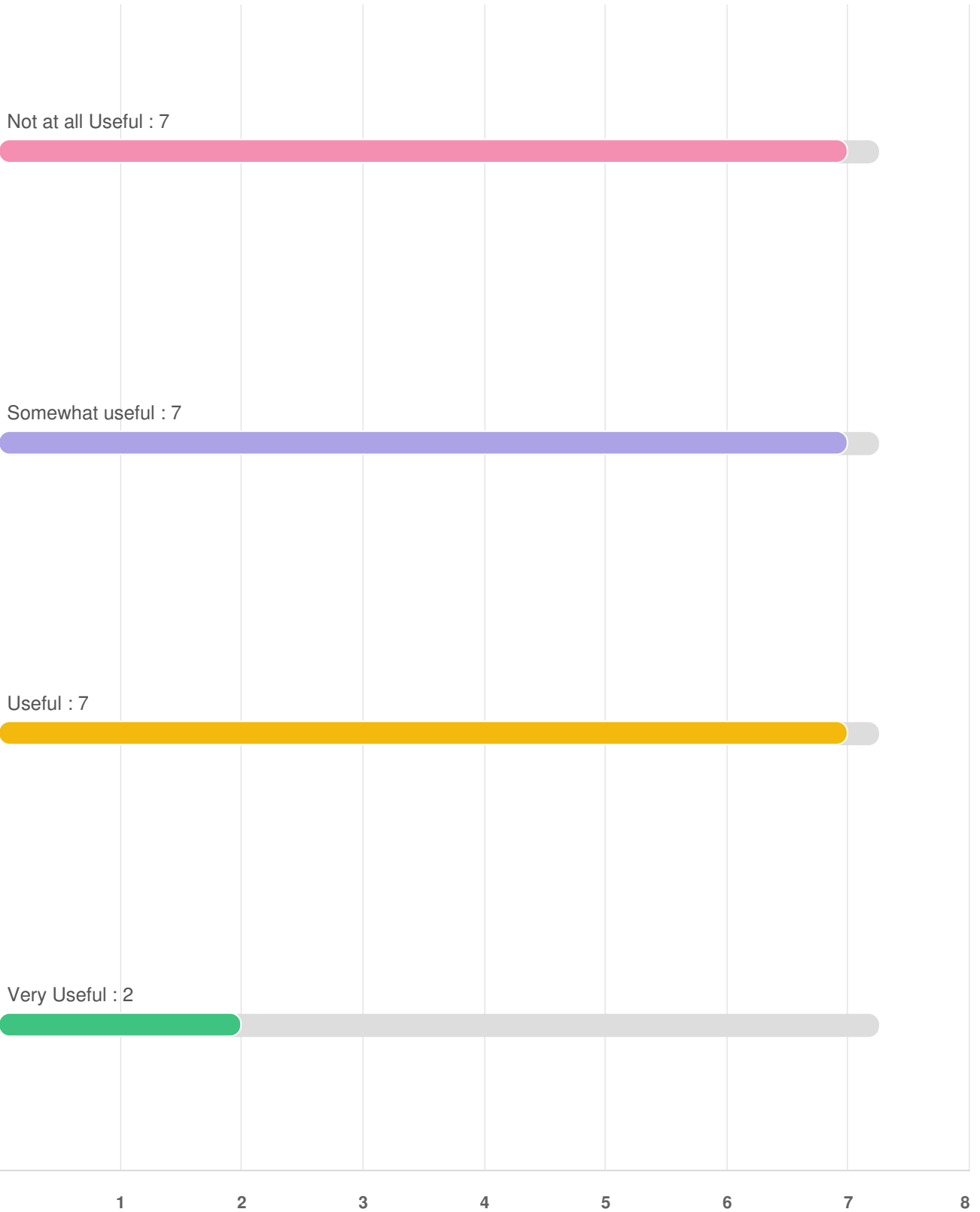
A public information meeting



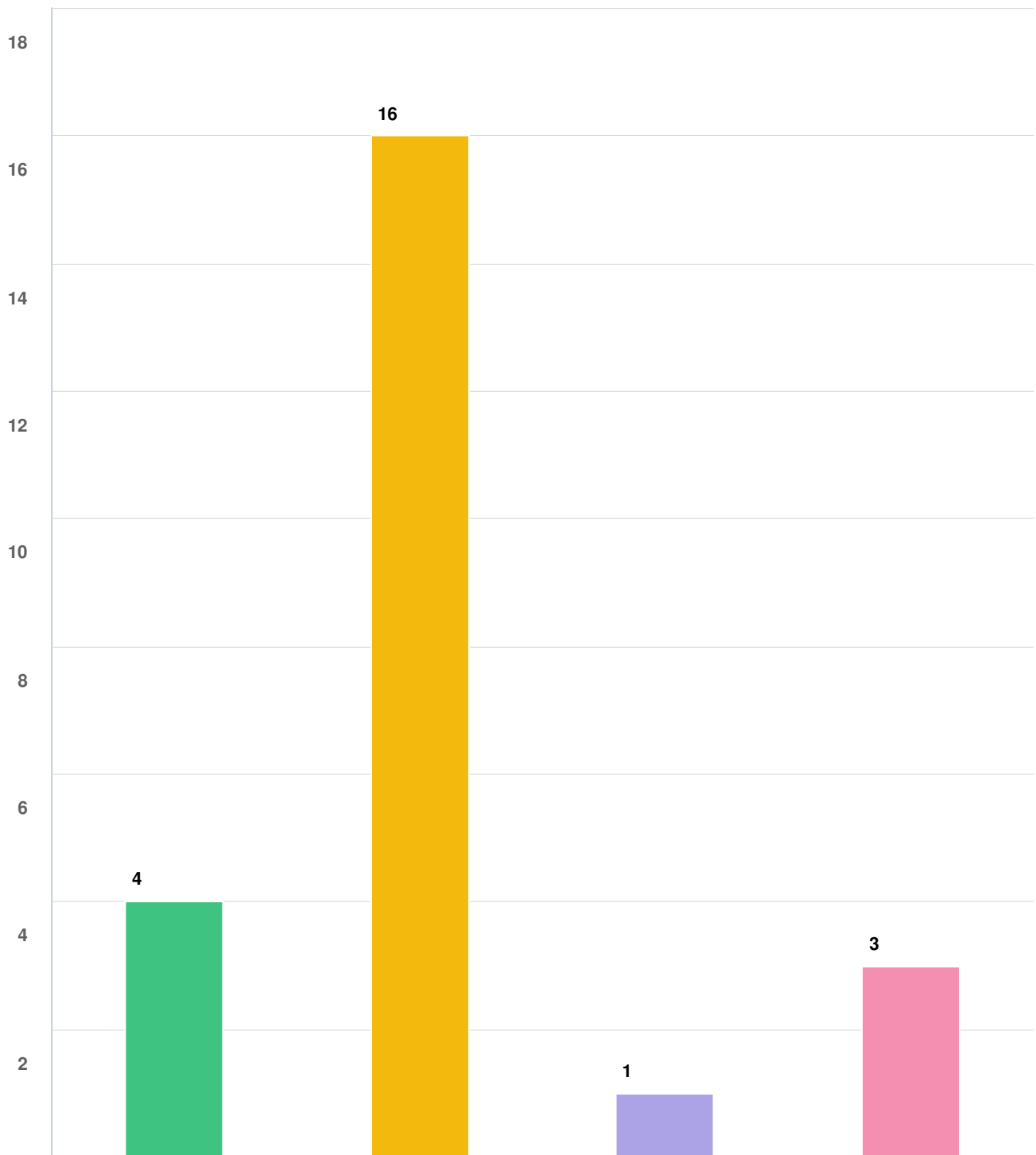
An Advisory Planning Commission meeting



Letters sent (by the RDOS) to all residents within a 100 m radius of the propose vacation rental



Q9 Did you purchase the dwelling specifically to rent out as a vacation rental?

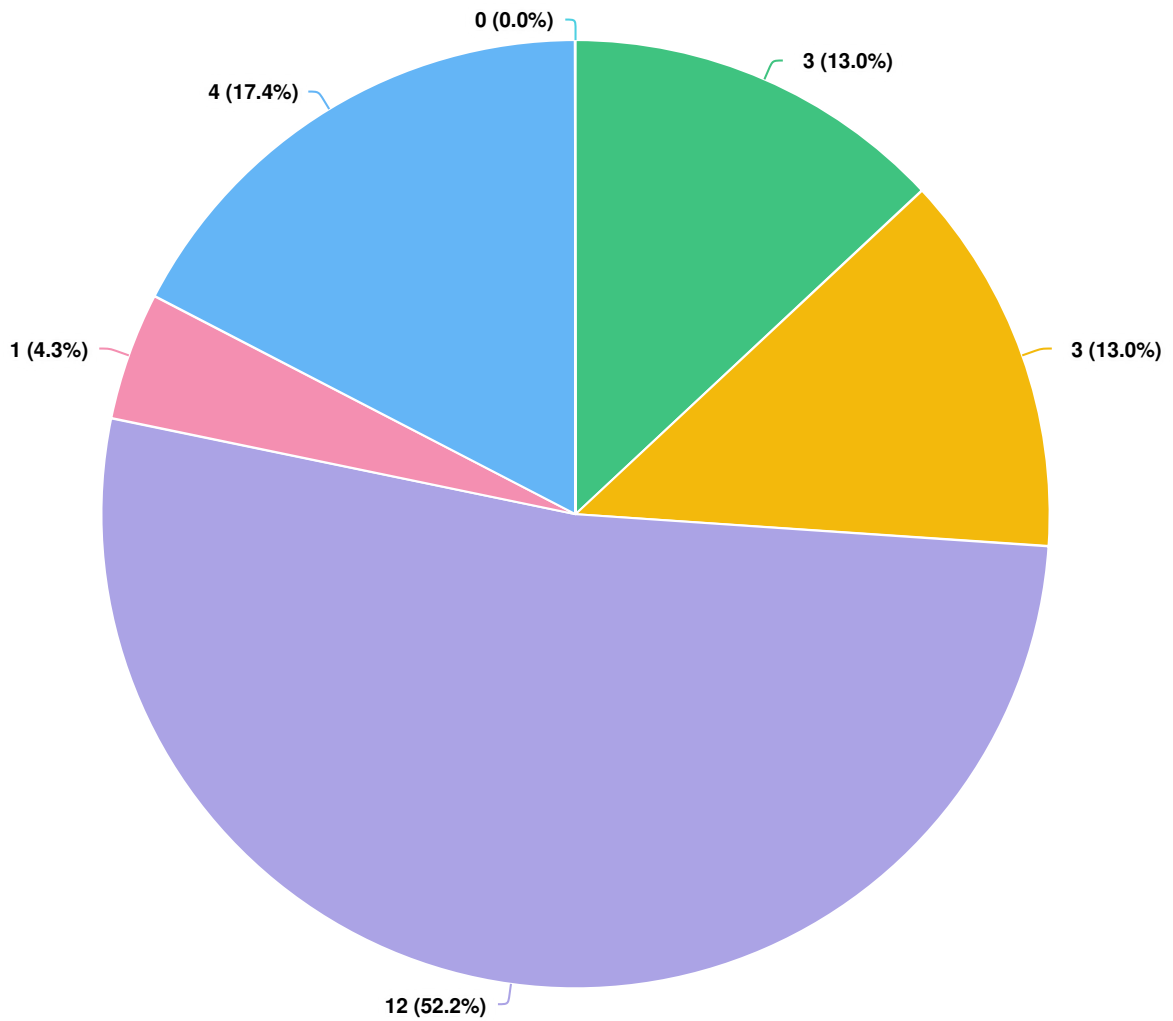


Question options

Other (please specify)/comments: Other No Yes

Optional question (23 response(s), 1 skipped)
Question type: Checkbox Question

Q10 As a vacation rental operator, please identify your reasons for renting to short-term instead of long-term tenants.

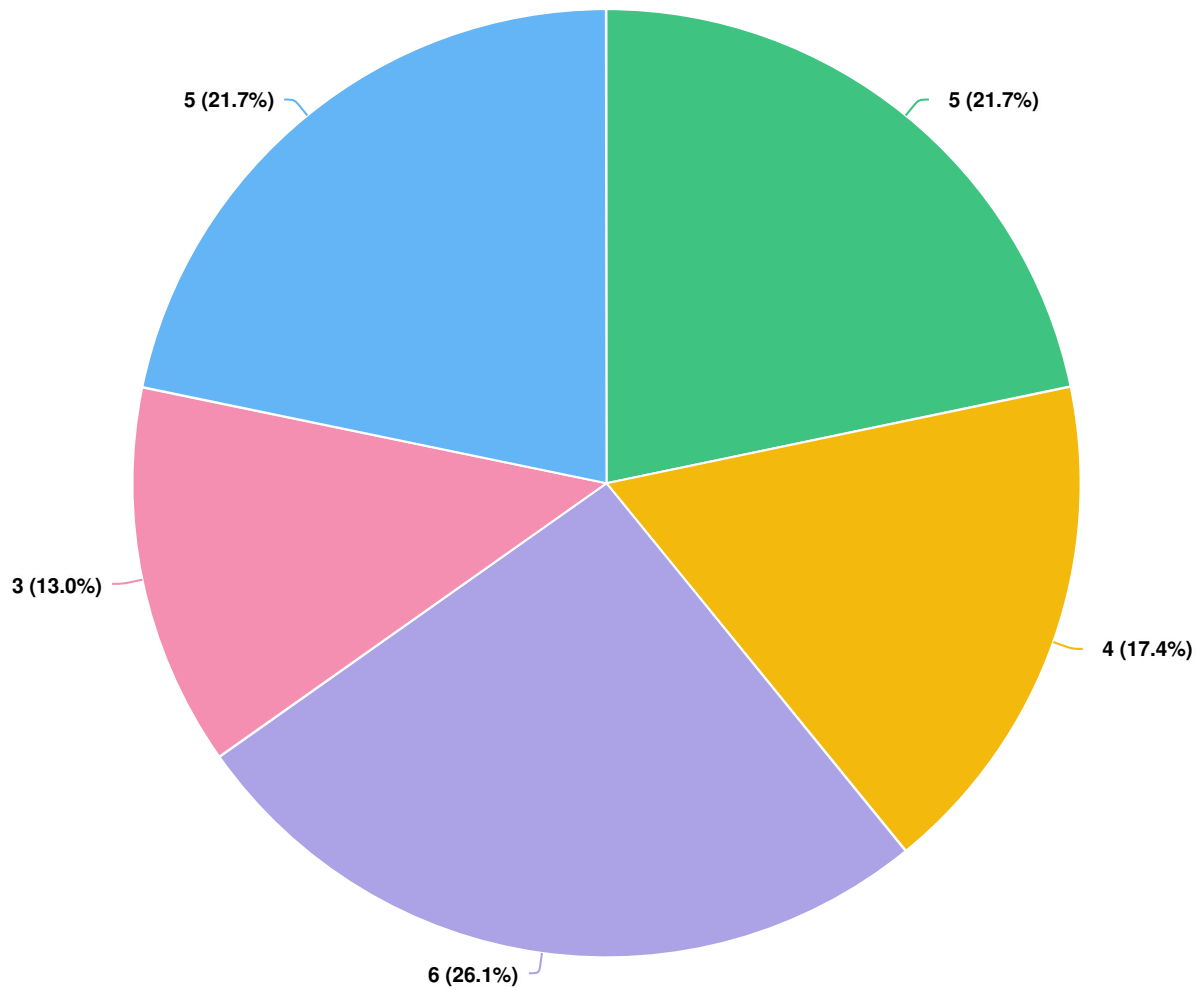


Question options

- I rely on the vacation rental as my main source of income
- Other (please specify)/comments:
- I enjoy meeting people
- I prefer not to rent out year-round since I like to have access for part of the year
- Dealing with long-term tenants is difficult
- Provides a better return on my investment

Optional question (23 response(s), 1 skipped)
Question type: Dropdown Question

**Q11 | 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?**

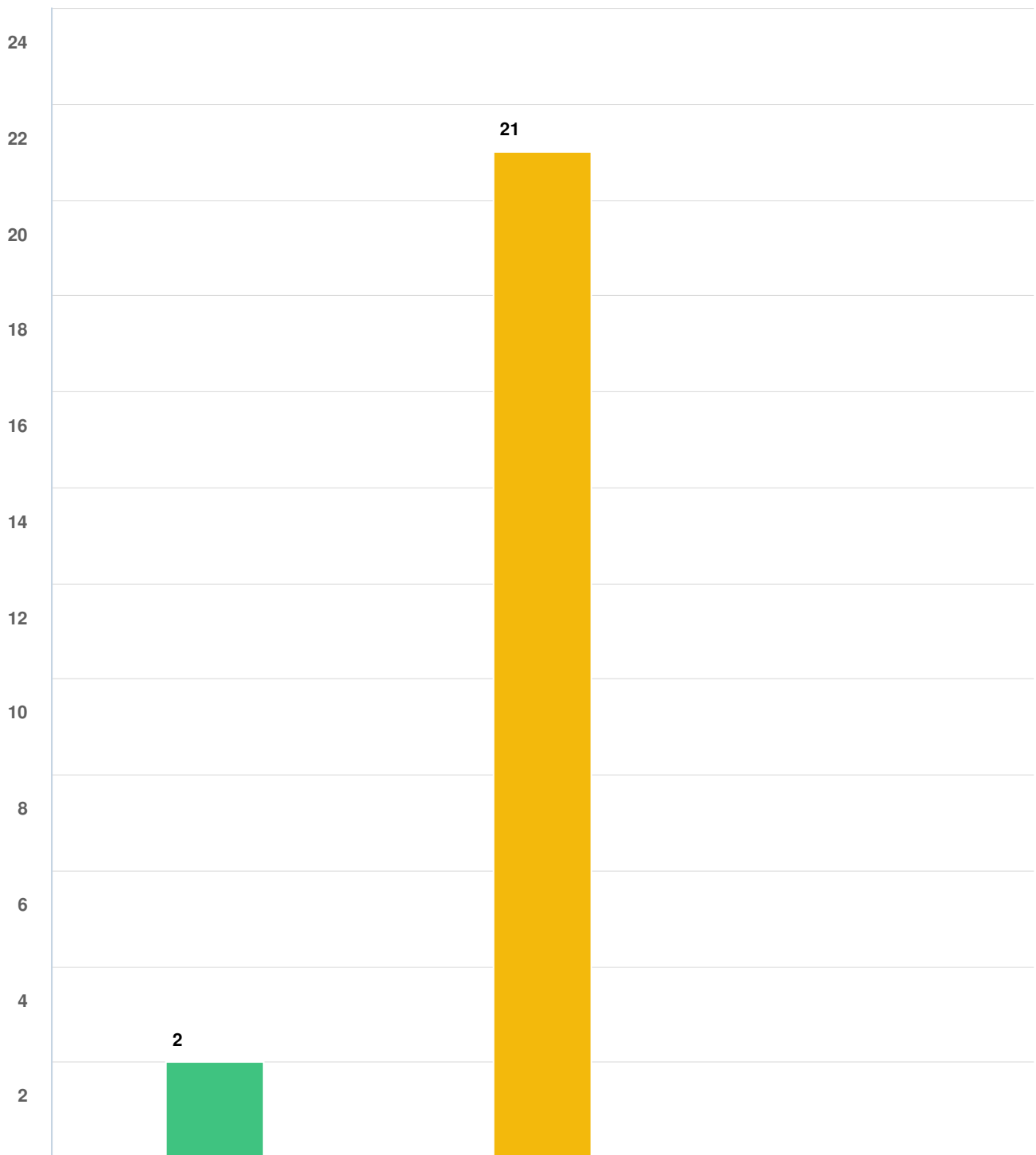


Question options

- Other (please specify)/comments:
- Other:
- It remains empty
- It is rented out by the month
- I live in it

Optional question (23 response(s), 1 skipped)
Question type: Dropdown Question

Q12 Have you or your property manager ever received vacation rental-related complaints from neighbours?

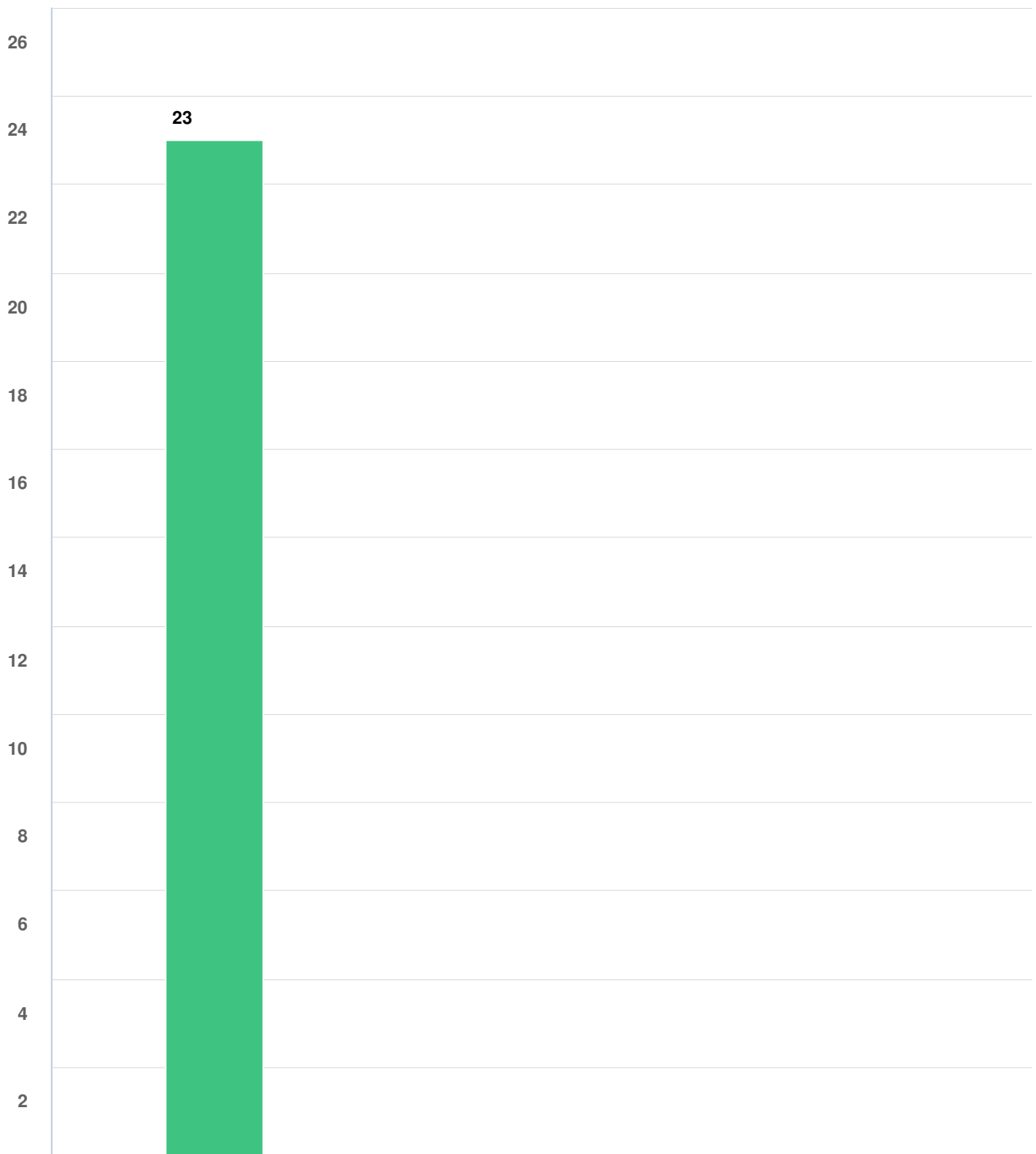


Question options

- I don't know
- No
- Yes

Optional question (23 response(s), 1 skipped)
Question type: Checkbox Question

Q13 | Has your vacation rental property ever been visited by an RDOS Bylaw Enforcement Officer regarding a neighbourhood complaint?



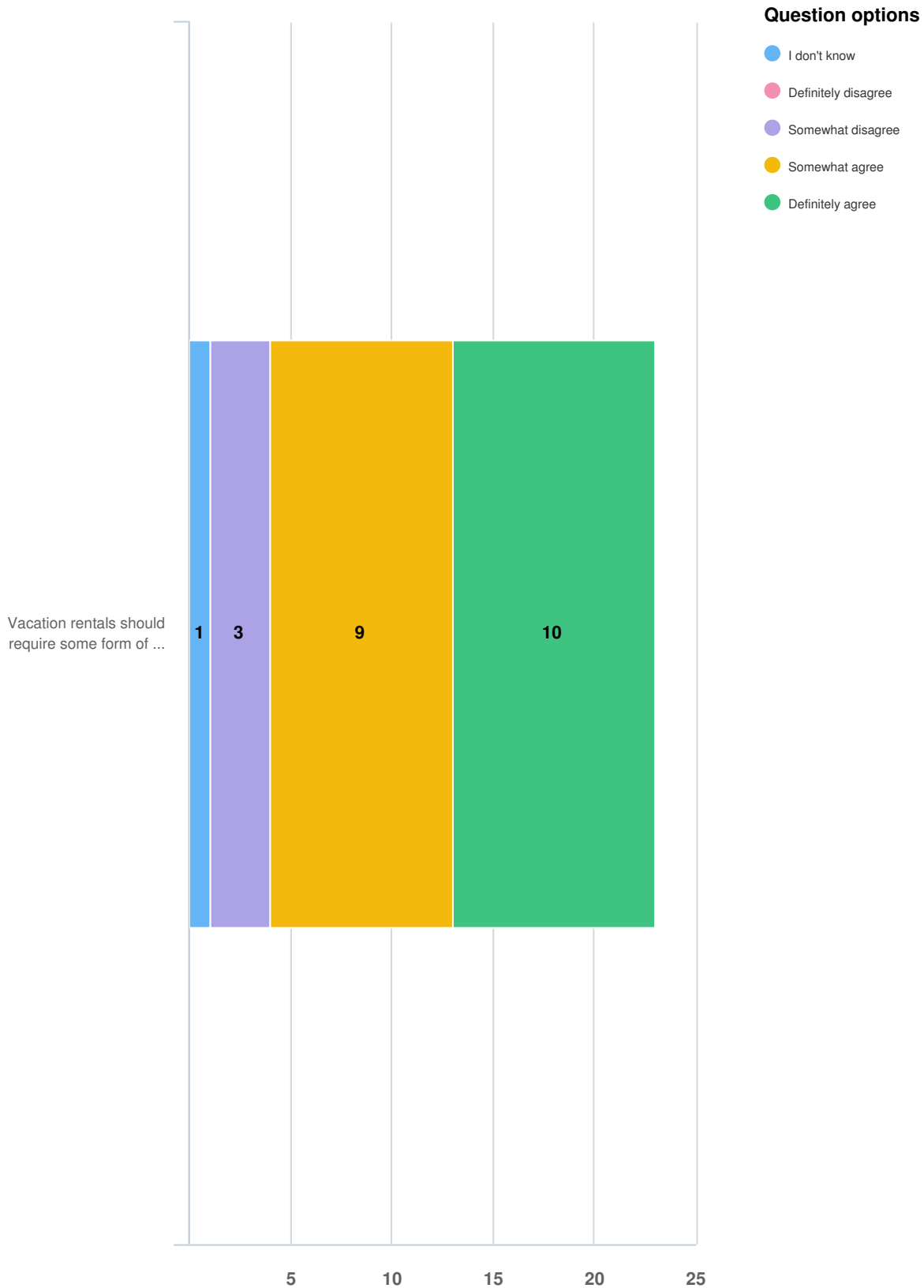
Question options

- I don't know
- Yes
- No

Optional question (23 response(s), 1 skipped)

Question type: Checkbox Question

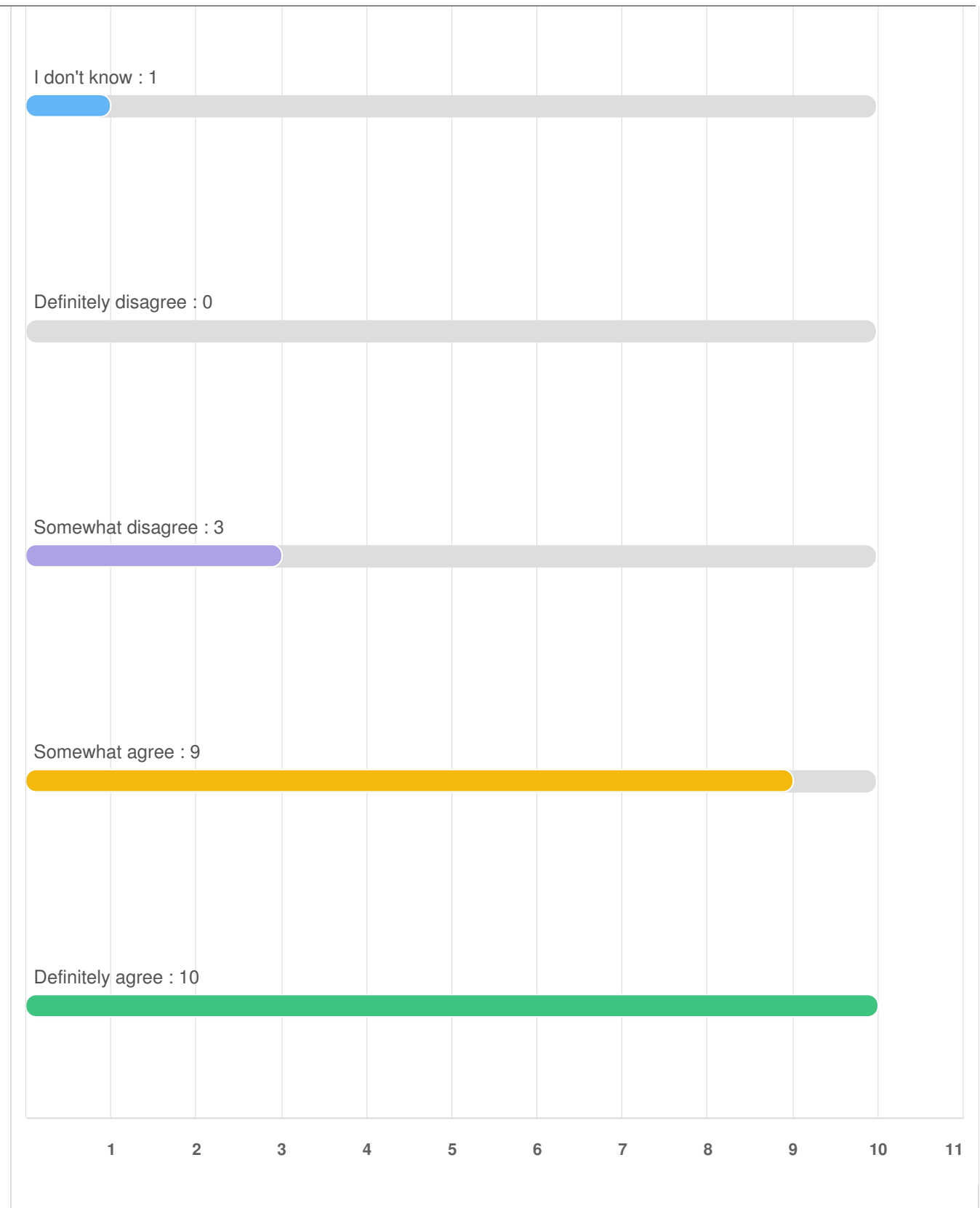
Q15 | **Regulatory Options Unlike a municipality, the Regional District does not have the legal authority under the Local Government Act to issue business licenses. As a result, since 2014 the Regional District has relied on the use of Temporary Use Permits...**



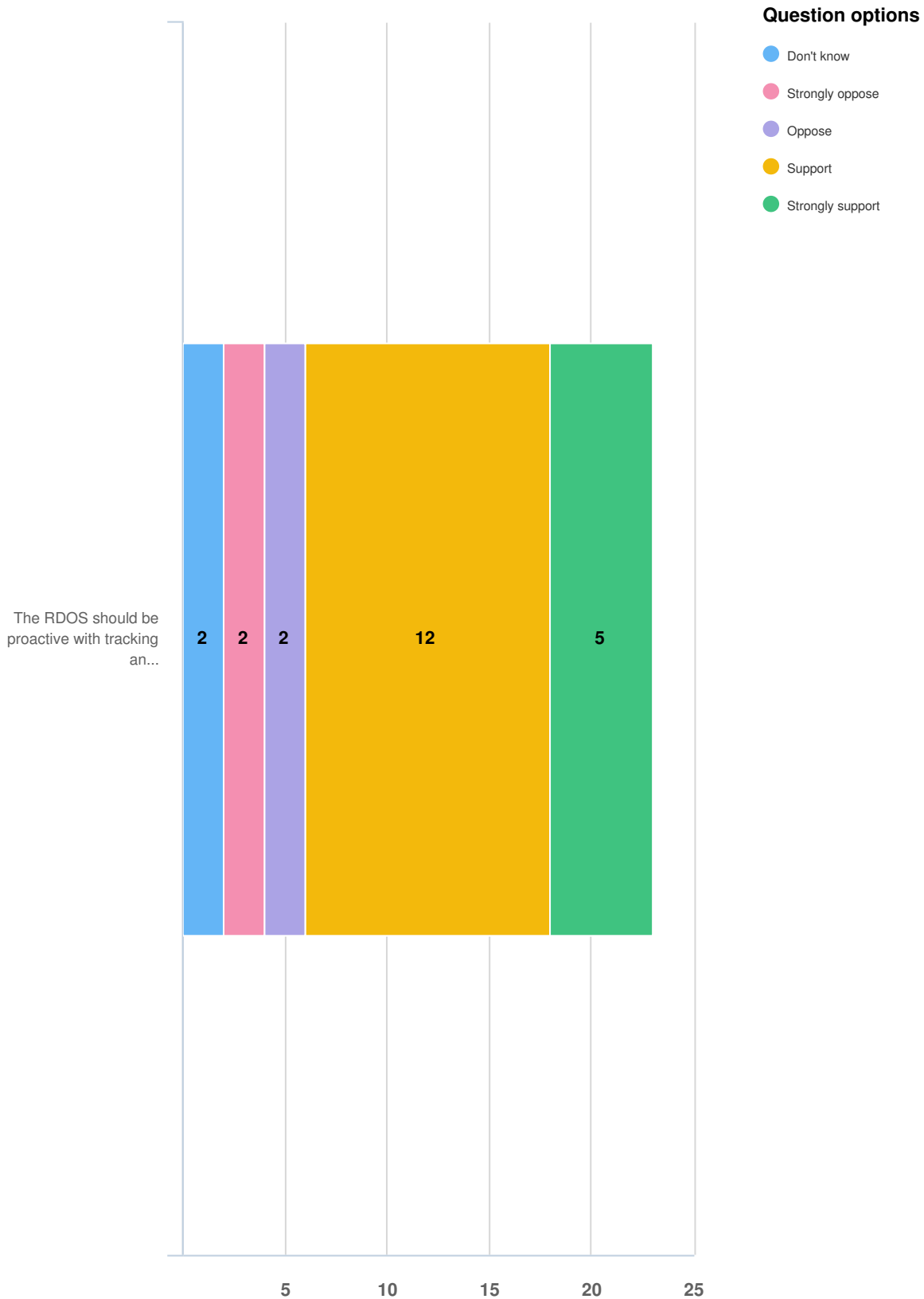
Optional question (23 response(s), 1 skipped)
Question type: Likert Question

Q15 | Regulatory Options Unlike a municipality, the Regional District does not have the legal authority under the Local Government Act to issue business licenses. As a result, since 2014 the Regional District has relied on the use of Temporary Use Permits...

Vacation rentals should require some form of permitting from the RDOS.



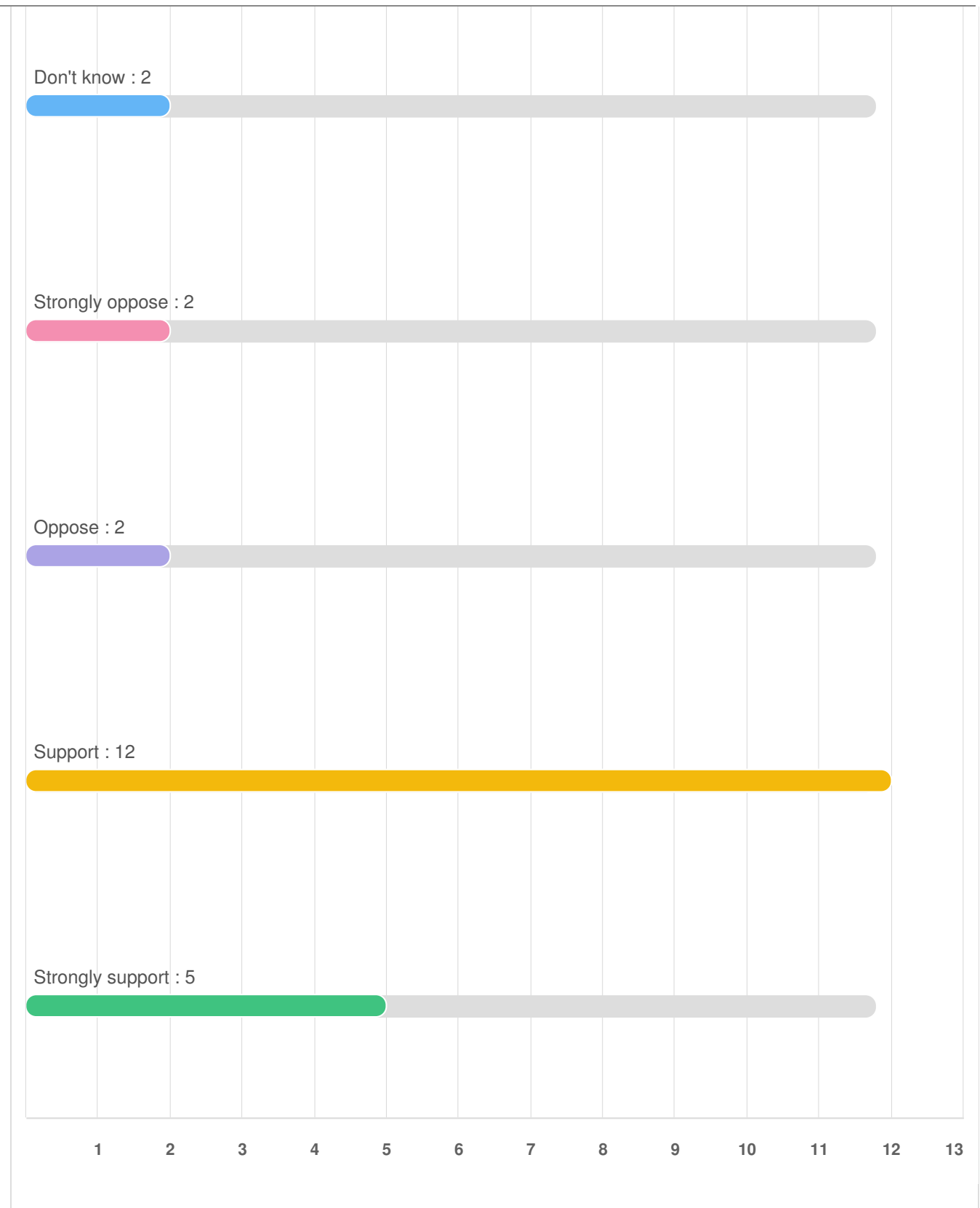
Q16 A noise complaint is currently dealt with through a 24-hour phone line. A complaint about land use or a vacation rental specifically is processed through a submitted complaint form. A file is then opened and investigated. This means that someone, ...



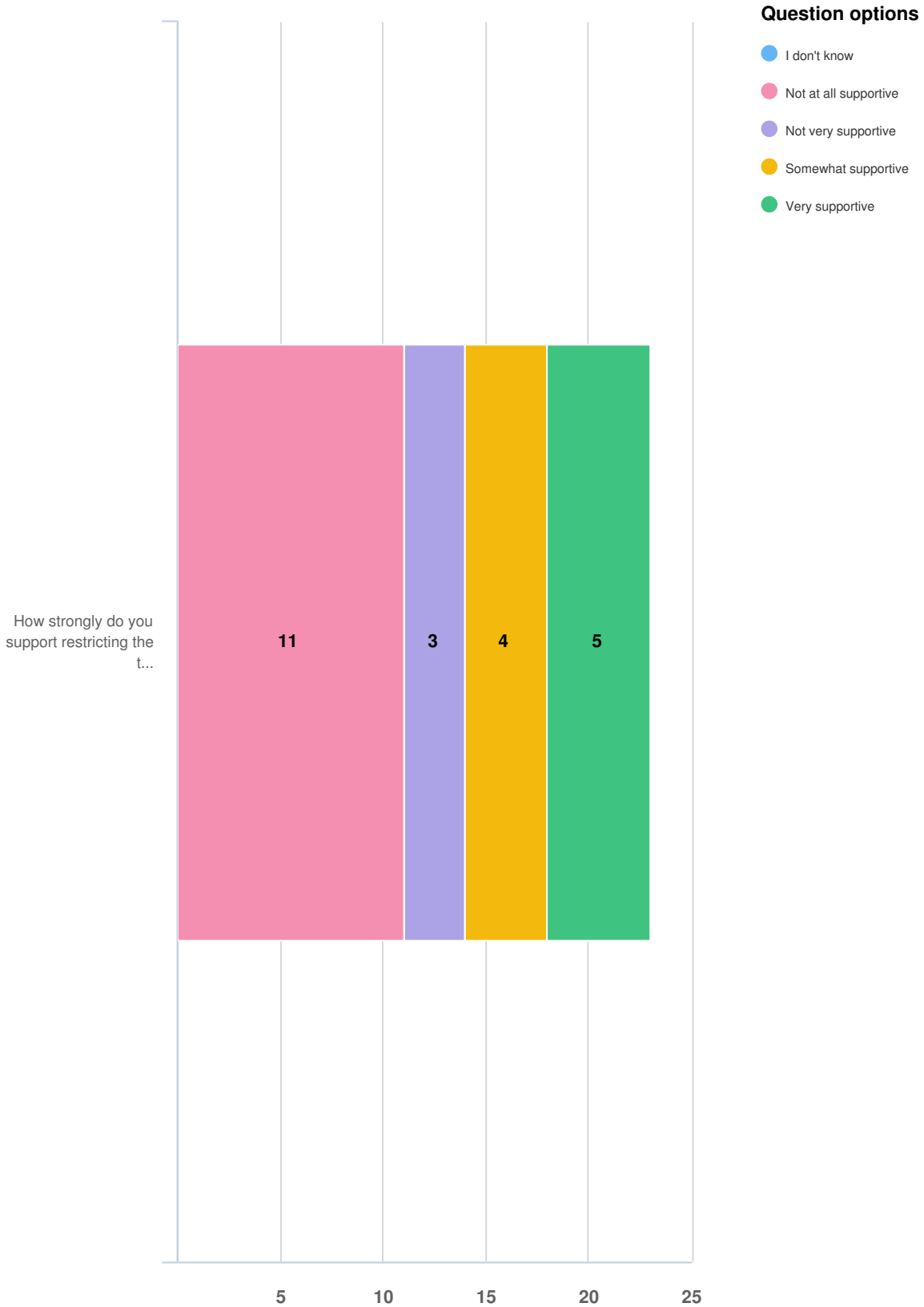
Optional question (23 response(s), 1 skipped)
Question type: Likert Question

Q16 | A noise complaint is currently dealt with through a 24-hour phone line. A complaint about land use or a vacation rental specifically is processed through a submitted complaint form. A file is then opened and investigated. This means that someone, ...

The RDOS should be proactive with tracking and enforcing vacation rentals.



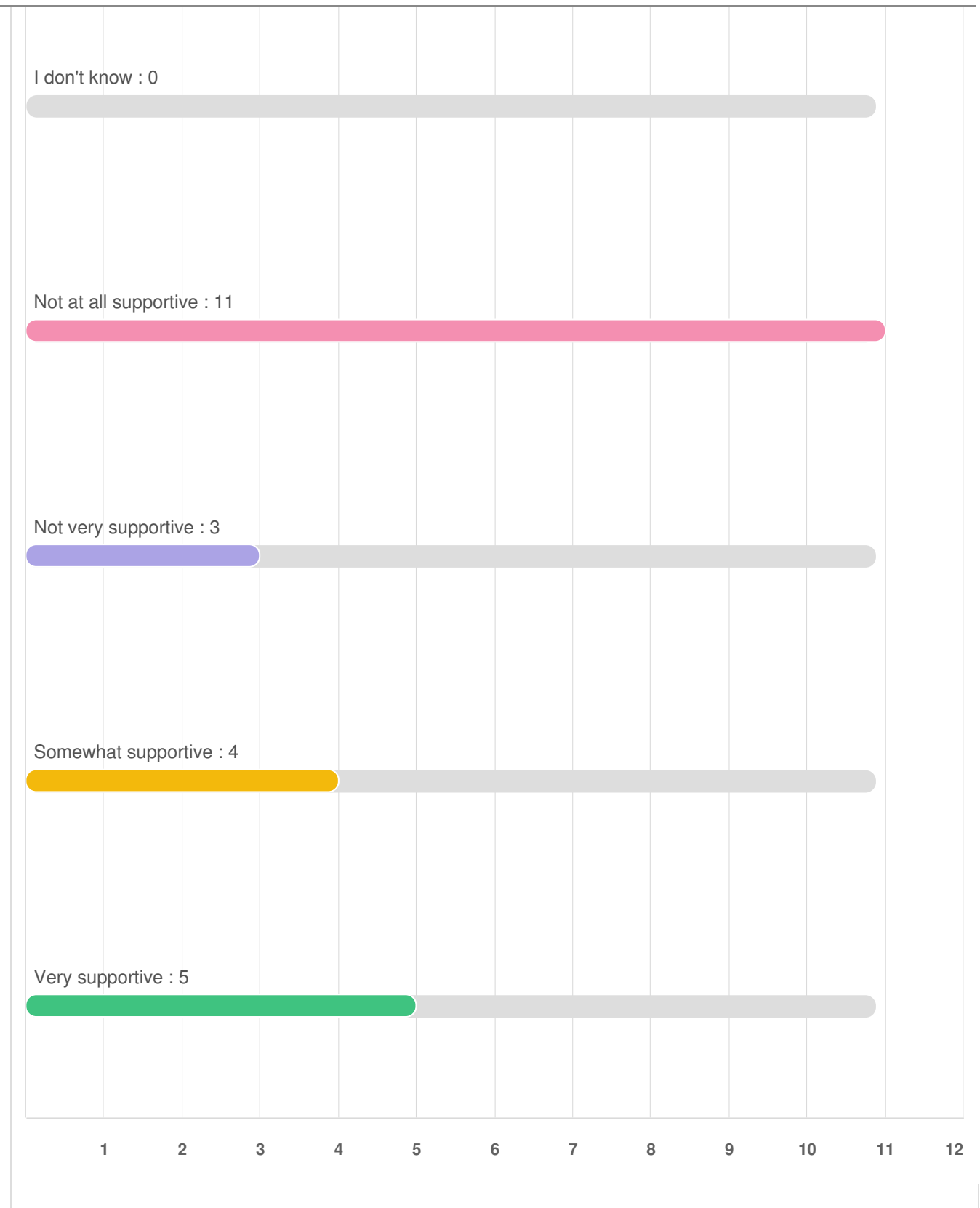
Q17 | Currently, a Temporary Use Permit (TUP) only allows for vacation rentals between May 1 and October 31, with the remainder of the year being normal long-term residency.



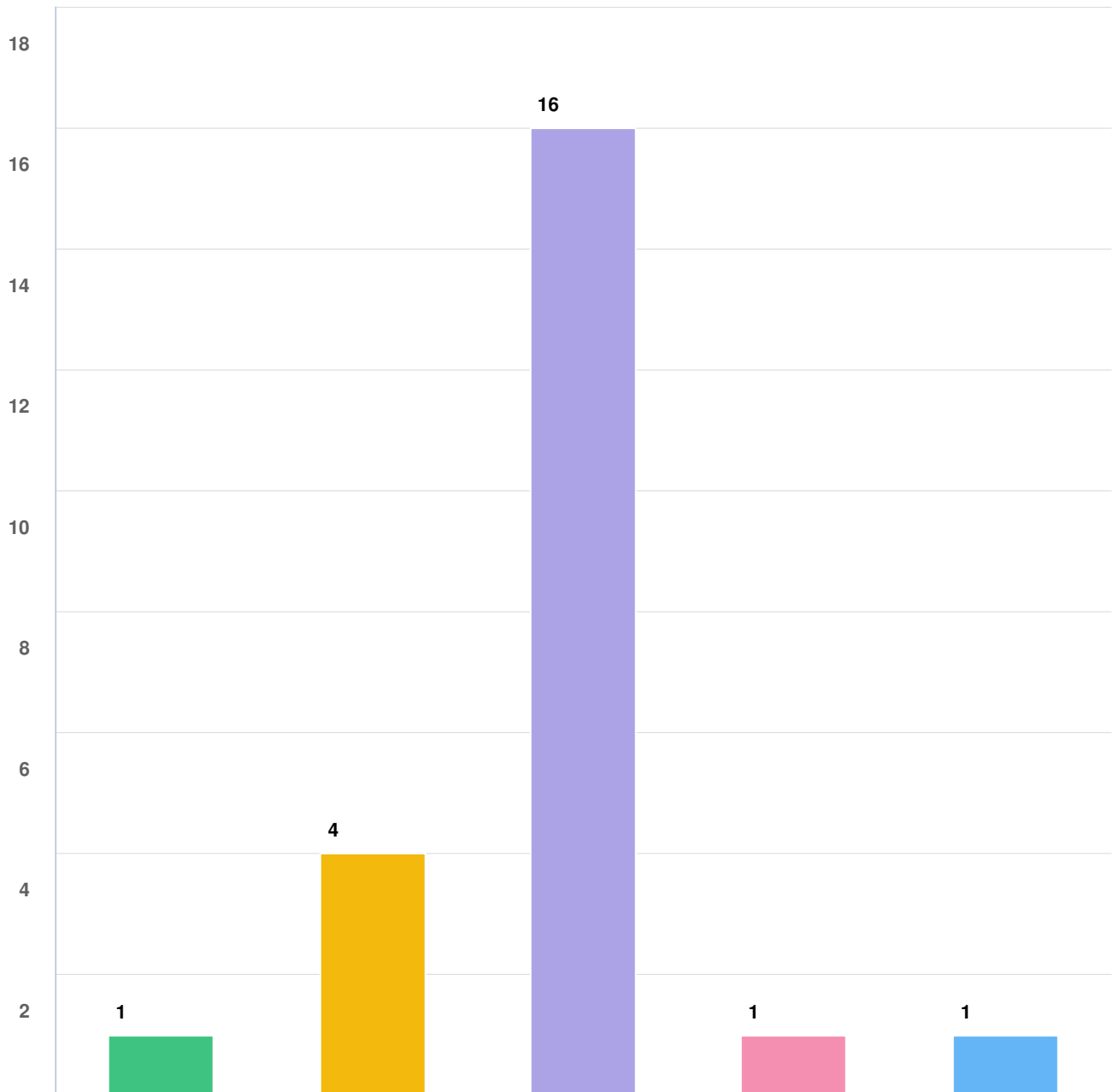
Optional question (23 response(s), 1 skipped)
Question type: Likert Question

Q17 | Currently, a Temporary Use Permit (TUP) only allows for vacation rentals between May 1 and October 31, with the remainder of the year being normal long-term residency.

How strongly do you support restricting the timeframe of operating a vacation rental?



Q18 Under current RDOS bylaws, a property owner may rent out their entire primary house, a secondary suite, or an accessory/secondary house (including a carriage house) as a vacation rental. Please indicate which of the following situations would be y...



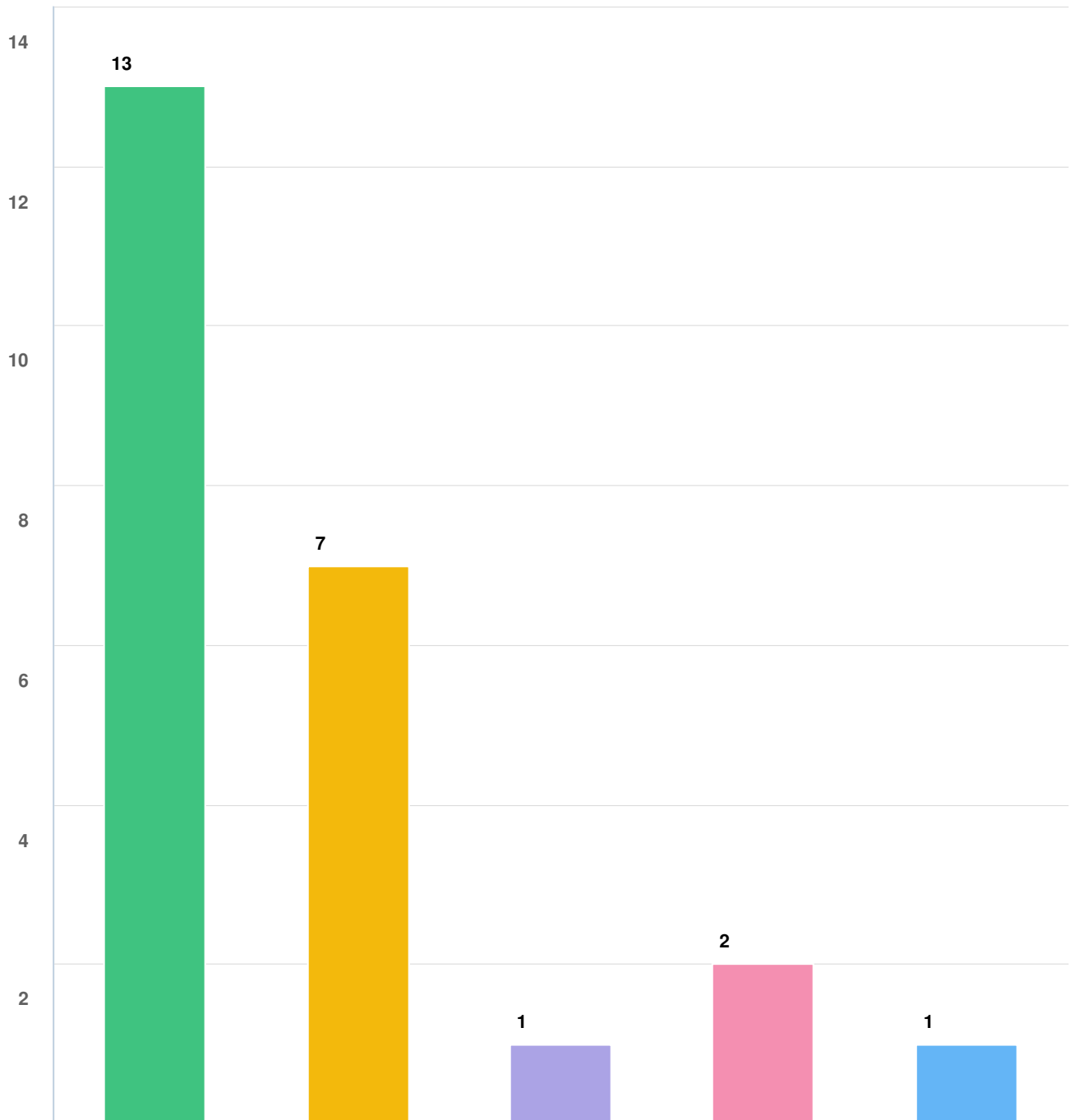
Question options

- Other (please specify)/comments:
- Allow vacation rentals in the primary house OR a secondary suite OR an accessory/secondary house ONLY
- Allow vacation rentals in BOTH the primary house and a secondary suite or an accessory/secondary house
- Restrict vacation rentals to a secondary suite or an accessory/secondary house only
- Restrict vacation rentals to the primary house only

Optional question (23 response(s), 1 skipped)

Question type: Checkbox Question

Q19 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 options would be your preference should the RDOS amend bylaws applicable to vacation rentals:

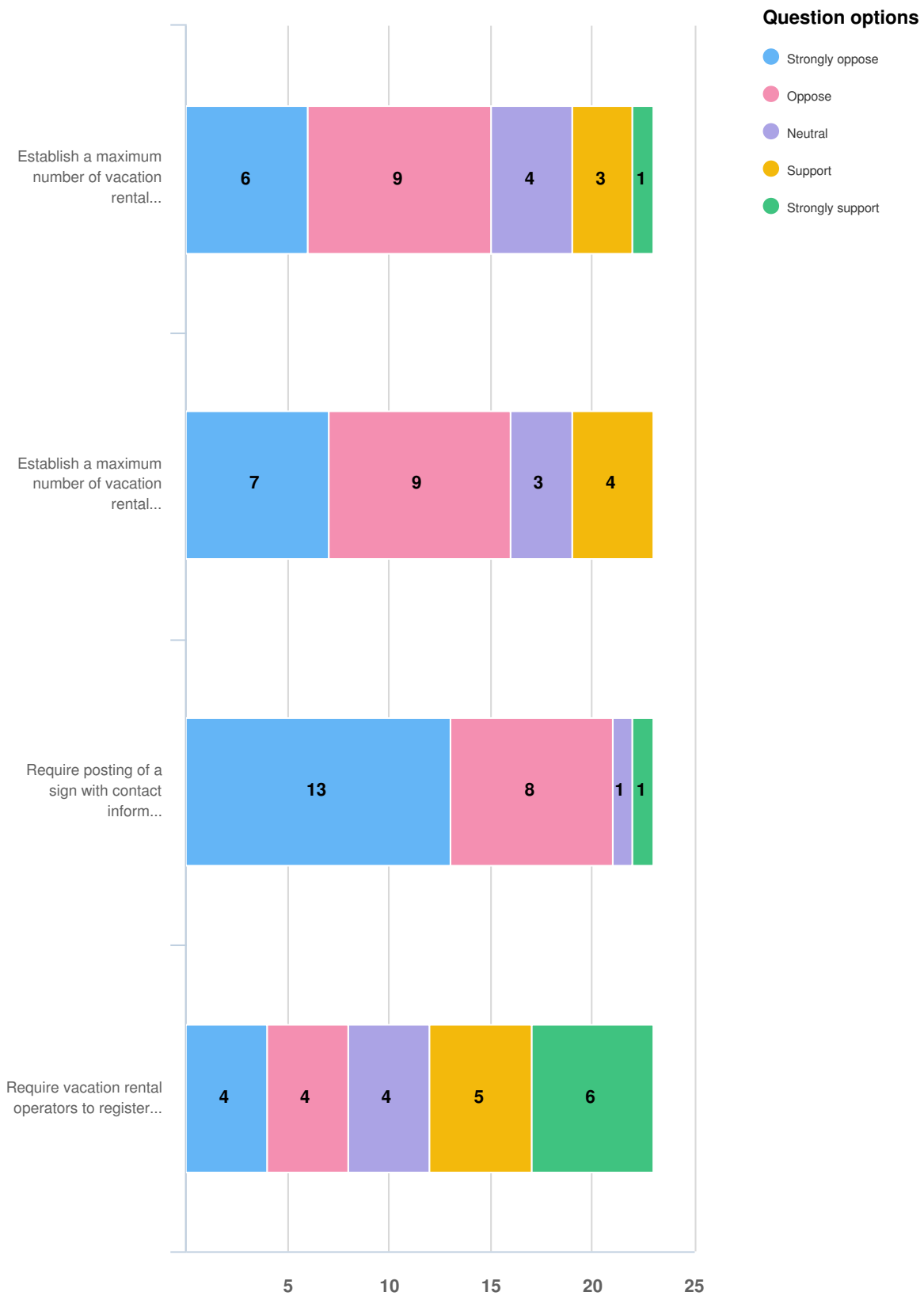


Question options

- 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

Optional question (23 response(s), 1 skipped)
Question type: Checkbox Question

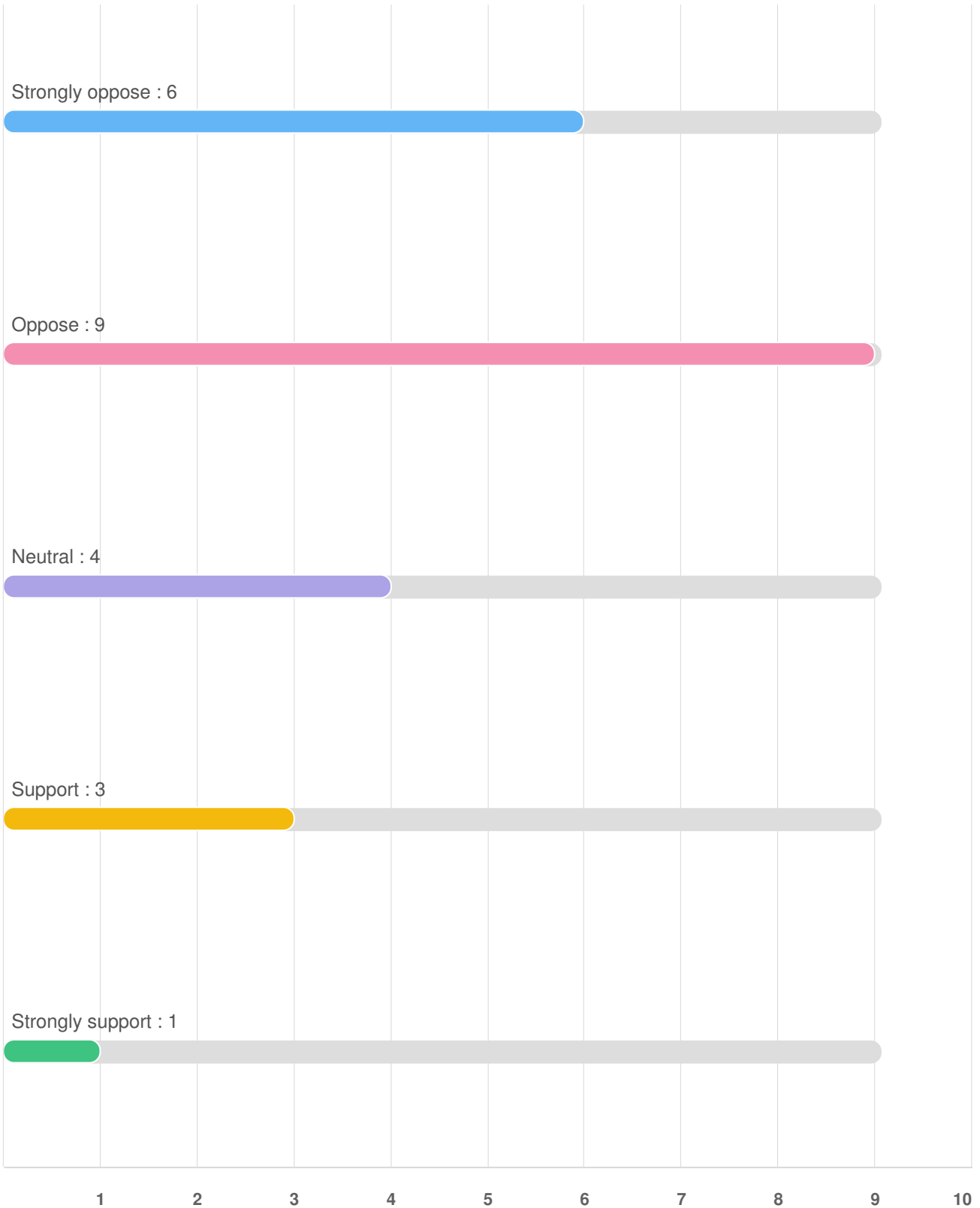
Q20 Below are a few ideas to reduce the possible impact of vacation rentals on residential neighbourhoods. Please indicate your level of support for the following:



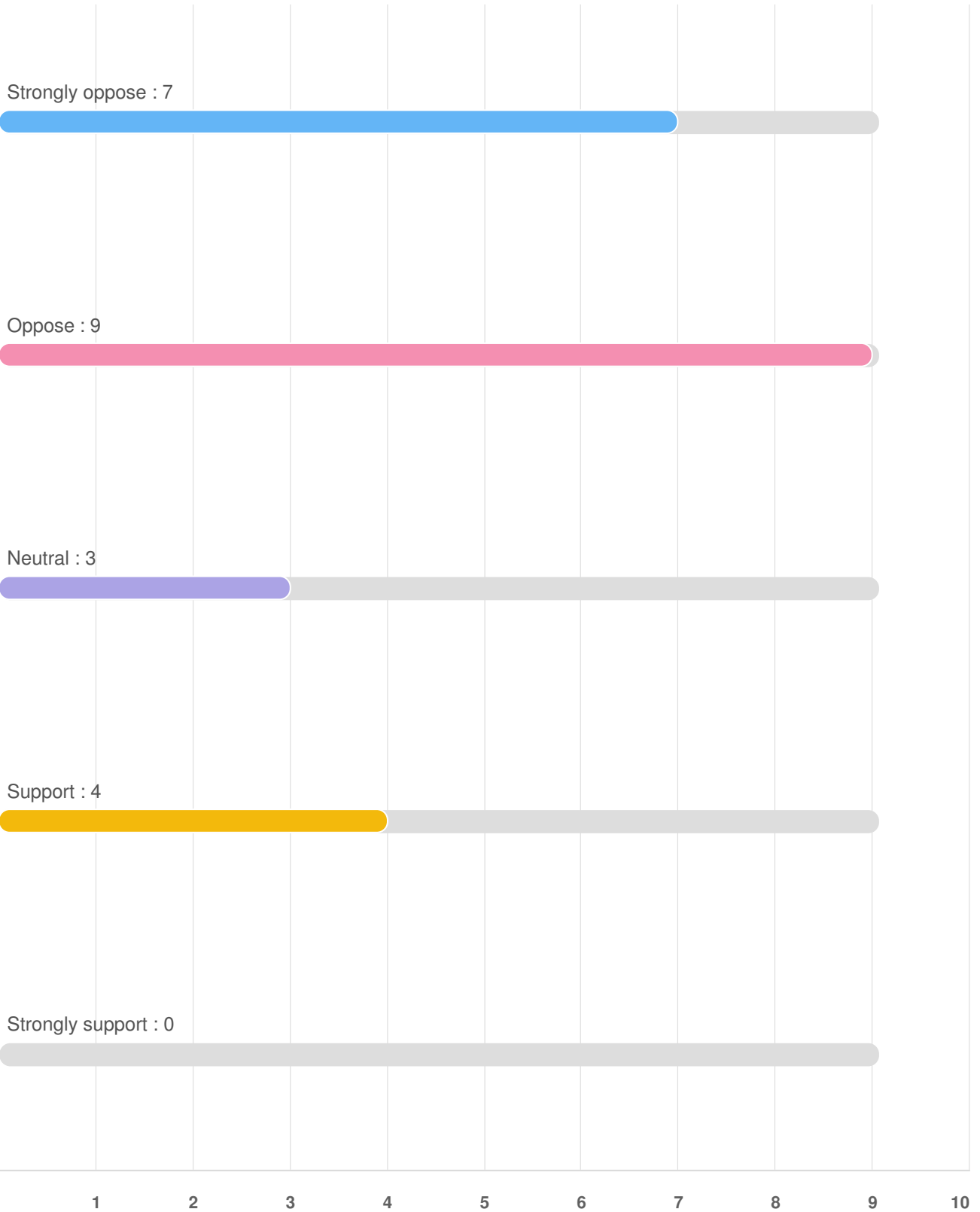
Optional question (23 response(s), 1 skipped)
Question type: Likert Question

Q20 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:

Establish a maximum number of vacation rentals allowed within an electoral area

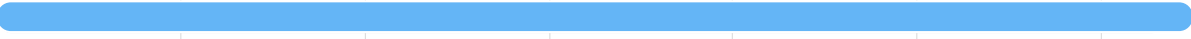


Establish a maximum number of vacation rentals allowed within a specific radius (e.g. 250 metres)



Require posting of a sign with contact information for the vacation rental operator that can be seen by neighbours

Strongly oppose : 13



Oppose : 8



Neutral : 1



Support : 0

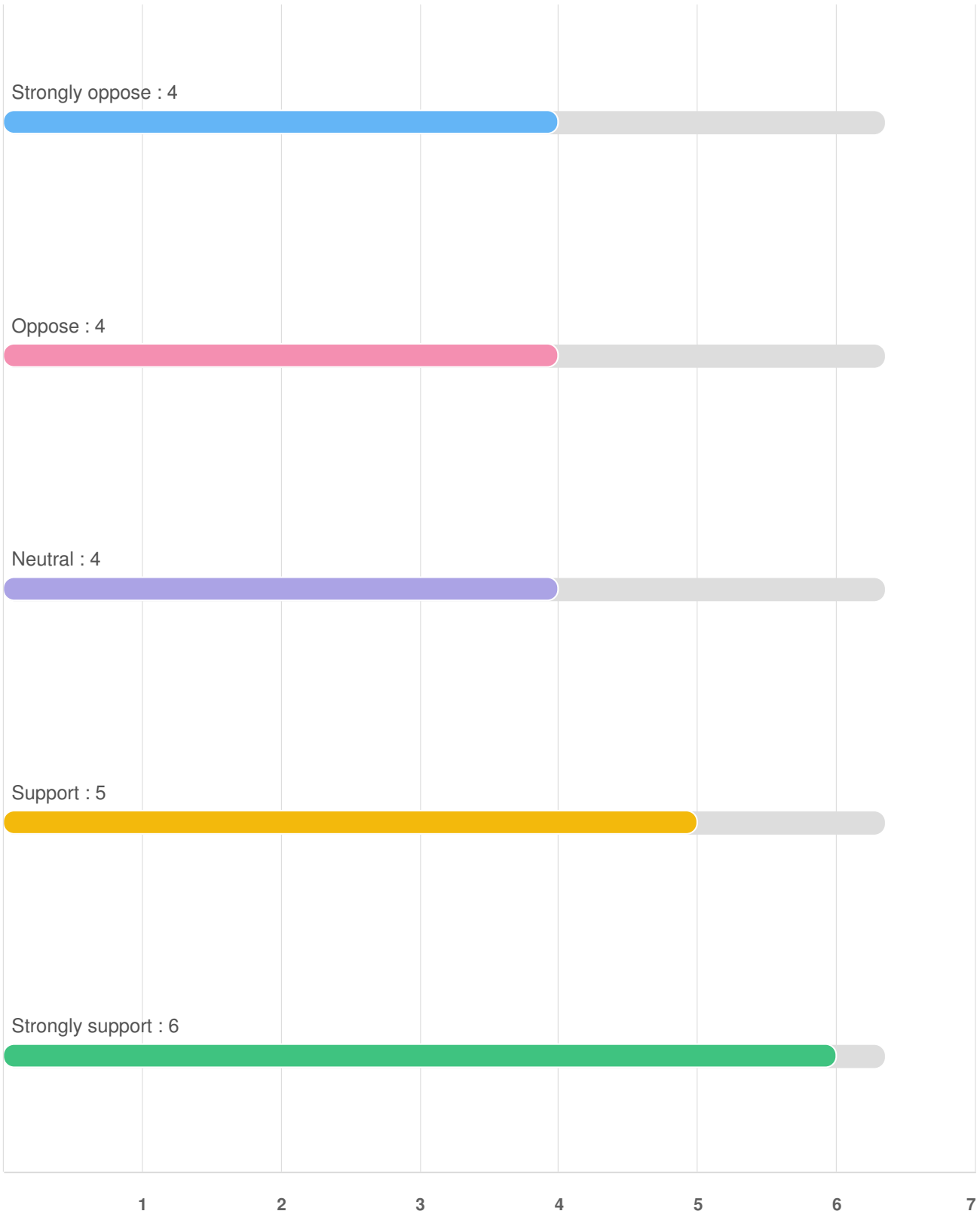


Strongly support : 1



2 4 6 8 10 12 14

Require vacation rental operators to register on the RDOS website with current contact information for the vacation rental



Q21 | 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 Temporary Use Permit (TUP). Please indicate your level of support for the following current requireme...

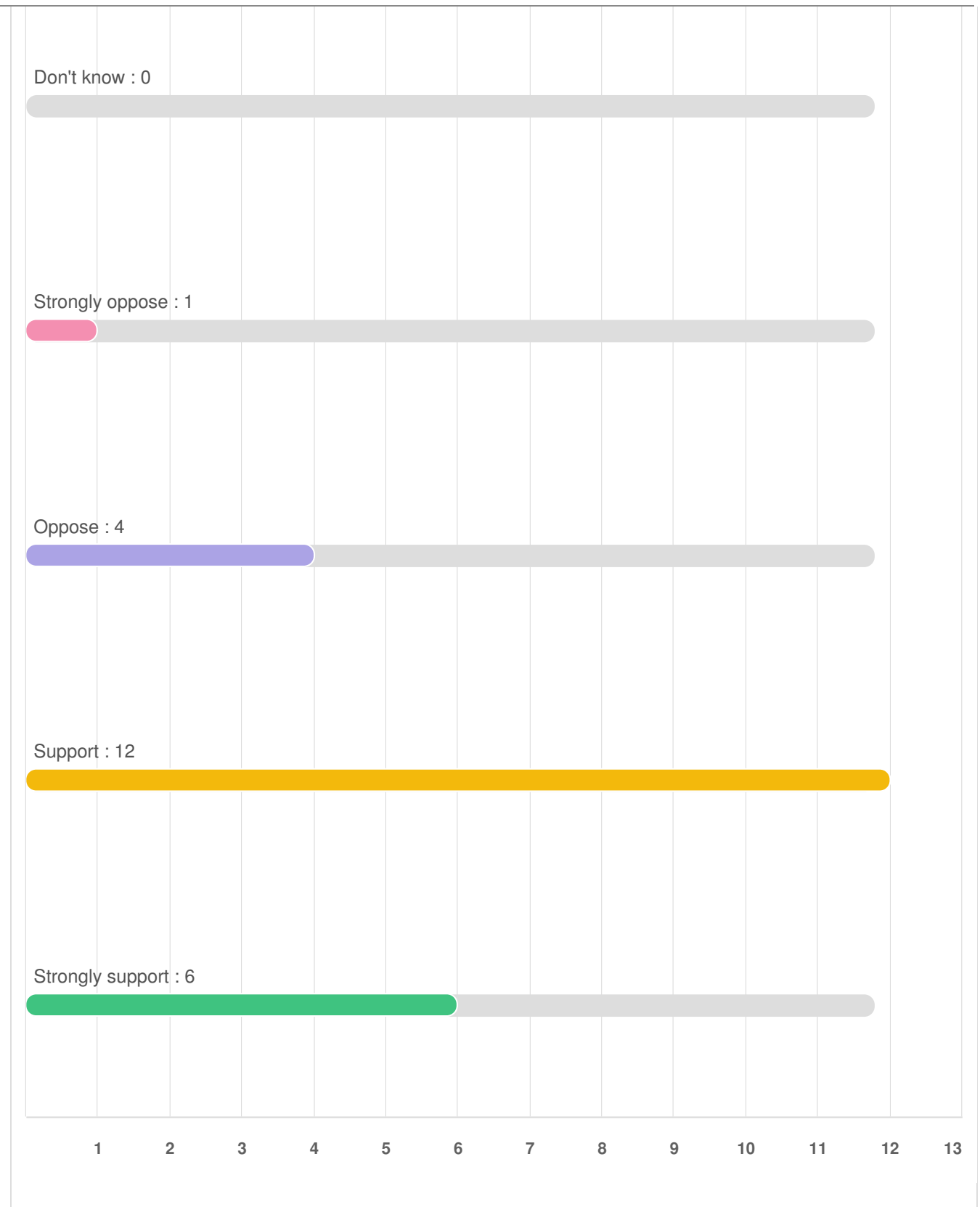


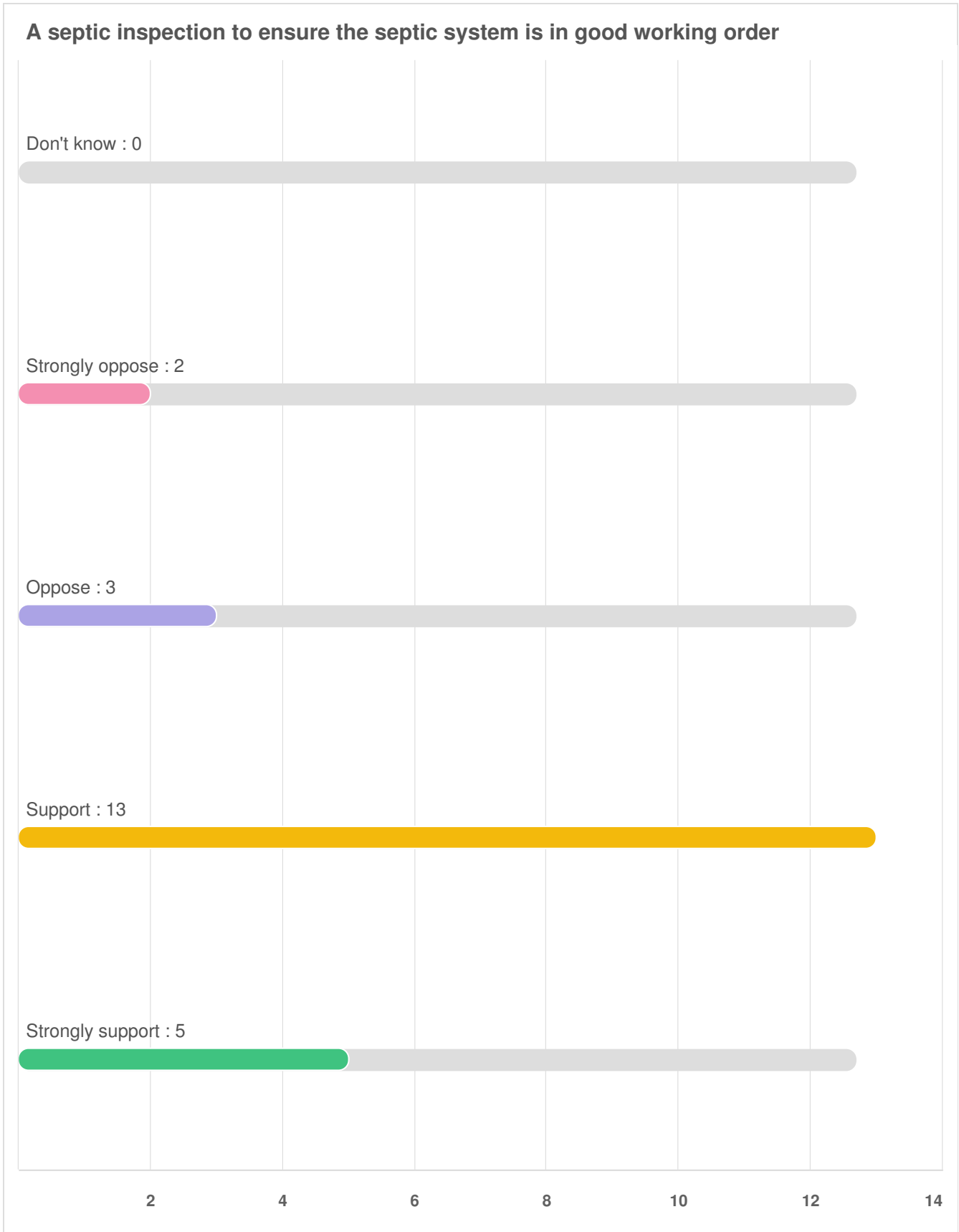
Optional question (23 response(s), 1 skipped)

Question type: Likert Question

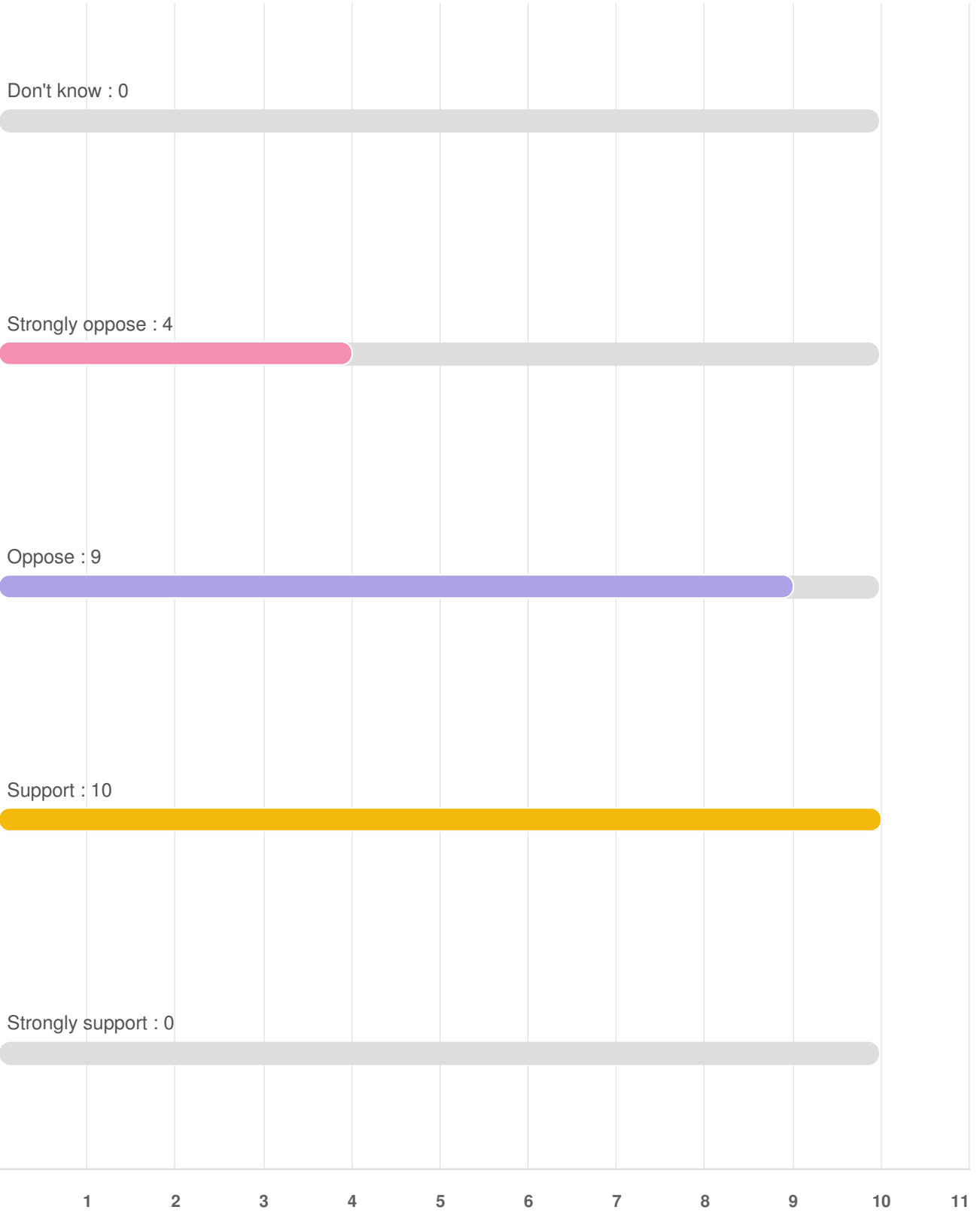
Q21 | **Currently, RDOS staff require a number of items to be provided for review prior to Board consideration whether or not to approve a vacation rental Temporary Use Permit (TUP). Please indicate your level of support for the following current requireme...**

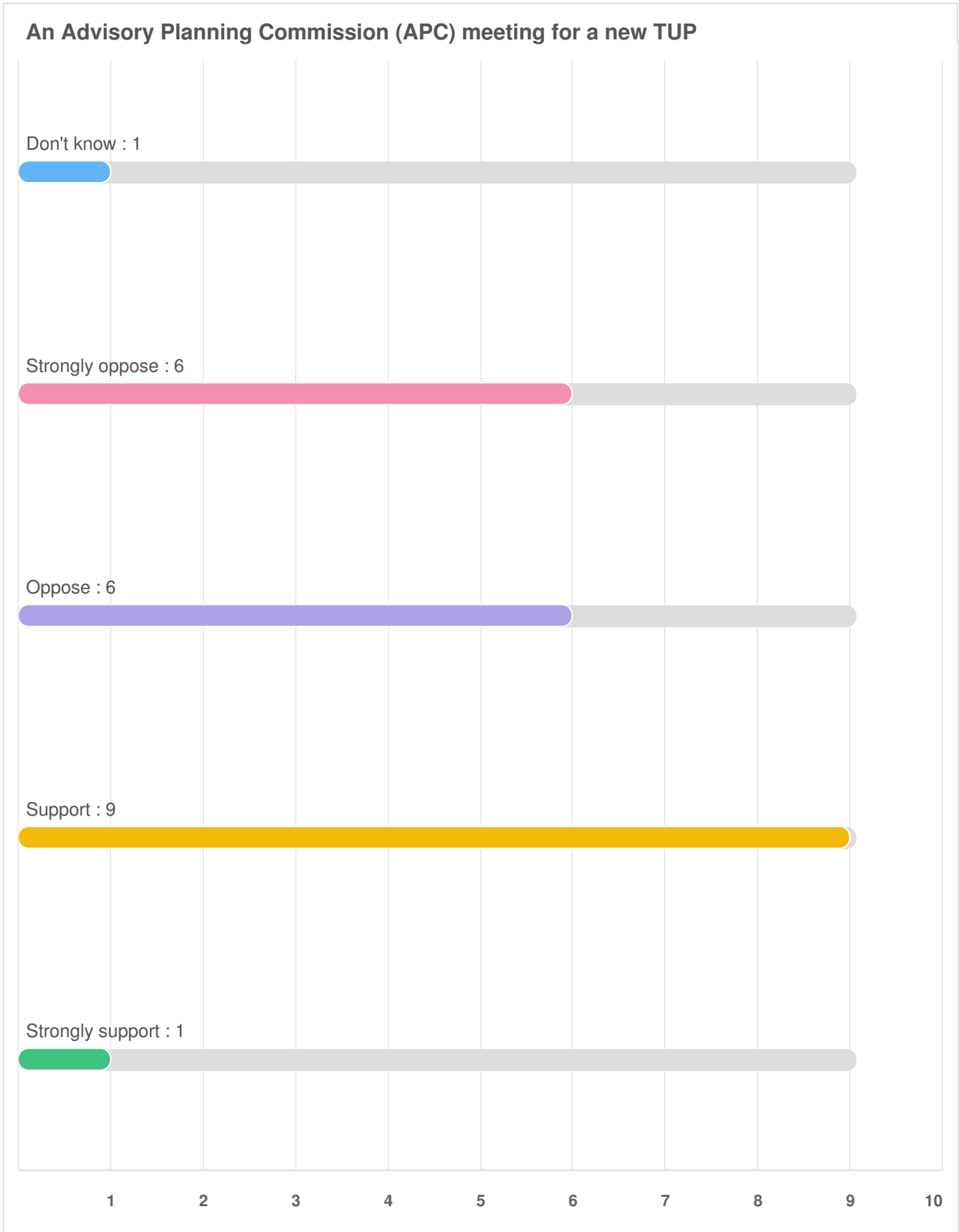
A health and safety inspection from a qualified individual to ensure the building meets minimum safety standards

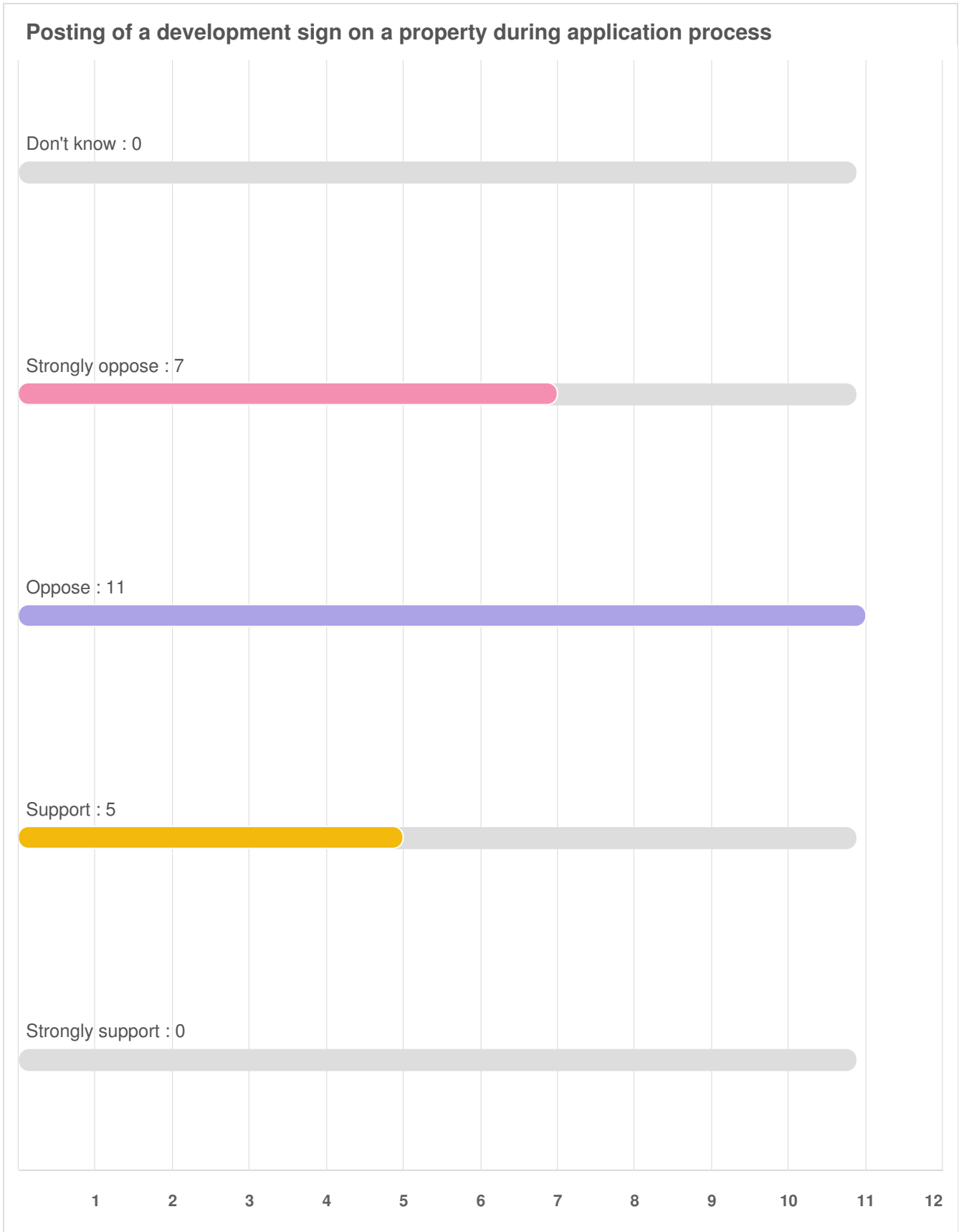




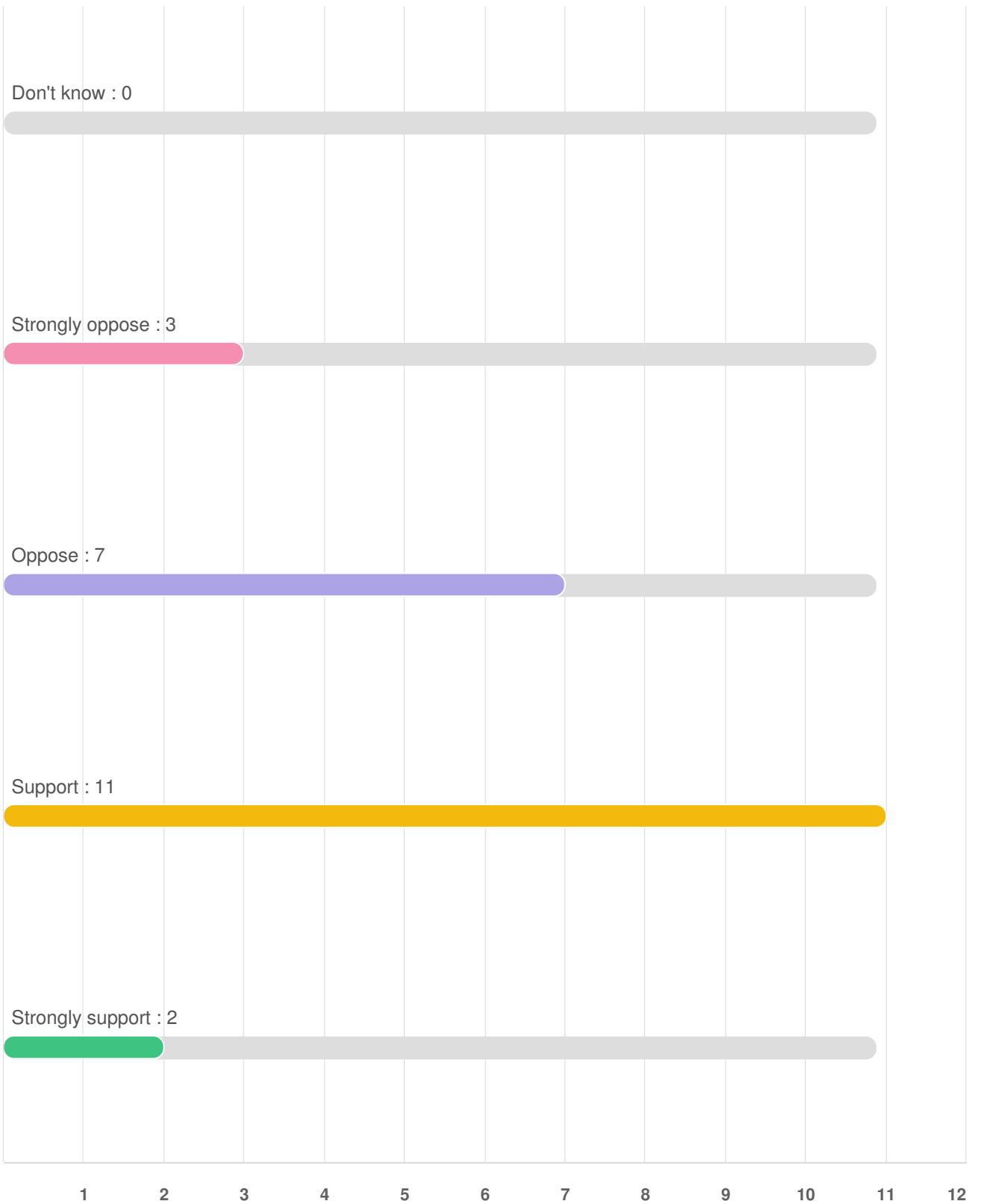
A public information meeting for a new TUP



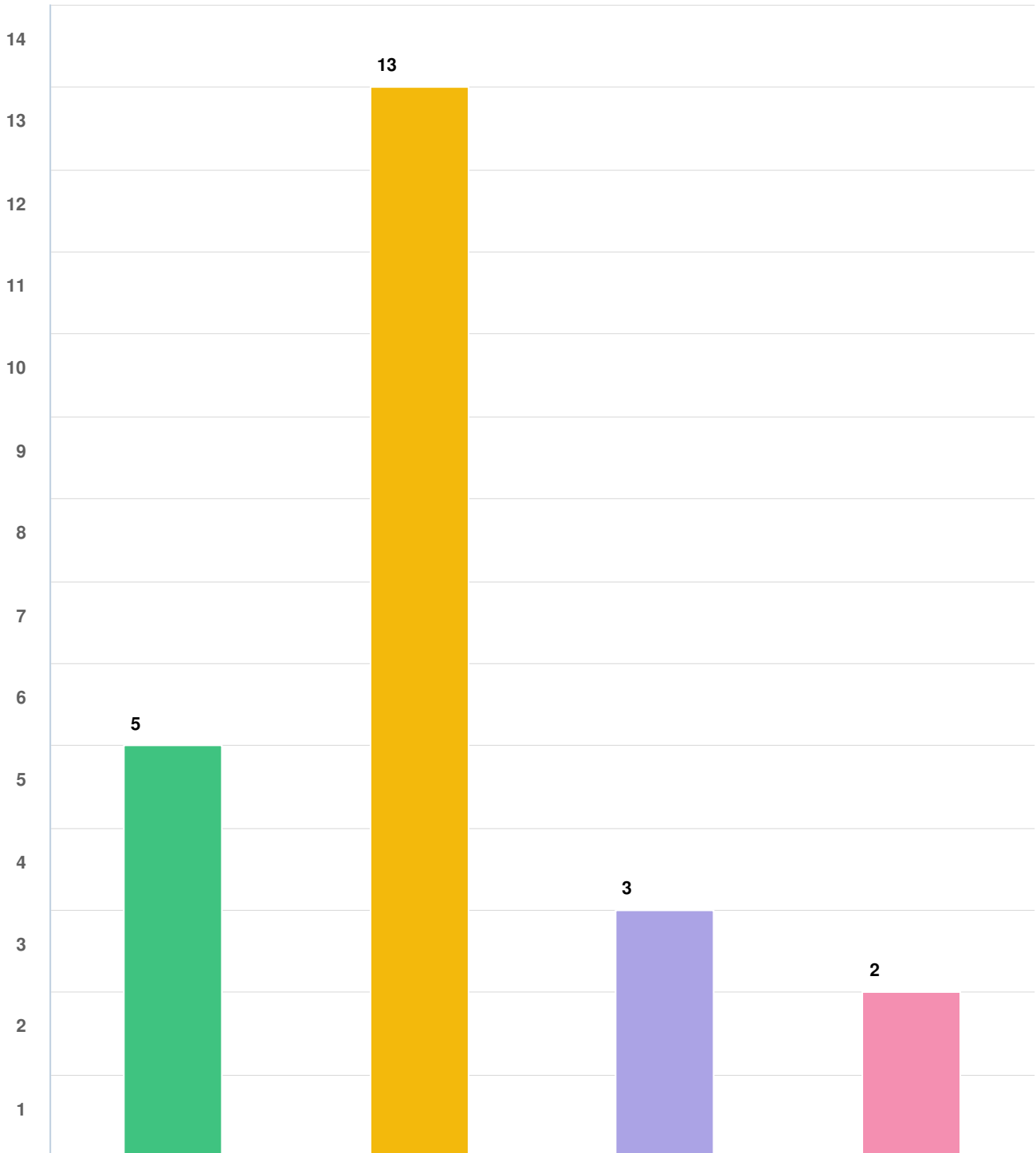




Notification letters sent by the RDOS to all property owners within 100 m radius of a proposed TUP



Q22 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'?



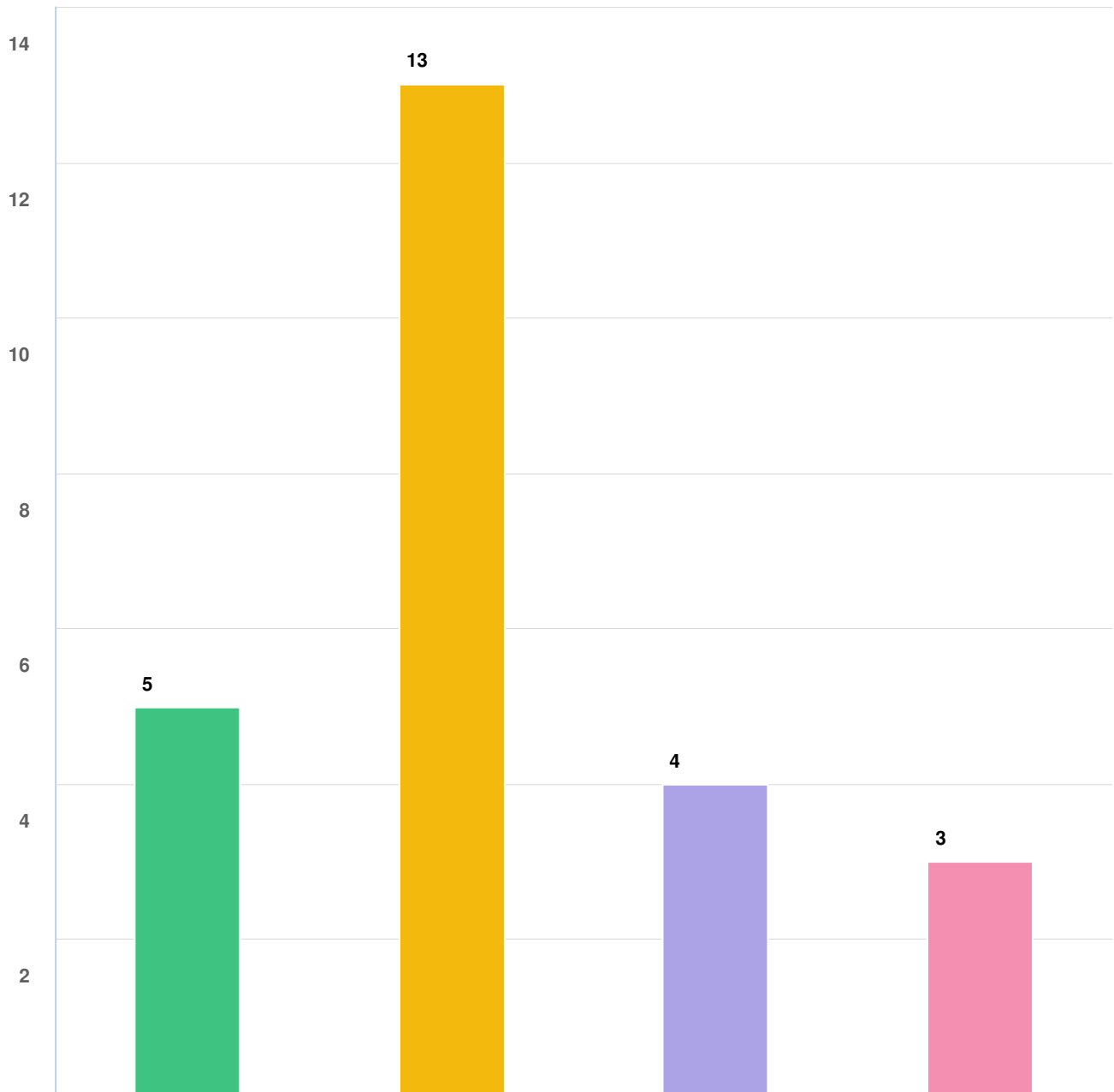
Question options

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

Optional question (23 response(s), 1 skipped)

Question type: Checkbox Question

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 a long-term tenant. There is currently no requirement for a caretaker, a resident operator...



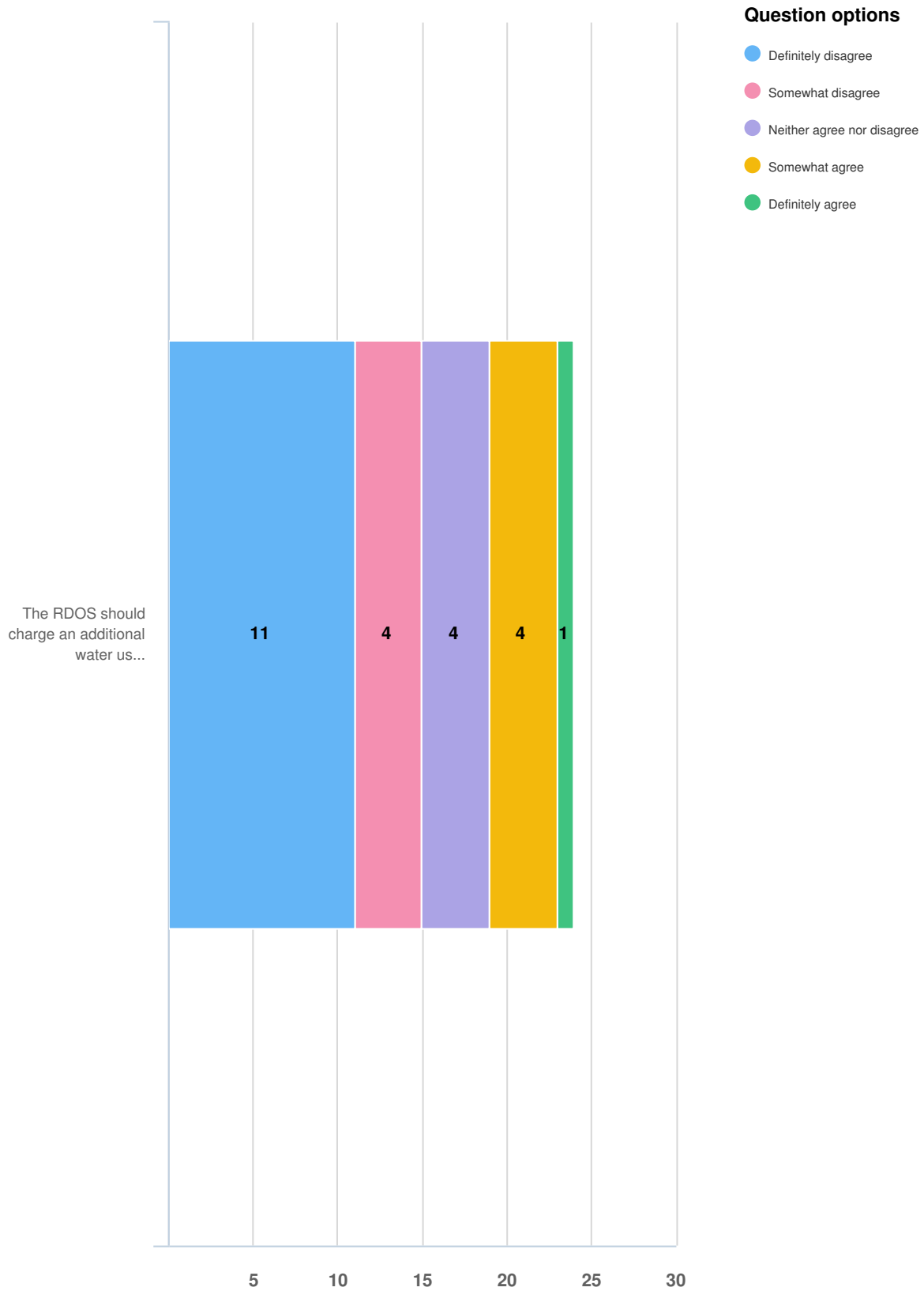
Question options

- 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 contact information for a property manager reachable 24/7 to be posted
- Require a permanent resident such as the property owner, a long term tenant (as operator) or a caretaker to live on the property

Optional question (23 response(s), 1 skipped)

Question type: Checkbox Question

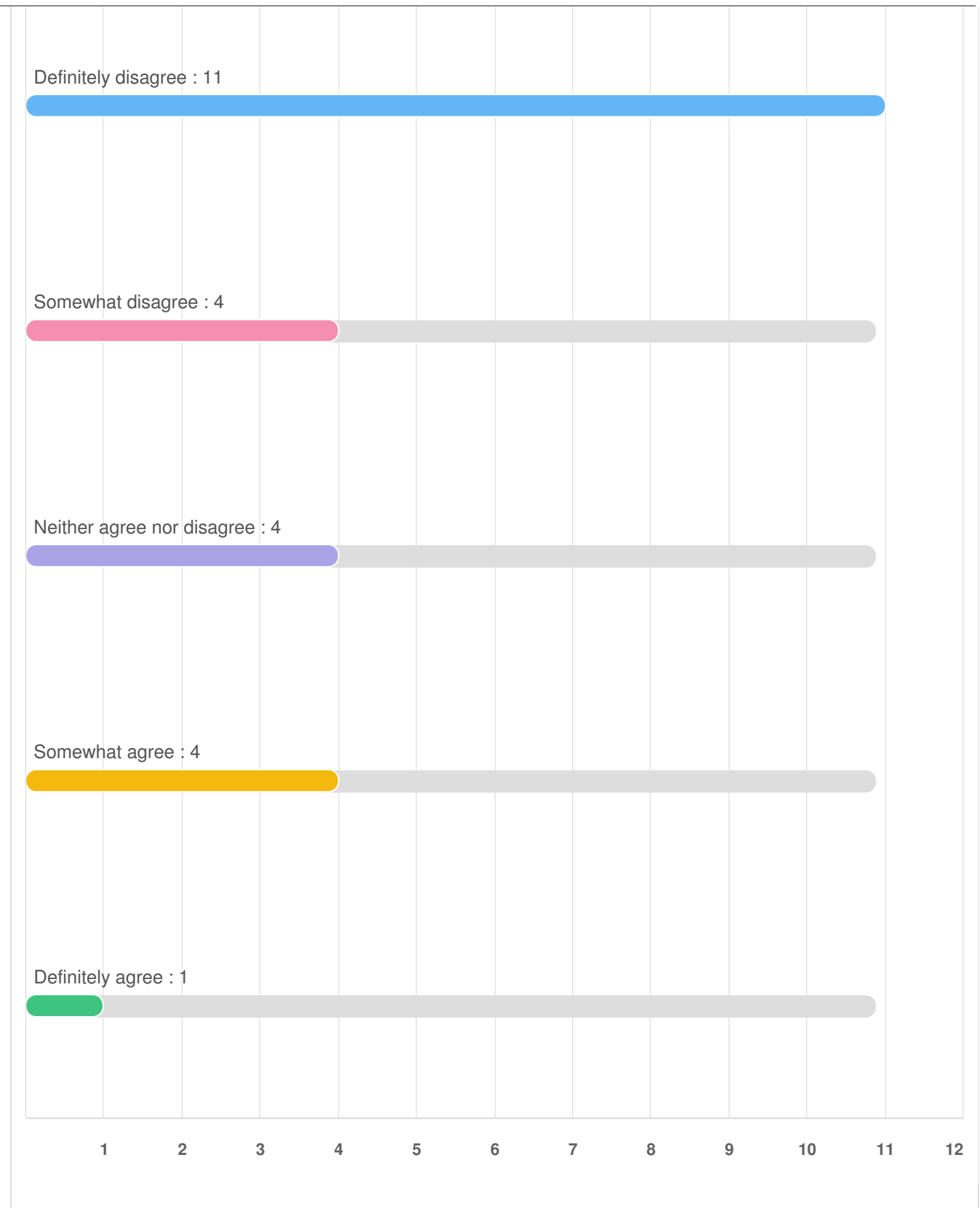
Q24 It has been noted that water use increases with a vacation rental use. If a vacation rental is within a RDOS Community Water service area, how strongly do you support the idea of an additional charge?



Optional question (24 response(s), 0 skipped)
Question type: Likert Question

Q24 | It has been noted that water use increases with a vacation rental use. If a vacation rental is within a RDOS Community Water service area, how strongly do you support the idea of an additional charge?

The RDOS should charge an additional water usage fee for a vacation rental TUP



Q25 Thank you very much for sharing your thoughts. If there is anything you would like to add, please comment below.

Anonymous

The general application process was pretty reasonable, I just the

1/10/2023 12:55 PM

public hearings (etc) to be a bit much considering there was virtually no public attendance or opinion. As another potential solution for 'balance', a limited number of days each year would be interesting. Say 90 days a year it can be a rental. It's not enough for someone trying to buy it as an investment opportunity but allows for additional income for owners who have the home vacant for periods of time. The seasonality of May to October for a rental season continues to make zero sense to me. There is so little rental market in the winter I'm just not sure how that's an issue.

Anonymous

1/10/2023 01:40 PM

One thing I noticed is that you didn't inquire how we feel about the fee for applying for a TUP, I feel it is extremely costly as per other regions and for the amount of the fee it should be a 12 month permit not 6. Also I feel you should separate a short term rental from a TUP for housing farm helpers, in my opinion these are 2 different type applications.

Anonymous

1/11/2023 05:46 AM

Well managed Vacation rentals add income to local communities such as Naramata where tourist accommodation is limited. As well guests spend money dining out and on recreational activities. They also provide needed employment for locals. Good neighbour policies such as providing the phone number of nearby local to monitor noise levels are important. In our case having a part time vacation rental allows our families to continue enjoying our parents vacation home since the 1960s with our children and grandchildren.

Anonymous

1/11/2023 06:35 PM

First of all question 24 is incorrect. Water use does not increase. <https://eastsoundwater.org/board-vr-study/> We found that this process was highly flawed, extremely stressful and its no wonder that people choose not to apply when the costs for a permit are extreme. \$2500 + \$400 septic + \$200 safety + \$150 sign + \$500 additional charge to reapply because the process was flawed + \$1250 to continue after first 6 months = \$5000 in a 1 year period Information regarding the website provided regarding the permit was arduous and poorly designed with far too many links. We were told it was simply a formality to go to a board meeting to get the permit before being blindsided with complaints and a director that would not listen to our concerns. Solutions: 1) Inform applicants that there is a specific location for neighbour complaints 2) Timeline for closing the input of support information should be longer for the applicant than that of the community. If the date for support or concerns is posted and then adhered to by RDOS the applicant should be given an additional week to review concerns that have been posted. They would then have the option to collect additional information to counter the arguments provided and or to gather community support. This

additional information would have a stipulation to be provided to the RDOS staff (in person or by email) at a later but within reason - 1 week of closing date. At present if the closing period is the same, the applicant must seek support not even knowing that they need to. If we had seen the concerns and were allowed to submit counters or support 1 week later this would make it less stressful. If the applicant looks at the link to 'Representations' and there are no or few concerns then they wouldn't need to canvas neighbourhood support. 'Representations' btw is a poor word to use for the link! Try: Community Support / Concerns / Letters what ever but unless told what Representations IS it has NO meaning. 3) Close neighbours (100 m) should be allowed to send letters only or carry more weight than neighbours 2 or 3 blocks away. 4) APC should not allow neighbours to submit information that is not seen by the applicant as you have no way of responding. If such letters arrive to APC members it should be stipulated in the Bylaws for RDOS they MUST forward these emails to the applicants. We had to order a FOIPPA request to get access to these letters. 5) Community forums can be dominated by one neighbour and therefore appear to have more weight to their view. Better control of community meetings is required. Possibly a vote or a recommendation must be made otherwise, as in our case. The Director can say there were lots of concerns shown at the meeting when in fact it was not the case. 6) We realize that our situation may have been a one off and without support from RDOS staff we likely would not have been able to overcome the bias by a few neighbours but it is highly likely that it will occur more and more. If an open ended process such as the existing one continues. 7) Communities will never completely agree so regulations need to be stricter and enforcement evident to change anything. 8) Reduce the permit costs so more people apply. Increase and follow through with fines for those who do not have a permit (\$1000 min). Establish a bylaw that allows RDOS the ability to actually ticket or provide legitimate fines. Make Airbnb and VRBO require permit proof for posting on their websites. 9) Hire some summer students to track VRBO and other services to identify vacation rentals that are not permitted. If you told us: On your website please state: RDOS Legal TUP Permit #12345 This would then signify you are serious and are monitoring the situation. Have a publicity campaign that states and requires all TUP owners to post Permit # and then FOLLOW through. It will cost a lot a first but you will benefit in the end. 9) Check how places like Maui do it. Most places have permits AND they have local taxes (REQUIRED BY LAW) for TUPs. 10) [REDACTED] solution not the problem.

Anonymous

1/13/2023 09:39 AM

It seems that the RDOS, and some residents, assume that every vacation rental is simply a business. We, like many others we know,

provide a service that is in high demand, at the same time, preserving a family home with deep roots in the community.

Anonymous

1/13/2023 10:19 AM

we have been pleased with the information available and process.. Re-signage/posting for renewal seems a little problematic for those of us who have TUP's in a secondary home. Water - the usage charge seems a little strange. Does a home with a TUP use more water than a home with a family? perhaps, perhaps not. Meter water in all homes. Septic - Similar issues. It is important for all sewage systems to work effectively.

Anonymous

1/13/2023 12:19 PM

[REDACTED]

Anonymous

1/15/2023 08:14 PM

Whether the STR is occupied by a short term guest or a long term tenant the water supply would be the same.

Anonymous

1/16/2023 01:45 PM

The Kaleden irrigation district already charges \$40/month to our water bill so having the RDOS add another charge is punitive. This charge by KID was added even before our initial permit was approved by some unknown reason. The entire approach to vacation rentals is pure denial and negligence. They have existed, do exist, and will continue to exist no matter what you do, so be responsible about it. My experience in obtaining the initial permit was horrible. Sabrina Monteith posted a biased and irresponsible post on Facebook clearly trying to encourage people to deny our permit. Even at the hearing despite approval she again used her position to speak on behalf of the community to have moved from the consent agenda. Our health and safety check was a complete joke as we failed the initial check because our deck was 1/2 inch too far from the ground. The check was done while landscapers were actually working on the yard. The inspector did eventually pass until later when he claimed he felt pressured to pass by the builder? Is he professional or not? I even had a director (Obirek?) state during the final approval meeting that he was "offended" that just because we followed the rules that we felt we should be issued a permit! You create an expensive and onerous process that literally costs thousands of dollars and multiple hours away from work and we follow it to the letter and somehow I offended him but thinking we should get an initial permit? Then we we ask for the second permit the staff at the RDOS office seemed shocked and said most people don't bother. Again, we do the right thing and this time the cost has tripled! The approval process was smoother this time however issues like signage were questioned multiple times even though everything was done exactly as was required and in the exact same manner as the initial permit process. When I pushed back

it was clear that nobody had actually fully reviewed the request. Just easier to throw the onus back onto me than to even do the basic review. As for enforcement, it is clear the RDOS needs an enforcement branch for every aspect of their bylaws including parking and permits. Build all the onerous and cost prohibitive processes and then leave it to the community to complain through yet another long and ineffective process. If you actually held the illegal rentals to account vacation rentals could actually benefit your community. You could also recover a lot of your cost by fining the illegal operators. All the negative comments that have ever been used to fight against rentals are stories from those rentals that do not have permits. The fall back is that those people are "local" and somehow I'm an issue. I've been in the area for over 30 years and plan to retire there in 3 years. Even getting a code to complete this survey was ridiculous as it took me 3 phone calls, all to planning, and right to the end Tim was unaware that a survey was even taking place. How is that possible? An email was to be sent to permit holders yet that hasn't happened. I'm left with the feeling that this is an attempt by the RDOS to simply do the easy yet irresponsible path and simply say no to vacation rentals. Again, this won't stop them from being around. As I looked for a property management company I was told by all 3 not to even bother. I wanted to be above board and finally found one that cared. After seeing our process even she commented that she has doubts about even asking future clients if they have a permit. Do the right thing and build our community in a responsible manner. Acknowledge that these rentals are part of the community and set a standard that ALL must meet.

Anonymous

1/20/2023 07:39 AM

Naramata has been discovered--for a reason. It's TUSCANY! RDOS doing a good job of managing growth. I get that locals want to keep is small and rural--we do too! But land values will continue to soar due to natural beauty and wines, slowly creating turnover in feel/size. (Huge developments up the hill/north of town are much bigger issue than short term rentals!!!) VRBO style rentals keep it accessible. But you have to be a conscientious owner for sure. We turn many people away if we smell a party crowd.

Anonymous

1/28/2023 10:22 AM

We rent our house for 4 months only since we live in Northern Ontario from June 1st to October 1st every summer. This our home for 8 months of the year.

Anonymous

1/31/2023 02:46 PM

#4 Our guest house is a separate dwelling on the same vineyard property as the main house. #8 'Useful', I can see that they would be of use to the RDOS as part of their/your process but useful to me? Unlikely. #20 Notification Letters to neighbours but not to others. In

our case the RDOS sought feedback from Interior Health, Fortis, School District 67, ALC, Naramata Volunteer Fire Department. The respondent from Interior Health in Kelowna (no less!) suggested that our Naramata "TUP not be-approved without the applicant first demonstrating that long-term rental is not feasible..." Why are RDOS Bed and Breakfast rules different to Short Term Rental rules?

Anonymous

2/02/2023 08:45 AM

When the owner of the property is on site full time when rooms are rented, even in a detached building, should the rental not be considered a BNB? I agree the TUP must be required for unsupervised rentals.

Anonymous

2/03/2023 09:10 AM

Thank-you for providing us the opportunity for input. As in life, a balance of needs have to be considered. Given we will be moving to our BC home shortly, we have always been mindful to have great relationships with our neighbours while our short term rental provides income to us. In your review, please also research what owners include in their VRBO or Air BnB descriptions- they are promoting staying and being local, which helps so many businesses in the communities where the homes are located. Could you consider providing a TUP for 5 years to decrease the time (ours & yours) and money to acquire the permit? It could be revoked in the event of valid and reasonable complaints. I vehemently dislike the idea of having signage on the Property to indicate it is a short-term rental as this provides a beacon for thieves, which would not be helpful to anyone in the neighbourhood. Further comments on water usage may or may not be accurate. In our case, we are not living in our home, and I would argue that the baseline for water use is quite low. So yes, while someone renting our home uses water, we still consume less than the average family when you view the entire year's usage. Things like low-flow showers and anything environmentally friendly (timer's, gauges, etc) should be promoted and encouraged. And, of course, restrictions need to be in place when demand is high in the summer. Many thanks!

Anonymous

2/14/2023 09:17 AM

There are many residents in Kaleden who don't rent their houses out and are not subject to any health and safety inspections, and they should be. There's many residents who do not take care of their homes and have junk all over their yards, and they likely have not taken care of their septic systems, don't maintain their yards etc, but they are not subject to all of these regulations, as people who meticulously care for their properties and choose to rent them out. There are also many people who rent their houses out and do not have TUP's. The few of us who actually follow the rules, are the ones so scrutinized.

Optional question (15 response(s), 9 skipped)

Question type: Essay Question