



SHORT TERM RENTALS

Host Presentation 2023

**WHY
ARE
YOU
HERE?**



Communication is
KEY



Your Feedback is
VITAL



Your Participation
PRICELESS

How can we make your rental safe?

FOR THE HOST

- Tools
- Understanding
- Implications
- Stronger communication

FOR THE COMMUNITY

- Less impact
- Safer communities

FOR THE GUEST

- Welcoming
- That the guest is clear of the rules and implications if rules are not followed.



Registering Your Rental

- 2 Million Liability Insurance for registered property
- Guest Registration Log Book
- Renter Code of Conduct
- Registration Completed and undersigned for all acknowledgements

Fees

20 DAYS OR LESS

\$ 250.00 Registration Fee

20 DAYS OR MORE

\$ 1000.00 Registration Fee



WHAT IS THE PLAN?



STR Timeline

Educate and Receive
Feedback

Early Registration
Soft Launch of Program



September
2023

November 2023

December 2023

Spring 2024

Introduce the STR By-Law

Full Launch of Program
Registrations & Fees Begin



The Application

What will you be asked?

PERSONAL AND CONTACT INFO

What rental agency (OTA) you use?
Emergency Contact
Insurance including proof

ABOUT THE PROPERTY

Building requirements including site plans, drawings and floor plan
Waste Disposal Plan

FOR FIRE & SAFETY

Fire Escape Plan
Records of inspection / Test smoke detectors
Carbon Monoxide Detectors
Fire extinguishers in place and operational





Renter Code of Conduct

Why a Renter Code of Conduct?

TO CREATE A STANDARD FOR

- The privilege of using your property
- Understanding the value of relationships with neighbours, community and the Township

TO ACCEPT & UNDERSTAND

- The Guidelines and Rules outlined
- That complaints will be enforced



Guest Register Log

Guests

Thoughts



Why a Guest Register Log?

THE PURPOSE

- To keep a dated log of their registry per property.
- Ensure a number is captured for the number of people staying at the premises and is (if applicable) based on Septic Approvals.
- Ensure 2 persons over the age of 8 per bedroom.
- That a regular running log showing the inspection of all Smoke/Carbon Monoxide detectors in the house.
- If a complaint is logged and Officers attend to validate
 - If none of the following is accurate nor can be validated, fines will follow.





BYLAWS

Understanding By-Laws

Educate Your Renters

FIRE RATING & BANS

- A Fire ban or "Extreme" means no burning at all.
- No burning if there is no permit! Permits are free.
- Permit location and information shared to your guests about the fire rating need to be shared.

If a complaint is called in, charges could be laid against the renter as well as the owner of the STR.

It is the responsibility of the owner to ensure guests know of the Bylaws

Know the By-law

FIREWORKS

Only allowed on recognized Statutory Holidays: Victoria Day, Canada Day, Civic Holiday and Labour Day. Any other dates outside the specified dates are by permit only.

If a complaint is called in,
charges could be laid against
the renter.



Know the By-law

PARKING

Solely the responsibility on property, however ask for consideration, contact the Township. At times, consideration maybe granted if we are made aware.

Complaints come in regarding parking or congestion on the road which will cause a safety issues need to be addressed with renters as well consequences for the STR owner.

Know the By-law

GARBAGE / WASTE

Excess Garbage, waste or dumping is an issue and if a concern is brought to the township attention, it can't be ignored and will be addressed accordingly.

The STR owner will be held responsible. Caretaker services or management companies will be responsible



Know the By-law

DOGS / PETS

Must be leashed and be respectful. If they are continuously barking, complaints may be filed. Pick up after your pets(poop/scoop).



Testimony or witness account,
complaint or found committing.



Know the By-law

BOATING ETIQUETTE

Be respectful on the water ways whether on a sea doo or boats, respect wake zones and mind the conduct on the water.

Complaints will have to made to
OPP specifically.

Water on the Water
Beer on the Pier!



Complaint Process

COMPLAINT FORM



Name(s)

Home Phone Number

Middle Name

City

Gender

State



Understand the Process

- All complaints will be logged and potential investigated.
 - Those Short term Rentals who are not registered will be need to comply and register.
- Renters will be spoken to whether they were aware of the issues,
 - Acknowledgement forms confirmed for signature
 - Charges may be issued accordingly.
- Further issues will also be followed up with the STR owner or Responsible Person.
 - Expectation will be for them to respond or attend if the issue is serious enough within an hour. (Ex. Over the amount of people registered for the property)
- If no response, further fines may be issued
- Based on OPP or Fire attending a specific incident and based on the reports, further charges can be issued if a violation can be substantiated (Ex. noise complaint, burning without a burn permit)

Granicus – Our Enforcement Tool

- Residents will have 24/7-911 platform to register their complaints or suggestions on what is needed by the Bylaw department to establish charges. Complaint information will be taken for Officers to reference. Video's, photos and testimony's will also be taken, so when Officer's come in the morning, they will have a package to investigate.

Owners information will not be posted to the public, but information will be given to staff to bring to their attention a complaint has been brought forward, if they are required for a meeting onsite due to the severity of complaint or accusations of a unsafe matter is needed to be looked at like septic or matter of an unsafe manner.



GRANICUS

Help us to help you.

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Hosts must be able to educate their guests and provide proof that the message was delivered.

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GRANICUS

Administrative Monetary Penalty System (AMPS)

- More effective ticketing solution
- No longer processing provincial offence matters through the District of Muskoka
- Georgian Bay would facilitate its court matters on a virtual platform



Resources

Scan the QR Codes to get to the resources



**Short Term Rental
Guide Book**



**Frequently Requested
By-Laws**



STR Application

Questions?

