



City of Guelph

Short Term Rentals Survey Summary

December 13, 2022

An online survey was posted to haveyoursayguelph.ca to gather input from the community on short term rentals. The survey received 174 responses between November 22 to December 11. The results of the survey have been summarized in the report that follows.

Though the process so far, we have identified 6 goals to help us know if the by-law is successful. How we reach these goals through short-term rental regulations will come later on, but let's start by ranking this list based on which goals are most important to you:

Goal	Average ranking
Adequate housing supply across a wide range of income levels	2.84
Thriving neighbourhoods for residents	3.04
Accountability of landlords, hosts and owners	3.16
Safety and wellbeing of visitors and tenants	3.17
Economic prosperity for businesses	4.25
Outstanding tourism experience for visitors	4.32

Are there other goals or objectives we should consider while developing this system for regulation?

Housing supply / affordable housing (21)

- Maintaining and increasing the housing supply is critical. The cost to rent in Guelph is way out of hand and short term rentals are taking away from the rental supply.
- You have a massive affordable housing shortage in Guelph. We need more long term rentals, less short term. Encourage tourism through hotels not short term rentals. They are safer too.
- Guelph definitely needs to develop a better affordable housing strategy, but that can exist alongside a short-term rental market and it should not be responsibility of homeowners that operate short-term rentals to provide affordable housing. This should be a partnership between government and developers.
- Please consider the unaffordability of living in this city. Guelph's own cannot afford it and are being pushed out.

- Consider the average income of individuals and couples in our community these days. Then provide adequate, affordable housing for our residents. This will allow them to live stress-free. Then be able to support our local shops too.
- We feel we are offering that in between housing that is hard to come by here. We most often rent our apartment out for 4-6 months. Grad students, sessional professors that need a place for that period of time. We do not feel like a hotel. We do sometimes have people for 4 days or so but truly we offer a rental situation that is not available anywhere else.
- Utilizing existing dwellings with extra housing capacity to provide additional housing supply without needing to build new dwellings.
- Affordable housing for low income families.
- Protecting renters, unhoused and low-income people in an unstable housing market in which landlords are incentivized to convert their properties to higher-profit models.
- A special tax to fund affordable housing projects
- Balance the need for additional short-term accommodation with the need for adequate housing across income levels. - Consider that some short-term rentals are not actually businesses per se but people wanting to make a bit of income by occasionally renting their homes. Is there a way to manage that in the by-law?
- Be sure to include the local short term rental owners - make it an affordable licensing practice. Most short term rentals are owned by regular people looking to make some extra cash due to the current inflation, housing crisis and economic stress that we all face.
- Are we shortchanging people looking to find long term housing in a low income rental?
- The main goal should be housing prices, not quantity. Supply-side policies will not work in this market due to it's lack of competitive forces. Cutting residential taxes, which the Corporation of the City of Guelph have never done, would immediately help.
- There is such a housing shortage for both residents and visitors in Guelph. Short-term rentals are vital in providing accommodations for both tourist and emergency needs of residents. Too much regulation will limit the amount of businesses and individuals who will put the effort into running a short term rental to meet these goals. Some regulation is necessary to protect both the landlords and tenants, but much of that regulation already exists in models where peer to peer reviews are paramount for success. (Airbnb). Having the option of services such as Airbnb keeps the cost of accommodations more reasonable. Without these services, hotels would be too full and prices would soar and Guelph would become a less desirable place to visit.
- Keeping short term rentals affordable.
- Caps on fees for short-term rentals. many people are students & are paying \$700-800 for a bedroom in a house with 5 other people. many of these places are older buildings & landlords are getting high fees from vulnerable people.
- Adequate and reasonably priced housing for students.
- Back to adequate housing, are the short term rentals taking away spots for people who need long term housing.
- Get rid of Airbnb's completely. Making housing affordable and available should be your only goal. Whatever the current system is is absolutely broken. Who cares if people can



come and visit Guelph if all they see is homeless people? People deserve homes they can afford.

- Supporting all types of housing and rentals (short and long term)

Other considerations (15)

- Occupancy limits (2)
 - Make sure "party houses" never develop and occupancy limits are enforced.
 - Ensuring limits for rentals - landlords must follow rules similar to hotels for capacity limits - some short term rentals could end up being used for parties. Also ensuring landlords understand the noise regulations as now living in a high rise it's important that noise is kept controlled at night.
- Density (2)
 - Density - set a maximum of units within an area, so as not to create a situation where a dead spot occurs during low occupancy, or overcrowding during peak times (i.e. special events that draw large numbers to the City, such as tournaments, competitions, homecoming, etc.).
 - Limit the number of short term rentals on a street.
- Traffic monitoring in areas with larger concentrations of short term rentals.
- Environmental impact
- Crime rate
- Ensure congestion on residential streets is kept to a minimum. The property should have existing adequate parking for all residents, including any new structures added.
- Number of vacancies for long-term rental in a neighbourhood should be at a healthy range before housing registered for short-term rental can be approved
- Taking into consideration accountability that is already provided through the AirBnB platform regarding landlord/host performance and providing an amazing stay and guests well being.
- Having a small number of owners owning large numbers of properties and preventing this. Also, consider taxing those properties that remain empty
- Tenant rights
- Transparent pricing. Monitor rental rates to ensure fair pricing is being used to limit price gouging.
- Follow other best practices that require licensing AND impose minimum stay periods.
- Restrict to specific areas if the city. No one wants to live next to a hotel

Do not regulate (7)

- I strongly oppose regulation as it has not proven to increase the safety or number of rentals. Instead owners sell as they are once again told what they can do with their property and then there's less mom and pop landlords, and or small building units on the market.
- Do not touch Airbnb at the principal residence. I will sue the City. It is not your business.
- Should leave those who do short term rentals in their primary residence alone.



- Short term rental platforms have all the checks and balances needed for accommodations. No new rules or regulations are needed.
- The City should keep out of it and just enforce the existing bylaws on the books now.
- Too much big brother. There are enough bylaws.
- Do not regulate

Income for homeowners (7)

- Current owners of homes having enough income to stay in their homes.
- You don't want to make it so cost prohibitive to short term rental hosts that they would opt out of offering short term rentals to potential tourists as there is a dearth of accommodations for visitors.
- Financial opportunity for homeowners. This might be way for homeowners to pay for rising costs.
- The property tax is high enough in some areas of Guelph. Members of these communities, such as Old University for example, are already paying the price and have to do find additional sources of income to simply afford living in their own houses. Businesses like AirBnb and other short term rental modes come handy to help people create some side income. It's a survival game for the majority of households.
- I am a single woman with three kids, two of which need help financially. My Airbnb helps me support my children.
- Small Mom and Pop jobs are extremely important for those who need an income but are, for whatever reason, unemployable. ie - seniors, caregivers
- Affordability means short term rentals to help homeowners cover their costs

Individual owners vs. corporations (6)

- The regulations should distinguish between owner-occupied homes and commercial non-owner occupied multi-unit operations
- I think there is value in having local individual landlords operating airbnb. It makes a personal and unique experience for visitors. Conversely, corporations and large operators dilute the experience and tend to be more impersonal and take up more housing supply.
- Rental opportunities for local residents. These rental must be locally owned one not properties bought by out-of-towners. They should not be taking rental opportunities away from those who desperately need affordable housing here in Guelph.
- Contributions of short-term rentals to the local community, vs. hotels that send profits out of country.
- Please allow flexibility for those who might own multiple units to access short term rental platforms.
- Most landlords are using the short-term rental to supplement with mortgage payments, city tax, insurance for their property without having to deal with long-term renters, a good number of whom take advantage of LTB regulations that favour tenants even when they deserve to be evicted from property. Landlords do not have big capitals like hotels do; any regulations or licensing policies that treat the two the same might end up being squarely unfair to the small guys. Short-term rent landlords do pay government taxes



(we do) – as for the government, we do pay our dues; Most short-term landlord renters may not afford expensive upgrades, if so required following the inspection; this could trigger an end to some or most - which in essence - could be what the initial complainants had in mind (the Hotel businesses) - to kill the airbnb instead of competing with them - like some hotels are doing now - converting hotel rooms into airbnb - it's all prices.

Enforcement (5)

- Bylaw should act quickly to charge the homeowner (renter) for any infractions committed by the guests
- Fines have to be a Minimum of One Year's Pro-Rata Income and can be issued every Six Months.
- I think there needs to be a clear easy system to report nuisance short term rentals
- Ensure that tourists/short term rental are properly vetted and that residents can report any behaviour that threatens the neighbourhood.
- Enforceability of regulation.

Primary residence (4)

- Owner must live in rental.
- Short-term rentals of principal residences or on-site owners only.
- Absentee landlords should not be allowed to have one of these.
- Limit to primary residence.

Support tourism / local business (4)

- Support for small business owners.
- There should be a clear indication where the funds collected from a license/permit are going. A clear investment in the public spaces used for tourism/commercial use should be the end benefit.
- Attracting tourism prices
- Visitors to Guelph who stay in short term rentals spend money at local businesses, contribute to the local economy, and provide a healthy international diversity to neighbourhoods.

Keep it simple (4)

- Make it simple
- We should keep things simple. Burdening the system with regulation will stifle entrepreneurs from operating in Guelph.
- Short term is a system when done right is helpful to residents and those visiting alike. If it is made too complicated it will not be there for those who need it.
- Ease of operation

Bans / restrictions (4)

- Would like to see a ban on short term rentals in Condominium buildings.



- No sublet by current Tenant without Permission from Landlord.
- No sublet by Condo Owners without Permission from Residents Association.
- No Short-Term Rental of Homes until the owner has lived there, without renting, for FIVE years.

Neighbours / neighbourhoods (4)

- Peace and quiet for neighbours
- Safety and wellbeing of neighbours.
- Sense of community in established neighborhoods.
- Difficult to rank because they are all important but maintaining our neighborhoods is most important to me.

Safety (3)

- You should have a goal to ensure that there are simply safe spaces for people wanting to rent inside of a permanent residents' home, like ours. We are Airbnb hosts in Fergus, and have been for 5 years. It has been overall a very positive experience for us. We have our own rules because our Airbnb space is located in the basement apartment in our own home, where we live. We do not let guests in whom we have never met. We are always there to welcome new guests. We abide by the winter parking regulations on our street. We are also pet-friendly, so we provide a safe space for both people and their pets.
- Safety of home owners
- Safety and wellbeing of neighbours.

Equitable (2)

- Making it fair and equitable for between all properties. I feel this helps the visitor to make better choices knowing the playing field is the same amongst all choices. I.e they all pay taxes, fire, health and safety, insurance, parking and that the owner has been checked out.
- Level playing field for everyone providing short-term rentals.

Other comments

- Funding must be available for regular inspections
- Adding new rules often create barriers to growth for the city. The stated goals could easily backfire and harm growth and potential revenue to the city and inadvertently cost taxpayers more while enriching hotels/B&B's etc.
- Our short-term rental would not be suitable for a long-term rental so we are not taking housing from unhoused people. We live on the property and I think this is an important consideration and exception.
- Giving as many options to tourists for location and types of stay.
- Maybe not considering it at all. We are in the midst of a housing crisis, homelessness is rising rapidly.
- Please consider the long term residence who can barely afford to stay here as is.



- The proposed regulation system should endeavour to support a thriving short-term rental market to support visitors and businesses, with some well-considered, moderate regulations in place to ensure neighbourhoods and communities also remain occupied and vibrant for long-term residents. Fundamentally, I believe that any proposed regulations should be commensurate to actual risks and costs of short-term rentals based on independent evidence. And, that this process should avoid overly severe or knee-jerk regulation, which would unnecessarily hinder this market without providing additional benefit compared to more moderate standards. For example, fire and building safety is obviously a very important consideration for all residents and structures. But, unless there is clear evidence of higher risk, short-term rentals should be held to the same safety standards as all property owners. Another example is the concept of "thriving neighbourhood", which, in the example of this survey I am taking to mean supporting long-term occupancy to create community. If a property has a mixture of short-term visitors and long-term residents, it contributes to this "thriving" aspect of the neighbourhood (and avoids vacancy), while also contributing to tourism, local business and economy. Therefore, mixed-use occupancy should be permitted and even promoted. I believe that mixed use should be a key consideration for this proposed regulation development process. Duplexes and triplexes should enable a combination of owner-occupancy, long-term tenants and short-term tenants. A certain percentage of an owner's property (or properties) should be permitted for short-term rental use. I believe that somewhere between 30 to 50% of an owner's units should be permitted for short-term rental use. Furthermore, short-term rentals can also come in the form of visitors staying in a room directly within a long-term resident's living space. This automatically increases density and economy in our city, which I believe is an excellent thing. Many people have far more living space cordoned off for themselves than is necessary to maximize their own well-being or the well-being of our community. Many people – myself included – live in Guelph, but often travel for work and leave their space unoccupied for weeks or even months at a time. This is another scenario where filling an underused space with short-term rentals automatically increases Guelph's density and economy. And there is no draw-back here: the space could be left empty, or it could house a paying visitor in our community. Short-term rentals also decentralize tourism and promote the use of parts of the city (such as the neighbourhoods surrounding downtown, the university and riverside park), that do not necessarily contain large hotels or parking lots. The diffuse nature of this market prevents visitors from all being funnelled through the same marketing brochures and familiar big box businesses. Instead, they are exposed to myriad word-of-mouth suggestions leading them to local businesses and experiences in the neighbourhoods where they stay. Lastly, tourism has been a very rocky industry for 3 years. For obvious reasons, travel has been reduced. And, the fallout of recession and inflation has hit the industry once again: in most of Canada short-term rentals sales have slumped by up to 50% in the past 2 months. As such, saddling short-term rental owners and providers with unreasonable regulations (i.e. not supported by independent evidence), will further hobble the recovery of Guelph's tourist industry. Guelph has the potential to present it's culture, charm and beauty to tourists, short-term contract workers, international travellers, visiting researchers, families from out of town and many others. Short-term rentals are a key piece to bring the benefits of these visits throughout our City. And, short-term



rentals shift benefit away from distantly owned big-box-businesses, chain restaurants and hotel conglomerates and instead guide our visitors towards locally owned businesses and neighbourhoods.

- Just be easy and try to work to help keeping the short term rental affordable in Guelph by not adding high fees to attract renters
- The goal should also be to provide the full breadth of accommodation options to visitors. See positive comments.
- Revenue for City of Guelph
- Green initiatives and sustainability
- Make the process of building and operating a short term rental much easier (e.g. allow on-street parking all year long so rentals can accommodate multiple vehicles, etc.).
- Independently managed feedback mechanisms to gather data on impact(s) for all stakeholders. Transparency of feedback data for all stakeholders.
- Cost
- Ensuring there are no squatter rights at the end of the short term rental
- Immediately ending this discriminatory, racist and hostile project. Organizations like Airbnb and VRBO already set appropriate standards for landlords/hosts/owners and visitors/tenants. It is extremely inappropriate for our tax dollars to be wasted on misguided projects that do nothing for the existing housing issues in Guelph.

What are the negative sides of short-term rentals operating in Guelph?

Reduces local housing supply (68)

- Takes away from local rental supply.
- Short term rentals prioritize profit over much needed housing. They disrupt the sense of community in a neighbourhood. Landlords are (currently) accountable to no one.
- Taking away the housing supply from permanent residents which boosts the cost of rentals so no one can afford it. That's why we have so many homeless people - no one can afford to buy a house or rent in Guelph.
- Rental units off the market
- It could also reduce the amount of affordable housing for those who need it.
- Reduced supply of rental housing
- Loss of long term rental
- Short term rentals keep locals from finding a place to live
- Dwelling tied up for tourists rather than locals.
- Loss of long-term affordable stable housing when rental units are converted to short-term Airbnb etc.
- Lack of affordable housing
- Removes housing from long-term occupancy
- The removal of rentals from the market.
- Decrease availability of affordable rental housing and undermine sense of local community.
- But more importantly it reduces long-term housing rental availabilities.



- People buying homes solely to use them for short term rentals - often short term rentals sit empty for much of the year while the owners make massive profits above what they'd get in a traditional rental market (meaning there is no incentive for them to stop doing short-term), while long term rentals are continuing to rise in price due to the lack of options for renters.
- A location that could have been used to house a family sits vacant most of the time awaiting short term rentals.
- That AirBnB rentals are significantly reducing the amount of rental options, which contributes to the general supply issue of rental properties.
- Many homeowners have chosen to offer short-term rentals instead of rental housing and this has drastically reduced the supply. Guelph's rents are over the top because of lack of availability and short-term rentals have been a major reason. There needs to be a cap on the number of short-term rentals available in the city. Could there be an assessment and approval process of a homeowner's unit and whether it needs to be a long-term rental or just enough for a short-term rental?
- Taking affordable rentals out of the housing pool. Encouraging people to take on excessive mortgage debt and then servicing it by renovating sitting tenants.
- Making Guelph even more unaffordable for newcomers, young people and seniors.
- Taking away long term rentals
- Short term rentals severely limit the housing supply and rentals, especially in a city with a large university. short term rentals should be limited to dedicated hotels/motels
- Taking away from housing stock.
- Many people like to rent their building for short term use (better money & less hassles of fixing items or having to evict tenants, etc.) & ignore the long-term rental option, leaving people unable to find long-term rentals.
- Large companies buying up housing for profit
- Up to this year, the prices of houses have increased as landlord have been buying single family dwellings and turning them into rental places.
- Decreases the amount of housing available to residents
- We don't have enough housing that is affordable for people who actually live here
- Risks to rental housing supply if str seems more lucrative
- Reduced number of rental properties.
- Lack of rental opportunities and increased rental fees for Guelph residents, especially for those with lower incomes.
- Limiting our already low amount of housing supply.
- Potential supply issues for long term renters. Increased rental costs for renters.
- Operators buy up housing supply, raising costs and lowering availability for Guelphites.
- Availability of long term rentals decreases
- Investors buying housing to convert into short-term rental thereby reducing the housing supply available for long-term housing needs."
- A space that is being used for short term rentals year round, that could otherwise be a full time housing unit to a member of our community.
- Fewer long term rentals available.



- Viable long-term housing is sacrificed. These units could permanently house individuals, families in need.
- Impact on rental supply negative
- Possible impact on reducing access to long term housing supply.
- There is a possibility that this will limit access to longer term rentals
- It encourages landlords to rent for higher short term. Ie. 1 thousand a week. Short term rather than 2thou a month long term. People need places to live not vacation.
- So many to name... first is the elimination of housing for longer term rentals. Secondly is that airbnb drives up rental rates for everyone.
- Reduced Apartment Availability if Landlords are using short-term rentals to increase income. Reduced Home Availability if Owners are using short-term rentals as a business rather than as a Residence.
- Short term rentals that are not part of an owner/landlord's principal residence takes away from affordable housing for the general population. Short term rentals should be part of the owner's principal residence, and there should not be limited to the number of days. Owners need to find ways to earn income to pay for their homes...
- Takes up long-term rental space
- Taking away long-term rental opportunities in a already tight market
- Very low rental supply.
- Makes it so locals have less available housing options for long term stays. Tourism can't thrive if the people performing the services for those tourists and short term renters don't have a place to stay.
- Short term rentals will and are currently increasing rental costs in an already tight and expensive housing market.
- Lack of Affordable housing for low income families
- Increased price for basic needs.
- They take away from the availability of houses or rental properties, and this lower supply drives up prices.
- Less long term housing for students that is more expensive.
- People buy up houses to solely rent them on a short term basis, taking away homes for others.
- Higher rental prices.
- Limited available housing for lower income residents, higher long term rent prices
- Tenants being evicted so landlords can turn a residential rental unit into a short term rental-we have seen this happen in Elora. Concerns about the impact on rental stock
- Everything. There are no positives. They take housing away from residents who have lived here their whole lives and can not afford to live here any long. It forces people to stay in situations where they will experience domestic violence, bc they can't afford to move or have no shelter. Young people live in constant stress bc landlords could renovict them to make them into an Airbnb and currently to rent in Guelph you need to make a salary that is well above the poverty line just to afford one bedroom. The system is broken. Fuck airbnbs. Nobody, literally nobody needs them.
- Loss of housing to permanent residents



- Taking up rental units and therefore rentals become more challenging to find and at a higher rate.
- Short term rentals that are not operating as a legitimate business. Reduce supply of long term housing units which increases rents, housing insecurity, poverty and homelessness. Allow those with wealth to buy, hoard and rent housing at inflated rates at the expense of the less wealthy.
- Apartment units and houses that could be fulltime residences for citizens of Guelph are being rented at higher rates as short-term rentals and we are losing hotel rooms; is there a correlation?
- Landlords being incentivized to convert long-term rental units into full-time short-term rentals, therefore pushing vulnerable people out of their homes.
- Reduced inventory for renters and buyers; inflated market rent / purchase prices
- Too much turnover, disruption of housing services to homeless and low-income individuals.

Impact on neighbourhoods (parking, parties, noise, safety, traffic) (51)

- Parking (14)
 - Only negative is parking concerns for visitors if there is not adequate street or private parking! But that is usually mentioned in the short term rental ad.
- Parties (9)
 - Parties, too many people at the short term rentals, guests being disrespectful to residents
 - Party houses
 - Large party
 - Too many short-term rentals used for parties.
 - Larger rentals such as 6+ which can be used for party places.
- Neighbourhood disruption
- Security, peace and quiet for neighbors
- A negative could be the potential disruption to quality of life and peaceful enjoyment of home for those who live adjacent to short term rentals.
- Impacts on neighbours (common areas, parking, noise),
- Noise, transients do not care about the property, treat it like hotel room
- Potential for noise and parking issues, without accountability for owners/hosts.
- Impact on neighborhood
- Permanent residents always unsure who is in the next house, apartment, and feeling unsafe in their own home.
- Random people renting in our neighbourhoods. Increased possible crime.
- Health and safety, parking/noise for neighbours,
- Changes to traffic flow in residential neighbourhoods, not knowing who your neighbours are with relation to community safety initiatives, potential for disruptive behaviour (loud parties, violation of by-laws like backyard fires and parking)
- Disrupting a peaceful neighborhood
- Makes a neighbourhood feel transient, like a hotel compound.



- Inconvenience to community members, crime/disturbances, increased traffic/pollution to affected areas
- The visitors cause excess strain on our police resources at times
- On street parking congestion. Some neighbourhoods may become 'ghost towns' if too many are converted to short term rentals in one area.
- Destabilizing for neighbourhoods.
- Constant turnover of individuals renting throughout the year. May not contribute to a "safe" and stable neighbourhood.
- I wonder how much of the year they are actually occupied. I don't want to see living spaces standing empty.
- Non-resident owners of condo units bringing in paying "guests" who have no stake in the short-medium-and long term maintenance of the condo. This leads to expensive facility maintenance events which as a resident condo owner, i have experienced: non-planned and very expensive backed up drains/flooding/burst pipes, as "guests" flush things, smoke things, and trash things without concern for the families who live in the condo long term, and the non-resident owner is perfectly happy to place the burden of repair on the resident condo unit owners.
- Less community engagement.
- Making neighbourhoods feel less vibrant and together for locals.
- Perception from other residents; possible nuisance complaints (e.g. noise)
- Nuisance parties, disrespect to neighbours, on-street parking issues, unknown individuals.
- Issues related to noise, parking, potential short term rental could be used for parties.
- Noise
- Noise, parking and decline in sense of community in established neighborhoods.
- Disruption to local housing with inconsistent residents
- Noise, traffic, lack of respect for residents (since these folks are short term and moving on)
- Disrupts thriving neighbourhoods
- See the student ghetto and murder hotels. Aka Edinburgh Village and the Hotel beside Trappers.
- Parking, parties, noise, people coming and going that residents do not know.
- Breakdown of neighborhood connection.
- Many airbnb guests are disruptive to neighbours and affect the entire neighbourhood.
- Impact to neighbourhoods
- I think there is a negative if there is too large of a concentration in a particular area. But if it's sparsely laid, the sense of community is still there. Another main concern is party houses or party bookings. Those should not be allowed at all.
- They present negative qualities only when large blocks of housing are set aside exclusively for short-term rental - thereby detracting from the vibrancy of the neighbourhood. Which, as far as I'm aware has not become an issue in Guelph. And in fact I don't expect it will be an issue in our city unless our tourism industry grows substantially.



- I find that short term rentals can create a situation where visitors without any connections to a neighborhood may feel free to exhibit behaviors that we wouldn't expect from good neighbors. Residents can be frustrated because those visitors are quickly gone and replaced with new people, while the person owning the property provides little oversight.

None (30)

- I really cannot see any negatives. We have stayed at many str rentals around the world with way less restrictions than Canada, and/or within Canada and have never experienced a problem.
- Very few if any. I am a frequent traveller who utilizes short term rentals where ever possible. I also host in my home when I am not there.
- None as it is imperative to have a variety of rental options to accommodate diverse needs and resident/visitor profiles.
- From my perspective there aren't any.
- Don't know of any off hand.
- None jump to mind.
- None that I am aware of.
- Not many.
- In our case I do not see any. We have our apartment in our house that we share with them. We did not create or buy a separate place that is solely for Airbnb. Our turn around is slow as our guests usually stay a long time.
- There are no negative sides of short-term rentals compared to what Guelph has allowed to go on in regards to people camping and sleeping everywhere outside now. Are you kidding?
- At this level I see no negative impact.
- I haven't experienced any except for the rare occasion a guest leaves my suite in a mess.
- Don't see anything negative.
- There are no negatives. The apps do an excellent job of ensuring the best rentals survive and thrive while the worst rentals improve or disappear. There is nothing negative unless their are complaints. Let's see a list of complaints and then discuss further.
- Within a structure that is already occupied by long-term residents or within a living space that is underused (such as an owner traveling for work), there is no negative side.
- I have experienced none
- In Guelph there are only 125. I don't see any negative sides.
- None - I think; maybe shortage of long-term rental apartment; but I am in court now - dealing with my tenants after dealing with them through LTB
- Only positive sides
- I see very few negatives as long as the landlords are responsible and ensure that their guests are respectful responsible
- I have had no negative experiences, but I don't actually know if any in town



Unregulated / safety concerns (8)

- While short term rentals can be nice they lack regulation and can be dangerous.
- Terrible rentals posted without proper safety considerations
- The STR are not all up all to codes and regulations.
- Lack of regulation
- People renting to host a potential for party or to conduct illegal activity. Either of these could cause disruption and damage to a hosts property or reputation.
- Visitors are not protected by regulations as they are when visiting a hotel or when renting long term with a standard Ontario lease.
- No safety inspections, no accountability for those running the short term rentals. Why are we allowing this?
- Allows "entrepreneurs" to operate a business without being subject to business regulations, standards, taxes, etc. Expose renters/tenants to health and safety risks with little/no legal protection.

Absentee landlords / hosts (7)

- Non-resident landlords
- Absentee landlords... and landlords who don't take care of their properties or care who they put into their short-term rentals.
- Hosts who are not effectively and consistently managing and supervising their properties.
- If a "host" is someone who buys a property and is never there, hiring a manager and a cleaning service, then I think it should not be allowed. This is like being an "absentee landlord" for a longer-term rental. For short-term rentals, I think you should freely allow people who rent inside of their own home to continue to do so. These are the true hosts, who provide a service to a place with limited rentals, as well as increasing tourism for the municipality and area, by providing an affordable and safe space for travellers.
- Out of town landlords not taking care in selecting guests.
- When the short-term rentals don't have an owner or landlord on site it can be an opportunity for abuses of the property and the neighbours.
- Irresponsible hosts

Loss of tax revenue (5)

- Tax revenue may be lost
- Is there a missed opportunity re: property tax?
- Loss of taxes
- Potential for extensive tax avoidance.
- Loss of tax revenue for the city compared taxes generated by hotels.

Unfair competition (5)

- Impact on hotel/hospitality industries that are heavily regulated
- Unfair competition compared to licensed hotels and B&B



- Unfair competition with licensed hotels & bed and breakfast
- Unfair to licensed, regulated businesses
- Hotel owners and unions see short-term rentals as competition.

Compliance / enforcement (3)

- Issues with compliance
- Lack of law enforcement (actual ticketing, not just repeated warnings)
- No accountability for disruptive guests

Other

- Loss of funding for tourism
- Potential lack of oversight and quality control
- Dodgy platforms (e.g Air B&B has terrible reputation resolving complaints)
- If the rentals are managed outside of reputable platforms, such as AirBnb, things may go wrong in many directions. However, if managed through a high-standard platform that provides insurance, customer and host support system, as well as feedback system, and such, short term rentals would only bring benefits to all stakeholders.
- Effect on Small Business: The numerous inspections and licensing, which are proposed in this project, will require fees, unaffordable to many of us. It means that a property owner, like myself, will consider the short-term rental business as unsustainable, driving us out of the market and leaving only the corporate multi-unit owners. Therefore, the pool of the available rental places would shrink. Although I am not an economist, I can predict what happens next. The prices for the rent would grow just because of the imbalance between the demand and supply. People would still need to travel, and find some places to stay. This is beside the fact that the hosts who will stay in the business would have to increase prices just in order to compensate for the expenses. The GST taxes already increased the prices for the guests by 13% starting July 1, this year. Your initiative leads to making the situation in Guelph even worse. From an affordable and convenient service Airbnb turns into one more expensive way of living. I hope no need to mention here that housing prices, including rent, have skyrocketed across Guelph.
- Effect on Equity: It should also be noted that your changes target and most affect the poorest and most vulnerable people. I have had numerous renters that could not afford to live elsewhere, and the changes you are demanding will drive up prices, which force people like me who provide a place of dignity for others to live, out of business. Where will those people live now? In addition, as a divorced, close to the retired, I use my rental income to compensate my mortgage, other bill payments, and property taxes to the city of Guelph! And I doubt I am alone in this category. Targeting the poorest and most vulnerable may not be your objective, but it will be your result. Your proposals will benefit the rich, both owner and renter, and punish the poor, again both owner and renter.
- Owner operated versus Commercial Multi-Unit: Many of the individuals your rule changes will affect are owner occupied homes, where the people who live there maintain the safety and cleanliness. Would you assert that all private homes require public health, fire and accommodation inspections? Does an owner/ tenant/student who wants to go for a vacation/visit, and seeking a tenant/sublet for a certain period of time,



or an owner who rents their place only for non-full time of occupancy (certain days of the week, or particular season), and uses the Airbnb platform, now will require a license? Airbnb properties that are poorly maintained are quickly identified and unused based on the reviews by users. However, that only works when there are alternative hosts available. Once your rules drive out small operators like me, the remaining options for renters will decline, reducing competition and then reducing incentive to maintain properties and keep costs fair."

- Fraud
- Out of control behavior of lessees
- Quick turnover and cleaning issues. Getting people who refuse to leave.
- Uninformed and leading questions like this written by those who did not take basic economics is one of the many negative sides of Guelph's municipal government.
- Short-term rentals exist because there is a market for it. The market is what determines the needs of the visitors/tenants and ensures that landlords/hosts/owners are meeting the demands - NOT the municipal government.
- The biggest "negative side" to short-term rentals is that both renters and tenants are being charged tax which is being wasted on discriminatory, racist and hostile projects such as this.
- Owners converting existing rental properties to short-term rental to avoid provincial legislation related to long-term tenancies

What are the positive sides of having short-term rentals available in Guelph?

Variety of accommodation options (flexible, price) (88)

- Good options when family/friends visit, good for parents of university students, great for conferences (university)
- More options for a range of tourists
- Variety of options for short, medium and long-term stays. Younger generation feels more comfortable with short-term rental enterprises as they know exactly who the owner is, the current images of the unit, and direct reviews based on a particular "unit". Hotels don't have a name or face to them and employees wouldn't necessarily care as much if they are not the homeowners. Short-term rentals also provide options throughout the city, as the current B&B/hotel/motel options are way outside the downtown core and are typically found around Highway 6.
- Better travel experience for guests. More comfortable for medium to long term trips and work travel.
- Flexible accommodations
- It fills a market gap between yearly lease and nightly room rate. Although many would argue hotels can also fill this gap.
- Options for visitors to the city
- Alternatives to hotels for visitors to our city.
- Flexibility for traveling families that need more space at hopefully a more affordable rate
- Short-term rentals can offer a more pleasant living experience than a hotel (depending on the facility, of course) when extended stays are required.



- Lower prices than a motel/hotel could be beneficial to the traveller.
- Short term rentals used to be great because they were cheap but now often more expensive and often unsafe because of lack of regulation.
- Less expensive rooms for tourists but at the expense of all mentioned above. Not a good trade off.
- Often cheaper than hotels, so the tourists like them.
- Often a less expensive option for those travelling (i.e. less expensive than hotels), makes it easier for larger families to stay together (i.e. can rent whole house rather than individual hotel rooms)
- Meets the needs of short-term visitors, and renters benefit when units are licensed and inspected.
- Flexible rental options for short term stays
- Provide an alternative to the hotels (especially if hotels are being used for UofG student overflow residences and to house homeless people), hospitality businesses may see a boost to sales,
- Gives access to housing to current residence who experience emergency situations like required medical isolation or unexpected short-term leave of the home (pipe bursts and needs replacing, roof needs replacing after a storm)
- As above. Short term rentals contribute to the availability of diverse rental options for residents and visitors who are seeking accommodation for a variety of reasons. Some of which are best served through short term rentals.
- Increases the availability of vacancies for visitors
- There is a shortage of hotel rooms and short term accommodations that short term renting full fills.
- It also provides students with alternative accommodations to dorm living or traditional one year lease agreements.
- Access and Flexibility for people from all walks of life with a variety of needs and situations that traditional short term housing struggles to accommodate
- Flexibility for visitors. Flexibility for those not seeking 1 yr leases : ie needing a short term rental between house purchases/ moving dates. Many insurance companies require landlords to have 1 yr leases for insurance. Short term rental locations for Conestoga students in skilled trades that work and then do schooling for only 8 weeks- not 4 month terms.
- May be more affordable than a hotel for families
- It relieves the pressure on housing created by university students taking all available rental accommodation
- Our Airbnb actually mostly houses sessional teachers, grad students. We most often rent our apartment for 4-6 months so not just weekends. We do host people in between those rental times but mostly our rentals are longer. There is such a shortage of housing in Guelph. Most places you need to sign a lease for 1 year. We offer short/long term leases that seem to be missing anywhere else. We do not feel like a hotel or a bed and breakfast. We feel we are helping Guelph house so many that are needing this kind of rental.
- Better cheaper option then hotel if visiting area



- Offers visitors and wider variety of accommodations on a cost effective basis; more visitors generate income for Guelph and surrounding area; this encourages people to come to the city if there are good quality options other than traditional hotels. There are very few hotels for a city of this size. The ones that exist are either expensive or unsavory.
- They offer a lot of flexibility for guests and attract tourists to Guelph. Compared to hotels AirBnBs come in many different sizes from room rentals, to apartments and homes allowing families and groups to stay together in one space.
- Alternatives to hotels
- Costs to use can be less than hotels thus allowing visitors to stay longer or spend their money on other local business. Different environment more homey for visitors
- If out of towners are working here for unknown amount of time or students are only here for a semester this gives them the chance to only rent for the time they need. And not be locked in for a full year.
- Visitors can be accommodated for longer periods - rather than night-by-night in a hotel - so may stay longer, more often, and add income into Guelph businesses.
- The University brings in many students and their families would have many options to come and visit their children going to the university. Even the students themselves can take advantage of more short term rental options while they continue to look for more long term accommodations.
- Ability to have frequent tourists and guests visit our city with a wide range of places to stay.
- Visitors can't typically get accommodations when events are happening in Guelph. Short term rentals solve that.
- Provides a unique experience for visitors.
- Gives visitors, especially families, more options as our hotel options are limited and expensive.
- Diverse accommodation options
- Provides an opportunity for visitors or individuals needing a home instead of a hotel. Allows hosts to provide unique stays. Allows for larger groups and families to gather and enjoy a space.
- More options available to short term renters.
- Hotels can be expensive, and without amenities like a kitchen. Using a short-term rental could encourage someone to visit Guelph.
- Options available for people who need housing and can't afford to buy/rent.
- requires regular maintenance and oversight from hosts which allows property and unit to be maintained more frequently than long term rental units. Less burdensome for neighbors with occupancy rates being approximately 50% less than long term rentals. (ie unit occupied 15 days of the month, not 30). Offers convenient places for neighbors families to stay while visiting/holidays. Helps support families visiting their children studying at UofG.
- I can see how my place is a home for professionals, academicians, tourists, someone's relatives, and simply transit travelers. Indeed, all these people fill our city with life, making it vivid and economically prosperous. The Airbnb model demonstrated its success without additional regulations.



- People visiting need a good place to stay, why can't that be hotels, B&B, etc.
- Higher supply.
- Affordable places to stay for traveling families; allow residents of Guelph to pay down their mortgages, keep profits in the community. Hotels squeeze travelers through "compression night" pricing, send profits out of country.
- Short term rental businesses (e.g. motels/hotels/inns/B&B's) have a vital role for visitors and those facing a temporary situation
- People have the opportunity to feel what it is like to "live" in the neighbourhood in which they stay. Can potentially help if there are people who get caught between the sale of a house and closing on new construction.
- As a university town, a lot of students who come for one semester are able to sign for month to month airbnb instead of long term rent (full school year). Visitor on tight budgets are still able to visit for a week or more to attend volitivities like Lake Side Music festivals.
- Accommodation alternatives to hotels.
- They can be a flexible accommodation option for people visiting Guelph.
- There is shortage in hotels in Guelph and lots of visitors. Either for university, businesses or visiting families
- Potentially cheaper alternatives to hotels. More home like features
- Allows visitors to have more affordable accommodation options and allows for people to stay close to a feature i.e. downtown. There are not a lot of hotels downtown so having local short-term rentals mean that visitors can stay without needing a car, etc. Also people can stay within a neighbourhood and experience a better Guelph experience rather than being in a business park/near the mall where most of the hotels are located. Short term rentals also help homeowners with the current inflation and other economic pressures to make some extra income to help out!
- I feel that short term rentals provide additional choice for visitors. Not all visitors want to stay in accommodation that forces them to eat their meals at restaurants. Some want to control more what they eat by making their own purchases. There is very little accommodation in Guelph that provides kitchenettes without a horrendous associated cost. In some locations there are cabins to rent, but Guelph does not have anything like that. I don't believe that short term rentals are directly influencing motels / hotels as it typically is different cliental.
- Affordable spaces for short term visitors
- It can give people convenient accommodation options to support tourism.
- Flexible low-cost short term housing for everyone and more financial stability for homeowners who need it.
- Availability for people who need an affordable short term rental
- Give shelter to people who are in need of it on a short term basis"
- More economic option for visitors staying 2-8 weeks than a hotel.
- Easier to find a short term rental that fits your exact needs (kitchen, parking, location)
- Provides an alternative to hotels. Limited choice of hotels currently.
- More options for visitors
- Offering an alternative for tourists, offering short term housing when renters are between homes (lots of delays in homes being built which leaves families without



somewhere to live temporarily), Offering more space to those renting. Travelling is expensive, having a rental with a kitchen can help offset some travel costs.

- Providing "mid-range" stays for people looking for longer term leases, who can't afford to stay in a hotel for 2-3 weeks, while they search.
- Enriching the community with diverse international visitors
- There is a variety of places at differing price points and experiences for people visiting Guelph.
- Variety of accommodation for v visitors including those relocating to Guelph
- variety of renter backgrounds (ie, students, people with visas) they visit/stay & like the community, then they extend their stay longer/move to the city permanently.
- Supplemental income for home owners that couldn't otherwise afford a home, Visitors get the real Guelph experience, decrease need for big ugly commercial accommodations owned by planet killing millionaires, it's what visitors prefer so will boost tourism, creates walkable neighbourhoods
- This eases the tension of shortages of rentals for both tourists and residents who need short-term rentals for emergencies. Having the option of services such as Airbnb keeps the cost of accommodations more reasonable. Without these services, hotels would be too full and prices would soar and Guelph would become a less desirable place to visit.
- More options for visitors
- Being a university city, parents can get their children settled and still have a home base, professionals who due to work have to stay for a few weeks or months in a fully equipped apartment, so they have a home feeling and home base.
- Allows visitors to tailor their tourist visit to a host's experience offering and location in Guelph (e.g., someone wanted to stay in our neighbourhood because they grew up here). Provides for more safe, comfortable visits (e.g., Women feel safer staying at short term rentals run by Women, some cultural backgrounds prefer to stay with someone of the same culture, etc.).
- Gives more options for visitors . Not everyone like hotel style .
- Provides temporary housing.
- There are only a very small number of short term rentals in Guelph. I think they perform a valuable service for the city by encouraging visitors to stay.
- Flexibility
- Flexibility for those who may have temporary employment and/or academic leave (eg. sabbatical) in Guelph.
- More and more people have transient lifestyles that need to be accommodated
- It can fill the gap of the lack of hotels available to accommodate visitors. Also, people get to enjoy Guelph's neighbourhoods, which can bring in things like cafes, restaurants and other tour guides into areas that don't normally have these amenities.
- Short term rentals are SAFER, CLEANER and MORE AFFORDABLE. It is wholly inappropriate for the municipal government to waste our tax dollars to attempt to institute discriminatory, racist and hostile policies such as this."
- Many, many travellers (especially in a university town) are better served by having a "home away from home" as opposed to a hotel room. Their needs are met with accoms that allow for cooking meals and spending quality time with family



Support tourism / local business (42)

- Business
- Increased tourism
- Tourism bringing in money, providing options for tourists
- More opportunities for short term visitors
- Some tourism.
- Bring money to community.
- Encouraging tourism, providing opportunity for new potential residents to explore the community in advance of moving here, employment opportunities for 3rd parties associated with STR's (e.g. cleaners, entertainment providers etc.)
- Showcases Guelph
- Encourages tourism
- Potentially attract tourists to the City.
- Draws customers to businesses in that neighborhood and downtown.
- Bring people to the city. And as a user in other city provide nice place to stay when I'm out of town working.
- Tourism! Especially since many of the hotels in Guelph are not near downtown/major areas of town, it gives an alternative both in type of stay and location.
- Increased business/spending, increased awareness of Guelph,
- Increased tourism, a stop-gap place to stay while a person is waiting for a permanent rental or home purchase to happen, fostering friendly relationships between Canadians and international travellers. For example, one of our Airbnb guests finally was able to find her own rental apartment and became head of human relations for our local hospital -- and helped them to sustain a healthy personnel team throughout the time of Covid! Without us, this talented and skilled individual would never have been able to come here to help our community. Now this individual is retiring, and is happy to be move back to the permanent home where they live. We are grateful to be successful Airbnb hosts for people like this!
- Brings tourism to Guelph and supports small businesses
- tourism dollars to the community
- Tourism. However, this option is already offered by hotels etc.
- More visitors and tourists
- Tourism gets a boost as well as these visitors will eat out and participate in community events. Short term rentals will put Guelph on the map for those who would otherwise not visit.
 - Brings visitors outside of the areas where hotels are located and helps local businesses in those areas.
- Creating opportunities for visitors as well as for the hosts. More visitors come to Guelph, more businesses benefit from this.
- The positive sides are myriad as I describe in section 2. But the most important is that short-term rentals decentralize our tourism industry and move visitors away from distantly-owned big box businesses and instead directs the benefits of these visits directly to local businesses, rental operators and neighbourhoods.



- Thriving community and business opportunities, as well as tourism. Meeting the needs of our community.
- Welcome visitors
- More tourists, more potential customers for local businesses, good for economy
- Invites people to visit our city
- Good for visitors and guests to the city.
- Our city is on the map! People love exploring cities through Airbnbs. They are unique and different and a different experience than a hotel.
- Diversity neighbourhoods and economic benefits to the community.
- Tourism
- Thriving community and attraction of visitors to Guelph; convenience - common for homeowners to live in a short term rental during renovations or between moves
- Great for tourism and economic growth
- Allow visitors to have the experience of life in the Royal City
- Money comes to Guelph businesses
- Spending money supporting local businesses in local economy at restaurants, bars & museums.
- Helps local small business
- Helps the city increase tourism generally, and also tourism options.
- Increased tourism, maybe?
- Economic opportunities for residents and businesses, increased tourism, higher rental stock available.
- Support tourism
- Providing small business revenue source for Guelph residents as STR hosts

Revenue generation (28)

- For homeowners (25)
 - Owners being able to keep their properties with the increased interest rates and all other expenses as they set the price, as opposed to a ltr which is mandated by the ltr and never reflects the true increases of costs year after year to keep a property, ability for the owner to take back their property in between guests, using it for themselves, renting it only for the time that they're travelling, doing home swaps etc. All options that aren't possible with long term tenants. Avoiding any non paying tenants and the almost year it takes to kick them out this rendering the owner bankrupt or just about. Less wear and tear on the property as a whole.
 - Income for small business owners and homeowners. Increased employment for hosts and cleaners. Money made in Guelph stays in Guelph instead of going to a multinational hotel headquartered outside of Canada.
 - Ability for a homeowner to earn some income and therefore pay more tourism tax to the city.
 - Provide the landlords with a secondary income
 - Allows homeowners to offset the high cost of home ownership including the high property taxes we pay in Guelph.



- YES, residents home owners are making an extra income on the side, while providing high quality affordable short term housing. Stay away, City of Guelph.
- Home owners can begin to afford a home when they can earn income from their rooms and/or basements.
- Allow owners to rent their primary residents when they don't need it to generate income (i.e. rent your house while on vacation). Allow for rental of longer-rental space between tenants. Allow for rental of exes shared space (i.e. bedroom in occupied house).
- Guelph home prices are high, and having some rent a basement apartment is helpful.
- Provides locals a way to produce extra income to off set rising costs.
- If hosts can make an extra dollar to invest their properties, that would be a great benefit too.
- Income source for those operating short term rentals in owner occupied facilities
- Economic opportunities for residents and businesses, increased tourism, higher rental stock available.
- They can also generate income for homeowners with an apartment on their property.
- Opportunity for homeowners to earn extra income by renting their homes or rooms in their homes or accessory units to people needing short-term accommodation that can't be filled by traditional short-term rental businesses during peak times for visitors (e.g., annual or special events at the University of Guelph)
- Money makers for landlords as well as businesses
- Not sure. Money being made by a few.
- Revenue for hosts to help make some extra money
- Providing small business revenue source for Guelph residents as STR hosts
- The income allows me to help me support two struggling kids and helps supplement a working class income.
- Economic flexibility for homeowners.
- Creates supplemental income for owners/operators.
- Small landlords and property owners will have a chance to help pay their bills and save for their future with this increased income. Many landlords have to sell their income properties due to the government wiping out the rights of landlords via the Residential Tenancies Act. Does any city councilor in Guelph even recognize what has happened during the Covid pandemic in regards to evictions and collecting or rents?
- Help owners pay for home ownership
- People are able to have extra income in these poor economic times.
- Tax revenue (3)
 - Generating tax revenue for the city
 - Generate additional taxes for the city/province
 - Increased Municipal tourism tax collection for Guelph



None (14)

- Absolutely none
- I cannot think of any.
- None, in my experience
- Nothing. Hotels and motels are adequate enough options are safer and more regulated.
- None
- ?????? You tell me, cause I don't see one
- Not necessary there are hotels
- None. Hotels are regulated by the City as well as the health department. These are the best places for tourists and other short term renters to stay. Hotels also pay significant taxes and employ many people in our community.
- What is the need as there are plenty of hotels in and around Guelph.
- Given hotels are already well established and that Guelph has a good amount across the city. I don't see many positives for letting landlords circumvent regulations

Other

- Competition for hotels
- There's no problem with the system as it is right now. I see the proposed regulations as just a money-maker for the City, with no benefit to anyone and a lot of hassle for people currently operating through AirBnB etc.
- When I travelled for business I much preferred using a short term rental than book a hotel or even a B and B.
- It's welcoming to come to a home to have your visit in Guelph
- Lastly, commercial taxes are so high that it makes more financial sense to repurpose as a residential unit.
- There is huge demand for affordable short term rentals. All dwellings including rental apartments are approved by the city of Guelph Building Permit program which make them safe for guests. The government receives additional HST Income from short term rentals through the apps like AirBnb. The government receives additional income tax from those providing short term rentals. Landlords can choose when to rent their short term rental spaces and block off dates where the units are needed for personal use. Landlords are protected from large inflation periods such as the current environment where interest rates have been increased, making many long term rentals underwater such that the rental income does not cover the mortgage. With short term rentals the pricing is adjusted to the current market price which makes is equal for everyone. Short term rentals protect landlords and tenants though a rating system where both landlords and tenants are rated by other users which deters unsavory landlords and tenants.
- There is a need for all forms of rental housing. If there was no demand, then there would be no short-term rentals. As for Guelph, there is actually a lack of decent short-term rentals.
- Anyone using AirBnB or similar platforms to rent out short term housing for profit is simply operating a short term rental business while avoiding the law
- Students, which the City can use to blame for things and the Police use to get paid overtime at Home Coming.



- The only benefit should be to those who own locally and not to individuals or corporations that are taking rental properties away from Guelph residents.
- IF and ONLY IF the rental takes place in residences where the owner of the residence is on site --- as in, principal residences only, it can offer cross-cultural experiences, and a deepening of affinity for the lifestyle available in Guelph.
- City Council gets to pretend again that they care about a diverse and varied community while protecting property owners' financial interests
- Positive residential density. Affordable housing options for those in need.
- Again, uninformed questions like this written by those who did not take basic economics is one of the many negative sides of Guelph's municipal government. Short-term rentals are an absolutely indispensable part of Guelph. People come to stay for work, trainings, visiting friends and family, weddings, tourism and other events.

What kind of location or area within the city might you be looking for when selecting a short-term rental in Guelph?

Location/Area	# of votes
Areas with onsite parking	113
Services nearby	96
Specific neighbourhoods	94
Close to transit or train station	86
Shopping nearby	67
Ease of access to 401 or other major highways	44
Other	18
Location within Guelph would not be important to me	16

Other (please specify)

- Proximity to reason for visit (7)
 - Near the purpose of my visit (family, hospital)
 - Specific venues nearby. I would look for a place close to the reason I wanted the short-term accommodation. (E.g. River Run Centre, Arena, University)
 - Although I am not typically a visitor in Guelph - in every other city that I visit for work or pleasure, I seek out cultural centres, interesting food and essentially try to understand what it means to be a local. So, if I were visiting Guelph, I would likely end up near downtown or the University to seek interesting restaurants, shops, shows and other cultural interests.
 - Proximity to educational institutions such as University and College, or a proximity to the hospital.
 - Close to wedding, entertainment, and sport/competition venues.
 - Near hospital and medical services/buildings.
- Around the University of Guelph (3)
- Near downtown (2)
- Tourism. If not used for Tourism (ie. To see the city for a short time.) Not really of use.
- Safety and cleanliness and quiet.



- Unique stays (tiny homes, yurt, glamping, etc)
- This approach I don't find to be helpful, because knowing that visitors using STR in the area will have different needs, some will need to be closer to transit, others to tourism, others to the university, and so forth. This question does not capture the diversity of needs of potential renters when you ask it from the perspective of locals. That said, locals who may need STR will have different needs depending on their specific circumstances. For example, if their home is undergoing a renovation or for whatever reason they are in transition, other requirements may come into play such as location to schools or their workplace. STRs provide necessary housing for both locals and visitors, and their needs will vary. What my needs are for this survey is not useful, in my opinion.
- The question is not accurate. It depends on each individual preferences, goals, and situation. People who drive, mostly locals, do not need to be closer to the shops and services. International travellers often do not have car, and need to take the location into account. All points are relevant.
- Who cares about the visitors. What about the residents?
- Walkability and access to active transportation routes
- Price
- Easy access for cycling

What kind of accommodation type might you be looking for?

Accommodation Type	# of votes
Suite, studio or bachelor apartment style unit	102
Full apartment	81
Separate building on a property where the main home is occupied by the host (such as a tiny home or unit above a garage or similar)	60
Separate one bedroom unit in an occupied house (such as a basement or attic unit with a separate entrance)	59
Full house	56
Single room	47
Separate two or more bedroom unit in an occupied house (such as a basement or attic unit with a separate entrance)	39
Other	14

Other (please specify)

- Depends on needs (3)
 - Depends on my needs at the time of booking. None of those options are never going to be potentially useful to me.
 - Again, I'm not sure how this is relevant from a local's perspective. I have a family of 3, and would require accommodations accordingly. How does this help you determine the overall needs of STRs for Guelph? When my husband and I travel, our need change according to what we're looking for out of a trip. Sometimes



we want a full house, sometimes an apartment or studio. It's all circumstantial, and budget comes into play as well.

- Again, it depends on the situation. It can be a business trip or vacation with a group of people (the whole house), or small budget request for a single room.
- Hotel (4)
- Hotels, motels, inns, bed and breakfasts.
- Garden suites, hostels, land to camp with tent/RV or motorhome.
- Accommodation that has a separate entrance and privacy
- I have used ALL of the above examples as a short-term renter. They are all very useful in different scenarios.
- A room and bed that's not outside in the forest near York Rd.
- A professionally managed accommodation that is clean, safe, and private.

What other factors go into your selection of a short-term rental?

Price / cost (50)

- Price! If an airbnb is cheaper than a hotel, that's where anyone would want to stay.
- The biggest factor would be cost
- Cost per day/week
- Cost compared to hotels
- Cheaper than a hotel
- Reasonable cost and limited fees
- The price is a big factor for me.
- Price versus Hotels/Inns for a longer visit.
- Cost of rental vs additional hidden costs (ex:// cleaning)
- Overall price (which sometimes including extra fees for cleaning after departure),
- Cost of rental plus services;
- Price, is the price competitive, and affordable, given other options
- How affordable is it.
- Whether or not the \$150 plus a \$100 cleaning fee plus the \$40 dollar processing fee for a single room in someone's house is actually worth not having food on my table.
- Reasonable price

Amenities (32)

- Kitchen (9)
 - Kitchen available
 - Important to have a kitchette available.
 - Access to kitchen
 - Use of kitchen vs just a room
 - Easy access to food (restaurants or kitchen facilities)
 - Cooking facilities on site, more than one room in the apartment.
- Parking (6)
- Laundry (4)



- On-site amenities (wifi, tv, pets, kid friendly)
- Cleaning, on site food, on site pool/ work out area
- Amenities within the unit
- Amenities for families with little kids
- Furnished and area to be outside
- Fully equipped
- Amenities
- Amenities provided by the host
- Use of amenities and unique property amenities.
- Internet, phone, heat, gas, parking
- Has wifi, AC, and heating.
- How many amenities are included
- Services provided by the short term rental.

Location / accessibility (26)

- Location (4)
- Location, pictures, age of unit, adequate amount of beds.
- Near something I want to see/do, or in a cool spot.
- Does the location provide easy access to why I'm in the area (service I am here for, tourist attractions)
- The accessibility to the event or reason I am visiting in the area. I like to interact with local people and experience life as a local rather than staying in a hotel or impersonal
- Walkable neighbourhood.
- What's nearby
- Location with restaurants and entertainment nearby.
- Downtown location
- Walkable community
- Centrally located
- Close to where I'm going
- Proximity to tourist activities/sites
- Access to Out-of-Area Attractions (by road or transit).
- Accessibility
- reputation (through reviews of the rental) and proximity to activity I am visiting Guelph for.
- Events, entertainment
- Accessibility to local amenities like walkable to downtown, restaurants, etc. I like to be car-free when travelling.
- Accessibility to amenities
- Location, is the space close to where I'd like to visit or explore
- Access to outdoor spaces, walkability of neighbourhood.
- Ease of access to shopping/groceries, bus routes & near to school/job
- Easy access to food (restaurants or kitchen facilities).



Clean (23)

- How well kept the unit is
- Cleanliness is paramount especially during the pandemic.

Safe (16)

- It being inspected – if a basement, I would like to know that its safe for me to stay and its up to standards (code)
- Safe area
- Safety of neighborhood (5)
- Safety of an area and whether it is a legitimate rental. For example, a condo might be listed for rental but it may not actually be allowed.
- Safety and insurance
- Safety of the accommodation and neighbourhood
- Safety of area. Crime. Large amount of homeless drug addicts roaming the area.

Reviews / ratings (13)

- Great reviews
- High quality reviews from past guests.
- Great reviews
- Previous guest ratings.
- Online ratings of the property and hosts
- Past guest reviews
- Ratings and reviews
- Rating and guest reviews on booking site is important
- Reviews
- Reviews. What do other renters say about the experience.
- Positive reviews by other renters. Quick feedback on a potential rental.
- What the rankings are.
- What the reviews from prior guests say.

Host / landlord (13)

- Experience of landlord for short-term rentals
- The other top criteria is known reliable and responsible operator. So much of the short-term rental market is guided by user reviews. As such, it is easy (and critically important) for me to determine which operators are responsible, and which are absentee.
- Super-host status
- Definitely, the highly rated reviews for the owner. Ideally it should be a superhost. The requirements for being a superhost are very strict. It guarantees that the host is always very dedicated to the service he/she provides. It means the place is very well maintained, the check in arrangements are very clear, and you have real-time communication with the host in case you have questions.



- Recommendations for the host or great feedback from previous guests would be one of the most important criteria.
- Online ratings of the property and hosts
- Friendly and caring hosts.
- Host responsiveness
- Communication from host, is it timely & respectful
- Trusted landlords with good reputation, reviews, credentials
- Good host reviews
- Host's 5 star review ratings is the most important determining factor
- Great hospitality

Aesthetic / atmosphere (10)

- Aesthetic.
- Pleasant atmosphere,
- Quality of the space.
- Comfort
- Décor (2)
- How unique the dwelling is
- Appearance
- Cozy, thoughtfully laid out. Lovely decor.
- How nice the photos of the accommodation are

Privacy (4)

Length of stay (2)

- Length of stay permitted,
- Length of stay

Quiet area (2)

- Quiet area
- Quiet neighbourhood

Other

- No smoking (3)
 - No smoking including cannabis.
- Pet-friendly or not (2)
- None (2)
- All of the above.
- We need a separate property with a few rooms as we are a family and cannot afford 3 separate rooms in a hotel. We must have a kitchen as we have severe allergies in our family and do not eat out because of this and it is too expensive to eat out every meal when travelling. We like properties to have other extra amenities like games, puzzles, cards etc that we don't have to pack esp when flying in. We find that short term rental



hosts always go way over and above making our stay more enjoyable and answer any questions quickly via text or in app message without having to line up over what any hotel offers. Most offer no contact check in and haven't been occupied immediately beforehand making us feel safer from covid 19 and/or any other illnesses.

- My needs fluctuate depending on whether I am travelling for business or with my family.
- I travel for business and sometimes bring my wife and kids with me. I don't typically rent single rooms but have done so in the past.
- I've found accommodation in many places using AirBnB and I love the experience. PLEASE don't do anything to make such ventures harder in Guelph!
- Having a clear conscious that I am supporting local employment and business
- Clean towels and I don't have to do any of the clean up
- I don't use them because they have zero regulations.
- Few stairs.
- Do not touch short term rentals at the principle residence of the operator. Stay away from my property, stay away from my home, stay away from my small business. Airbnb is regulating the quality of our services and the City has no place in this.
- Family size, purpose of trip business or leisure.
- It depends on the circumstances, such as the purpose of travel and budget. Please keep in mind all of the factors that people might face in the need of STRs. People might need STRs for travel, for business, for housing transition needs, emergency needs, etc. Please consider all factors regardless of local opinions.
- Tenant rights
- Points of interest (as described in 5) and variety or options (as described in 6) are both very important for me in choosing whether to visit a town at all.
- Wouldn't do it
- What legal protections will I have?
- Given Guelph's size, I assume that visitors will likely be using their own or a rental car to commute into the city for their visit. Likely they will not use transit and just drive to their destinations or uber/taxi to and from the hotel if it's outside of the downtown which many are.
- I personally prefer separate rental units that have their own entrance on owner occupied property as it naturally reduces the competition with long term rentals and ensures that there is someone familiar with the property nearby should there be a problem.
- Ease of rental, and proper paperwork [receipts, agreements.] Are neighbours of the hosts agreeable to this additional temporary resident.
- The municipal government not wasting my tax dollars to interfere with where we stay. People can take responsibility for themselves and we have organizations like Airbnb and VRBO who are competent and equipped with the tools necessary to meet the needs of visitors/tenants and hosts/landlords (unlike the municipal government).
- Space in the property.
- Availability
- Low noise.



The City of Guelph wants to ensure the safety and comfort of our residents and visitors. Part of that oversight is ensuring a host or their designate is nearby in the case of emergency or other arising issues. In your opinion, which of the below ownership or operating models is in the best interest of Guelph?

Ownership/Operating Model	#	%
Owner must be a principal resident on the property (principal residence requirement)	77	45.8%
Unit must be owned by someone who lives locally in Guelph but not necessary on the same property	49	29.2%
Unit must be owned by someone living within the province but they provide a local contact (host) who can be on site within 30 minutes in the case of emergency or other issues arising	20	11.9%
Unit must be owned by someone living within a 100 km radius	11	6.5%
Unit may be internationally owned or owned by an umbrella corporation but must provide a local contact (host) who can be on site within 30 minutes in the case of emergency or other issues arising	11	6.5%

Why did you select this ownership or operating model?

Owner must be a principal resident on the property (principal residence requirement)

- **Accountable / responsive (31)**
 - If the owner is the principal resident, they will be more diligent in screening potential visitors as they'll have to deal with them first hand.
 - Most likely to be compliant and least likely to be a shell company that is operating multiple rental units
 - Accountability
 - Feel it is the only fair way, if owner not on site then the short term rental should be treated like a hotel.
 - The owner is there to solve problems, and his presence is likely a constraint on noisy renters
 - Because there would be someone present to monitor the short term renter's behavior while in their residence
 - Having been a rental tenant and also a neighbour of rental units, it is important that the owner is easy to reach in case any issues arise. Also, as a tourist/visitor to the City, it is an added benefit to have someone on site who can provide information/resources for your stay. If you are likening short-term rentals to hotels, hotels are staffed at all times to assist their customers, and having the owner as principal resident is the next best thing.



- Because if renters are behaving badly, the owners will suffer along with the neighbours. Avoids multiple listings by “owners” who are just fronts for companies. The neighborhood will have continuity of residents.
- An owner that also lives at the same place will make sure things are under control more than if they don't.
- Ensures accountability and oversight by the owner; less likely to have owners buying up properties specifically for the purpose of short-term rentals (and thereby decreasing availability and affordability of long-term housing).
- Keeps the owner close-by for monitoring and managing guests
- An ongoing presence of host, allowing the ability to monitor and deal with situations promptly
- It seems to me that most of the problems/complaints with short-term rentals happen when the owner is not on the property.
- Better oversight of the property while tenants are there
- Having the owner live on site makes for a better situation when problems arise and the owner can deal with them firsthand.
- The owner of the house being on the property can provide best hospitality experience, safety, ease of mind, provide help and support and prevent any unwanted situations.
- The whole purpose of a short term rental like Airbnb was supposed to be to rent out an extra room of a hosts house. Not to run an unregulated, unlicensed hotel. If the owner is not on the property it should be licensed as a hotel because that's what it is. Accountability. Will also open up residents during the housing crisis
- Holds disruptive guests more accountable, ensures host maintains the property
- The question again is very confusing and does not allow me to select two options. It does not matter if the residence is a principal or not. The important is that the owner is nearby, and the place is well maintained. It is the responsibility of the owner to provide assistance to the guests. I have an impression that those who designed these questions do not understand the principals of airbnb platform, and/or never traveled with it.
- Likely better to have the owner right on site to ensure no problems.
- Principal residents who are hosts tend to be more caring of their visitors. Everyone other option is money driven at the expense of safety and comfort. If a 911 emergency occurs and the visitor is incapacitated, can the owner be there to unlock the doors and navigate the place for the medics?
- More control over guest issues that may arise thus fast intervention.
- Accountability by owner will be higher but have seen first hand where principal owners vacate while they are renting and stay with a relative.
- Our experience is that guests are able to talk to us face-to-face whenever there is an issue; they can ring the bell and we respond and resolve the issue without delay - good customer service is good customer care.
- It's more controlled- the renter could be personally vetted, any issues the owner is on the premises.
- Highest likelihood that the owner will protect the neighbourhood from noise and disruption



- To ensure peace, safety and security of the Guelph neighborhoods.
- No question the owner either needs to be on the property or lives locally, though you force people to provide only one answer. An owner needs to be close by to answer questions, and provide some management of the property.
- Because the renter has a greater connection to their neighbors. The neighborhood has a much easier time addressing concerns.
- Owner living on the same property ensures there's someone nearby if there's an issue and reduces competition with long term rentals.
- If I lived next to a short term rental and there was a problem with the renter, it would not be hard to find the owner.
- **Less impact on housing market (15)**
 - That way we don't have people who don't live in Guelph purchasing places for the airbnb kickbacks while taking away housing for residents. They can either live in it (and rent on airbnb if they choose) or rent the whole thing long term.
 - less of an impact on rental housing
 - It allows homeowners to make money from their own property without removing housing stock from those looking to live in Guelph
 - Least likely to remove stable housing from the local market. Safest for the renter.
 - It increases vacancies for long-term rentals
 - This operating model allows for more housing to be available for the general public who need long term rentals available to them.
 - Because this way keeps single dwelling homes and units available for long term/permanent residents
 - There is a shortage of housing in the city and until that issue is resolved the best course of action supporting people in Guelph would be to limit to principal residence. This avoids empty housing and hoarding of scarce resources. If the owner wants short-term rentals on their property they can but not for a portfolio or profit perspective with multiple listings.
 - It will ensure most housing remains part of the long-term housing supply
 - Owning housing strictly to generate income is wrong and harms our community. Limiting short-term rentals to primary residences only will help protect the supply of affordable long-term rental units.
 - If short term rental isn't benefitting local owners, then those rentals should be just part of the long term rental market that so desperately needs them.
 - This ensures that rental housing in Guelph will remain available to those who need housing in Guelph.
 - We're in a housing crisis - AirBnBs should only be allowed to enhance affordability for people to live
 - Any other model seriously affects housing stock.
 - It keeps the short term rentals from stealing housing from potential residents
- **Prevent investment owners (11)**
 - To prevent landlords out of country sitting on unused properties.
 - It may help to prevent investors from other areas, ensures that there is accountability on the owner to ensure that it is well maintained



- Due to needing housing for others, if we kept it in a principal residence then that housing would be available for others. It would stop 1 person from buying multiple family dwellings.
- Because people who don't live in Guelph should not own housing in Guelph if they do not occupy it. Why are we allowing people who don't live in our community to take up our communities resources and take them away from Guelph community members for profits??? This system is unimaginable.
- It will prevent people from buying housing for the sole purpose of renting it out while not being subject to the Landlord Tenant Act
- It will prevent people from buying housing for the sole purpose of operating it as a motel/hotel/inn/B&B while not being subject to business standards, regulations, taxes, health and safety rules, etc.
- It will prevent people from buying housing for the sole purpose of renting it out at inflated rates for profit which makes housing in general more expensive
- Owner as principal resident would prevent homeowners converting properties to short-term rentals when they move and prevent investors from buying up needed housing to use for short-term rentals.
- Internationally owned/corporate owned for short-term rental has the potential to have too many negative impacts on the housing supply and price.
- Blackrock and Vanguard won't listen do your policies, and they own most of Guelph now. A BAN on Blackrock purchasing houses in Guelph would be a great place to start!
- Because it keeps out of town, province, country investors from inflating the Guelph market.
- **Benefit to local owners (5)**
 - Keeps profits within the community
 - It allows homeowners to make money from their own property without removing housing stock from those looking to live in Guelph
 - I think for many homeowners it is a way to help pay for the high costs of home ownership. I also feel as a homeowner we should be free to do with our homes as we please without government intervention. That being said all Apartments should be registered with city of Guelph and built to current code.
 - I think this is a fair consideration for those who want to open their home to guests, add in a little income and meet new people. While also being fair to long term renters in the community by removing full houses/apartments from the short term rental market and adding to the supply for long term rentals
 - Owner as principal resident should allow owner to rent the house/apt/unit for short-term while owner is out of town.
- **Other**
 - Experience in another community. Owner did not live there. Rental was always a party house.
 - We had an illegal airbnb above me. NO thanks!
 - I think it's far too easy right now for people to buy homes & use them solely for short term rentals, which decreases available living space (long-term rental or owned) for residents of Guelph. It's hard enough as it is.



- Because it is the closest fit to what I believe is acceptable. The case where the renter lives on site while subletting part of the property on Airbnb should also be allowed.
- Because it works! We are such hosts ourselves, and we have often travelled to places with the same kinds of hosts whom we have met and enjoy forming a friendship with. We also learn from other such hosts, and improve our own Airbnb because of their insights.
- Permanent short term rentals are negative for the City for so many reasons (economics, affordability, community), but renting space that would otherwise be unused (i.e., excess space/time) in a permanent resident negates almost all the downsides of short-term rentals.
- Allowing non owner units contributes to the commodification of housing and reduces availability and increases rents
- Availability of units for permanent residents is tight in Guelph and rental rates are high
- To keep housing for people who live here
- This survey only provides one choice, so I was unable to select others that are appropriate. I think this is way too limited for accuracy. An owner should be able to designate someone if they are away--so people can rent part of their house or rent out when they are away. The last option of being owned by an umbrella corp is not right.
- Not sure how ownership within city or 100 km or within province would be workable for short-term rentals.
- This provides respect for other neighbours
- This would significantly reduce the number of short term rentals. Decreasing the appeal to potential property owners
- If the neighbourhood has to put up with transients then the owner should as well
- I would prefer that the host live close to ideally on the property but we live in a free country and people should be able to do what they want with their property.
- I am collateral damage. My quality of life and finances have been negatively impacted by profit oriented, non-accountable non-resident unit owners renting out short term under the radar.
- Housing supply is severely limited, and therefore there needs to be strict limits on short term rental availability. It is more important we have an adequate and affordable rental stock in the city over short term rentals.

Unit must be owned by someone who lives locally in Guelph but not necessary on the same property

- **Accountable / responsive (28)**

- This will ensure that the residents in the nearby homes have a good relationship with the owner and are okay (or know) that it's a short term rental. If it's allowed to be owner but not live in Guelph that will rise the prices of houses for sale and make it unaffordable for people who actually live in Guelph and want to buy a house (for example first time buyers). It will also have a negative impact on



the community if lots of houses are short term rentals and owner is a corporation and/or doesn't live in Guelph.

- Because out of town or international ownership is too far away to monitor said property. If I had the chance, #1 or #2 would've been chosen but I was only given one to choose from.
- If I have an issue (pay, accommodation, safety) I should be able to have the owner near by to deal with the issue. Especially in a short term rental as issues are often pressing.
- Unit owner needs to be available and accountable for anything in the short term while someone is there including but not limited to emergencies, neighbour complaints, etc. Foreign or out of town ownership means someone is just trying to make money on the backs of our community.
- Owner should be close by to deal with any potential problems to property.
- Accountability - neighbours of the unit must be notified who to call if issues arise and the owner must address them within 1 hour
- The rental income stays within the community and the owner can be held accountable by the City to uphold by-laws and maintain the property. It's a lot easier to reach someone who lives in the Guelph versus a faceless corporation from another country. Guelph appears to promote environmentalism, sustainability and local business, local ownership of short term rentals should follow suit.
- My own experience as a renter of AirBnB suites; there is an expectation that any issues are fixed rapidly.
- It adds accountability and a vested interest in the community but gives some flexibility
- Accountability and responsibility are more prevalent the nearer the owner is.
- Local people take more care with the selection of good guests.
- If owner lives locally they are more invested in making shortterm rentals a positive experience for residents.
- I enjoy operating a short term rental unit out of my primary residence, but I believe I could service my guests just as effectively if the unit was anywhere in Guelph. Any further, and my ability to respond to emergencies would be compromised.
- I just think it is important for the owner be close by in case of an emergency and to monitor their home/building.
- Owner has to be close enough to be found by By-Law Enforcement and served when breaking/bending the rules.
- Accountability
- Owners need to be immediately available and accountable for the short-term rentals.
- If there are issues (plumbing, electrical) it is important that they can be addressed quickly by the landlord rather than waiting for reimbursement to the tenant.
- Accountability of owner could be greater if there is problems, removing potential for someone to tell tenant that they cant come look at problem til later date.



- The ability to answer emergency quickly. More control over guests.
- Owners living in the residence or near by are more accountable for the space rented
- Provides safety and security for tenants but privacy as well.
- Very concerned about absentee landlords after experiencing many, many problems with these with longer-term student rentals.
- I think the main concern we are addressing here is accountability for hosts and guests. Part of this is keeping short term rentals owned and operated by local Guelph residents, instead of faceless international corporations who aren't connected to the well being of the local neighbourhoods. Including the requirement to be a local resident of Guelph solves this problem. We could also add the requirement to have a local contact within the same neighbourhood to address any urgent needs. This could have the added benefit of engaging local neighbours in collaborating on the success of the short term rentals.
- Accountability and on site control
- The owner also needs to be near enough to help the visitor and ensure the safety and well-being of the neighbours (aka avoiding loud parties and selecting decent visitors).
- This will ensure the owner has a Guelph interest and stake in its residences. Decisions will be made that benefit Guelph as a whole and not just for their portfolio.
- Ensuring security of unit by being available and safety for the owner.
- **Benefit to local owners (6)**
 - Because I have a rental in my home and the home I bought to rent to my son who is on disability. The Airbnb subsidizes the cost of the running a second house to house my son.
 - This model also enables local operators to grow their business in Guelph, while retaining the benefits here (i.e. multiple properties).
 - Many people have secondary a residence (previously used as long term rental, inherited property, newly married couple chooses to keep the partners original home). Long term rentals can be difficult to manage when tenants don't pay or damage property, so many people have turned to short term rentals as a way to still generate income but to protect themselves from issues that can sometimes come along with a long term rental situation. Keeping the revenue generated in the city helps everyone. It brings money both from tourists into the city, but pays those living within the community as well, who are likely spending their money here as well.
 - Emphasis on local business owners
 - We need to reward local homeowners and make Guelph a less appealing place for foreign investors who just buy property and rent it without any community involvement.
 - Short term rental should be kept as a benefit for local citizens who are home owners, who are part of the community and who will value the safety and the prosperity of the community and guests above the profit and financial goals.
- **Prevent investment owners / large corporations (4)**



- This will insure that the residents in the nearby homes have a good relationship with the owner and are okay (or know) that it's a short term rental. If it's allowed to be owner but not live in Guelph that will rise the prices of houses for sale and make it unaffordable for people who actually live in Guelph and want to buy a house (for example first time buyers). It will also have a negative impact on the community if lots of houses are short term rentals and owner is a corporation and/or doesn't live in Guelph.
- To keep this program a win-win for community members and visitors and keep the corporations and foreign investors out of this program. If such investors want to consider a rental business or a hospitality business, they can always follow bed and breakfast or hotel model.
- Some flexibility for owners, but not allowing a corporation (corporations should be in the hotel business).
- I'm against corporations or internationally owned, but don't mind if mom & pop own an extra space locally to rent out. This also would need to be within reason like having a limit of 1-2 additional units beside a primary residence. I'm also okay with option 1 "Owner must be a principal resident on the property (principal residence requirement)"
- **Other**
 - I prefer short-term rentals where I can have full access to the space and don't have to worry about people living above/below/beside. I prefer to have privacy in a unit. You would want them nearby but not necessarily in the same building.
 - Based on my experience staying in AirBnBs elsewhere. It works well.
 - I think home grown Airbnbs suit the Guelph feel.
 - I believe someone needs to be nearby to serve a short term tenant who is a tourist.
 - This selected model supports the primary benefit of short-term rentals I described in my first responses: which is the decentralization of our local tourism industry away from distantly owned big-box-businesses and instead, towards local operators, businesses and neighbourhoods.
 - Live and work in Guelph. Make a contribution not just make money
 - Out of towners may not keep their property up to standards code etc. properties can be neglected inside and out
 - External Ownership has its problems in the current apartment availability and pricing. Most External Landlords do not take an interest in the community in which they own property or tenants day-to-day lives, they only interact with their installed managers/superintendents to resolve issues.
 - I like the idea of having the unit owned by someone who lives locally in Guelph.
 - Balance between wanting to expand a property business and not having too many people buying up property just for short term rentals, taking away opportunities for long term rentals
 - As a renter I wouldn't want an owner looking over my shoulder all the time. Privacy is important.



Unit must be owned by someone living within the province but they provide a local contact (host) who can be on site within 30 minutes in the case of emergency or other issues arising

- **Local contact is enough (11)**

- Because it doesn't matter if the person lives on site or not for an str. A long term landlord doesn't have these same restrictions and can live anywhere in the world so why impose a specific radius to only str's? People work in different cities, travel for work and/or pleasure and i wouldn't want to rent within someone else's home with them living above / beside me so I would look for other jurisdictions that didn't impose these silly narrow-minded rules.
- If there are problems or questions want someone who can answer questions promptly or resolve any onsite issues.
- I don't think it is important to have the owner on site as long as there is a co-host on call. I do think it is important to have the owner be Canadian so enforcement can be carried out if needed.
- Owners could be retired people who may live nearby or in a cottage, so as long as there is a local host who can assist and be on site, that should be sufficient.
- As a guest, I would be happy to live in a property where host is nearby and available to help. However, based on my previous experience, dealing with an umbrella corporation is a nightmare for guests and tenants.
- I believe that the safety of guests is important but this doesn't rely on the owner being immediately present. Having a designated able to deal with an emergent situation would be sufficient. At hotels or motels we do not require the owner to be on site they are allowed to have employees address and handle situations. Running a short term rental business should be like other businesses owners aren't required to be on site but that they have a representative like an employee available to deal with a situation. If we limit the short term rentals to properties where the owner is present that really limits the ability of Guelph and it's residents to accept individuals visiting as well as local residents who may need a home for short period of time. Local residents may need to relocate for short periods of time due to renovations, floods, fires, escape from intimate partner violence. If we restrict the ability to rent with the owner present it limits the size and housing being provided.
- It allows somebody who lives somewhat locally to own property, but it is also important to have somebody available to be on site in an appropriate amount of time if something goes wrong in the unit.
- All properties will have a manager locally and able to manage issues on site.
- Local representation is important for all guests - I would want someone nearby if there was an issue. Also if my neighbour had a short-term rental - I would not want to be responsible/bothered by guests who are in need of help.
- For easy monitoring and communication if an emergency or problem comes up.
- There are many people who might choose to own a space in Guelph for a variety of reasons but don't live here all year round. As long as they have a person who can manage anything that comes up.

- **Other**



- I think because I really dislike over regulation. I find it fickle and challenging. I'm curious why where the landlord lives is a concern for Guelph. Do we have evidence of international or out of province home purchases happening often (like Vancouver?)
- We are a University Town. Parents buy houses for their children to live in while attending UoG
- People move and people should be able to invest in real estate any where they chose without penalty, although keeping it Canadian is preferred as they short term rental is meant to be a more local experience.
- I'm sure there are many people who have investment properties and they wouldn't necessarily live at the house rent
- As a principal resident of a property with a shared room on short term rental, I of course fit into the most limited scope of this assessment. Therefore a choice wouldn't affect me personally. But I wonder what place the City of Guelph has to determine the ownership type of a short term rental place - be it a Guelph resident or 100 km radius. I'd argue that then any hotel must be then owned locally - which of course you cannot enforce or regulate. We live in a global economy and placing ownership location restrictions is exceptionally anti-business and anti-Canadian.
- 20% of the housing is owned by people with more than one property. At least make sure that revenue and responsibility are within the province.
- I don't think that an umbrella corporation could be trusted to have someone who would be personally invested in the well-being of the guests. A private owner, living in Ontario, would be more apt to have caring people on staff. IMO

Unit must be owned by someone living within a 100 km radius

- I'm not sure any of the responses captured my thoughts. I think at the end of the day it doesn't matter where the owner is as long as there is someone responsible around to help out....which there often would be.
- I myself rent out my place when I'm not working in the area. As I use Airbnb myself when I work out of town. And this help cover that cost and I feel when done correctly it's a great platform. But should not be used as a money making operation for a corporation.
- I think access to ownership to manage issues as they arise is important. If someone is too far away, they may not be able to attend to the issues that can arise in a short term rental.
- The landlord should definitely within a reasonable distance to manage their property. Closer the better.
- It's a happy medium to satisfy the issue currently happening with international real estate ownership and being convenient for the owner.
- I'm Not sure it matters where the owner lives
- Not to attract investors that drive the housing market too high
- Local owners care more about what is happening in the community and play an active role in making sure their short term rental is operating responsibly as a vital part of the local community



- Because there was no option saying "I do not consent to my tax dollars being wasted by the municipal government telling me what kind of a relationship I should have with those I do business". If I do not like the place, I will not stay there. It is nobody's business who stays where and who hosts whom.

Unit may be internationally owned or owned by an umbrella corporation but must provide a local contact (host) who can be on site within 30 minutes in the case of emergency or other issues arising

- **Local host/contact is enough (2)**
 - The key is having a responsible person available, whether owner or manager.
 - As long as there is a host available to contact and take care of issues, I would be happy as a guests. It wouldn't matter, who brings me the extra blanket or gives me tips for restaurants.
- **Other**
- We do not limit landlords to having to reside in the same building, nor do we require the Hilton family to reside in one of their hotels in Guelph. Due to the pandemic, people who are residents of Guelph may be either working remotely or forced to temporarily work far from Guelph. To counter this, as a responsible host, I have a local contact who manages my buildings in the same way that landlords will have a property manager.
- I don't necessarily know that a 30-minute response is necessary or overkill. a landlord for a long term rental landlord is not held to the same standards.
- My interest is ensuring a variety of rental options are available for visitors and residents of Guelph while ensuring the safety and enjoyment of the tenants staying within a short term rental. I wholeheartedly do not support the principal residence requirement. Very limiting!!
- The ownership operating mode should not be governed by anyone except the owner of the property. They own the residential property and pay all applicable taxes and should have the ability to run it as a short term rental property if they choose to do so. The idea that the government would limit short term rentals to primary residences is brutal. It would eliminate a significant amount of rental units that are in high demand from guests to the city of Guelph.
- I would have preferred this option which wasn't listed: *Must be Canadian owned (any province or territory), or by an umbrella corporation but must provide a local contact who can be contacted in case of an emergency or other issues arising.* If you're going to provide a list, it should be fulsome, and unfortunately this additional and in my opinion obvious option was missing. Why would you have the options that they must either live in the province, or be international? What if they live in BC, why isn't that an option? While also ensuring that it's still a Canadian owner. This appears to be an oversight. Thanks for taking this into consideration and please include this if there will be future iterations of this survey or discussions.
- The principal resident restriction is a ploy by foreign-owned hotels to squeeze the short-term rental competition.



- Other ownership models are too restrictive; a management company could and often does manage a property better than an owner who lives in the community or on the property. Too many assumptions being made in the local ownership models
- This is the easiest and least costly approach for owners and operating models because it provides the most flexibility in allowing a free market economy to succeed. It also provides a reasonable level of control in the case of abnormal situations that may require on site risk management.
- Democracy. Also the City representatives and staff are not available to anyone regardless of any problems and also pick and choose what and when to enforce bylaws now. They should just stay out of it and enforce laws as needed. All the City will do is create more jobs and departments and the cost of licencing will have to be continually raised anyways. And still, nobody will be available to answer a phone call or email from the City.

Comments from individuals that did not select an ownership/operating model

- Money
- I would hate for property speculators from other part of the Ontario or even outside Canada to determine and influence housing conditions in Guelph
- There should not be any restriction of ownership

Do you support the by-law to include a licensing model?

	#	%
Yes, for all short-term rentals	81	46.8%
No	50	28.9%
Yes, but only for non-principal residences	42	24.3%

Should registration be a requirement?

	#	%
Yes, for all short-term rentals	108	63.2%
No	41	24.0%
Yes, but only for non-principal residences	22	12.9%

If a licensing model is adopted, should the City limit short-term rentals in any of the following ways?

	Yes	No	Unsure
The total number of licences given out to any one person or entity	106	52	13
The total number of licences given out across the city	68	82	19



	Yes	No	Unsure
The total number of licences given out in any one neighbourhood or area of the city	72	79	20
Which locations within a neighbourhood or an area of the city they can operate	57	92	21
The number of guests allowed on the property	112	46	14

Please share any comments or explanations you have around the limitations you selected.

- **Licences per owner/entity (18)**

- There is currently no limit on the number or rental units that can be owned or operated by a single landlord and it does not make sense to limit short term rentals. In cities where there have been too many short term rentals, prices drop and the market corrects itself as long term rentals become more competitive. A licensing program would add extra cost and overhead for the city. This is also not done for long term rental units and it should not be done for short term. Short term rentals are set up to be self regulating. If they are deemed uncomfortable, unsafe etc, guests will contact Airbnb to resolve quickly (and without cost to the city) and they also leave public feedback for future guests. The unit in question would either rank much lower and not be visible to future guests or could be delisted all together. Registration is the best method and will achieve the highest level of compliance for the lowest cost. Occupancy limits can be posted and controlled through a registration system.
- One licensed unit per existing principal residence, to be inspected annually.
- Also, by limiting the number of licenses one person can have that might (???) open up some housing stock to people who want a permanent home versus an income property that may not be occupied at all points of time.
- We don't need all affordable houses in a neighborhood being bought up to use for tourists only by someone short term rental business empire.
- There should definitely be a limit on how many licenses are given out to any one person or entity - it provides some sort of prevention of a monopoly/one person or entity making huge profits and continuing to scoop up homes for short term rentals alone. It should also be limited by location in the city to prevent one area from being exclusively short term rentals.
- It is good to limit the number of licenses given out to any one person so that they don't form a monopoly which they cannot reasonably handle. It is definitely good to limit the number of guests of the property because we all know what can happen at a large, unsupervised party serving alcohol, and the potential for noise and even violence.
- Many families including myself cannot afford to purchase a home here, and those who own multiple properties continue to rule and dominate the housing market, and drive up rent/costs of living for the rest of us. It isn't fair; just simply depressing that I make \$80,000/year and can't even afford to move rentals.



- Limitations for number of licenses should be based on current rentals available and empty units. Short term rentals shouldn't get priority over residents.
- Short-term rental owners should only be allowed one or two licenses, not dozens.
- Investors should not be able to take advantage of the licenses, however there should be no restrictions to local Guelph homeowners.
- Reduce commercial entities from taking over the city, while giving residents flexibility and options.
- People who have multiple housing properties should not be allowed to put everything on short-term rentals; that will take away rental housing for residents and families of the city who need rental apartment for long-term rent.
- I'm in favour of heavily controlling the numbers of licenses, to avoid certain neighbourhoods becoming overwhelmed.
- Strongly agree to limit the total number of licences given to any one person or entity
- Need to be cautious of people operating short term rentals as a business when our housing supply is limited already. If there is a business entity or person operating units as short term rentals they should be limited - we need housing stock and if someone is using this as a business, this is not right! The purpose for short-term rentals are for individual rooms in a house, exterior buildings that can't be rented out, etc. Short term rentals should not be separate houses or apartments - these should be available for longer term rentals or sold to help the housing crisis that we live in!
- Want to avoid a monopoly on permits for single person
- Some hosts use short term rentals as their sole income. Limiting the number of rentals they have may greatly impact their way of living. Requiring each rental to have a license and be regularly monitored keeps the host in business and accountable for the safety of their units as well as the city aware of what's going on within itself. Having secondary homes inspected keeps everyone safe. Within your own home, you are more likely to keep up to date with smoke detectors, CO detectors, salting walkways, etc. whereas a secondary home those things (as well as other health and safety items) may be overlooked.
- By limiting the amount of licenses in the City or to an individual a system is created where they are a premium product which creates more cost and limits the availability of the short term rentals
- **Number of guests (16)**
 - Limiting the people is tricky considering people have different family unit sizes
 - More than 5 people is a party.
 - # of people needs to be limited to fire regulations. You don't want 10 people in a bachelor apartment.
 - Max occupancy should be limited to a reasonable number.
 - # guests should be limited to the reasonable group for the space for rent - ie 1 bed with sofa should be maxed at 4 but a 2BR could be maxed at 8
 - Airbnb and the host screen guests before arriving and listings already limit the amount of people staying in a property.



- As a home owner, I would not appreciate constant noise, parties, disrespect of property, that is often the behavior of large groups in a rental property.
- We don't need "party houses" in a neighborhood.
- In my opinion, AirBnBs that are rented for large get-togethers can be problematic, for example for noise nuisance. In these cases, the owner should be present on the property or close to it.
- Number of guests allowed is important to prevent nuisance parties and such. In all other cases, the market would regulate itself.
- Health and safety issues only should impose limits, like how many guests a property can hold.
- As described in a previous response: most of this industry passes through the very rigorous oversight of user reviews. As such, reliable, responsible and diligent operators are rewarded, while unsafe, irresponsible and absentee operators fail.
- Responsible local operators should therefore be able to grow their business in response to the needs of the tourism market. If certain properties (as determined by responsible owners and severely scrutinized by user reviews) can comfortably house a family of 10 for a week of reunion, then this should not be obstructed or prevented.
- Restriction on number of guests to reduce parties, parking issues, and overcrowding on units (from a safety standpoint).
- The number of guests to control parties, especially, and this probably goes against my previous answer, those properties near the university.
- Number of guests on the property is to limit the short-term rental units from being used for large parties which have the potential to affect public safety, city resources, etc. (e.g., the challenges with homecoming and other events where large gatherings happen).
- **No restrictions / limitations (15)**
 - Short term accommodation is in short supply in Guelph. Let's not put additional restrictions on it that are not necessary.
 - I think that limitations from the City would drive hosts away from buying properties in our city as they wouldn't be able to afford them or cover their monthly property bills. For many property owners AirBnB helps pay their mortgage in our current housing market.
 - I think that no limitations are necessary unless, there are complaints.
 - There shouldn't be any limitations or restrictions for hosts who rent a private room out of their primary residence.
 - City should regulate less instead of regulating more. More regulations will always cost more money and will keep raising taxes which are already high enough.
 - I don't believe that licensing or regulation is required. The guests are able to rate the accommodation, and unsafe or poorly managed units will not perform well on the short term rental platforms. Imposing regulations and licensing will also increase prices due to a decrease in short term properties available - placing the price burden on visitors.
 - City should keep their noses out, enough laws in place



- How does the restriction of number of licences relate to the safety of the places? Why does the city want to limit short term rentals? Is it a part of the lobby from hotels? No limitations are needed. The airbnb places are very much busy, and people need more!
- For owner occupied units licensing and inspection should not be required
- Licensing yes. Over regulation, no thank you!
- I don't feel limits are required.
- I don't think that limits are necessary because the demand supply will sort that out.
- There should not be any restrictions.
- I don't think any of the above should be required as the companies running Air BnB for example are already strict and have rules in place
- Short term rental platforms are self regulated already - providing proof and of health and safety, fire, building specifications already - photos and check lists. guests have the ability to self regulate and report non-conformity. no other regulations or standards need to be met. These are met through existing platforms - short term rental sites, insurance, building codes. There's no need to duplication or overlap.
- **Areas / locations (7)**
 - Areas within the city need to be considered to ensure the safety of full time guelph residents. On-site parking should be a requirement to limit on street parking.
 - There is likely an ideal number of total licenses per neighbourhood.
 - Limiting the total number licenses for the city of specific areas will only make sense when Guelph becomes a significant tourist hotspot - which it currently is not. Until that time, we need to grow our tourism industry and encourage local local operators to attract visitors to local businesses and neighbourhoods."
 - I don't think we should be differentiating between neighbourhoods and feel that this would be hard to do, and depending on what neighbourhoods you exclude could be discriminatory.
 - Limitations are to prevent housing in specific neighbourhoods/areas from being taken out of the long-term housing market and converted to short-term rentals unless there is an area of the city where it makes sense to have more short-term rental accommodation and less long-term housing.
 - If too many short term rentals in one particular neighbourhood it could upset the long term residents (safety) and bring down housing prices
 - There are areas of guelph that have higher number of needs for short-term rentals (ie, university area/college area/linamar area)
- **Equal standards / regulations (3)**
 - I am unclear of your Licensing and registration description. I hope you are meaning that in order to 'Register' their short-term rentals the owners still have to follow all the Licensing requirements. Apartment Building Owners, Hotels/Inns are controlled for Public Health, Fire, Building and Zoning - so should short-term rentals, otherwise we have an unequal system for rental accommodation. Licenses/Permits are required for Hall Rentals with Liquor,



Property Renovations to ensure by-laws are being followed. Licensing would make fines and legal action easier to enforce.

- Every other form of rental has regulations. We should do the same for Airbnb hotels.
- Allowing rentals to be regulated puts them in same standards as other entities/businesses.

- **Other**

- As the popularity of Airbnb has grown in Ontario, we've also seen a fair number of rentals gone wrong. Partying, noise complaints, violence, vandalism etc) This business model should follow the same restrictions as other accommodation.
- I think my answers speak for themselves.
- Guelph needs a mix of accommodations. But letting short term rentals go unchecked discourages landlords for investing in actual people who want to live, work and contribute here. Vs. Just buying up housing as a means of making the most money possible.
- As mentioned in previous comments, overcrowding of an area during peak times or "dead zones" during quiet times would be a concern. However, with the principal residence model the dead zone issue would cease to be, but overcrowding an area would still be a concern. And presumably if principal residence is the model, then there would logically be a limit to the number of licenses given to anyone as they would only be living in one place.
- The above answers were given with the caveat that only principal residences be rented.
- All the options could be hijacked by NIMBY leaning residents completely undermining effort to find appropriate balance or compromise.
- If you are having guests stay in a residential area there's no reason why permanent residents need to accommodate a potentially much higher number of people/vehicles in the area, or directly next door, than a standard home with a rental unit already uses. The residents of Guelph live here, the guests are just visiting. Our lives don't need to be constantly disrupted for short term visitors (problem recently seen in my area where 3 homes are now rented by multiple UofG students - lots of people and lots of parties).
- If it's too complicated it will become a bylaw nightmare
- Airbnbs throughout our city are important as guests come for different reasons e.g. school, weddings, visiting friends and family, sport events etc.
- I will not license my primary residence. And I will see you in court if you try to make me.
- Experiences of friends and family living close to suspected short-term rentals have been dismal. Parties and illegal activities, disorderly activity, ignoring city bylaws.
- Registration does not work with pets, why would it work for a Short-Term rental. It would not work for One Night Party rentals.
- I don't see short-term rentals being a problem in Guelph at this time.
- I think limiting the amount of licenses will cause disparity between people who are in the market already and those who are looking to enter into the short-term housing market. House prices are insane enough, having a passive income



to support the prices is almost necessary. Having a short-term rental helps solve this issue.

- Again I believe that providing adequate safe and reliable housing is important. Providing short term rentals is offering a solution to everyone's problems. Individuals that require short term rentals have varying needs. By limiting the licence, size, location we prevent people from being able to access something they may need. As mentioned a family relocating temporarily for a fire, flood or intimate partner violence may want to stay in the same neighborhood because of access to school or community supports. They may not have access to a vehicle. Their family size may require a full size house and
- My concern is that a licensing model could result in a heavy handed approach to STRs, one that isn't applicable to other forms of accommodations.
- The licensing fee will just be put back onto the tenants/visitors raising prices but at least this garbage system will have some accountability.
- The more restrictions and oversight the better with respect to short term rentals.
- The Airbnb review system is highly effective. If a place is unsafe, unkept, etc, the reviews will speak for themselves and therefore the unit wouldn't be very rentable to others. I don't see why the city needs to add another layer of bureaucracy to the mix.
- I understand the desire for licensing but I think when things become too bureaucratic, it ruins the experience for everyone.
- It seems like a lot of effort for someone renting a room out.
- We need to regulate and limit short-term rentals to ensure the city remains residential and not a ghost town of short term rentals.
- Deal with issues through current by laws; these proposed parameters are unnecessary; there are no issues with the vast majority of short term rentals
- Irresponsible owners could ruin the peace and quiet in a neighbourhood
- Owners should be held accountable to ensuring that spaces are safe and within municipal regulations
- I think the greatest amount of city oversight should be focused on non-principal residences.
- If the requirement is for license owners to live in Guelph, then I don't think we need to limit licenses to those residents, as they are accountable as local residents. It would be very difficult to cap and manage the # of licenses across the city. How is it decided who gets a license, first come first serve? I think this would encourage non compliance. I also think it would be very difficult to limit licenses per neighbourhood, as I'm not sure how the decisions would be made who gets a license and who doesn't. I think the # of guests allowed on a property should be regulated by the existing building codes. I don't think we need to add another layer of regulation for this.
- All landlords have to take the responsibility of short term rentals in every way
- This is a bad concept. Consider the hotel industry etc. Every joker in the city will be constructing mini houses for income. See how it worked out on Metcalfe Street. Downtown will suffer from these sorts of incidences and now the hotel industry.



- Our next door neighbor has a basement flat, plans to rent out on Airbnb. Being in close proximity, we want to know if that unit is safe, where guests will park, how many guests can stay there etc.
- Licensing is a cash and control grab for the Corporation. You should be focusing on safety and pricing of rental, not a money grab.
- For easy monitoring/communication
- I think that there isn't a problem with short term rentals in our city. I think the administrative burden of implementing this outlays any possible gain. I think it will reduce the housing options available not increase them. If the city wants to do something about managing the quality of housing I think the effort would be better spent ensuring the quality of existing long term rentals which are a far more serious issue and could benefit from oversight as there are numerous low quality spaces and inequitable landlords. I think the short term rentals have much greater accountability through the platforms that they run on.
- I don't have strong opinions re limitations. If the City feels these kinds of limits are useful to manage and direct communities, I would not object to those choices.
- The fewer rules the better.
- Limits should be imposed only if there are problems
- As a heavily taxed single blue collar working mother, I object to the city adding another tax burden to my incredibly high taxes. I have shown the initiative to set this suite up, have spent considerable money to ensure it's safe, clean, and comfortable. I've worked a full time job at 30 percent overtime for years and put in countless hours running my little suite, just to supplement my meagre income to help me and my children get by. After a pandemic, worldwide layoffs, unsurpassed inflation, no raises at work, this is not the time to milk Guelph residents out of more if they're hard earned cash. Please consider what's been happening in the past three years. Please.
- First, Guelph's approach should follow actual facts and evidence pertaining to the city's current short term rental status. For example, complaints and feedback should be tracked and drive the process. A rental could require attention and resources if the monitoring indicates certain metrics are exceeded (e.g. # of complaints per rental, safety incidents per rental, etc.). Presumably, these events could be handled by existing by-law staff and police. At the same time, the city could work with app-driven rentals to gather some of their local rentals operating metrics such as five-ratings and customer reviews either directly from the rental hosts or the App owners. For example, potentially many of the current Guelph rentals using Airbnb would be happy to share the hundreds of positive reviews and high-star ratings they receive every week with the City and have it associated with their profile on a city registry. Maybe just a link to the rental's app profile is enough because this information is available publicly already. If a fact-based, feedback-driven approach is implemented, a publicly accessible registry for non-principal residences is reasonable as long as it includes the monitoring metrics to provide the public the evidence of the good and the bad rentals in Guelph. Principal residences do not need monitoring because no owner is going to allow anything to happen at their rental and the risk of



something happening would be extremely low. Personally, I do not feel that there is a need for a by-law or regulation without out evidence supporting the need for it. However, if the registry approach is taken, there is no need for a licensing approach. The licensing approach is too restrictive and unnecessary for short rentals at this point. Furthermore, if a license fee was imposed (but I don't think one should be) it should be refunded at the end of the year to short term rental hosts that achieve good monitoring metrics (e.g., similar to how the federal carbon tax is collected to influence better behaviour for climate change and refunded at the end of the year). However, all of this registering, licensing, and fee refunding requires more administrative resources and it really seems unnecessary and wasteful of taxpayers dollars if there is no evidence to support it, but only actions based on lack of understanding, fear and emotions.

- Regulations may drive this needed service out of business. Plus the cost to the tax payer of enforcing this type of licensing makes no sense for such a small number.
- A tight rein on these activities is important.
- Main goal is to protect long term rentals
- The City can't or won't enforce anything anyways so why bother unless the City totally commits to enforcement on the limitations? The City is going to do it their way anyways so why even bother asking for public input?
- Permanent housing should be the priority
- All of these need restrictions so we can ensure we don't turn into a "party town". These regulations also maintain a culture and fair sharing of opportunities in each area of Guelph, while also serving visitors who can experience our city without feelings of resentment by locals.
- Licensing and registration would also offer some assurance to guests that the "host" is likely not a creep.
- Renters should be made aware of these situations.
- This racist, discriminatory and hostile project must stop IMMEDIATELY. We pay tax for the municipal government to take care of serious problems, not waste time and money on harassing renters and landlords with government overreach.
- Issuing STR licences should be routine, not restricted. If the market gets saturated, it's up to the individual whether to stay in the game or leave it. It should not be up to the government to make that call. A restriction on the number of guests would help to limit unnecessary disturbances and probably make the neighbours more comfortable.

Is there anything else you would like to share to help us develop a Short-term Rentals By-law that is right for Guelph?

Leave unregulated (10)

- Leave it unregulated! You're trying to create the best solution to a problem which doesn't exist!!
- I do not support regulation of short-term rentals. Hotels which operate in large, tall buildings need life safety regulations. These measures should not apply to low rise



residential housing. Short-term rentals are self-regulated: if I read a comment from a registered user that a home is in some way unsafe, uninviting, or unpleasant to stay in, I will not stay there. As a property owner, if I see that a user has a bad rating from past stays, I will refuse their request to stay. Regulation will drive up the cost of short-term rentals. The cost of a hotel room has become unaffordable for most. A short-term rental provides a much more welcoming environment, a pleasant neighborhood to explore, and local restaurants and stores to support. All at a reasonable price. It also provides a source of income for residents, who may otherwise be unable to meet rising food and living costs. Regulating short-term rentals will also increase my taxes as a resident of Guelph as I'm certain more staff will be required to issue licenses, inspectors required to inspect properties. Regulating short-term rentals will limit the number of properties available, ultimately making Guelph a less desirable place to visit. If disturbance to neighbors is the concern, we already have noise bylaws and enforcement officers. I strongly urge you to reconsider this regulation.

- Strongly disagree with the concept.
- I do not believe this type of regulation or licensing is necessary at this time and with these small numbers.
- There shouldn't be any by-law regulations for the homeowners who rent a private room out of their primary residence.
- Stop wasting tax payers time and money on this program. The short term rental market is fantastic for Guelph. Use existing bylaws to ensure that short term rental units are safe and up to Ontario building code. Please don't try and overcontrol something that already has controls built in place.
- Leave it alone
- If the quality of the rental is poor people will not rent from it. It will become a failed business. Regulation is not necessary and a complete waste of money especially given the low quantity of units affected.
- I don't think there should be any by-laws, I think the city should let people rent out rooms and govern their own property
- Let people do what they want with their own properties and enforce the existing bylaws when needed. It won't cost anything this way. It would be nice if ANY councillor would recognize the hardship that was placed on small "mom and pop landlords" renting a small basement apartment in their homes and tenants not paying rent. They were left with no recourse and yet nothing is ever mentioned by ANY councilor. Short Term Rentals could be a way for these same small family landlords could help pay their mortgages and at the same time provide short term stays for visitors to the City. All this without signing up a tenant with a lease, that they could easily not adhere to and again, they could turn into squatters.

Housing supply / affordable housing (9)

- Please please please fix the housing supply issue! Putting limitations on short term
- It is vital that the impacts on rental housing supply be considered especially given Guelph's low vacancy rate.
- Our residents need an affordable place to live!



- I rent out a large room to a university student. She has her own entrance and her own bathroom and shares my kitchen. I decided to do this this year because of the student housing shortage. The city could encourage more people to do this.
- Again, I would wish that the city would consider working harder to fund permanent affordable housing for the people in this city being pushed to vulnerable status by the myriad of barriers facing us now.
- Concerns again about the impact short term rentals have on residential rental housing stock
- Add more affordable housing
- Guelph has seen some of the highest home price increases in Ontario, please do not limit the ability of locals to support their incomes. Regulations for such a small number of people (100/120,000) seems like a waste of council time and unnecessary. Please focus on larger issues such as housing affordability and infrastructure.
- Please keep our long-term housing issues in mind as the primary focus. These units could offer Guelph residents somewhere to live!

Regulations needed (8)

- Only a certain amount of licenses given out and a limit of guests allowed in a property.
- Just please actually regulate short term rentals. They can be ok, but not at the expense of safety, sustainability, and the residents that actually wish to live here.
- MUST be regulated, and MUST be limited per neighbourhood. If too many complaints are received about the property/tenants then permit should be revoked. In other words ... accountability is essential for landlord and tenant.
- There should be heavy limits put in place to stop these businesses from taking up all liveable rentals for long term/permanent residents. The cost of rent should reflect that of the average cost of rent in the city.
- Regulating short-term rentals at all is very important and I thank the City for its efforts towards this.
- I just think there should be a number of safeguards in place to protect neighborhoods from the possible negative impacts of someone trying to make profits off properties and not feeling accountable for how those properties impact the living experiences of permanent residents.
- I agree that some regulation is required, but careful investigation is required to ensure the requirements do not create less short-term rentals for both tourists and residents alike. Cost is becoming relevant for most people in Ontario and regulation generally means cost which will be passed on to the tourist and resident and kill business. Self regulating review models such as Airbnb create a system where responsible landlords are rewarded with occupancy without any additional costs.
- Short term rentals should not be just unregulated hotels

Fees (5)

- Registration should be affordable, but should be revokable if too many complaints from neighbours



- If a licensing fee is collected it should be reimbursed to the host at the end of the year if no complaint occurred about the unit.
- I agree with making sure all apartments are registered and comply with current code. I don't think there should be any fees charged to homeowners operating short term rentals at their principal residence. Operators with multiple residence and operating in buildings that aren't their principal residence should be charged a license fee as they are running a business vs homeowners that are most likely trying to offset the high costs associated with home ownership.
- I think if licensing is required, the licensing fees should be low, so rental fees don't need to go up. This means they should be minimally controlling and recognize that many people prefer to stay in a home than in a hotel or business, because they get to know the community on a deeper level. Even short term accommodation should be affordable.
- Please consider the economic timing of his proposal to regulate. I, along with many other Airbnb property owners, have decided to do this to support meagre incomes. Taxes are already astronomical in Guelph. If you could at least consider a small registration fee for folks whose income is already low and for those of us who live at the property where the rental is located, that would be so appreciated. I work so hard for every penny I earn. Please don't make this cost negative where it doesn't pay to run it anymore. I cannot take in permanent tenants because my children have needed a place to live during the pandemic and in these crushing economic times.

Registration (vs. licence) (4)

- If the vendor wants it and the consumer wants it, the government should know what's going on (registration) but should not legislate problems that don't exist.
- Your survey is missing "if a registry model is adopted" the survey have and inherent bias towards licensing. It only includes 'if a licensing model is adopted'. I find this highly problematic for collecting appropriate non-bias answers.
- I like the idea of registration instead of licensing because it is simpler, and it relies upon the host's honesty to say that the space is safe for guests. We have our Airbnb covered by our home insurance policy too, with a special rider, and we pay extra for the premiums. Perhaps that should be required by the City. Having an inspection annually sounds daunting and off-putting, like the City doesn't trust us.
- I believe having short term rentals registered with the city is an acceptable model. That limiting the size, amount, location, whether owner present further limits the ability of short term rentals. Short term rentals are in high demand and there is a reason. They provide value and meet a critical need that hotels and motels can't provide. It's important to allow these in our city for both residents and guests.

Self-regulating / high standards (3)

- I have never received any complaints about our AirBnB and we are upheld to high standards as hosts. After all we want our guests to have a great experience, return and provide referrals. I don't think that any limitations or a license is required as via AirBnB and reviews a listing cannot be unsafe or unclean or not maintained in any way. If anything the units on AirBnB are probably cleaner than most rental units as they get cleaned multiple times a week plus excellent curb appeal must be maintained. Guests



are not permitted to party by AirBnB and also have to follow house rules which include quiet times, excessive drinking, smoking, etc. Therefore I think that any limitations or license should only be on a complaint basis.

- Based on the questions above I have a strong impression that the authors do not understand in depth the principals of Airbnb platform and its self-regulating mechanisms. It gives me an impression as well, that the city does not want to know about them, and actually, the decision about licening of the short-term rentals is already made, before the actual discussion. The Airbnb digital service helps people to find each other: guests and hosts. In addition, this system provides liability insurance and verification for both hosts and guests, safe way of payment transactions, cross-reference to share our experience, and many more. This model has proved its functionality for years, providing safe, convenient, and affordable places to stay for the visitors without additional regulations from the city!
- The short term rental review systems have very strong accountability built in for guests and hosts. As a city, I think we want to harness this existing system, and reward hosts and guests who are highly rated, and not try to create a whole separate layer of unnecessary accountability. Let the STR platforms do what they're really good at, and have the city do what it's good at, confirming safe spaces that meet building and fire codes. Let's also create a "made in Guelph" licensing that values and acknowledges local residents who want to create additional income, support local tourism, and enhance the diversity of our neighbourhoods. Let's not reward international investors, or faceless corporations who want to buy up long term housing, and create multiple short term rentals. An ideal licensing model balances these needs. I think the much larger problem is the # of slum landlords who provide substandard living conditions and don't seem accountable to anyone. I think this is a much bigger problem for Guelph that needs to be addressed by Council, and I get this is outside the scope of this survey.

STR / student housing (2)

- Let's make clear the difference between short-term rentals and student housing and how licensing/registration impacts each.
- From the city's website: Licensing is not required for shared rental housing in Guelph. Since most Shared Rental is used by Students maybe we should include this type of residence in the new by-law.

Other related issues (parking, other rentals) (2)

- Look at how you would integrate parking standards for the zoning by-law and if you would need dedicated parking for the short-term rental in addition to the principal use on the property. Renter should be able to provide off-street parking but not too onerous (ie. 4 parking spaces maximum to be provided).
- While this bylaw is being explored, it would also make sense to investigate the number of illegal/unlicensed apartment rentals and unoccupied homes that are in Guelph.

Against STR (2)

- I'd rather not see this happen - I don't want this in my neighborhood. We have enough issues with crime.



- Get rid of short term rentals. Airbnb needs to go

Other

- Rentals is a great step in the right direction!
- This whole effort seems like it likely consumed a lot of city staff time unnecessarily.
- I don't want to curb enthusiasm or someone's right to make an extra buck on a short term lease - some people may truly need this to make ends meet. I just don't want to see the situation get out of control and have residents already experiencing housing insecurity find themselves in a worse position than now because of a greed factor on that part of the home owner who may be able to make more money off a short-term lease than renting to a resident in need.
- We certainly need more short term rentals, but landlords should be prevented from owning and operating too many of these at one time, and perhaps only according to the reviews they receive. More genuine positive reviews, less limitations on operation.
- We will benefit from asking owners of short term rentals to be a part of the community not by creating overly strict rules. Guelph has always thrives on uniqueness and we need to honour that
- No out of town ownership.
- Suggest you grandfather in properties that already have legal apartments so that they don't require additional inspections. Please don't make it too onerous to comply with new regulations!!
- I am obviously for short term rentals. I frequently travel using them and have had some wonderful stays in parts of cities that are not served by gigantic hotels. It is a much more genuine travel experience and I believe that instead of destroying neighbourhoods, it offers an opportunity to connect with people whom travellers or neighbours would otherwise not encounter. As a host, we have taken steps to be responsible and over all the years I have hosted have had few if any problems with our guests (parties, noise or parking). Short term rentals are not the problem people think that they would be and any issues encountered with a short term unit can also be encountered in a long term rental or a bad neighbour (both of which are there for a much longer time)
- Learn from the problems others have experienced! Don't fall for the hype- AirB&B sorts of things should always be the minority of available short term-rental, and should not be used as a business model to avoid following rules and regs of hotels and actual B &Bs.
- We used to rent our Airbnb apartment out permanently but we switched seeing that people were really needing 4-6 month places to rent. We have helped many with this offering. I feel like it be terrible if we were penalized for doing Guelph a great service by adding our housing to so many that need this short/long term rental.
- I will not license my primary residence. And I will see you in court if you try to make me. This is my money. I pay my property taxes and you will not see a cent more from me.
- My STR helps support myself and my family. Short term tenants are way more easier for landlords as the LTB continues to allow professional tenants live in units and not pay. This short term rental concurs that problem while it also helps with interest rate raises and cost to purchase rental units increase. I have been very happy with hosting, I absolutely love it!



- Please do not make it too difficult for homeowners to establish short term rentals in their homes. Homeowners need to make ends meet and short term rentals is a great way to do that.
- The less the city gets involved the better. I haven't seen city get involved with anything and not create a mess about it. Is there a realistic need to deal with this right now? or is this the target to resolve housing supply issues we are facing rather than dealing with some of the other problems helping it grow worse?
- I think that short-term rentals is not a big issue in Guelph. Moreso in Kitchener where there are more large-scale operators and also historically lower prices where investors bought cheaper homes to convert into rentals. This is not the case in Guelph.
- Sharing is caring. When a homeowner chooses to share some of their home space with others, that is usually done because of the need. People are helping each other. That's usually people in need are helping people in need. Such win-win model works well only until government steps in to regulate it. Don't kill a good thing trying to find a source of income to support more bureaucrats. Thanks.
- Licensing will saddle local operators - who are already significantly embattled with increasing utility, interest and inflationary costs - with additional fees (possibly quite significant fees). I do not believe that this model is commensurate with the actual problems associated with short-term rentals, and that it would hinder the growth of tourism in our city. I do not believe that sufficient independent research or evidence has been provided to justify a licensing model. Short-term rentals are highly efficient. They transform underused space into increased local economy, they decentralize our local tourism industry benefiting local businesses and operators, they provide attractive options to increase the number of visitors, and they enhance financial stability and autonomy of local operators. I would be happy to provide additional comment at any time. I'm available at dsgwhite@gmail.com or 226-500-4202
- STRs are a great way for people to pursue entrepreneurship. I believe it should be responsible and safe, however, certain limitations can create an impediment to lower and middle income families looking to build income and wealth in the face of uncertain economic times and inflation. Keep in mind that there are various types of business owners who operate or aspire to operation STRs, such as mom and pop landlords, to massive corporations, and everything in between. Please consider how potential limitations could impact each level of STR entrepreneur. Don't keep the poor, poor because you limit their options.
- Everyone I know can barely afford rent and that's not controversial when the expected part of your income to pay rent has become 60 percent for many Canadians.
- Tourism in the city of Guelph isn't a major financial contribution. The university of Guelph is and students already struggle to find housing at affordable rate. Make the residents of Guelph a priority and remember entities like AirbNb should only be accommodated if everyone else already is.
- I really like the flexibility and control of operating a short-term rental out of my primary residence. I've been able to host multiple neighbors families while visiting, and am able to use the space myself when not occupied. I'm really hoping licensing or regulations are not put in place that inhibit my ability to run this short term rental unit.



- If someone owns a property it's theirs to do with as they please. There are enough laws to control people.
- Level the playing field for everyone.
- Thanks for looking into this.
- Guelph is notorious for having way too many rules and regs. This seems like a lot of work for a few small businesses.
- It seems to me that AirBnB and similar platforms have (by design) allowed people to operate a business without being properly classified as a business. This allows them to avoid the usual fees, taxes, standards, regulations, etc. This is not "innovation". It is skirting the law. I'm not sure a new Bylaw or anything new is required. Why can we not simply categorize these operations as businesses (since that is what they are) and treat them appropriately under the existing rules and regulations? If someone is renting out a residence they own but do not reside in on a short term basis that is a hotel/motel/inn and should be subject to all the same laws as any other hotel/motel/inn. If someone is renting out their primary residence (in whole or in part) on a short term basis that is a B&B and should be subject to all the same laws as any other B&B. Why can we not simply enforce the rules that we already have?
- Please, listen to the people NOT JUST THE BUSINESSES
- Short-term rentals landlords are residents of the city; we don't want our city council to kill our tiny businesses through licensing process; support registry and paying city taxes (if that's needed, on top of federal gt. taxes), that's fine.
- Licensing should require some kind of external "tag" or proof including contact information for the owner, so that if issues arise a neighbour can contact the neighbour and/or by-law.
- Go train weekend service between cities is abysmal
- Best practices in other local municipality's should also be reviewed when defining policy.
- Consideration should be given to regular people operating short term rentals (i.e. at their principal residence) versus people that have a business operating these rentals.
- Good luck getting this right. Thank you for asking for input.
- Happy that by law is being developed.
- There are many responsible short term rental hosts who manage their property carefully but setting restrictions on the guests they have. In my experience there is a reciprocal responsibility to be a good host and a good guest and that allows for successful short term rental experiences for all parties including neighbours guests and hosts.
- You should obey the Rule of the Ward, aka stop constructing buildings above 6 storeys high. A ban on Blackrock and Vanguard doing silent bidding on houses would reduce housing price inflation in Guelph. This short-term licensing idea is a waste of time when there's larger issues at hand. Landlords won't register their building if you charge a licensing fee or contract regulations, which will result in a black market for rentals. The average Guelphite cannot afford rent with a full time job. That's a way bigger issue! Focus on people first, not policies.
- We can all work together. Some renters want the privacy of their own space. Sometimes hotels don't offer that. They may be travelling with a pet and need a yard for it to use. Some may be trying to limit the amount of public space they enter (i.e. hotel



lobby, elevators) due to pandemic concerns and want somewhere where there are limited personal interactions. Some people want onsite laundry and kitchen facilities which aren't easy to find in hotels. Some renters need a more affordable option to travel. Often short term rentals come with more but cost less. If coming to town to visit a family member, somewhere that's more like a home instead of a single room with a bed and a microwave may be the comfort they need.

- Understanding that the city wants to reap some of the rewards from short term rentals and have paid licensing makes sense. It helps keep everyone accountable for the safety of its residence as well as tourists and like any other business it helps generate income for all involved. Keeping hosts honest and wanting to contribute to the community they live in is important. When a STR is safe and following set regulations it is important not only for the hosts but their guests as well.
- I think more housing options and a variety of options is better. I think over regulation inside of the short term rentals sphere will lead to fewer options and will curb creativity.
- I think short term rentals provide some crucial flexibility for both owners and the people who choose them over hotels. But I also think there is a great deal of the general rental market lost to these spaces and housing is too desperate to allow unlimited short term rentals. We need a balance.
- Do what is right for Guelph - can look to other cities for ideas without copying their approach for the sake of simplicity/ falling in line
- I have more worried than before Guelph decided to have by- laws for short term rentals.
- Hotels, Inns, Bed and Breakfasts should not be merged into the same category as App-driven short term rentals such as Airbnb, Vrbo, etc. because the app-driven ones would typically earn FAR LESS revenue than hotels, inns, etc. For example, most Airbnb's in Guelph probably have revenue less than \$30,000 per year and therefore don't collect/pay HST. Not that many people visit Guelph and the more short term rentals there are the less revenue per rental. There is no need for these short term rentals to have a business license and if the city puts too many hurdles in the way, these rentals will disappear and that will have a negative affect on the local economy to both residents and visitors. The bottom line is that it appears none of this proposed by-law or regulation is required.
- PLEASE consider the negative impact of irresponsible unit owners and immature self-centered "guests" on the quality of life of responsible condo unit owner/residents. Thank you for this excellently crafted survey.
- Short term rentals should be treated like any other form of income. It should be mandatory to report earnings to CRA.
- The city should look into increasing the property taxes of individuals that offer short term rentals.
- Thank you for doing this.
- Stop paying lip service to the housing problems in Guelph. Think about people who can't afford basic shelter NOT just the people lobbying to top up their cash flow.
- Guelph should also develop a list of approved 'tiny home' builders, preferably local, or Canadian.



- This racist, discriminatory and hostile project must stop IMMEDIATELY. We pay tax for the municipal government to take care of serious problems, not waste time and money on harassing renters and landlords with government overreach.

What is your relationship with short-term rentals inside Guelph?

	#
Homeowner interested in the by-law	79
Host or owner	48
Neighbour to an existing short-term rental	28
Long-term renter interested in the by-law	27
Guelph resident who also uses short-term rentals in Guelph	26
Traveler (or visitor) to Guelph	12
Prospective host	12
Local business owner/operator in the tourism industry	8
Other	22

Other, please specify:

- All of the above and many other things
- Homeowner (3)
 - Longtime homeowner (1967)
- Homeowner interested in making sure housing supply for long-term needs is considered a higher priority than short-term rentals, and Guelph neighbourhoods don't get overrun with short-term rental properties
- Resident of Guelph
- Guelph resident with a focus on housing law
- A Guelph resident with many experiences in short term renting elsewhere
- Resident of Guelph who has recently had a wonderful stay in a short-term rental in another city. Supporter of friends and family who have short-term rentals in Guelph. Neighbor who, if having concern about another neighbour's short-term rental, would speak to said neighbor, rather than phoning the city of Guelph.
- Concerned Resident of Guelph
- Concerned resident who pays ever inflating taxes.
- Guelph resident who uses short-term rental outside of Guelph (you're missing this in your list)
- Rented a short term rental in another city
- Apartment Building Owner/Occupier
- Long term renter who has just been evicted looking for an affordable place to live in the city I was born and raised
- Long term renter that can't afford to move out of a black mould infested apartment building from the 50s that is not maintained and over priced and barely has any heating. But I can't afford to move because all the available apartments have been turned into



Airbnb's or are completely unaffordable, and if I did move they'd up the rent so someone could pay even more for mould.

- Cleaned Ocala AirBnB's for 3 years
- Visitor to Guelph trying to find long term rental.
- I don't have any relationship. I have had some bad experiences with short term rentals and live in a condo development that may end up being used for short term rentals.
- Operate an AirBnB in cottage country
- No relationship to the above
- None

Will you or did you attend an Open House session (in person or virtually) to discuss these issues further

	#	%
Yes	32	18.5%
No	76	43.9%
Undecided	65	37.6%

