

Short-Term Rental Operator's Guidebook



Last updated: May 3, 2019

Being a responsible short-term rental operator in Kelowna

You can rent your **principal residence** for stays of less than 30 days in many residential and mixed-use commercial areas, and your **non-principal residence** in select areas of the city. To receive a business licence, you must meet specified requirements and confirm that you have also met building and fire safety standards, parking requirements and good neighbour responsibilities.



What is a short-term rental?

A short-term rental is the rental of any dwelling unit or bedroom for periods of 29 days or less. Short-term rentals are allowed within certain zones in the city, as per Section 9.17 of the Zoning Bylaw, and operators must follow rules and regulations to legally rent residences on a short-term basis.

Why regulate?

Regulations are in place, and business licences required, so that short-term rental operations align with Council-endorsed principles.

These principles consider potential impacts on the housing market, neighbourhoods, and the accommodation industry.

Ensure short-term rental accommodations don't negatively impact long-term rental housing supply.

Ensure short-term rental accommodations are good neighbours.

Ensure equity among all short-term accommodation providers.

Eligibility requirements

- The rental must be located in your principal residence if in a residential or mixed-use commercial zone.
- Renting a non-principal residence is allowed in select commercial and tourist areas. Contact information for the designated person responsible for overseeing the unit must also be provided upon application and posted within the accommodation.
- Short-term rentals in residential, secondary use zones cannot be licenced with a corporation or society as an operator.
- Short-term rentals are not allowed in secondary suites or carriage houses.
- Obtain permission from your landlord, if applicable.
- Ensure your strata bylaws allow short-term rentals, if applicable.
- Parking must be available as per Section 8.1 of the Zoning Bylaw.
- Annually renew your short-term rental business licence.

Principal residence:

Where you live for at least

8

months per year

It is also recommended that you confirm your insurance policy allows for short-term rentals.



Steps to obtaining a business licence

- Submit a short-term rental business licence application form and fee payment for approval by the City.
- Provide proof of ownership OR Owner Consent Form.
- Submit Strata Consent Form, if applicable.
- Submit Good Neighbour Agreement Form.
- Submit Fire and Safety Attestation Form.
- Provide proof of principal residence status, if applicable.
- Submit a parking plan that meets parking requirements within [Zoning Bylaw 8000](#) for short-term rentals in your zone.
- Prepare a fire and safety evacuation plan identifying the location of smoke alarms, carbon monoxide alarms, fire extinguishers, fire exits, and sleeping units.
- Submit your application form and supporting documents. Staff will then follow up with payment instructions.



Application instructions and forms can be [found online at kelowna.ca/business](https://kelowna.ca/business).



Business licence application fee

An annual fee must be paid at the time the application is filed and renewed with the City. Failure to pay the fee will result in immediate cancellation of the licence.



Fire and safety requirements

Your short-term rental accommodation must have appropriate safety measures in place to protect guests in the event of an emergency.

- Provide contact information for someone who is available to respond to incidents 24/7.
- Post a fire and safety evacuation plan in sleeping units and at exits.
- Install working, connected smoke alarms on each floor and in every sleeping unit.
- Install an accessible, working fire extinguisher on each floor.
- If your property contains gas appliances, ensure there is a working carbon monoxide detector on every floor.
- Test annually, and maintain in working order, all smoke alarms, fire extinguishers, and carbon monoxide detectors.
- Bedroom windows are to open without obstruction. For bedrooms without sprinkler systems, the window opening cannot be less than 0.35 m² (3.8 sq ft) with no dimension less than 380 mm (15 inches). Where a window opens into a window well, a clearance of not less than 760 mm (18 inches) shall be provided in front of the window. There should be no security grilles that require keys, tools or special knowledge of the opening mechanism. Rooms found not to meet window requirements are not be used for sleeping accommodation.



Fire safety plan

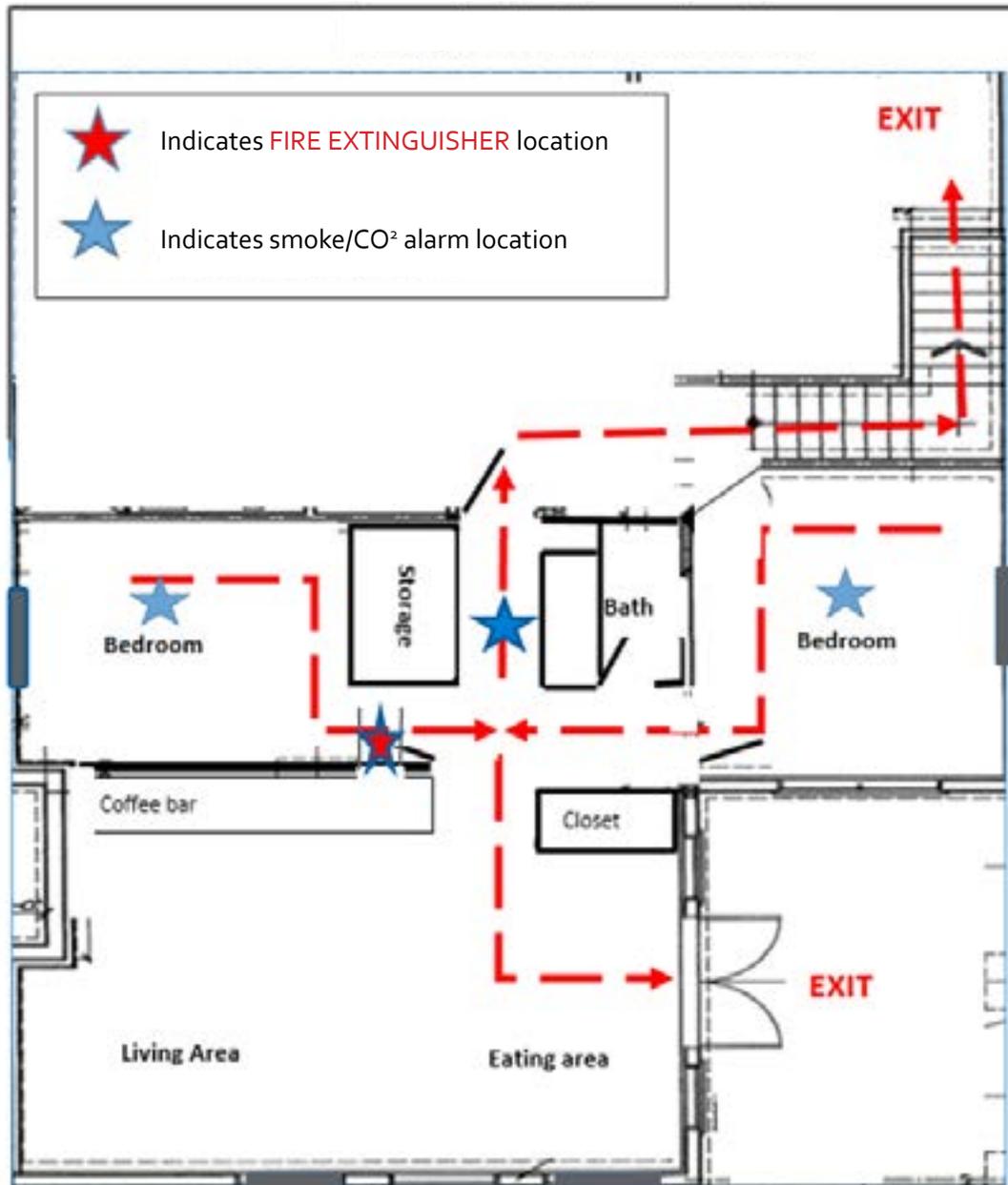
It is also required that you post a fire and safety plan at entrances and exits and in each approved bedroom.

The fire safety plan will include the following information.

- Operator's name
- Address of the property
- Emergency contact (name and number of someone who is locally available 24 hours a day to address immediate concerns)
- Emergency contact number (911)
- Designated meeting point
- Location of fire extinguisher and smoke/carbon monoxide alarm(s)
- Location of window exits of code-approved size.



Example Fire Evacuation Plan



Instructions to occupants in the event of a fire

1. Call the Fire Department: Dial 911.
2. If you are qualified, attempt to extinguish or control the fire using the available fire extinguisher.
3. At the sound of the alarm, leave immediately by the nearest safe exit.

Responsible person: Name: _____ Phone #: _____

Address of this property: _____



Compliance

The City actively works to ensure short-term rental operators comply with rules and regulations. Operators may face fines of up to \$500 per day, per offence, and significantly higher amounts if compliance efforts require escalation.

Example offences:

- Operating without a valid business licence.
- Operating contrary to zoning restrictions.
- Listing or advertising a short-term rental without displaying a valid business licence.
- Listing or advertising a short-term rental exceeding approved bedroom count on business licence.
- Operating a short-term rental in a home that is not your principal residence, if required.
- Operating an unsafe or nuisance property.
- Refusing entry for inspection by a Licence Inspector or City representative.

Operators exceeding licencing requirements or restrictions, and those with repeat offences, may be subject to escalated prosecution and higher fine amounts per offence per day.



Inspection

The City actively inspects short-term rentals. Operators must provide access to their short-term rental accommodation for the City to inspect, upon request.

Operators understand that City staff may:

- Audit short term rental licences and all required documentation;
- Request evidence that supports the information in a licence application;
- Request records of the short term rental bookings and operation dates; and/or
- Request records showing fire safety inspections and safety maintenance.



Information for guests

City bylaws ensure our community is a safe and enjoyable place for residents and visitors. Please ensure your guests are aware of the following rules, as well as any other rules set by your strata, if applicable.



Noise

Because many short-term rental properties are near other residential homes, please ensure your guests are considerate of the public and their neighbours at all times of day.

Bylaw: [Good Neighbour Bylaw](#)



Parking

Ensure your guests know where they can and can't park. Guests must have access to a designated parking space, as per Section 4 of the Traffic Bylaw. Inform guests of any on-street parking time limits or restrictions.

Bylaw: [Part 4 of the Traffic Bylaw](#)



Dogs

Guests must control their dogs at all times and keep on a leash when outside, unless within a designated off-leash dog park. Guests must also pick up after their dog.

Bylaws: [Animal & Poultry Regulation & Pound Bylaw](#) & [Parks and Public Spaces Bylaw](#)



Garbage and recycling

Ensure guests have access to recycling and garbage bins.

Learn more: [Garbage, recycling and yard waste](#)





Business Licencing
Kelowna City Hall
1435 Water Street

250-469-8617

Questions: businesslicences@kelowna.ca

Submit application: shorttermrentalapplication@kelowna.ca

kelowna.ca/business

Bylaws

- [Fire & Life Safety Bylaw](#)
- [Good Neighbour Bylaw](#)
- [Short-term Rental Accommodation Business Licence & Regulation Bylaw](#)
- [Traffic Bylaw – Parking Regulations](#)
- [Zoning Bylaw – Specific Use Regulations](#)
- [Zoning Bylaw – Parking & Loading](#)

Forms

The following forms can be found online at kelowna.ca/business.

- [Business Licence Application Form](#)
- [Self-evaluation Fire & Safety Attestation Form](#)
- [Good Neighbour Agreement Form](#)
- [Owner Consent Form](#)
- [Strata Consent Form](#)