



Short-Term Accommodations Virtual Information Session 1
Resident and Ratepayer Associations
Monday, September 28th, 2020
6:30 - 8:00pm
WebEx Meeting

Participants

Approximately 10 members from various resident and ratepayer associations attended this session.

Session Format

Jonathan De Iuliis, Researcher, Enforcement Business Support, facilitated the session and provided opening remarks and introductions. Alexandra Schwenger, Policy Analyst, Enforcement Business Support, transcribed the session. Chris Giles, Manager, Compliance and Licensing, presented the proposed regulatory framework, addressed any questions or concerns, and provided closing remarks. Lastly, Ross Spreadburry, Supervisor, Compliance and Licensing, assisted with addressing any questions or concerns.

Chris Giles welcomed attendees to the consultation and gave a short presentation. This presentation included some background information about the By-laws pertaining to Short-Term Accommodations (STA), current state, jurisdictional findings, proposed regulatory measures and next steps.

The information session followed a discussion format; attendees were asked to provide their feedback guided by two main questions.

- 1) What are your specific concerns with STAs?
- 2) How would you like new by-law and regulatory changes communicated?

Ample time was allotted to allow participants to contribute in discussion and ask questions to Enforcement staff. Once the discussion had ended, Chris Giles provided closing remarks and thanked the attendees for taking the time to attend the session. Contact information for Enforcement was also provided to attendees. The feedback received from the session is captured below.

Feedback from Participants

Participants were asked two questions to guide the discussion portion of the session. Jonathan De Iuliis moderated the discussion while Enforcement Staff documented the input and addressed questions and concerns. The feedback from the discussion is summarized below along with key points to Enforcement's response. This is not a word for word transcript of the session but a summarization of the main concerns and input from attendees.

1) What are your specific concerns with STAs?

- I would hope there is buy-in from the hotel industry.
- Are STAs paying the Municipal Accommodation Tax (MAT)?
 - *MAT is required for any STA that is for 30 days or less. The City currently has an agreement with Airbnb for the collection of MAT.*
- Has there been any challenges to collecting the MAT?
 - *MAT is collected by the Tax and Revenue Department.*
- Does the STA program encompass long-term rentals?
 - *No, the program only deals with STA which are for 30 days or less.*
- Are STA's permitted in all areas of the City or are their zoning restrictions?
 - *The Zoning By-law permits STA in zones R1-R16, RM1-RM9, RA1-RA5,C4, and CC1-CC4.*
- Are their different processes for an STA operating out of a home rather than a condo?
 - *Both Operators in each situation would have to go through the same proposed licensing process. However, condominium boards may have restrictions for STA operations within their buildings.*
- Will STA's be limited to principal residents and what does that mean for secondary residences?
 - *Yes, accommodations can only be provided under one's principal residence. Secondary residences are dealt with under different regulations.*
- Concerned with how Enforcement will enforce this program.
 - *Planning a regulatory framework will include an identification process for unlicensed operators. Information from comparable jurisdictions and data scraping services will help inform regulatory measures and goals for compliance.*
- Expressed high desire for enforcement penalties to have 'teeth'.
- Would like operators to display their licences on the exterior of the property- much like a building permit.
- STA's should be required to pay taxes similar to hotels.
- If property owners are responsible for property upkeep, how would residents make a complaint if the property is unkempt?
 - *Complaints related to unkempt properties can be submitted to Enforcement via 3-1-1 following that process an Officer will be dispatched. If a violation is observed notification will be given to remedy the violation in a given amount of time. If not dealt with in that prescribed period of time, property owners may face a penalty as prescribed in the associated by-law.*
- What will be the process for issuing complaints?
 - *3-1-1 is the main source for filing complaints. However, if it is a party after 3-1-1 operating hours at a suspected STA property or there is a public safety concern Peel Police should be contacted.*
- What about places renting to students for an entire semester, accommodations going over 30 days and not the property of the principal residence.

Appendix 2: Stakeholder Engagement Summary

- *This would not apply to the STA program. This would be dealt with under an existing program.*
- What are the requirements for having an STA?
 - *Principal residence, accommodation less than 30 days, obtain a licence from the City, and be a responsible Operator and community member.*
- Do building modifications have to be done to an STA property (separate entrance, fire exits)?
 - *No.*
- What percentage of STA are in the city centre?
 - *Approximately 50-60%.*
- Has Covid-19 impacted the STA market?
 - *Yes, Covid-19 has impacted the STA market very significantly, firstly with the emergency orders prohibiting them and then limiting their use during the first part of the pandemic. Also, travel is down and thus will have an impact on the STA market.*
- What can neighbourhoods do if they don't like an STA in their community? Do residents have a say?
 - *Residents can file legitimate complaints regarding STAs operating in their neighbourhood. Enforcement will take on the responsibility to ensure STA Operators are ensuring public safety and community standards.*
- Are STA inspections part of the proposed licensing process?
 - *Not at this time, no.*
- What is the cost to get a STA operator licence?
 - *Proposing an annual fee of \$250.00.*
- Would Enforcement be made first by education and then if there is no compliance would enforcement be made. What steps will be taken?
 - *After the proposed regulatory framework is approved there will be a six month educational/grace period after that six month period staff will escalate enforcement.*
- If the City hiring more officers to address STAs?
 - *Not at this time, Staff will assess the needs and demands of the program and report back with a request for additional staff if needed.*
- How safe is it to rent a STA during Covid-19?
 - *Provincial regulations regarding Covid-19 have identified the operating requirements for STAs and it is up to both the operators and potential users to act responsibly and do what they can to reduce the risk of spreading Covid-19.*
- When will this program go into effect?
 - *Early 2021 if accepted by Council this year.*
- Will local residents be notified when a STA is operating?
 - *Enforcement staff will not be notifying residents when an STA Operator was licenced in their neighbourhood.*
- STAS are operating a business, would it then require a change in zoning?

- *This is a matter for Planning and Building but STAs are currently permitted under the Zoning By-law.*
- Use Airbnb rather than the acronym STA when referring to this program.
 - *There are many STA companies operating across the City and the term STA refers to the type of business those companies and associated operators are conducting; short-term accommodations.*

2) How would you like new by-law and regulatory changes communicated?

- Would like to see a hard copy in mail box of all information.
- Flyers by mail to homes.
- Would like to see hard copy; website is good source of information.
- Mississauga billboards on bridges and public spaces.
- Provide information to MIRANT and Resident Associations for them to distribute.
- Social media.
- Newsletters from Councillors.
- Local newspaper.

Main Themes

The main themes that emerged from the STA Virtual Information Session One were:

- Zoning and MAT provisions:
 - Attendees were concerned with the provisions required for an STA to operate; principal residence, 30 days or less, zoning regulations, and MAT collection.
 - The attendees wanted each of the above points clarified to determine the measures required of STA Operators to ensure compliance with community standards.
 - Attendees agreed with the provisions and expressed their desire for these measures to be upheld and enforced as a priority.
- Licensing and complaint processes:
 - Attendees agreed with the licensing requirement for Operators and wanted to know the associated licensing fees and penalties.
 - Attendees wanted to understand the processes available to them if they needed to make a complaint regarding an STA property and/or Operator.
 - Attendees expressed their desire to have information available regarding STA locations and ability for residents to provide input on proposed STA locations in their neighbourhoods.
- COVID-19 Impact
 - Attendees wanted to know the impact COVID-19 has had on the STA market in the City; has there been a decrease or increase in rentals?
 - Attendees questioned whether renting out a STA a responsible choice during the pandemic.
 - Attendees wondered about the impact that COVID-19 will have on the capacity of Enforcement to enforce STAs.



**Short-Term Accommodations Virtual Information Session 2
Resident and Ratepayer Associations
Wednesday, September 30th, 2020
6:30 - 8:00pm
WebEx Meeting**

Participants

Approximately 16 members from various resident and ratepayer associations attended this session.

Councillor Stephen Dasko of Ward 1 attended this session.

Session Format

Jonathan De Iuliis, Researcher, Enforcement Business Support, facilitated the session and provided opening remarks and introductions. Alexandra Schwenger, Policy Analyst, Enforcement Business Support, transcribed the session. Chris Giles, Manager, Compliance and Licensing, presented the proposed regulatory framework, addressed any questions or concerns, and provided closing remarks. Lastly, Ross Spreadburry, Supervisor, Compliance and Licensing, assisted with addressing any questions or concerns.

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The information session followed a discussion format; attendees were asked to provide their feedback guided by two main questions.

- 1) What are your specific concerns with STAs?
- 2) How would you like new by-law and regulatory changes communicated?

Ample time was allotted to allow participants to contribute in discussion and ask questions to Enforcement staff. Once the discussion had ended, Chris Giles provided closing remarks and thanked the attendees for taking the time to attend the session. Contact information for Enforcement was also provided to attendees. The feedback received from the session is captured below.

Feedback from Participants

Participants were asked two questions to guide the discussion portion of the session. Jonathan De Iuliis moderated the discussion while Enforcement Staff documented the input and addressed questions and concerns. The feedback from the discussion is summarized below along with key points to Enforcement's response. This is not a word for word transcript of the session but a summarization of the main concerns and input from attendees.

1) What are your specific concerns with STAs?

- Could each person running a STA post something on their door or window saying that they are an STA?
 - *Staff will consider this input in the proposed regulation.*
- If business post their licences on the door. The same should be the same for STAs.
 - *STA Operators will be required to post their STA licence on all platforms where their accommodation is listed.*
- Regarding public complaints, if the issue is after hours you can't phone 3-1-1 so you will have to call Peel Police. But if Peel Police respond to the occurrence it would not get registered with Enforcement. Need to consider better communication between Peel Police and Enforcement. This can be a cause as to why you haven't had many STA complaints.
 - *Staff continue to work in partnership with Peel Police and make every effort to improve response times beyond regular business hours.*
- How are you going to make sure that STAs are not vacant properties?
 - *Staff will utilize a third party data gathering service to identify property listings where Enforcement Staff will then investigate if the associated STA Operator has attained a licence and ensure the property is the Operators principal residence. If the Operator has not attained a licence of the property is not their principal residence enforcement actions will take place.*
- How will you regulate the new STA By-law?
 - *There will be a six month grace period where education and program awareness will be distributed via the proper channels. Following this grace period Enforcement will begin to ensure compliance and community standards. Education and program awareness will be maintained beyond the grace period.*
- Concerned with the degree of penalties.
- Will STAs need to attain insurance?
 - *This will not be a By-law requirement.*
- How will the City address Operators renting out multiple units?
 - *Data-scraping services will address this concern. If a listing is made public online Staff will cross reference the information with our own database and licensing records. Operators will have to prove that it is their principal residence; an investigation could also be initiated by Enforcement if deemed necessary by the Officer.*
- Will Staff actively track down non-licensed hosts?
 - *Yes.*
- Toronto has just brought forward their STAs regulatory approach, what have you heard from them?
 - *Staff remain in constant communication with Toronto and many other jurisdictions. Toronto's registration for STA companies opened on September*

Appendix 2: Stakeholder Engagement Summary

10th and they continue to assess their regulatory framework, but it is still too early to determine any substantial conclusions.

- Can the businesses themselves communicate information regarding regulations?
 - *Staff aim to ensure STA companies remain cooperative in enforcing negligent operators and direct both operators and users to the City's regulatory information for accommodations in Mississauga.*
- Are STA companies cooperative?
 - *Staff remain in communication with Airbnb to ensure STAs in the City operate in a manner that ensures public safety and community standards.*
- STA companies can come into a community and do business without any oversight?
 - *Staff aim to address community concerns regarding disruptive technologies and the sharing economy in the capacity and authority given to Enforcement.*
- Can we get a copy of this presentation to disperse it within our associations?
 - *Following the session, Staff shared a one page summary document regarding the background, current status, proposed framework, and contact information for the STA program.*
- I was just in Vancouver and heard comments that they are still having issues. Do you still follow up with Vancouver and speak with them?
 - *Staff remain in constant communication with Vancouver and many other jurisdictions. Regulatory approaches and enforcement tactics are a major area of focus in these conversations.*
- Penalties need to have "teeth" and track people down to bring them into compliance.
- Penalties end up resulting in one third of what they should be. Find it discouraging that people operating in non-compliance do not face the full extent of the penalties. This is regarding various City By-laws.
- How do residents get assured that they can get through to 3-1-1? During Covid-19, I have called and have been on hold for more than an hour on multiple occasions.
 - *3-1-1 have experienced higher call volumes than ever before due to Covid-19 and their capacity is being assessed by the City to ensure improvements to the service. Staff hope to have concerns of availability and response addressed by the time this program comes into place.*
- Residents are fed up with the response to complaints from 3-1-1.
- With costs of Covid-19, how will you get the funding to do the job that is necessary?
 - *Staff will assess the program on a continual basis to determine the need for additional Staff and/or resources. Covid-19 has presented a unique financial situation and Staff will ensure to implement a program that respects the funding capabilities of the City, but ensure public safety and community standards are upheld to a high degree.*

- Use Airbnb rather than STA for the name of this type of business.

2) How would you like new by-law and regulatory changes communicated?

- Much of the communication can be put in local newspapers.
- Would information on how to make a complaint be more publically broadcasted.
- Electronic newspaper like the Peel News is very informative.
- Social media like Twitter and Facebook.
- Paper flyer to the homes of residents.

Main Themes

The main themes that emerged from the STA Virtual Information Session Two were:

- Public notice of STAs:
 - Attendees wanted STA Operators to post their licencing information on the exterior of the building.
 - Attendees were concerned with STA companyies' willingness to cooperate with Enforcement operations.
 - Attendees wanted STA companies to share or make public the City's regulations regarding STA operations in Mississauga in an effort to educate users and operators.
- Licensing and By-law penalties:
 - Attendees agreed with the licensing requirement for Operators and wanted to know the associated licensing fees and penalties.
 - Attendees wanted heavy fines and penalties for non-compliant STA Operators.
 - Attendees have had past experience with other City By-laws where violators and those non-compliant would not receive the full extent of the associated penalties.
- 3-1-1 and complaint processes
 - Attendees wanted improvements to be made to 3-1-1's response and availability.
 - Attendees expressed that many STA issues will occur outside of regular business hours and were concerned that Enforcement will not have a timely response to situations.
 - Attendees requested that if Peel Police respond to an STA situation there should be communication with Enforcement in order to document occurrences and assess necessary enforcement actions.