

**May 10th, 2024**

**Bylaw & Licensing Services  
Legislative & Regulatory Services Department  
City Hall,  
#1 Centennial Square,  
Victoria, BC V8W 1P6,**

**Dear Legislative Services Team,**

I hope this letter finds you well. I am Helen (Thi Lan Huong) Tran, owner of the property at 609 Toronto Street, Victoria, BC, V8V1P5. I am writing to formally appeal the decision by the Bylaw and Licensing Services to deny a Short-Term Rental (STR) Business Licence for my property.

**Application Process and Outcome:**

- On March 7, 2024, I submitted an STR permit application for my residence, including all required documents (Driver's Licence, BC Hydro Bill, and Application Form – File Attachment 1-2-3).
- On March 30, 2024, at 9:30 AM, an inspection was conducted at my property. I explained that my family occupies two bedrooms and the remaining two are available for guests, who also have access to common areas including the kitchen, living room, and reading room, etc..
- On April 27, 2024, I received a denial letter stating that the proposed space is a "self-contained dwelling unit," which is separate from my principal dwelling unit. (File attachment #6)

**Grounds for Appeal:**

Upon reviewing the decision, I believe there has been a misinterpretation of my application. According to the regulations effective May 1, 2024, specifically Schedule "D" - HOME OCCUPATIONS:

1. The property is designated as a Single-Family Dwelling.
2. Article 11 allows up to two bedrooms in a single-family dwelling to be used for transient accommodation.
3. The host's principal residence must be on the property.

My property meets all these criteria, as evidenced by the Occupancy Completion Permit from the City of Victoria. I have ensured that the lower floor is not used as a separate self-

contained living space, as indicated in the document with my signature. ( File attachment #4, #5)

On April 30, 2024, I discussed this with Ms. Marissa Peluso, who noted that while my property qualifies, the proposal was rejected based on a misunderstanding that I offered a self-contained unit. I would like to reiterate that the two bedrooms are part of our main dwelling and share all common facilities with the family.

**Personal Context:**

As newcomers to Victoria, we moved here to stabilize our lives in this peaceful city. However, we are facing financial challenges at the early stage, including a high-interest mortgage and expenses associated with our child's high school and upcoming university applications. We rely on the potential income from short-term rentals to stabilize our financial situation. We are committed to contributing positively to Victoria's tourism industry by utilizing our historic home to enhance the city's appeal to tourists.

**Request for Reconsideration:**

Given the details provided, I respectfully request that the decision regarding our STR application be reconsidered. I am confident that our rental arrangement adheres strictly to the law and meets all criteria for obtaining a short-term rental licence.

Thank you for your attention to this matter. I look forward to a favorable resolution and the opportunity to contribute positively to our community. I am also available to meet with you in person at your convenience to discuss this matter further.

**Sincerely,**

**Helen (Thi Lan Huong) Tran  
609 Toronto Street  
Victoria, BC, V8V1P5**



**Legislative and Regulatory Services Department**  
 Bylaw and Licensing Services Division  
 1 Centennial Square  
 Victoria, BC V8W 1P6

str@victoria.ca  
 victoria.ca/str

# 2024 Short-Term Rental Business Licence Application

## Important Notice:

**There are new provincial laws that may affect your future eligibility to operate a short-term rental. If at some point you become ineligible to operate a short-term rental as a result of provincial legislation, you will not be reimbursed or receive a discount on your 2024 licence fee.**

This application must be completed in full and submitted with all required supporting documents. You can submit your completed package by email to str@victoria.ca, or mail it to the above address.

Any submissions that do not meet the requirements above will result in having to reapply. Owner and Strata Consent must be provided by signing pages 4 and 5 of the application.

All related documentation and information are available at victoria.ca/str. For information or assistance completing this form, please contact Bylaw and Licensing Services at 250.361.0215 or email str@victoria.ca.

### \*Short-Term Rental Address (APARTMENT / UNIT # / STREET ADDRESS)

Address: 609 Toronto Street

Postal code: V8V1P5

### \*Applicant Information (WHO THE LICENCE IS ISSUED TO)

An application can be submitted by an owner, tenant or management company of a property. Please select one of the following options:

**Sole Proprietor's name:** (If you plan to operate the business on your own, either under your own name or a business name):

Thi Lan Huong, Tran

FIRST NAME, LAST NAME

**Partnership name(s):** (If you plan to operate the business with one or more partners):

\_\_\_\_\_  
 (1) FIRST NAME, LAST NAME

\_\_\_\_\_  
 (2) FIRST NAME, LAST NAME

**Limited/Incorporated company name:** (If you plan to operate the business as a separate legal entity, separate from yourself and your personal assets):

\_\_\_\_\_  
 BUSINESS NAME

### Limited/Incorporation Information: (if selected above)

Incorporation number: \_\_\_\_\_

Have you included documents of Incorporation and Notice of Articles?

Yes

No. I authorize the City of Victoria to obtain the documents of Incorporation and Notice of Articles and acknowledge that a \$30 fee plus applicable taxes will be charged by the City of Victoria for this service [Administrative Fees Bylaw No. 04-40]. Please note, documents must be provided with submission. Any documents provided historically will not be considered.



**Legislative and Regulatory Services Department**  
 Bylaw and Licensing Services Division  
 1 Centennial Square  
 Victoria, BC V8W 1P6

str@victoria.ca  
 victoria.ca/str

## 2024 Short-Term Rental Business Licence Application

### \*Applicant Contact:

Phone number: \_\_\_\_\_ Email: \_\_\_\_\_

Mailing address (the address where the applicant receives mail, including the physical licence):

- Same address as short-term rental property
- Other: \_\_\_\_\_

### \*Licence Type

- Non-Principal Residence
- Principal Residence

Select all business plans that apply:

- Offering whole home, while you are away     Offering up to two bedrooms with shared living spaces, while you are home.

If 'Principal Residence' is selected, please attach two items of identification that prove this is your principal residence. One piece must be a valid and current government-issued ID which states your address (e.g., driver's licence, BC Services Card). The second piece of ID can be a current utility bill that states the billing period, service address and mailing address.

### \*Designated Responsible Person

(If managed by an agency, the designated responsible person can be a representative from this agency.)

When an operator is not available, the designated responsible person serves as the primary contact for the short-term rental (a person who, at all times that the short-term rental is operated, has access to the premises and has the authority to make decisions in relation to the premises and the rental agreement). The responsible person must be able to attend the short-term rental premises within two hours of being requested to do so.

Relationship to Operator: Best Friend

Name: Duc Quy Doan Email: \_\_\_\_\_

Address: 62 Linden Street, Victoria, BC, V8V4C8 Phone number: \_\_\_\_\_

- The above Designated Responsible Person has consented to the use of their contact information.

### \*Business Plan / Advertisement

Host Name (the profile and or name used to offer the short-term rental): \_\_\_\_\_

Relationship to applicant (if not the same person): \_\_\_\_\_

Do you have another person, property manager or service company that participates in your short-term rental business? (this may include but not limited to advertisement, management of bookings and communications with guests)

- No, only the individual(s) declared as the applicant will participate in the business
- Yes

If yes, please complete the information below (including page 3)

Select all that apply:

- Property manager / property management company     Family member
- Cleaning service     Other Best Friend



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 Bylaw and Licensing Services Division  
 1 Centennial Square  
 Victoria, BC V8W 1P6

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## 2024 Short-Term Rental Business Licence Application

### Property Manager / Property Management Company

Name of management company: \_\_\_\_\_

Name of property manager or main contact: \_\_\_\_\_

Phone Number: \_\_\_\_\_ Email: \_\_\_\_\_

Business Address: \_\_\_\_\_

Issuing municipality: \_\_\_\_\_ Licence number: \_\_\_\_\_

If the issuing municipality is not the City of Victoria, is it:

- Inter-municipal
- Inter-community

### Cleaning Service / Other Business

Name of management company: \_\_\_\_\_

Name of property manager or main contact: \_\_\_\_\_

Phone Number: \_\_\_\_\_ Email: \_\_\_\_\_

Business Address: \_\_\_\_\_

Issuing municipality: \_\_\_\_\_ Licence number: \_\_\_\_\_

If the issuing municipality is not the City of Victoria, is it:

- Inter-municipal
- Inter-community

### Family Member

Name of individual: Duc Quy Doan

Relationship to applicant: Best Friend

Phone Number: \_\_\_\_\_ Email: \_\_\_\_\_

Address: 62 Linden Street, Victoria, BC, V8V4C8



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str@victoria.ca  
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# 2024 Owner Consent Form Short-Term Rental

**\*If there is more than one registered owner, all owners are required to sign the Owner Consent Form.**

This is to certify that I Thi Lan Huong Tran, as the legal owner of  
(OWNER)  
609 Toronto Street have read the  
(UNIT/STREET ADDRESS)  
 Short-Term Rental Business Licence (address) Application Form submitted by Thi Lan Huong Tran  
(APPLICANT)  
 and consent to the above premises being used as a Short-Term Rental in compliance with City of Victoria Bylaws.

I, the undersigned, confirm as the business owner(s)/operators(s) that the above noted information is true and will comply with ALL relevant provisions of the Short-Term Rental Regulation Bylaw No. 18-036 and all other applicable City Bylaws.

Owner's name: Thi Lan Huong Tran

Owner's signature: \_\_\_\_\_ Date: 4th March 2024

Owner's name: Huy Nhan Tran

Owner's signature: \_\_\_\_\_ Date: 4th March 2024

Owner's name: \_\_\_\_\_

Owner's signature: \_\_\_\_\_ Date: \_\_\_\_\_

If your application is received more than 60 days after consent is given above, it is not considered valid consent.



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 Bylaw and Licensing Services Division  
 1 Centennial Square  
 Victoria, BC V8W 1P6

str@victoria.ca  
 victoria.ca/str

# 2024 Strata Council Consent Form Short-Term Rental

**\*Is this property part of a strata?** Yes  No  If yes, please complete the information below.

This is to certify that I \_\_\_\_\_, as Strata Council Executive Member  
(STRATA COUNCIL EXECUTIVE MEMBER; MUST NOT BE SAME AS APPLICANT)

for \_\_\_\_\_ have read the Short-Term Rental Business Licence Application Form  
(UNIT AND STREET ADDRESS)

submitted by \_\_\_\_\_ . I can confirm that our Strata has no bylaws prohibiting the above  
(APPLICANT)

address from operating as a Short-Term Rental in compliance with City of Victoria Bylaws.

I, the undersigned, confirm as the business owner(s)/operator(s)/licencee(s) that the above noted information is true and will comply with all relevant provisions of the Short-Term Rental Regulation Bylaw No. 18-036 and all other applicable City Bylaws.

Applicant's name(s): \_\_\_\_\_

Applicant's signature(s): 1. \_\_\_\_\_ Date: \_\_\_\_\_

(if applicable) 2. \_\_\_\_\_ Date: \_\_\_\_\_

Strata council executive member's name: \_\_\_\_\_

Strata council executive member's phone number: \_\_\_\_\_

Strata council executive member's email: \_\_\_\_\_

Strata council executive member's signature: \_\_\_\_\_ Date: \_\_\_\_\_

If your application is received more than 60 days after consent is given above, it is not considered valid consent.



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 1 Centennial Square  
 Victoria, BC V8W 1P6

str@victoria.ca  
 victoria.ca/str

## 2024 Short-Term Rental Business Licence – Important Information

Completion of this application does not guarantee approval. Approved licences will be issued **only** upon receipt of payment of the Short-Term Rental Business Licence fee. Operating a Short-Term Rental without a valid licence is an offence for which penalties are prescribed. A person found guilty of an **offence** under this Bylaw is subject to a fine of not less than \$250 and not more than \$500 for every instance that an offence occurs or each day that it continues (*Short-Term Rental Regulation Bylaw No. 18-036; Sec. 8*).

Licences are effective from January 16 to January 15 of the following year, are non-transferable and the licence fee(s) paid are non-refundable. Short-Term Rental Business Licenses must be re-applied for at the start of each calendar year and must include up-to-date supporting documentation.

**Please see website for:**

Short-Term Rental Regulation Bylaw No. 18-036  
 Schedule D – Home Occupations; Zoning Regulation Bylaw No. 80-159

**Privacy Notification:** This information is being collected for the purpose of determining the Operator's eligibility for a Short-Term Rental Business Licence in the City of Victoria pursuant to its Bylaw(s). In providing this information, you have consented to its use for the above-described purpose and declare that all the information provided herein is correct. This information may be shared with applicable City of Victoria departments and related agencies for the purpose of required inspections and approval of this licence application. The legislated authority to collect your personal information is Section 26 (c) of the *Freedom of Information and Protection of Privacy Act* and Section 3 (2) of the *Short-Term Rental Regulation Bylaw*. If you wish to obtain further information regarding the collection of your personal information, please contact the Information Access and Privacy Analyst Archives and Records Management, 1 Centennial Square, Victoria, BC V8W 1P6 250.361.0347 or email [foi@victoria.ca](mailto:foi@victoria.ca).

**\*Declaration:**

I, the undersigned, confirm as the business owner(s)/operator(s) that the above noted information is true and will comply with ALL relevant provisions of the *Short-Term Rental Regulation Bylaw No. 18-036* and all other applicable City Bylaws. Further, failure to meet these obligations may result in the business licence being suspended or reported to City Council for possible revocation. **I understand I cannot commence business until such time as a Short-Term Rental Business Licence has been approved, paid in full, and issued.**

Applicants's name(s) (printed): THI LAN HUONG TRAN

Applicant's signature(s): 1 \_\_\_\_\_ Date signed: 4th March, 2024

(if applicable) 2. \_\_\_\_\_ Date signed: \_\_\_\_\_, 20\_\_\_\_

Date Stamp (office use only)



## Your bill highlights

### Your equal payment plan bill Jan 13, 2024 to Feb 12, 2024

- ✔ Thank you for your payment of \$118.87 on Jan 29, 2024.
- To track your electricity usage, visit [bchydro.com/login](https://bchydro.com/login).

Auto-pay amount

# \$119.01

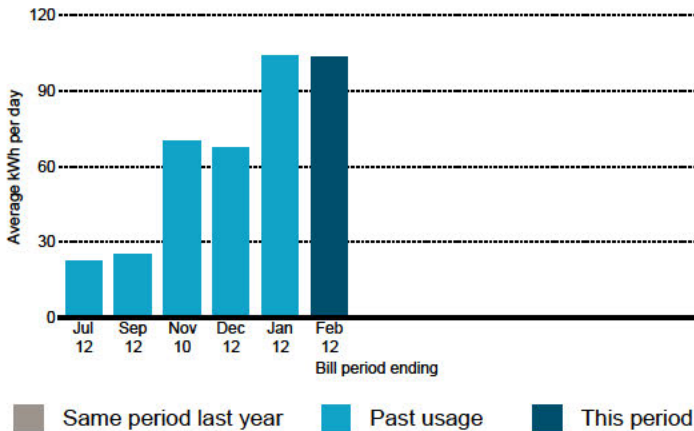
Withdrawn on or after Feb 26, 2024

[Turn for bill details →](#)

## Your electricity usage over time

### \$13.69

average daily  
cost of electricity  
this bill period



Did you know?

**You used a total of 3,209 kWh from Jan 13, 2024 to Feb 12, 2024.**

Use our online tracking tools to view your detailed electricity use by the month, week, day or even hour – up to the previous day. Visit [bchydro.com/login](https://bchydro.com/login).

## Ways to pay your bill

We offer several options for you to pay your bill.



**[bchydro.com/login](https://bchydro.com/login)** – direct withdrawal from your bank account through MyHydro



Auto-pay – have your bills paid automatically from your bank account



Online banking – visit your bank's website or pay in person at your local branch



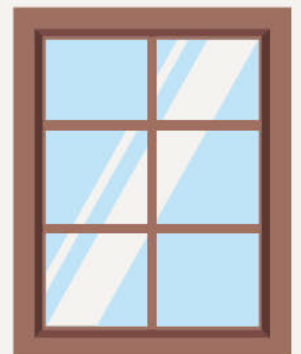
Credit card – pay through Paymentus, a third party service provider that charges a service fee

For more information, visit [bchydro.com/payments](https://bchydro.com/payments).

## Seal up those gaps

Apply draftproofing to drafty gaps around windows and doors to prevent heat loss in the winter, and heat gain in the summer.

Get more tips at [bchydro.com/hometips](https://bchydro.com/hometips)



**Equal payment plan status**

Your next annual review is Nov 2024

Cost of electricity used to date..... \$1,184.77  
- Equal payments billed to date..... \$360.00  
= Balance to date..... **\$824.77**

**Meter reading information**

**Energy**

**Meter number** [redacted]

Starting Jan 13, 2024..... 68436  
Ending Feb 12, 2024..... 71645  
Difference..... 3209

**3,209 kWh used over 31 days**



You're charged the Step 1 price for electricity up to a certain threshold in each billing period, and a higher Step 2 price for all electricity use beyond that threshold. This billing period you reached the higher Step 2 price. You were 2,521 kWh above your Step 1 threshold of 688 kWh this billing period.

Your next meter reading is on or around Mar 13, 2024.

**Go paperless**

Get access to your account online. To get started, visit [bchydro.com/gopaperless](https://bchydro.com/gopaperless).

**Maintaining your account**

If we receive your payment after the due date, you may be charged a late payment fee. To learn more about your account with BC Hydro, visit [bchydro.com/customerservicerules](https://bchydro.com/customerservicerules).

**Privacy**

Protecting your personal information is an obligation we take seriously. For more information, visit [bchydro.com/privacy](https://bchydro.com/privacy).

**GST Registration #** [redacted]

**Have a question?**

Visit [bchydro.com/gethelp](https://bchydro.com/gethelp)  
Call us at 1 800 BCHYDRO (1 800 224 9376).

**Bill details**

Jan 13, 2024 to Feb 12, 2024

**PREVIOUS BILLING PERIOD**

Previous bill..... \$118.87  
Payment received Jan 29, 2024..... -\$118.87

**BALANCE FORWARD \$0.00**

**ACCOUNT CHARGES**

Security deposit interest..... -\$0.99

**ACCOUNT CHARGES SUBTOTAL -\$0.99**

**CURRENT CHARGES THIS PERIOD**

Equal payment plan..... \$120.00

**CURRENT CHARGES SUBTOTAL \$120.00**

**TOTAL DUE \$119.01**

**USAGE DETAILS**

Based on Residential Conservation Rate 1101  
Jan 13, 2024 to Feb 12, 2024 (3,209 kWh used)

**Basic Charge** 31 days x \$0.2117 /day..... \$6.56\*

**ENERGY CHARGES**

Step 1: 688 kWh x \$0.0975 /kWh..... \$67.08\*  
Step 2: 2,521 kWh x \$0.1408 /kWh..... \$354.96\*

**Rate rider -1.0%**..... -\$4.29\*

**TAXES ON ELECTRICITY USAGE**

\* GST 5% on \$424.31..... \$21.22

**TOTAL COST OF ELECTRICITY \$445.53**

THI LAN HUONG TRAN  
609 TORONTO ST  
VICTORIA BC V8V 1P5

# OCCUPANCY COMPLETION PERMIT

The occupancy approved under this certificate refers to the construction authorized by the building permit(s) listed hereunder and such approval occupancy is applicable as of the date shown. The building or part thereof constructed under the authority of Building Permit(s) No.(s) **BP058654** may now be occupied in accordance with the approved occupancy herein described:

Building Address                    **609 TORONTO ST**

Legal Description                 **LT C PL 3049 SEC 1 VICTORIA**

Approved Occupancy             **SINGLE FAMILY DWELLING**

Permit Description                **LOWER LEVEL: REMOVE STOVE AND COUNTER IN LOWER LEVEL TO DECOMMISSION ILLEGAL SUITE. REPAIR UPPER DECK LANDING IN REAR YARD. UPPER LEVEL: NO CHANGE. NO STRUCTURAL CHANGES.**

Dated this day:                    **Mar 1, 2024**



CHIEF BUILDING OFFICIAL

This permit is issued pursuant to the authority contained in the City of Victoria Building Bylaw. In addition, the issuing of this Permit shall not relieve the owner or occupier from the responsibility of complying with the Zoning and Development Bylaw or any other pertinent Bylaw, Acts or Regulations. This Permit is not a representation or warranty that the Bylaws of the City of Victoria or other enactments have been complied with, since resource at the City only permit random review and inspections. The City of Victoria will accept no responsibility or legal liability should any person suffer loss, injury, or damage as a result of the building not complying with Bylaws. Accordingly, persons should make such independent investigations or inquiries as they see fit to determine whether the building complies with all relevant Bylaws or enactments.

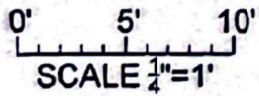
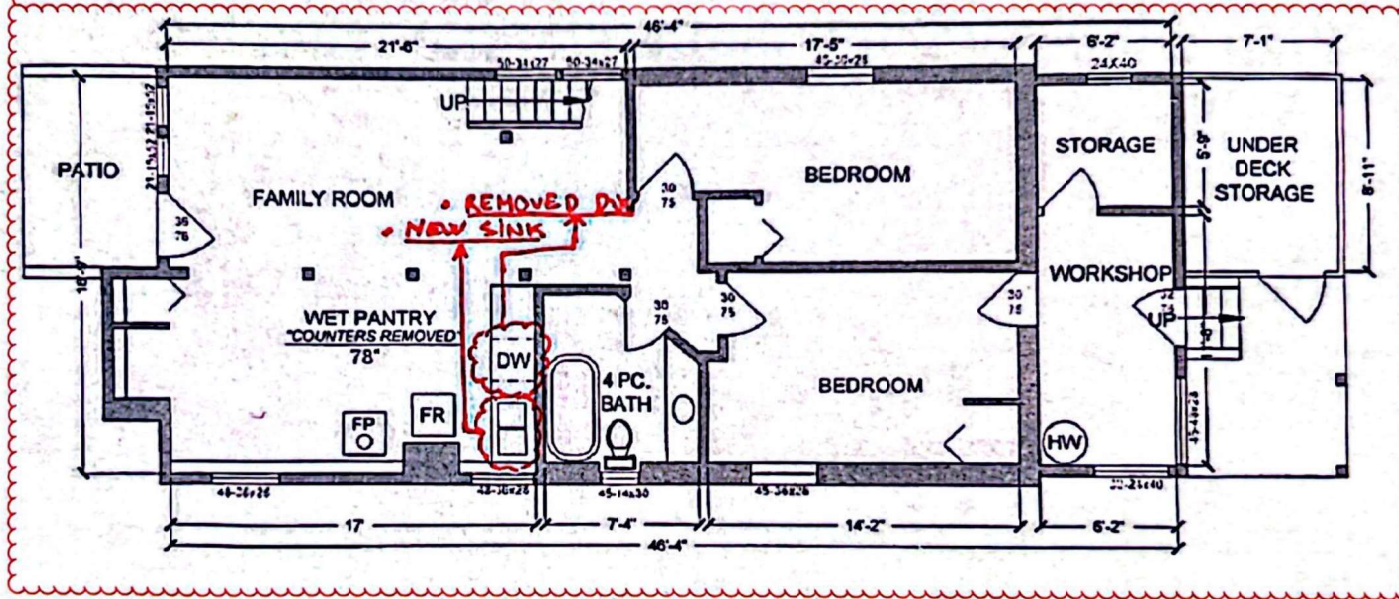


" I HAVE REVIEWED THE DEFINITION OF 'SELF CONTAINED DWELLING UNIT' AS SET OUT IN THE ZONING REGULATION BYLAW 80-159 AND THE AREA SHOWN ON THIS PLAN IN RED IS NOT TO BE USED AS A SEPARATE SELF CONTAINED LIVING SPACE."

OWNERS NAME: Thi Lan Huong

SIGNATURE: *Lanhuong*

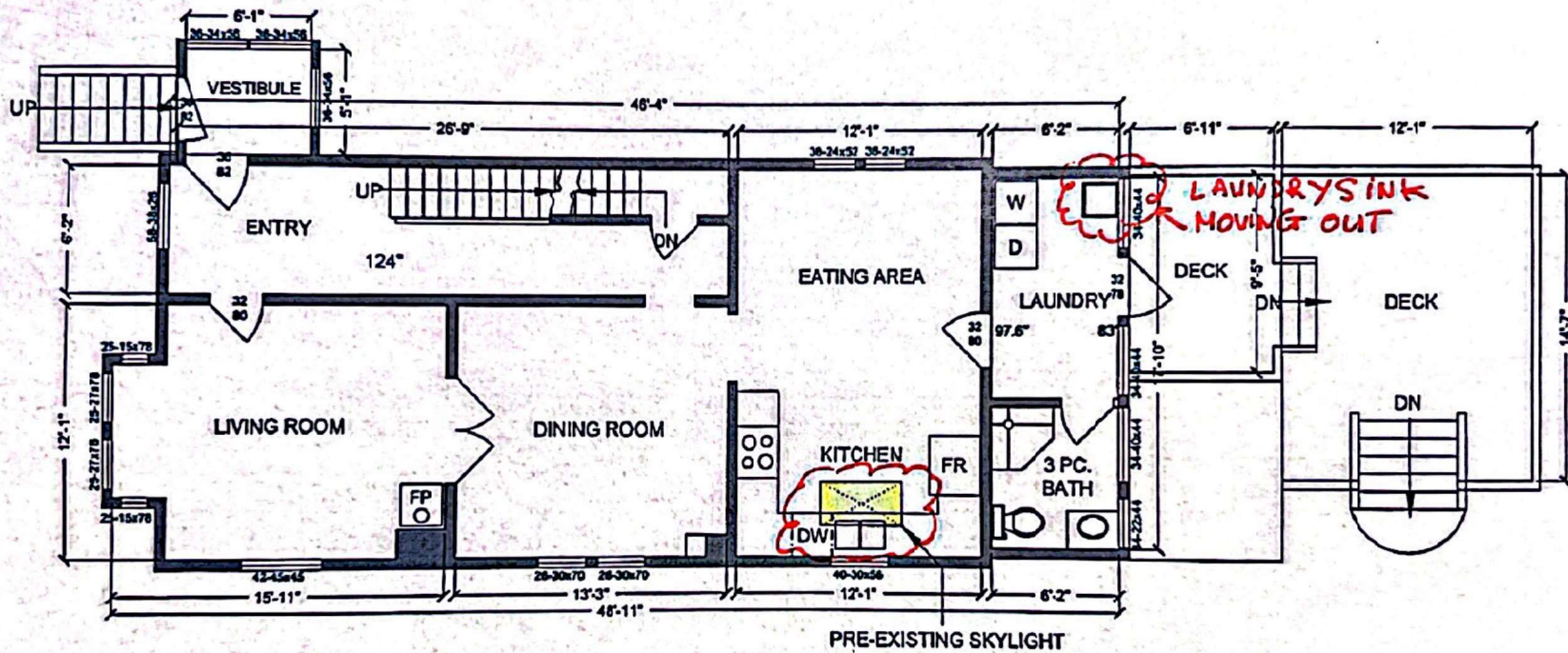
**LOWER FLOOR**  
**820 SQ. FT.**  
**6'-6" CEILING HEIGHT**



2

<p><b>PROPER MEASURE</b>          FROM PRECISION TO PERFECTION          propermeasure.com   250.884.9753          matt@propermeasure.com</p>	<p><b>AREA (SQ.FT)</b>          MAIN FLOOR - 864 SQ.FT.          LOWER FLOOR - 820 SQ.FT.          UPPER FLOOR - 552 SQ.FT.</p> <p><small>CALCULATED FROM EXTERIOR FACE OF OUTSIDE WALLS AND CENTER POINT OF DEMISING WALLS</small></p>	<p><b>NORTH</b></p>	<p><b>DESCRIPTION</b>          AS-BUILT FLOOR PLANS</p> <p><b>DATE MEASURED:</b>          2023-10-31</p>	<p><b>ADDRESS</b>          609 TORONTO ST.          VICTORIA, BC V8V 1P5</p>	<p><b>MEASURED &amp; DRAWN BY</b>          DYLAN VAN WYK</p>	<p><b>SCALE / PAGE SIZE</b>          1/4" = 1" SCALE          ISO A2 (594 x 420 mm)</p>
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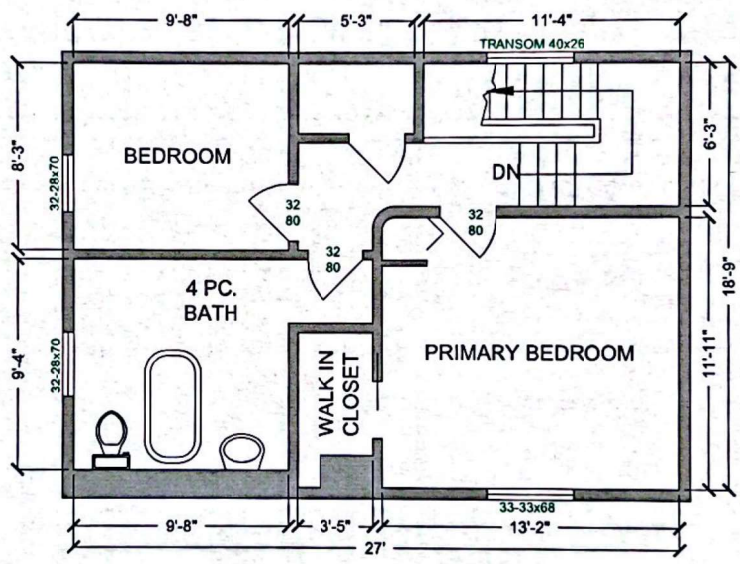
## MAIN FLOOR 984 SQ. FT. 10'-4" CEILING HEIGHT



1

 <p>propermeasure.com   250.884.9753 matt@propermeasure.com</p>	<p><b>AREA (SQ.FT.)</b> MAIN FLOOR - 984 SQ.FT. LOWER FLOOR - 820 SQ.FT. UPPER FLOOR - 552 SQ.FT.</p> <p><small>CALCULATED FROM EXTERIOR FACE OF OUTSIDE WALLS AND CENTER POINT OF DEMISING WALLS</small></p>	<p style="text-align: center;">NORTH</p> 	<p><b>DESCRIPTION</b> AS-BUILT FLOOR PLANS</p> <p><b>DATE MEASURED:</b> 2023-10-31</p>	<p><b>ADDRESS</b> 609 TORONTO ST. VICTORIA, BC V8V 1P5</p>	<p><b>MEASURED &amp; DRAWN BY</b> DYLAN VAN WYK</p>	<p><b>SCALE / PAGE SIZE</b> 1/4" = 1' SCALE ISO A2 (594 x 420 mm)</p>
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**UPPER FLOOR**  
**552 SQ. FT.**  
**9'-4" CEILING HEIGHT**



	<p><b>AREA (SQ.FT)</b>                  MAIN FLOOR - 984 SQ.FT.                  LOWER FLOOR - 820 SQ.FT.                  UPPER FLOOR - 552 SQ.FT.</p> <p><small>CALCULATED FROM EXTERIOR FACE OF OUTSIDE WALLS AND CENTER POINT OF DEMISING WALLS</small></p>	<p><b>NORTH</b></p>	<p><b>DESCRIPTION</b>                  AS-BUILT FLOOR PLANS</p> <p><b>DATE MEASURED:</b>                  2023-10-31</p>	<p><b>ADDRESS</b>                  609 TORONTO ST,                  VICTORIA, BC V8V 1P5</p>	<p><b>MEASURED &amp; DRAWN BY</b>                  DYLAN VAN WYK</p>	<p><b>SCALE / PAGE SIZE</b>                  1/4" = 1' SCALE                  ISO A2 (594 x 420 mm)</p>
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April 23, 2024

HUY TRAN  
THI TRAN  
609 TORONTO ST  
VICTORIA BC V8V 1P5

**Re: 609 Toronto St**

The City has completed a review of your 2024 short-term rental licence application for the property located at 609 Toronto St.

After reviewing the application and results of the inspection on March 31, 2024, your 2024 application has been denied. The proposed space is a self-contained dwelling unit, which is separate from your principal dwelling unit and therefore is unpermitted under this licence type.

For more information on Schedule D and home based business licences, please visit: [Schedule D.pdf \(victoria.ca\)](#).

You may require a business licence to operate a long-term rental. For more information, please visit: [Business Licences | Victoria](#).

Additionally, the B.C Short-Term Rental Accommodations Act comes into affect May 1, 2024. For more information, please visit: [New rules for short-term rentals - Province of British Columbia \(gov.bc.ca\)](#)

Please be aware that operating a short-term rental in contravention of City bylaws is subject to prescribed fines for every instance that an offence occurs or each day that it continues.

Please be aware that operating a short-term rental in contravention of City bylaws is subject to prescribed fines for every instance that an offence occurs or each day that it continues.

Finally, if you would like to further pursue operating a short-term rental at 609 Toronto St, you may appeal the decision to deny your short-term rental licence to City Council by submitting a written request to appeal within 30 days of the date of this letter.

More information on the appeal process, and the short-term rental regulation program can be found at [Short-Term Rentals | Victoria](#). Please note that you are not permitted to operate during the appeal process.

If you have any questions regarding the information above, please contact our office by phone at 250.361.0726, or by email at [str@victoria.ca](mailto:str@victoria.ca).

Regards,

Bylaw & Licensing Services  
Legislative & Regulatory Services Department  
City of Victoria  
1 Centennial Square, Victoria B.C. V8W 1P6