

STR PRINCIPAL RESIDENCE LICENSE PROCESS

Alison Clark
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1

TIMELINE PR LICENSE IF APPEALED

Application to Inspection:	2 months
Inspection to Decision:	1 month
Decision to City Report:	5 months
City Report to Council Appeal:	1 month

Total 9 months

2

2025 Application

Only opened on 29th November 2024

Leaving only **47 days** until start of the license year

Not enough time to process applications

3

Suggestions

Initial applications

Open earlier (by 1st October)

Assign more inspectors (seasonally)

**Waive requirement for annual inspection every
year**

4

“The appeals process begins when an application for a business license is denied by a license inspector in writing **citing the reasons for the denial**”

– *City Council Clerk*

5

“I believe the **onus is on the applicant to provide evidence** that they live in the space”

– *Councillor Thompson*

6

Application Form: Minimal Documentation Required

*Business Plan and Required Documents

Principal Residence Requirement – If eligible, you may use your principal dwelling unit for the following purposes per Schedule D – Home Occupations.

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

Please attach the following documents for proof of residence. All documents must be current, valid, not folded and easy to read.

- Government issued ID which states your address (e.g., driver's licence, BC Services Card)
- Home or rental insurance policy (stating property address, mailing address and policy holder)
- Utility bill (stating billing period, service address and mailing address)



3 pieces of documentation: ID, utility bill and insurance policy

7

Application Review

Review:

- Inspection
- Other Evidence

Decision

Applicant is **in the dark** – has no input

8

5 months

Average time between

Decision to Deny

&

Issue of City Report for Appeal

First time applicant sees the evidence

9

Include an extra step in the process

After review / Before denial

Put questions to applicant

Tell them reasons for concern

Opportunity to come into compliance

Opportunity to provide more documentation

10

“I do note that **some people live more sparsely than others** and therefore what may or may not appear to be normal living quarters with the appropriate level of objects and personal goods could vary from one group to another ”

– *Councillor Caradonna*

13

“I don’t want City Staff or Council in our decisions to be **deciding how people should live** ”

– *Councillor Hammond*

14

“It is not our role to do social engineering and tell people how they have to use their home. If they want a license, then **it’s our duty to see if they are compliant with the regulations, it’s not to tell them how to live**”

– *Councillor Gardiner*

15

Suggestions

- **Allow input from applicant before issuing a denial**
- Share report and evidence with applicant
- Open the application process earlier
- Assign more inspectors during busy period
- Waive inspections for all renewals

16