

**From:** [Emma O'Brien](#)  
**To:** [Legislative Services email](#)  
**Cc:** [str@victoria.ca](mailto:str@victoria.ca)  
**Subject:** STR Appeal  
**Date:** December 16, 2024 11:02:09 AM  
**Attachments:** [Letter - 305-528 Pandora Ave.pdf](#)

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Good morning ,

I am written to request an appeal of the decision to decline my business license for a short term rental ( attached) . I believe I meet all the rules, and am absolutely committed to staying within the rules so I'm not sure where It went wrong.

The location is my primary residence. My only residence. I think I may have inadvertently had dates showing open in my existing, Airbnb profile, but as my setting were set to over 90 nights , and visitors could not create a booking, I believe I was within the rules. But to be fair, I was completely unaware the dates were open as I had considered the Airbnb as not viable until I secured another STR license, had received no requests for booking ( which made sense because I thought all the dates were blocked) . I didnt notice as I wasn't using my home as an STR... if that makes sense. If that's what the issue was. I'm not entirely sure.

Regardless, I look forward to sorting out where I went wrong.

Thanks so much, and I look forward to hearing from you

Emma O'Brien

Vitoria.ca

Sent from my iPhone

December 9, 2024

EMMA O'BRIEN  
305-528 PANDORA AVE  
VICTORIA BC V8W 0C6

**RE: 305-528 PANDORA AVENUE**

The City has completed a review of your 2024 short-term rental licence application for the property located at 305-528 Pandora Avenue.

After reviewing your application in full, including your current advertisement and results of the inspection on November 28, your 2024 application has been denied.

The *Short-Term Rental Regulation Bylaw* states:

*(4) The Licence Inspector may refuse to issue a licence for a short-term rental if, in the opinion of the Licence Inspector,*

*(a) the applicant has failed to comply with section 3; or*

*(b) the short-term rental operation would contravene a City bylaw or another enactment.*

The application has failed to establish INSERT ADDRESS as your principal residence, to the satisfaction of the Licence Inspector. The *Short-Term Rental Regulation Bylaw* states:

*(2) A person applying for the issuance of a licence to operate a short-term rental must, in addition to meeting the requirements of the Business Licence Bylaw:*

*(e) provide, in the form satisfactory to the Licence Inspector, that the premises where the short-term rental will be operated are the operator's principal residence.*

For more information on the *Short-Term Rental Regulation Bylaw* and *Schedule D* and home based business licences, please visit: [SHORT-TERM RENTAL REGULATION BYLAW](#) and [Schedule D.pdf \(victoria.ca\)](#).

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 \(gov.bc.ca\)](#)

Finally, if you would like to further pursue operating a short-term rental at 305-528 Pandora Avenue, 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](#).

If you have any questions regarding the information above or options provided, 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  
Bylaw Department  
City of Victoria  
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