

Business Licence (Short-term Rental) Appeal re 305-528 Pandora Avenue

Submission of the Licence Inspector

I. Introduction

1. This is an appeal from the decision of the Licence Inspector to refuse to issue a business licence to Emma O'Brien (the appellant) for the operation of a short-term rental at 305-528 Pandora Avenue.
2. The business licence was denied pursuant to section 4(b) of the Short-term Rental Regulation Bylaw, which states:
 1. *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 failed to comply with section 3; or*
 - (b) *the short-term rental operation would contravene a city bylaw or another enactment.*
3. The appeal is brought pursuant to section 60(5) of the Community Charter, which requires that an applicant for a business licence has the right to have a staff decision to refuse such licence reconsidered by Council.
4. On a reconsideration such as this, Council can apply its own judgement and may either uphold the decision to refuse the licence or grant the licence.

II. Summary

The application for a short-term rental licence at 305-528 Pandora Avenue was denied because the appellant failed to provide evidence, satisfactory to the Licence Inspector, that 305-528 Pandora Avenue is their principal residence.

The Licence Inspector has evidence to support the appellant has consistently operated full-time rentals at 305-528 Pandora Avenue since purchasing the home with William Brown in 2022. The appellant has obtained a non-principal resident short-term rental licence in 2022, 2023, and 2024. The new provincial regulations effective May 1, 2024, which repealed the legal non-conforming use, resulted in the appellant's 2024 non-principal resident licence becoming unlawful. The provincial regulations now require all rental properties not occupied as a principal resident to be rented for a minimum of 90 consecutive days.

After the provincial regulations came into effect, the appellant obtained a long-term rental licence with the City and changed their listing to a minimum stay of 91 nights which led to securing a long-term occupant for June to November 2024.

The short-term rental business activity provides operators with a higher financial return with less responsibility and obligation compared to renting long-term, which creates a strong incentive for property owners to convert from providing long-term housing. On August 1, 2024, a bylaw amendment changed the amount of time a principal residence could be rented as a whole home from “occasionally” to 160 nights. Shortly after this change, William Brown contacted the strata executive for 528 Pandora Avenue on behalf of the appellant to obtain the required signatures for a principal resident short-term rental application, stating that “now that the 160-day limit has been put in place, this changes things”. The appellant and William Brown intended at this point to revert the unit in question to a short-term rental operation.

In consideration of all available information, the application for a licence is not supported. The history of this unit as being a legal non-conforming unit and then a long-term rental unit does not preclude the possibility that changes were made for the unit to become eligible for a 2024 STR licence; however, the abundance of facts and observations supports the Licence Inspector's assertion that the appellant does not reside at the property. Additionally, the appellant's claim to operate a short-term rental within the regulations is suspect as there was unlawful advertising and unlawful short-term rentals in 2024 prior to the long-term rental occupancy. Furthermore, the extensive short-term rental availability is not indicative of a principal residence as most people do not vacate their residences on short notice with unknown return dates. Statements and comments to the bylaw officer further indicate a lack of sincerity on the part of the appellant to abide by the existing regulations. In summation, upholding the denial of the short-term rental licence application is necessary for adherence to the City's regulations and requirements.

III. Facts

5. The appellant and William Brown have owned the property at 305-528 Pandora Avenue since January 31, 2022.
6. The property is zoned OTD-1 (Old Town District – 1 Zone). This zone does not permit short-term rentals except as a ‘home occupation’ under Schedule ‘D’.
7. In 2022 and 2023, the appellant and William Brown obtained a non-principal resident short-term rental licence for 305-528 Pandora Avenue.
8. On December 29, 2023, the appellant and William Brown applied for a 2024 principal resident short-term rental licence at 305-528 Pandora Avenue. The application form reflected William Brown as the primary contact [Appendix C-D].
9. On January 4, 2024, City staff contacted William Brown to schedule an inspection, offering two of the next available dates [Appendix D].

10. On January 4, 2024, William Brown contacted staff to accept an inspection appointment. William Brown stated the appellant would be in attendance as he was out of town on business [Appendix D].
11. On January 5, 2024, William Brown contacted staff stating that while the property was his principal residence, he is gone for a significant period of time in the year and wishes to operate without the restrictions of a principal resident licence [Appendix D].
12. On January 5, 2024, City staff responded to William Brown stating the application submitted was for a principal resident licence type. Staff requested confirmation that William Brown and the appellant wished to change the application to a non-principal resident short-term rental licence [Appendix D].
13. On January 5, 2024, William Brown replied to City staff stating, 'I confirm that the application can be changed to non-principal residence license' [Appendix D].
14. On January 6, 2024, William Brown contacted City staff requesting clarification regarding the two short-term rental licence types and explaining his circumstances, including the extent to time he spends away from the property [Appendix D].
15. On January 8, 2024, City staff changed the appellant and William Brown's 2024 application from a principal resident short-term rental licence application to a non-principal short-term rental licence type and approved the licence.
16. On January 9, 2024, City staff responded to the appellant and William Brown's January 6, 2024, email inquiry, stating that the non-principal resident licence had been issued per the request on January 5, 2023. Staff explained the regulations related to the principal resident short-term rental licence type and noted the approved non-principal resident licence could be cancelled should they wish to pursue a principal resident licence [Appendix D].
17. On January 9, 2024, the appellant and William Brown replied to staff confirming they would proceed with the non-principal resident licence type [Appendix D].
18. On July 7, 2024, the appellant submitted an application for a long-term rental licence at 305-528 Pandora Avenue [Appendix E].
19. On July 16, 2024, the appellant was approved for a long-term rental licence at 305-528 Pandora Avenue.
20. On July 19, 2024, City staff observed the appellant's Airbnb listing offering a 2-night minimum stay with an unlawful short-term rental licence. The Airbnb calendar reflected availability starting November 17, 2024, with available dates throughout November and December 2024 [Appendix F].
21. On July 19, 2024, the appellant and William Brown were notified through the B.C. Provincial portal that they were currently operating short-term rentals at 305-528 Pandora

Avenue in non-compliance as their non-principal licences were unlawful as of May 1, 2024 [Appendix G].

22. On July 19, 2024, the appellant contacted City staff by phone regarding the notification of unlawful short-term rentals. The appellant acknowledged the listing was non-compliant and stated it was unintentional. The appellant informed staff they would contact Airbnb to change the listing. Staff informed the appellant a follow up email would be sent summarizing the discussion and recorded in the file for reference [Appendix G].
23. On July 21, 2024, William Brown contacted City staff regarding the notification of non-compliance. William Brown stated the listing was compliant, as it was offering a 91-night minimum night stay with no availability until November 2024. William Brown questioned if the City had completed due diligence before sending a notification to the operator and platform. William Brown requested a response from staff [Appendix F].
24. On July 22, 2024, City staff responded to William Brown, providing the evidence captured on July 19, 2024, reflecting the Airbnb listing for 305-528 Pandora Avenue offering a minimum 2-night stay. Staff informed William Brown that the appellant had already contacted City staff on July 19, 2024, and promptly changed the listing to comply with the regulations [Appendix F].
25. On September 16, 2024, William Brown submitted an application by email for a 2024 Principal Resident Short-Term Rental Licence for 305-528 Pandora Avenue [Appendix J]. The submission included an application reflecting the appellant as the applicant, and the appellant's government issued identification but failed to include a utility bill. The email also included correspondence William Brown's sent to the strata executive for 528 Pandora Avenue between September 14-15, 2024. The communication dated September 14, 2024, stated:
'I am submitting the attached form on behalf of Emma (co-owner) for signatures so we can submit to the city for a primary residence STR licence. Emma will maintain suite 305 as her primary residence and our current 90-day rental will depart in November. She could not apply for the primary residence licence prior to this but now that the 160-day limit has been put in place this has changed things so that she can rent as an STR while occupying the suite for the balance of the year (limiting STR through Airbnb to 160 days max)We would appreciate your signature so we can move forward with submission to the city.' [Appendix I]
26. On September 20, 2024, William Brown resubmitted the 2024 Principal Resident Short-Term Rental application for 305-528 Pandora Avenue and included a utility bill in his name. The correspondence did include the strata executive's reply on September 15, 2024, reflecting the signatures had been obtained, but William Brown's September 14, 2024, communication had been removed from the email thread [Appendix K].
27. On September 25, 2024, City Staff informed William Brown the application failed to meet the requirements as the utility bill did not reflect the name of the appellant, who was the declared applicant and principal resident on the form [Appendix K].

28. On September 26, 2024, William Brown responded to City Staff stating the utility bills were in his name as he was the co-owner and former common-law partner of the appellant. William Brown stated that as result of the City regulations requiring it, the bills had now been changed to reflect the appellant, and they would provide proof of the change [Appendix K].
29. On October 24, 2024, the appellant resubmitted a 2024 Principal Resident Short-Term Rental application for 305-528 Pandora Avenue. The application form was the same application provided in September by William Brown, as the signatures matched the earlier submission. However, the appellant provided all required proof of resident documents in their name. The application was submitted to the City by email and William Brown was copied on the communication [Appendix L].
30. On October 29, 2024, City staff contacted the appellant to schedule an inspection, offering an inspection appointment on October 31, 2024, or November 6, 2024 [Appendix L].
31. On October 31, 2024, the appellant replied to City staff and stated they would be unavailable until the end of November. The appellant requested an inspection appointment after November 23, 2024 [Appendix L].
32. On November 6, 2024, City staff replied to the appellant and offered an inspection appointment on November 25, 2024 [Appendix L].
33. On November 6, 2024, the appellant responded to City staff confirming the inspection appointment on November 25, 2024 [Appendix L].
34. On November 8, 2024, City staff observed the appellants Airbnb listing for 305-528 Pandora Avenue offering a minimum 91-night stay available as of November 17, 2024 [Appendix M].
35. On November 25, 2024, City staff contacted the appellant to reschedule the inspection for that day, due to staff illness. The inspection was rescheduled for November 28, 2024 [Appendix L].
36. On November 28, 2024, a Bylaw Officer inspected the home. The purpose of the inspection was to understand the layout of the home and business plan for a potential short-term rental. The Bylaw Officer was led through the inspection by the appellant. The inspection revealed the home contained one bedroom, one bathroom, a kitchen, living room and small deck. The Bylaw Officer stated that few personal items were observed throughout the condominium. The appellant stated to the Bylaw Officer 'somebody said to me you have to make sure like you look like you live there, and it's like how do you prove you live somewhere?'. The Bylaw Officer observed the bedroom having a bed, two side tables and two closets. One closet contained empty hangers, towels, and a luggage stand similar to those in hotels. The second closet contained a few clothing garments on hangers, and the shelf was full of pillows and bedding. The appellant stated the closet is used for her clothes. The Bylaw Officer noted that the clothing items were hung evenly

spaced, appearing to create the illusion there were more items present. In discussing the business plan, the appellant stated she would be offering the whole home while away. The appellant informed the Bylaw Officer that during guest stays she would be locking off one bedroom closet as she had too many clothes. The Bylaw Officer asked the appellant when she planned to operate. The appellant stated she would not be operating in 2024 and planned to operate while away from May to September 2025 [Appendix N-P].

37. Between November 28 and December 9, 2024, the application was reviewed in full including the results of the inspection, open-source data and internal records. The review revealed inconsistencies, including few personal effects in the unit upon November 28, 2024, inspection. The appellant declared to the Bylaw Officer the intention was to operate short-term rentals from May to September 2025 and had no intention to operate in 2024. However, the appellant's Airbnb listing for 305-528 Pandora Avenue was actively offering a minimum night stay of 91 nights, with a full calendar availability. Additionally, the appellant's Airbnb listing included a recent review from a guest stating they occupied the property for five months and left in November 2024. The other Airbnb listing reviews prior to May 1, 2024, showed multiple reviews per month, indicating the property was actively operating short-term rentals prior to the five-month occupant. This information is supported by the data provided by the B.C Provincial Government as of May 1, 2024. The appellant's Airbnb listing was not captured by the province, confirming that the November 2024 guest occupied the property for more than 90 consecutive days. In consideration of all evidence, and that a principal resident short-term rental licence requires the premise to be the operator's principal residence, and the onus falls solely to the applicant to prove eligibility, the Licence Inspector determined the appellant had not met the requirements set out in the *Short-Term Rental Regulation Bylaw* and *Schedule D – Home Occupations* [Appendix A-R].
38. On December 9, 2024, the Licence Inspector advised the appellants that the application for a short-term rental licence at 305-528 Pandora Avenue had been rejected as it failed to meet the requirements set out in the *Short-Term Rental Regulation Bylaw* and *Schedule D – Home Occupations*. The appellant was issued two letters regarding the licensing decision. The second letter was provided shortly after the identification of a clerical error in the first letter [Appendix S].

IV. Relevant Regulation

39. The City regulates short-term rentals through the *Short-term Rental Regulation Bylaw* and through provisions of the zoning bylaws. In relation to the property, the relevant zoning bylaw is the *Zoning Regulation Bylaw*, which states, in part:

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- (4) *Without limiting the generality of subsection (1), short-term rentals, whether as a principal or accessory use, are prohibited in all zones except*

- (a) *where they are expressly permitted subject to regulation applicable in those zones;*
- (b) *rental of no more than two bedrooms in a self-contained dwelling unit, as home occupation, provided that:*
 - (i) *the self-contained dwelling unit is occupied by the operator of the short-term rental; and*
 - (ii) *short-term rental complies with all regulations in Schedule D as if it were a transient accommodation.*

40. The city regulates home based businesses, including principal resident short-term rentals, through *Schedule 'D' – Home Occupations*, which states, in part:

- (12) Subject to the following requirements, a short-term rental is permitted as a home occupation in a principal residence.
 - (1) subject to subsection (2), no more than two bedrooms may be used for short-term rental and the short-term rental cannot occupy an entire self-contained dwelling unit.

41. The City of Victoria regulates the principal resident requirement for a short-term rental through the *Short-Term Rental Regulation Bylaw*, which states in part:

3...

- (1) A person must not carry on business as a short-term rental operator unless the person holds a valid licence issued under the provisions of this Bylaw and the Business Licence Bylaw.
- (2) A person applying for the issuance or renewal of a licence to operate a short-term rental must, in addition to meeting the requirements of the Business Licence Bylaw:
 - (e) provide evidence, satisfactory to the Licence Inspector, that the premises where the short-term rental will be operated are the operator's principal residence.

V. Argument

42. One of the objectives of the City's regulations of short-term rentals was to address the problem of homes being diverted from the long-term market to a vacation rental market.

43. The City of Victoria regulations define short-term rentals as the renting of a dwelling unit, or any part of it, for a period of less than 30 nights. Therefore, the City considers any rental of 30 consecutive nights or more to be a long-term rental [Appendix A].

44. Since acquiring the property, the appellant and William Brown's actions and communications have consistently indicated that the 305-528 Pandora Avenue is primarily used as a rental. The appellant and William Brown obtained non-principal residence short-term rental licences in 2022, 2023, and 2024. During the 2024 application process, William Brown informed staff that the unit is rented when he is away, which he described as a significant portion of the year and offered to provide hotel receipts for approximately 250 nights between March and December 2023. The repeal of legal non-conforming use under provincial regulations effective May 1, 2024, resulted in all non-principal residence short-term rental licences becoming unlawful. Following the appellant's 2024 non-principal resident licence becoming unlawful, the appellant applied for a long-term rental licence on July 7, 2024. Although staff captured the appellant's listing on July 19, 2024, advertising a minimum 2-night stay, both the appellant and Brown advised staff that this was an error and reaffirmed their intention was to operate rentals of longer than 90 consecutive days [Appendix D-H].
45. The business model of short-term rentals allows operators to generate a significant income compared to long-term rentals. Short-term rentals often earn enough in just a few months to cover an entire year's expenses while taking on less commitment and responsibility. This creates a huge incentive for property owners to pursue short-term rentals over long-term rentals. In July 2024, the appellant had obtained a long-term rental licence and was renting the property to an occupant for a duration of five months. On August 1, 2024, the City's regulations changed from allowing the entire principal residence to be used occasionally as a short-term rental while the operator is temporarily away, to permitting the entire residence to be rented for up to 160 nights per calendar year while the operator is temporarily away. Following this change, William Brown contacted their strata executive to obtain the required signatures for a principal resident short-term rental licence on behalf of the appellant. William Brown explicitly stated that the property was occupied until November 2024, and their current minimum 90-day rental would go back to short-term rental as 'now that the 160-day limit has been put in place this changes things' [Appendix E, I].
46. In order to be issued a short-term rental licence, applicants must provide proof satisfactory to the licence inspector that the premise where the short-term rental will occur is occupied by the operator as their principal residence. If the applicant satisfies the principal residence requirement, their business operation must comply with conditions of *Schedule D – Home Occupation* to be approved [Appendix A-B].
47. It can be challenging to determine if a property is a person's principal residence. The City does require proof of residence documents to process a principal resident short-term rental application. While the documents assist in establishing an applicant's eligibility, they are not solely relied upon to verify a person's principal residence since address changes can be done online without secondary checks. Additionally, many utility bills offer e-billing options, making mailing addresses redundant.

48. Our internal records confirm that a B.C. Homeowner grant was claimed at the property in 2023 by William Brown, and in 2024 by the appellant. However, like proof of residence documents, claiming the B.C. Homeowner Grant is not sufficient proof a property is or is not a person's principal residence, as the process is an online self-declaration. To be eligible for the B.C. Homeowner Grant, you must be a B.C. resident and the registered owner of the property. There are very few factors that would notify the province of an individual's ineligibility for the grant, such as not being a B.C. resident, attempting to claim the grant on multiple properties, or applying at a property that exceeds the property value limit for eligibility. For the average B.C. resident who owns a home, there is no burden to prove residency at the property itself, only a self-declaration that the person is a resident of the B.C. and the legal owner of the property. Given this information, while it may be the only property the appellant owns, this fact alone does not establish it as their principal residence.
49. The inspection of 305-528 Pandora Avenue on November 28, 2024, revealed few personal items in the home. The appellant asserts in their appeal that the property came furnished and that they disposed of a significant number of personal belongings. While the Licence Inspector acknowledges that some individuals may prefer a minimalist lifestyle, a principal residence would still typically contain clear signs that the property is used as a person's everyday residence. For instance, the bedroom did not contain a dresser and the only clothing visible consisted of a few items in one closet. In contrast, both bedroom closets contained an abundance of towels, pillows, bedding, and a luggage rack, all of which are commonly associated with full-time rentals. The lack of personal effects, combined with the presence of guest-oriented items, indicates the primary use of the property is rentals [Appendix N-P].
50. The new B.C. regulations require major rental platforms to provide the province with data related to any rental of less than 90 consecutive days. A review of the appellant's listing reflected a consistent offering of 91-night stays, with the calendar showing full availability, which aligns with declarations made by both the appellant and William Brown that the intention was to operate 90-day rentals. The appellant's listing has not been captured in the provincial data, indicating that any bookings made through the platform after May 1, 2024, did exceed 90 consecutive days. A review posted November 2024 on the appellant's Airbnb listing stated that the occupant stayed for five months. The absence of data from the province indicates the guest did occupy the property for at least a minimum of 90 consecutive days until they vacated at some point in November 2024. However, as the occupant has no incentive to lie, it does appear they resided at the property for 5 months between June and November 2024 [Appendix F-H, M, Q-R].
51. Short-term rental licences are applied for and reviewed annually because a person's eligibility is subject to change. Similarly, other government programs that rely on principal residence declarations, such as the Speculation and Vacancy Tax and the B.C. Homeowner Grant, requires individuals to do so annually. Despite the appellant's declarations that the property is their principal residence, the evidence reflects a clear

and continuous pattern of rental activity. Although the appellant may claim that they recently moved in or intend to reside there part-time, the inspection results and future advertisements offering full availability suggests the property is not being used as a principal residence. The regulations are not intended to simply limit the amount of time a property can be used as a short-term rental. The intention is to ensure units suitable for long-term housing are used as such, with allowances for occasional use of short-term rentals while the operator is temporarily away. Even if the appellant asserts, they moved in after the inspection, the advertisements and failure to disclose the information to staff cast doubt on the validity of that claim. The appellant has consistently misrepresented the property as their principal residence, confirmed by the evidence of guest reviews and communications to strata that were inadvertently included in the submission, revealing a pattern of intentional concealment and further undermining the credibility of the claims [Appendix I, Q-R].

52. The appellant's appeal relies on the assertion that they have separated from William Brown as proof in establishing their property as their principal residence. While the City frequently encounters applicants claiming separation from their partners as a tactic to circumvent the principal residence requirement, the appellant's relationship status was not a factor in the Licence Inspector's decision. However, the level of involvement from William Brown is unusual for a principal resident application, suggesting active participation in the business operation. William Brown initiated the application, contacted the strata executive on behalf of the appellant, referred to the process using 'we,' signed correspondence with both his name and the appellant's, and was included by the appellant in the final submission. When staff requested documentation in the appellant's name, William Brown stated that utility accounts were being transferred to the appellants name solely for the purpose of the licensing process. This persistent involvement in all aspects of the application raises significant concerns about the transparency and sincerity of the appellant's declarations [Appendix C, D, H-K, N].
53. While the appellant maintains that 305-528 Pandora Avenue is their principal residence and that the Licence Inspector's decision to deny the licence is based on a misunderstanding, the evidence indicates otherwise. With the assistance of William Brown, the appellant began pursuing a principal residence short-term rental licence in September 2024, during the same time the property was occupied by a long-term renter. The appellant even requested an inspection date after November 23, 2024, likely due to the unit being tenanted at that time. While the exact checkout date remains unclear, it is evident that the renter had vacated the property shortly before the inspection as the results of the November 28, 2024, inspection revealed few personal items and appeared consistent with full-time rental accommodation. Moreover, the appellants advertisement continuously reflects a minimum stay of 91 nights which leave little indication the property is used for anything else but rentals. The Licence Inspector's assessment is not misunderstood, and the evidence reflects the appellant is being less than truthful in their declarations [Appendix J-R].
54. Moreover, the City's regulations only permit short-term rentals in principal residences, and this provision relies in part on individuals being honest regarding their eligibility. The

Licence Inspector's concerns are not based on a single instance or piece of evidence but the appellant's historical actions, statements and ongoing advertisements that reflect full availability for long-term rentals. Staff have significant concerns regarding the credibility of the appellant's declarations and believe the evidence demonstrates a clear intent to circumvent the regulations in order to continue operating full time short-term rentals at 305-528 Pandora Avenue [Appendix F, M, Q, R].

55. The appellant asserts that 305-528 Pandora Avenue is their only property and therefore they are entitled to a licence. The appellant relies on claims that there is no other possibility for them to reside anywhere else. However, the *Short-Term Rental Regulation Bylaw* does not require the Licence Inspector to confirm or provide an alternative or explanation regarding the appellants specific place of residence. The Licence inspector is solely responsible for determining if the applicant has met the requirements of the *Short-Term Rental Regulation Bylaw*. The evidence gathered indicates that the appellant does not reside at 305-528 Pandora Avenue and that the primary use of the property is rentals.
56. For all these reasons, the Licence Inspector submits that the appellant's application for a short-term rental business licence had to be refused as it contravened the *Short-Term Rental Bylaw, Schedule 'D' – Home Occupation and Zoning Regulation Bylaw*.
57. Therefore, the Licence Inspector submits that this appeal should be dismissed and the decision to refuse a short-term rental business licence for 305-528 Pandora Avenue be upheld.

ALL OF WHICH IS RESPECTFULLY SUBMITTED

Dated: April 23 , 2025

A handwritten signature in dark ink, appearing to read 'M. Fay', with a stylized flourish at the end.

Mark Fay, Manager of Bylaw and Licensing Services



SHORT-TERM RENTAL REGULATION BYLAW

BYLAW NO. 18-036

This consolidation is a copy of a bylaw
consolidated under the authority of
section 139 of the *Community Charter*.
(Consolidated on August 01, 2024 up to
Bylaw No. 24-059)

This bylaw is printed under and by
authority of the Corporate Administrator
of the Corporation of the City of Victoria.

NO. 18-036

SHORT-TERM RENTAL REGULATION BYLAW
A BYLAW OF THE CITY OF VICTORIA

(Consolidated to include Bylaws No. 19-067, 24-059)

19-067

The purposes of this Bylaw are to provide for the regulation of short-term rentals including vacation rentals in operators' principal residences where permitted under the Zoning Regulation Bylaw No. 80-159 or Zoning Bylaw 2018 No. 18-072, and where permitted pursuant to section 528 of the *Local Government Act*.

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Pursuant to its statutory powers, including section 8(6) of the *Community Charter*, the Council of The Corporation of the City of Victoria, in an open meeting assembled, enacts the following provisions:

Title

- 1 This Bylaw may be cited as the "Short-Term Rental Regulation Bylaw".

Definitions

- 2 In this Bylaw

24-059	"dwelling unit" has the same meaning as in the <i>Zoning Regulation Bylaw</i> ;
24-059	"host" means the person who, either on their own behalf, or on behalf of the owner or occupier, arranges to offer premises for a short-term rental and includes anyone who manages advertising, booking, guest services, property maintenance, or other services related to short-term rental;
24-059	"operator" means a person who rents out, or offers for rent, any premises for short-term rental, and includes the owner, occupant, host, or manager of the premises offered as short-term rental, but does not include a platform service provider;

- 24-059 “platform service provider” has the same meaning as in the *Short-Term Rental Accommodations Act*;
- 24-059 “principal residence” means the residence in which an individual resides for a longer period of time in a calendar year than any other place;
- “responsible person” means a person designated by the operator as the primary contact under section 6.
- 24-059 “short-term rental” means the renting of a dwelling unit, or any part of it, for a period of less than 30 nights and includes strata hotels and vacation rentals but does not include time-shares when occupied by a time-share owner;
- “strata corporation”, “strata council”, and “strata lot” have the same meaning as in the *Strata Property Act*;
- 24-059 “strata hotel” has the same meaning as in the *Zoning Regulation Bylaw*.

Licence Required

- 3 (1) A person must not carry on business as a short-term rental operator unless the person holds a valid licence issued under the provisions of this Bylaw and the Business Licence Bylaw.
- (2) A person applying for the issuance or renewal of a licence to operate a short-term rental must, in addition to meeting the requirements of the Business Licence Bylaw:
- (a) make an application to the Licence Inspector on the form provided for that purpose;
 - (b) pay to the City the applicable licence fee prescribed under subsection (3);
 - (c) provide, in the form satisfactory to the Licence Inspector, evidence that:
 - (i) the person owns the premises where the short-term rental will be offered, or
 - (ii) the owner of the premises where the short-term rental will be offered has consented to their use as a short-term rental;
 - (d) if the premises where the short-term rental will be offered are located within a strata lot, provide a letter from the strata council confirming that provision of short-term rental does not contradict any bylaws of the strata corporation or applicable provisions of the *Strata Property Act*; and
- 24-059 (e) provide evidence, satisfactory to the Licence Inspector, that the premises where the short-term rental will be operated are the operator’s principal residence.
- 24-059 (3) The licence fee for purposes of subsection (2)(b) is \$150.

Power to Refuse a Licence

- 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.

Licence Number to be Included in Advertising

- 5 A person may offer to rent premises for rent as a short-term rental only if a valid business licence number is included in any advertising, listing, or promotion material that is intended to communicate availability of the premises for short-term rental.

Responsible Person

- 24-059 6 (1) A person may only operate a short-term rental if they ensure that the name and contact information of the responsible person is prominently displayed in the short-term rental premises at all times when the short-term rental is operated.
- 24-059 (2) The operator may be the responsible person except when subsection (4 5) applies.
- (3) The responsible person must be able to attend at the short-term rental premises within two hours of being requested to do so.
- (4) If a person who operates a short-term rental in their principal residence is going to be away during the term of the short-term rental, they must designate a responsible person and comply with this section.

Offences

- 24-059 7 (1) A person commits an offence and is subject to the penalties imposed by this Bylaw, Bylaw Notice Adjudication Bylaw, the Ticket Bylaw and the Offence Act if that person
- (a) contravenes a provision of this Bylaw;
 - (b) consents to, allows, or permits an act or thing to be done contrary to this Bylaw; or
 - (c) neglects or refrains from doing anything required by a provision of this Bylaw.
- (2) Each instance that a contravention of a provision of this Bylaw occurs and each day that a contravention continues shall constitute a separate offence.

Penalties

8 A person found guilty of an offence under this Bylaw is subject to a fine of not less than \$100.00 and not more than \$10,000.00 for every instance that an offence occurs or each day that it continues.

Severability

9 If any provision or part of this Bylaw is declared by any court or tribunal of competent jurisdiction to be illegal or inoperative, in whole or in part, or inoperative in particular circumstances, it shall be severed from the Bylaw and the balance of the Bylaw, or its application in any circumstances, shall not be affected and shall continue to be in full force and effect.

Transition Provisions

24-059 10 Repealed

Commencement

11 This bylaw comes into force on adoption.

READ A FIRST TIME the	22nd	day of	February	2018
READ A SECOND TIME the	22nd	day of	February	2018
READ A THIRD TIME the	22nd	day of	February	2018
ADOPTED on the	8th	day of	March	2018

“CHRIS COATES”
CITY CLERK

“LISA HELPS”
MAYOR

Schedule “D”
HOME OCCUPATIONS

	1	Where <u>home occupations</u> are permitted pursuant to the provisions of this bylaw, the following conditions shall apply to the use:
Location	2	For the purposes of a <u>home occupation</u> , the location of a business is the address at which the operations of the business are managed.
Exception	3	A <u>home occupation</u> is not required to be operated wholly within a <u>dwelling unit</u> where the work is undertaken entirely off the <u>lot</u> on which the <u>dwelling unit</u> is located.
Prohibition	4	The sale of goods to customers attending on the <u>lot</u> on which the <u>dwelling unit</u> is located is prohibited.
Permitted Uses	5	<p>The following uses are permitted as <u>home occupations</u>:</p> <ul style="list-style-type: none">(a) artist studio;(b) mail order, provided that no merchandise is sold to customers attending on the <u>lot</u> on which the <u>dwelling unit</u> is located;(c) making, processing and assembly of products on a small scale;(d) manufacturing agent;(e) personal and professional services, including barber, hairdresser, bookkeeper, medical therapy;(f) teaching, provided that attendance is limited to 5 persons in a detached dwelling and to 1 person in a <u>duplex</u> or <u>multiple dwelling</u>;(g) testing, servicing and repairing of goods.

Schedule "D"

Prohibited Uses	6	<p>(1) All uses that are noxious or offensive to any other dwelling units or the general public by reason of emitting odour, dust, smoke, gas, noise, effluent, radiation, broadcast interference, glare, humidity, heat, vibration, or hazard or any other emission are prohibited.</p> <p>(2) The following uses are prohibited:</p> <ul style="list-style-type: none"> (a) except as provided in Section 11, Bed and Breakfast; (b) car repairs and <u>garages</u>; (c) <u>clubs</u>; (d) kennels; (e) radio dispatch services; (f) <u>restaurants</u>; (g) retail stores; (h) salvage lots; (i) storage lots; (j) except as provided in Section 11, <u>transient accommodation</u>; (k) in any <u>building</u> which has been converted from <u>single family dwelling</u> to <u>duplex</u>, <u>multiple dwelling</u>, <u>boarding house</u>, <u>rooming house</u>, or <u>housekeeping apartment</u>, pursuant to the applicable provisions of this bylaw, music teaching or any business which results in the transmission of sound; (l) cannabis-related business; and; (m) except as provided in Section 12, <u>short-term rental</u>.
Stock in Trade	7	Except for one licensed vehicle, which shall be a car, van, or pickup truck, no business-related materials, including machinery or vehicles, shall be visible at any time on any <u>lot</u> on which a <u>home occupation</u> is carried out nor shall any machinery or vehicles be parked or stored on the <u>lot</u> unless completely enclosed within a <u>building</u> .
Limitation	8	<p>(1) Subject to this section, not more than one person shall be engaged in a <u>home occupation</u>, with the exception of urban agriculture, where up to two people are permitted to be engaged in the <u>home occupation</u>, and the person(s) shall reside on the <u>lot</u> on which the <u>home occupation</u> is carried on.</p> <p>(2) Where any <u>lot</u> upon which a <u>home occupation</u> is carried on has a boundary or portion of a boundary in common with any <u>lot</u> which is located in a zone which permits retail use, then no more than two persons may be engaged the <u>home occupation</u> where one of the persons resides on the <u>lot</u> on which the <u>home occupation</u> is carried on.</p>

Amended Jan 11, 2018
Bylaw 17-110

Amended March 8, 2018
Bylaw 18-035

Schedule "D"
HOME OCCUPATIONS

(3) This section does not apply to any employees of a home occupation who at no time attend on the lot on which the home occupation is carried on, nor park in the immediate vicinity of the lot.

(4) More than one person may operate a short-term rental in their principal residence.

Amended March 8, 2018
Bylaw 18-035

9 No more than three home occupations shall be carried on in any one dwelling unit, provided that only one of the home occupations has customers that attend the dwelling unit.

Amended Jan 11, 2018
Bylaw 17-110

Advertising

10 Except as expressly permitted in this bylaw, or in the Sign By-law, no sign or other advertising device or advertising matter may be exhibited or displayed on any lot on which a home occupation is being carried on.

11 Subject to the following requirements, where any building is used as a single family dwelling, up to two bedrooms may be used for transient accommodation as a home occupation.

(1) Notwithstanding Section 4, meals or food services may be provided to any customers but not after 12:00 noon.

(2) No liquor shall be provided to any customers.

(3) One parking space for each room available for transient accommodation shall be provided on the lot and a parking space may be located behind another parking space.

(4) No sign may be erected, used, or maintained for the purpose of advertising transient accommodation use within a single family dwelling.

(5) A single family dwelling may be used for transient accommodation whether or not the property contains a secondary suite or garden suite provided however that only one transient accommodation use is permitted on the property

Amended March 8, 2018
Bylaw 18-035

(6) Transient accommodation is restricted to no more than two bedrooms and cannot occupy an entire self-contained dwelling unit.

Amended March 8, 2018
Bylaw 18-035

12 Subject to the following requirements, a short-term rental is permitted as a home occupation in a principal residence.

Amended March 8, 2018
Bylaw 18-035

(1) subject to subsection (2), no more than two bedrooms may be used for short-term rental and the short-term rental cannot occupy an entire self-contained dwelling unit;

Schedule "D"

- (2) the entire principal residence may be used for a short-term rental while the operator is temporarily away provided it is so used no more than 160 nights in a calendar year; and
- (3) no liquor may be provided to short-term rental guest; and
- (4) No sign may be erected, used, or maintained for the purpose of advertising short-term rental.

Amended August 1, 2024
Bylaw 24-060

Amending Bylaw 09-01 adopted Jan 19, 2009
Amending Bylaw 17-110 adopted Jan 11, 2018
Amending Bylaw 18-035 adopted March 8, 2018
Amending Bylaw 24-060 adopted August 1, 2024



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: Unit 305 - 528 Pandora Ave, Victoria, BC

Postal code: V8W 0C6

*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):

FIRST NAME, LAST NAME

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

William Brown (primary resident)

Emma O'brien (co-owner)

(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: 2 _____

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: Ex Spouse

Name: Emma O'brien Email: _____

Address: 1105 Wharf St, Sailing Vessel Indigo Moon Phone number: 7 _____

☒ 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): Emma O'brien

Relationship to applicant (if not the same person): Ex Spouse

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 _____



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

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: _____

Relationship to applicant: _____

Phone Number: _____ Email: _____

Address: _____



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

str@victoria.ca
victoria.ca/str

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 William Brown And Emma O'brien, as the legal owner of
(OWNER)
305 - 528 Pandora Ave, Victoria BC, V8W 0C6 have read the
(UNIT/STREET ADDRESS)
Short-Term Rental Business Licence (address) Application Form submitted by William Brown And Emma O'brien
(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: William Brown

Owner's signature: William Brown Digitally signed by William Brown
Date: 2023.12.27 15:19:47 -08'00' Date: 27 Dec 2023

Owner's name: Emma O'brien

Owner's signature: Emma O'Brien Digitally signed by Emma O'Brien
Date: 2023.12.27 15:17:45 -08'00' Date: 27 Dec 2023

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.



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 – 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 Licences 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.

*Declaration:

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. 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): William Brown And Emma O'brien

Applicant's signature(s): 1. William Brown Digitally signed by William Brown
Date: 2023.12.27 15:18:35 -08'00' Date signed: 27 Dec, 2023

(if applicable) 2. Emma O'Brien Digitally signed by Emma O'Brien
Date: 2023.12.27 15:18:48 -08'00' Date signed: 27 Dec, 2023

Date Stamp (office use only)

Appendix D

Marissa Peluso

From: str@victoria.ca
Sent: January 9, 2024 11:12 AM
To: William Brown
Subject: RE: 2024 INSPECTION - 305 528 PANDORA

Hello William,

Our office issued you an approval yesterday via email. All information regarding payment and next steps are provided in the notification.

Kind regards,

Marissa Peluso

Pronouns: she, her, hers
Short-Term Rental Coordinator, Bylaw and Licensing Services
Legislative and Regulatory Services Department
City of Victoria
1 Centennial Square, Victoria BC V8W 1P6
T 250.361.0726



The City of Victoria is located on the homelands of the Songhees and Esquimalt People.

From: William Brown
Sent: Tuesday, January 9, 2024 11:09 AM
To: str@victoria.ca
Cc: Emma O'Brien
Subject: Re: 2024 INSPECTION - 305 528 PANDORA

I will proceed with the non-principle residence license at this time

Regards

William Brown

Sent from my iPhone

On Jan 9, 2024, at 13:04, str@victoria.ca wrote:

Hello William,

Your 2024 Non-principal residence licence has been processed and approved, as you your January 5 email stated, 'I confirm that the application can be changed to non-principal residence license'.

Short-term rentals are permitted in operator's principal residence as a home occupation, provided no more than two bedrooms may be rented as short-term rental, except that the entire principal residence may be used only occasionally while the operator is temporarily away.

Essentially, individuals are eligible to apply for a principal residence licence type if the dwelling unit being offered is their primary residence. However, the licence type is subject to Schedule-D – Home occupation which has restrictions on the number of whole bookings you may offer.

From what you have described, it does not appear that your short-term operation fits within the "occasional" use exception as a home occupation. However, your property has non-conforming status, and you are able to operate a short-term rental on that basis rather than as a home occupation.

If you would like to reapply for a principal residence licence, our office will cancel the approved licence (non-principal) and schedule the inspection required for the principal residence application.

Please note, you are not authorized to advertise or operate past January 15, 2024 without a valid licence. If you have accepted bookings past this date, I recommend cancelling them if you are electing to pursue a principal residence licence, as we are currently scheduling inspections for February.

Let us know how you would like to move forward.

Kind regard,

Marissa Peluso

Pronouns: she, her, hers
Short-Term Rental Coordinator, Bylaw and Licensing Services
Legislative and Regulatory Services Department
City of Victoria
1 Centennial Square, Victoria BC V8W 1P6
T 250.361.0726

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The City of Victoria is located on the homelands of the Songhees and Esquimalt People.

From: William Brown

Sent: Saturday, January 6, 2024 12:55 PM

To: str@victoria.ca

Cc: Emma O'Brien

Subject: Clarification of STR legal non-conforming and principle residence

Good Day

1. I own a condominium in the Union building

2. It is my principle residence
3. I travel extensively and therefore have rented the unit out on air bnb when I am away
4. I have always paid for the non-residence licence as the number of days I am away is more than I believed were in the spirit of the lower priced license
5. I can provide proof of number of days spent in hotels last year from March through to year end (approx. 250 days)
6. The unit will at this remain my principal residence regardless of the bylaw changes etc.

So I believe under these conditions - the unit can still be consider an STR and principal residence. I still. I believe the \$1500.00 license applies although the unit is my principle residence

Can you please provide me with a stance/opinion on this. I have currently applied for the non-residence license but indicated it is my principle residence.

Regards

William Brown

From: William Brown <
Sent: Saturday, January 6, 2024 12:17 PM
To: str@victoria.ca
Cc: Emma O'Brien
Subject: Re: 2024 INSPECTION - 305 528 PANDORA

Good Morning

I understand that things are quite busy but I would appreciate an little information regarding the licensing in light of the non-principle application which is the same as last year for us. We need to ensure we block booking dates so as to not contravene the bylaws

1. Which clarification of licence type is the inspection still required?
2. Do you have an estimated approval date?

Any information you could provide would be greatly appreciated

William Brown

On Jan 5, 2024, at 10:52, William Brown

> wrote:

I confirm that the application can be changed to non-principle residence license

Regards

William Brown

Sent from my iPhone

On Jan 5, 2024, at 09:39, str@victoria.ca wrote:

Good morning William,

The application you submitted was a principal licence type, please see attached.

If you wish to change your application to a non principal application please confirm by replying to this email.

Kind regards,

Emma Crockett

Pronouns: she, her, hers

Short-Term Rental Administrator, Bylaw and Licensing Services

Legislative and Regulatory Services Department

City of Victoria

1 Centennial Square, Victoria BC V8W 1P6

T 250.361.0726

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[<image004.png>](#)

The City of Victoria is located on the homelands of the Songhees and Esquimalt People.

From: William Brown

Sent: Friday, January 5, 2024 3:48 AM

To: str@victoria.ca

Cc: Emma O'Brien

Subject: Re: 2024 INSPECTION - 305 528 PANDORA

Good Morning Emma

Please note that although it is my principal residence I do not apply for the 150.00 but the same as last year I apply for the 1500.00 license as I am gone for significant period of time through the year and therefore am renting in excess of the number of days the principal residence license is intended for

Please adjust the charge to 1500.00

Regards

Bill Brown

Sent from my iPhone

On Jan 4, 2024, at 17:51, str@victoria.ca wrote:

Thank you for confirming the date and time of your upcoming inspection. You will be notified if an earlier appointment becomes available.

Kind regards,

Emma Crockett

Pronouns: she, her, hers

Short-Term Rental Administrator, Bylaw and Licensing Services

Legislative and Regulatory Services Department

City of Victoria

1 Centennial Square, Victoria BC V8W 1P6

T 250.361.0726

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<image003.png>

<image004.png>

The City of Victoria is located on the homelands of the Songhees and Esquimalt People.

From: William Brown

>

Sent: Thursday, January 4, 2024 3:46 PM

To: str@victoria.ca

Subject: Re: 2024 INSPECTION - 305 528 PANDORA

We will take the 30th of Jan at 1 pm. If something earlier come available then I would appreciate it if you could pull this inspection forward

Emma Obrien will be in attendance for the inspection as I will be out of town on business

Regards

William Brown

Sent from my iPhone

On Jan 4, 2024, at
14:24, str@victoria.ca wrote:

Good Afternoon

Hope this email finds you well. The next step in
your 2024 application process is scheduling an
inspection.

Bylaw Officer PICKETT is available:

TUESDAY JANUARY 30TH @ 1PM

Or

WEDNESDAY JANUARY 31ST @ 930 AM

If these options do not work with your schedule,
please let me know at your earliest convenience
and I will look at future dates.

I have attached a few helpful documents for
your review.

Please note, as stated in the attached document
“What You Need to Know” if the Inspecting
Officer determines that there is a valid reason to
inspect an area, you will be asked to grant
access. Unless it is unreasonable to inspect
those areas at that time, you are required to
provide access.

Kind regards,

Emma Crockett

Pronouns: she, her, hers

Short-Term Rental Administrator,

Bylaw and Licensing Services

Legislative and Regulatory Services

Department

City of Victoria

1 Centennial Square, Victoria BC V8W

1P6

T 250.361.0726

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The City of Victoria is located on the
homelands of the Songhees and
Esquimalt People.

<Schedule D.pdf>

<Short-term Rentals Info.pdf>

<STR Regulation Bylaw.pdf>

<Bylaw Inspections-What You Need to
Know.pdf>

<P305 - 2024 Short Term Rental Application.pdf>

Marissa Peluso

From: William Brown >
Sent: December 29, 2023 11:47 AM
To: str@victoria.ca
Subject: STR License Resubmission
Attachments: P305 - 2024 Short Term Rental Application.pdf; Business card - Dec 28 2023 - 11-12.pdf; Hydro Bill.pdf

Please find attach my STR application for 2024

Regards

William F Brown



1 Centennial Square
Victoria, BC V8W 1P6

250.361.0572
businesslicence@victoria.ca
victoria.ca

Long-Term Rental Property Business Licence Application

For information, or assistance completing this form, please contact Business Licensing at 250.361.0572 or by email at businesslicence@victoria.ca. You can mail your completed application to the above address, fax it to 250.361.0214 or email it to the email address noted above.

IMPORTANT: Applications must be completed in full and accompanied by appropriate documentation. Incomplete forms will not be processed. Completion of this application does not guarantee approval of the application. Approved licences will be issued only upon receipt of payment of the business licence fee. Conducting business without a valid licence is an offence for which penalties are prescribed. The minimum penalty is a fine of \$250 per day for each day that the offence continues, pursuant to Sec. 4(a) of the Business Licence Bylaw.

Part A: Property Information

Property Address: 305-528 Pandora Ave Victoria, BC Postal Code: V8W0C6

Accommodation Type (CHECK ONE OR MORE, IF APPLICABLE)

- ☒ Apartment ☐ Rooming House ☒ Condo
☐ Single Family Dwelling ☐ Multi

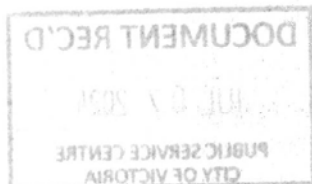
Room Type(s) and Number of Units

<input type="checkbox"/> Single Room(s)	_____	units X \$5.00 per unit =	_____
<input type="checkbox"/> Bachelor Suite(s)	_____	units X \$10.00 per unit =	_____
<input checked="" type="checkbox"/> One Bedroom Suite(s)	<u>1</u>	units X \$15.00 per unit =	<u>15.00</u>
<input type="checkbox"/> Two Bedroom Suite(s)	_____	units X \$20.00 per unit =	_____
<input type="checkbox"/> Three Bedroom Suite(s)	_____	units X \$25.00 per unit =	_____
Total Number of units	_____	Total Unit Fees: \$	_____ (A)

Coin Operated Machines

# of washers and dryers	_____	units X \$11.00 per unit =	_____
# of other machines	_____	units X \$15.00 per unit =	_____
Total number of machines	_____	Total fees: \$	_____ (B)

Total Licence Fee For This Property (total of line A and B) \$ 15.00





1 Centennial Square
Victoria, BC V8W 1P6

250.361.0572
businesslicence@victoria.ca
victoria.ca

Long-Term Rental Property Business Licence Application

Part B: Applicant(s) Information

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

Emma Obrien

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

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

Mailing address: 305-528 Pandora Ave
(APARTMENT / UNIT # / STREET ADDRESS)

Phone number: Email:

Incorporation Information: (if applicable)

Incorporation number:

If applying as a Limited/Incorporated Company, have you included documents of Incorporation and Notice of Articles?

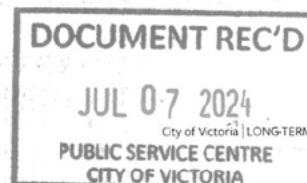
- ☐ Yes
- ☐ I authorize the City of Victoria to obtain the documents of Incorporation and Notice of Articles and acknowledge that a \$30 fee plus applicable taxes will be charged by the City of Victoria for this service [Administrative Fees Bylaw No. 04-40].

Applicant / Representative Signature: Date Signed: 07/08/2024
(DAY / MONTH / YEAR)

IMPORTANT: In providing this information, you have consented to its use for the above-mentioned purpose and declare that all the information provided herein is correct. Applicant has read and agrees to comply with the stated regulations and requirements of the Business Licence Bylaw and all other applicable City Bylaws. Licences are valid from January 16 to January 15 of the following year.

Part C: Approval Process (For Office Use Only)

Processed By: NW Date Signed: 11 07 2024
(DAY / MONTH / YEAR)



Appendix F

Quiet Gem, Free Parking in the Heart of Old Town!

[Share](#) [Save](#)

Entire condo in Victoria, Canada

3 guests · 1 bedroom · 1 bed · 1 bath

Guest
favourite4.98
★★★★★123
[Reviews](#)

Hosted by Emma

Superhost · 2 years hosting



Top 5% of homes

This home is highly ranked based on ratings, reviews, and reliability.



Dedicated workspace

A common area with wifi that's well suited for working.



Free cancellation before Oct. 23

Get a full refund if you change your mind.

\$112 CAD night

CHECK-IN
11-22-2024CHECKOUT
11-24-2024GUESTS
1 guest

Reserve

You won't be charged yet

\$112 CAD x 2 nights \$224 CAD

Cleaning fee \$75 CAD

Airbnb service fee \$44 CAD

Taxes \$52 CAD

Total \$395 CAD



This is a rare find

Emma's place is usually fully booked.

[Report this listing](#)

Unwind in a modern, peaceful, centrally located one bedroom suite. Enjoy secure, assigned, on-site underground parking (clearance 1.9 meters). Nestled in the heart of Old Town, you are steps away from China Town, the famous Victoria Harbour and award winning restaurants, pubs and endless eclectic shopping. Stroll down Wharf Street to visit the historic Empress Hotel, Parliament and Royal BC Museum, just minutes away! Your home away from home, with every amenity at your fingertips...

[Show more >](#)

Where you'll sleep



Bedroom
1 king bed



Living room
1 couch

What this place offers

- Courtyard view
- Garden view
- Waterfront
- Kitchen
- Wifi
- Dedicated workspace
- Free parking garage on premises – 1 space
- Pets allowed
- 65-inch HDTV with Amazon Prime Video, Netflix, standard cable
- Exterior security cameras on property

Show all 62 amenities

Accessibility features

This info was provided by the Host and reviewed by Airbnb.



Bedroom
Step-free access



Living room
Step-free access

Show all 2 features

2 nights in Victoria

Nov. 22, 2024 - Nov. 24, 2024

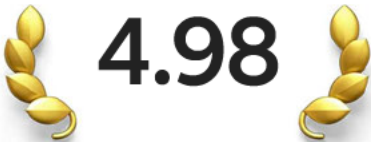
<

November 2024

>

Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
					1	2	1	2	3	4	5	6	7
8	9	10	11	12	13	14	8	9	10	11	12	13	14
15	16	17	18	19	20	21	15	16	17	18	19	20	21
22	23	24	25	26	27	28	22	23	24	25	26	27	28
29	30	31					29	30	31				

Clear dates



Guest favourite

This home is in the **top 5%** of eligible listings based on ratings, reviews, and reliability

Overall rating	Cleanliness	Accuracy	Check-in	Communication	Location	Value
5 4 3 2 1	5.0 	5.0 	4.9 	5.0 	5.0 	4.9

Kaustubh

Vancouver, Canada

★★★★★ · April 2024 · Stayed a few nights

Had an amazing stay and a very positive experience! The place was exactly as described and I'm looking forward to staying here again when I visit Victoria. Also, really appreciate the secure parking and the easy to follow instructions! 10/10 recommended!

Show more

Ran

Surrey, Canada

★★★★★ · April 2024 · Stayed one night

Great location, clean apartment, and the host is very responsive!

Kathy

British Columbia, Canada

★★★★★ · April 2024 · Stayed a few nights

This was our second time at Emma's place. The apartment is in an excellent location close to restaurants, has a nice little balcony and comfortable bed. The kitchen is well equipped. We wouldn't hesitate to stay here again.

Show more

Jean-Marc

Vancouver, Canada

★★★★★ · April 2024 · Stayed a few nights

Quiet place in the middle of town

Laverne

Newcastle, Washington

★★★★★ · April 2024 · Stayed a few nights

Emma's place was excellent. The location is perfect. There are restaurants, coffee shops, bakeries, and other shops as soon as you walk out the door of the building. Fan Tan Alley was just a minute walk, and Market Square was across the street. We are to easily walk to the Fisherman's wharf and numerous other places. Very convenient location, and also quiet.

Show more

Marian

8 years on Airbnb

★★★★★ · April 2024 · Stayed one night

Lovely, lovely apartment, our only regret was that we were not staying longer. Emma could not have been more helpful, we were so welcomed and comfortable. Thank you again

Show all 123 reviews

[Learn how reviews work](#)

Where you'll be

Victoria, British Columbia, Canada




We verified that this listing's location is accurate. [Learn more](#)

Neighbourhood highlights

Smack dab in the centre of historic China Town, you can't miss Fan Tan Alley and authentic (delicious) cuisine. Cross the road to Market Square for more dining and shopping. A simple 5 minute stroll brings you past Bastion Square, (filled with market stalls) and you'll find your way to the famous Victoria Inner Harbour. Be sure to take tea at the Empress Hotel, visit the Royal BC Museum, and walk through the Parliament Buildings. Endless things to do on...

Meet your Host



Emma
 Superhost

123
Reviews

4.98★
Rating

2
Years hosting


Emma is a Superhost

Superhosts are experienced, highly rated Hosts who are committed to providing great stays for guests.

Host details

Response rate: 100%
Responds within an hour

Message Host

 To protect your payment, never transfer money or communicate outside of the Airbnb website or app.

Things to know

- House rules
- Check-in after 4:00 p.m.
 - Checkout before 11:00 a.m.
 - 3 guests maximum
- Show more >
- Safety & property
- Exterior security cameras on property
 - Nearby lake, river, other body of water
 - Carbon monoxide alarm
- Show more >

Cancellation policy

Free cancellation before Oct. 23. Cancel before Nov. 15 for a partial refund.

Review this Host's full policy for details.

Show more >

Airbnb > Canada > British Columbia > Capital Regional District > Victoria

Explore other options in and around Victoria

- Surrey

Vacation rentals
- Burnaby

Vacation rentals
- Richmond

Vacation rentals
- Squamish

Vacation rentals
- North Vancouver

Vacation rentals
- Forks

Vacation rentals
- Vancouver Island

Vacation rentals
- Portland

Vacation rentals
- Seattle

Vacation rentals

Other types of stays on Airbnb

- Victoria vacation rentals

Victoria monthly stays
- Condo vacation rentals in Victoria

Pet-friendly vacation rentals in Victoria
- Waterfront vacation rentals in Victoria

Vacation rentals with outdoor seating in Victoria
- Pet-friendly vacation rentals in Capital Regional District

Vacation rentals with outdoor seating in Capital Regional District
- Waterfront vacation rentals in Capital Regional District

Support

- Help Centre
- AirCover
- Anti-discrimination
- Disability support
- Cancellation options
- Report neighbourhood concern

Hosting

- Airbnb your home
- AirCover for Hosts
- Hosting resources
- Community forum
- Hosting responsibly

[Join a free hosting class](#)

Airbnb

[Newsroom](#)

[New features](#)

[Careers](#)

[Investors](#)

[Gift cards](#)

[Airbnb.org emergency stays](#)

 [English \(CA\)](#) [\\$ CAD](#)

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[Privacy](#) · [Terms](#) · [Sitemap](#)

REQUEST FOR SERVICE DETAIL

Workgroup

BYLAW SERVICES

Call

269677

Jul 19, 2024 8:57 AM

Status

COMPLETED

Jul 30, 2024 11:53 AM

Follow up

NO

Internal

NO

Class

SHORT TERM RENTAL

Problem

OPERATE WITHOUT A LICENCE

Priority

NORMAL

Reference

NON COMPLIA

Bring Forward

Repeat

Location	Requestor
WILLIAM BROWN 1036877	STR ADMIN
305 528 PANDORA AVE VICTORIA BC V8W 0C6	

Call Detail

HOST: WILLIAM BROWN / RO: EMMA OBRIEN AND WILLIAM BROWN
airbnb.ca/rooms/563835889243608936
NON PRINCIPAL

Workflow	Date	Name1	Name2	File No
ENTERED	Jul 19, 2024 8:57 AM	EMMA CROCKETT		
ASSIGNED	Jul 19, 2024 8:57 AM	EMMA CROCKETT		
ACTIVE LISTING 2 NIGHT; on july 19 2024 CROCKETT observed 2 night min stay				
NOTE	Jul 19, 2024 8:58 AM	EMMA CROCKETT		
LINKED TO LICENCING CFS 258271				
NOTE	Jul 19, 2024 8:59 AM	EMMA CROCKETT		
PHONE CALL OBRIEN TO STR:				
CROCKETT spoke to OBRIEN briefly regarding listing in non compliance. OBRIEN confirmed she could see the listing was in non compliance. However, this was not her intention. OBRIEN stated she would contact AIRBNB to have the listing corrected. CROCKETT noted she would sent an email for documentation.				
NOTE	Jul 19, 2024 12:33 PM	EMMA CROCKETT		
BC PORTAL – NOTICE OF NON COMPLIANCE: On july 19th 2024 CROCKETT issued a notice of non compliance through BC PORTAL. Letter mailed as well.				
NOTE	Jul 19, 2024 2:13 PM	EMMA CROCKETT		
EMAIL STR TO RO: SEE ATTACHED				
NOTE	Jul 22, 2024 8:45 AM	EMMA CROCKETT		
ACTIVE LISTING - 91 NIGHT on july 22 2024 CROCKETT observed listing reflects a 91 night min				

Appendix G

Marissa Peluso

From: str@victoria.ca
Sent: July 19, 2024 2:13 PM
To:
Subject: AIRBNB SCREENSHOT FOR 305-528 PANDORA
Attachments: 305 528 Pandora ave Airbnb 20240719.pdf

Good afternoon Emma

Please find attached screen shot for booking availability on November 22nd 2024 to November 24th 2024.

As I mention in our phone call, I will note in the file that we spoke and you will be contacting Airbnb for support in changing your booking availability.

Kind regards,

Emma Crockett (she/her)

Short-Term Rental Administrator

Bylaw Services

City of Victoria

1 Centennial Square, Victoria BC V8W 1P6

T 250.361.0726



The City of Victoria is located on the homelands of the Songhees Nation and Xwsepsum Nation.

Appendix H

Marissa Peluso

From: str@victoria.ca
Sent: July 22, 2024 7:58 AM
To: 'William Brown'
Subject: RE: Notice of non-compliance with short-term rental business licence requirement
Attachments: 305 528 Pandora ave Airbnb 20240719.pdf

Good morning William,

As you will see attached the listing [Quiet Gem, Free Parking in the Heart of Old Town! - Condominiums for Rent in Victoria, British Columbia, Canada - Airbnb](#) did have a 2-night min on November 22nd.

I spoke to Emma O'Brien on Friday; she quickly located the error and corrected the listing. I can confirm the listing now reflects a 91-night minimum.

Kind regards,

Emma Crockett (she/her)

Short-Term Rental Administrator

Bylaw Services

City of Victoria

1 Centennial Square, Victoria BC V8W 1P6

T 250.361.0726



The City of Victoria is located on the homelands of the Songhees Nation and Xwsepsum Nation.

From: William Brown
Sent: Sunday, July 21, 2024 7:20 PM
To: str@victoria.ca
Subject: Fwd: Notice of non-compliance with short-term rental business licence requirement

Received this notice of non compliance. Please note that there is a minimum 91 day stay on this listing which is in compliance and also note no availability on this primary residence until Nov 2024. The minimum stay was tested this morning as is functioning correctly and not allowing bookings for less than the minimum.

I am curious whether The city carried out any due diligence before sending this notification to myself and the platform. I would appreciate a response.

Regards

Sent from my iPhone

Begin forwarded message:

From: STRnotice@gov.bc.ca

Date: July 20, 2024 at 02:33:37 GMT+7

, str@victoria.ca

Subject: Notice of non-compliance with short-term rental business licence requirement

Dear Host,

Short-term rental accommodations in your community are regulated by your local government. The City of Victoria has determined that the following short-term rental listing is not in compliance with an applicable local government business licence requirement:

https://www.airbnb.ca/rooms/563835889243608936?source_impression_id=p3_1721417560_P3fyBXO9KEQm6cMO&guests=1&adults=1

Listing ID Number:

Under the provincial [Short-Term Rental Accommodations Act](#) and its regulations, the local government may submit a request to the short-term rental platform to cease providing platform services (e.g., remove this listing from the platform and cancel bookings) within a period of 5-90 days after the date of delivery of this Notice. Short-term rental platforms are required to comply with the local government's request within 5 days of receiving the request.

This Notice has been issued by City of Victoria.

FILE NUMBER

For more information on this Notice, or local government short-term rental business licences, please contact your local government.

For more information on the *Short-term Rental Accommodations Act*, please visit: [New rules for short-term rentals - Province of British Columbia \(gov.bc.ca\)](#).

This email has been automatically generated. Please do not reply to this email. A copy of this Notice has been sent to the short-term rental platform.

Appendix I

Marissa Peluso

From: Bill Brown <
Sent: September 16, 2024 7:25 AM
To: str@victoria.ca
Subject: Fwd: STR Approval form - signatures required
Attachments: image0.jpeg; image1.jpeg; P305 - 2024 STR License Application.pdf

Categories: ID/Util Bill

Please find primary residence license attached

William Brown & Emma Obrien

Sent from my iPhone

Begin forwarded message:

From: Union - Residential <union.residential@gmail.com>
Date: September 15, 2024 at 14:10:25 CDT
To: Bill Brown <
Subject: **Re: STR Approval form - signatures required**

Signed version attached

Kevin Burns
on behalf of the Strata Executive

On Sep 14, 2024, at 4:25 PM, Bill Brown
wrote:

Good Evening

I am submitting the attached form on behalf of Emma (co-owner) for signatures so we can submit to the city for a primary residence STR licence.

Emma will maintain suite 305 as her primary residence and our current 90-day rental will depart in November. She could not apply for the primary residence licence prior to this but now that the 160-day limit has been put in place this has changed things so that she can rent as an STR while occupying the suite for the balance of the year (limiting STR through Airbnb to 160 days max)

We would appreciate your signature so we can move forward with submission to the city.

Regards,

Bill Brown

Director of Operations

<image001.jpg>

<image002.png>

<image003.png>

<strata sign.pdf>



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:

If at some point you become ineligible to operate a short-term rental as a result of regulation changes, you will not be reimbursed or receive a discount on your 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 page 5 and 6 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 250.361.0726 or email str@victoria.ca.

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

Address: 528 Pandora Avenue Suite #305

Postal code: V8W 0C6

*Applicant Information (WHO THE LICENCE IS ISSUED TO)

An application can be submitted by an owner, tenant or management company of a property. Legal first and last name(s) are required. 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):

Emma O'Brien

LEGAL FIRST NAME, LAST NAME

☐ I use a preferred name: _____

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

 (1) LEGAL FIRST NAME, LAST NAME

 (2) LEGAL FIRST NAME, LAST NAME

☐ I use a preferred name: _____

☐ I use a preferred 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



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

Limited/Incorporation Information: (if selected)

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.

*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: _____

*Business plan and required documents

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

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: Daughter

Name: Meagan O'Brien Email: _____

Address: Langford, BC V9B 0X4 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): Emma O'Brien

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

Select all that apply:

☐ Property manager / property management company ☐ Family member

☐ Cleaning service ☐ Other _____

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



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

Family Member

Name of individual: Meagan O'Brien

Relationship to applicant: Daughter

Phone Number: _____ Email: _____

Address: Langford, BC V9B 0X4



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

str@victoria.ca
victoria.ca/str

2024 Owner Consent Form Short-Term Rental

***All owners are required to sign the Owner Consent Form.**

This is to certify that I Emma O'Brien and William Brown, as the legal owner of
(OWNER)
528 Pandora Avenue Suite #305. have read the
(UNIT/STREET ADDRESS)

Short-Term Rental Business Licence (address) Application Form submitted by Emma O'Brien
(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: Emma O'Brien

Owner's signature: Emma J O'Brien Digitally signed by Emma J O'Brien
Date: 2024.09.12 13:25:39 -07'00' Date: Sept 12, 2024

Owner's name: William Brown

Owner's signature: william brown Digitally signed by william brown
Date: 2024.09.14 19:08:59 -04'00' Date: 14 Sep 2024

Owner's name: _____

Owner's signature: _____ Date: _____

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.



Legislative and Regulatory Services Department
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 Kevin Burns, as Strata Council Executive Member
(STRATA COUNCIL EXECUTIVE MEMBER; MUST NOT BE SAME AS APPLICANT)

for 528 Pandora Avenue have read the Short-Term Rental Business Licence Application Form
(UNIT AND STREET ADDRESS)

submitted by Emma Jane O'Brien. 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)/operators(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): Emma Jane O'Brien

Applicant's signature(s): 1. Emma J O'Brien Digitally signed by Emma J O'Brien
Date: 2024.09.14 15:00:17 -07'00' Date: 14 Sep 2024
(if applicable) 2. _____ Date: _____

Strata council executive member's name: Kevin Burns

Strata council executive member's phone number: _____

Strata council executive member's email: union.residential@gmail.com

Strata council executive member's signature: _____ Date: 15 Sep 2024

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



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 – 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 Licences 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.

*Declaration:

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. 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): Emma O'Brien

Applicant's signature(s): 1. Emma J O'Brien

Digitally signed by Emma J O'Brien
Date: 2024.09.12 13:30:40 -07'00'

Date signed: 12 Sep, 2024

(if applicable) 2. _____ Date signed: _____, 20____

Date Stamp (office use only)

Appendix K

Marissa Peluso

From: Bill Brown
Sent: September 26, 2024 3:55 AM
To: str@victoria.ca
Subject: Re: STR Approval form - signatures required

To whom it may concern

I am the co-owner of the property (William Brown) and the bills are in my name because Emma and I were common law spouses. The property is Emma's primary residence and as we are separated I do not reside at the property.

Until such time as the legal portion of our separation is completed I retained the bills in my name. As of yesterday Emma changed the billing into her name as a result of STR Victoria requiring the bills to be in her name. She will obtain proof of this change and forward it.

All of Emma's banking and other accounts show the correct address for her as being 305-528 Pandora. Would these documents have sufficed?

My point being is that in this case the utility bill is not an accurate indication of whether the residence is her primary or not. We have now changed the billing over to Emma but I did want to bring to your attention the issue with using utilities bills as an indication of primary residence in some cases.

Sincerest Regards

Bill Brown
Director of Operations

From: str@victoria.ca <str@victoria.ca>
Sent: Wednesday, September 25, 2024 14:45
To: Bill Brown <
Subject: RE: STR Approval form - signatures required

Good morning

Please be advised, we are unable to process your application for a Short-Term Rental Business Licence.

The supportive you have provided do not show the same name. The name on the bills of service is not on the application as an operator/licensee.

Please resubmit with a whole and complete application package, including supportive documents.

Kind regards,

Short-Term Rental Administrator

Bylaw Services
City of Victoria
1 Centennial Square, Victoria BC V8W 1P6
T 250.361.0726



The City of Victoria is located on the homelands of the Songhees Nation and Xwsepsum Nation.

From: Bill Brown
Sent: September 20, 2024 4:42 PM
To: str@victoria.ca
Subject: FW: STR Approval form - signatures required

Please find primary residence license attached with added documentation

Bill Brown
Director of Operations

From: Bill Brown
Sent: Monday, September 16, 2024 10:25 AM
To: str@victoria.ca
Subject: Fwd: STR Approval form - signatures required

Please find primary residence license attached

William Brown & Emma Obrien

Sent from my iPhone

Begin forwarded message:

From: Union - Residential <union.residential@gmail.com>
Date: September 15, 2024 at 14:10:25 CDT
To: Bill Brown
Subject: Re: STR Approval form - signatures required

Signed version attached

Kevin Burns
on behalf of the Strata Executive

Appendix L

Marissa Peluso

From: str@victoria.ca
Sent: November 25, 2024 10:20 AM
To: 'Emma O'
Subject: RE: 2024 STR INSPECTION - 305 528 PANORA

Hi Emma,

I have your inspection appointment confirmed for Thursday November 28th at 130pm.

Thank you for your flexibility and understanding.

Kind regards,

Emma Crockett (she/her)

Short-Term Rental Administrator

Bylaw Services

City of Victoria

1 Centennial Square, Victoria BC V8W 1P6

T 250.361.0726



The City of Victoria is located on the homelands of the Songhees Nation and Xwsepsum Nation.

From: Emma O
Sent: November 25, 2024 8:47 AM
To: str@victoria.ca
Subject: Re: 2024 STR INSPECTION - 305 528 PANORA

Hiya,
Can do :)
Thursday November 28 at 1:30
Thanks so much
Em

Sent from my iPad

On Nov 25, 2024, at 7:33 AM, str@victoria.ca wrote:

Good Morning Emma

Officer Duarte is off sick today. Unfortunately, I will have to reschedule your inspection. We apologies for any inconvenience.

Please confirm if you are available for Thursday November 28th at 130pm.

Kind regards,

Emma Crockett (she/her)

Short-Term Rental Administrator

Bylaw Services

City of Victoria

1 Centennial Square, Victoria BC V8W 1P6

T 250.361.0726



The City of Victoria is located on the homelands of the Songhees Nation and Xwsepsum Nation.

From: Emma O

Sent: November 25, 2024 7:14 AM

To: str@victoria.ca

Subject: Re: 2024 STR INSPECTION - 305 528 PANORA

Good morning

I haven't heard from the inspector (24 +hrs before)to confirm. Just checking we are still on for 9:30 am today

Thanks so much

Emma

Sent from my iPad

On Nov 6, 2024, at 1:17 PM, str@victoria.ca wrote:

Hello

Thank you for confirming. The inspecting officer will contact you at least 24hrs prior to inspection to confirm once again.

Kind regards,

Emma Crockett (she/her)

Short-Term Rental Administrator

Bylaw Services
City of Victoria
1 Centennial Square, Victoria BC V8W 1P6
T 250.361.0726



The City of Victoria is located on the homelands of the Songhees Nation and Xwsepsum Nation.

From: Emma O
Sent: November 6, 2024 12:48 PM
To: str@victoria.ca
Subject: Re: 2024 STR INSPECTION - 305 528 PANORA

Hiya,
Thanks so much for your response. It's a date !
November 25, 9:30 am
Emma O'Brien
P.
Sent from my iPhone

On Nov 6, 2024, at 12:46 PM, str@victoria.ca wrote:

Good afternoon,

Officer DUARTE is available on Monday November 25th at 930am .

Please confirm if you are available for the above date and time.

Kind regards,

Emma Crockett (she/her)

Short-Term Rental Administrator

Bylaw Services

City of Victoria

1 Centennial Square, Victoria BC V8W 1P6

T 250.361.0726

<image001.png>

<image002.png>

<image003.png>

<image004.png>

<image005.png>

<image006.png>

The City of Victoria is located on the homelands of the Songhees Nation and Xwsepsum Nation.

From: Emma O

Sent: October 31, 2024 10:28 AM

To: str@victoria.ca

Subject: Re: 2024 STR INSPECTION - 305 528 PANORA

Good Morning,

Thank you so much for your reply. I look forward to the inspection and shall prepare as requested. I am not available until the end of November. Is it possible to schedule a time then? Anything after November 23, 2024 is fine and I shall be available at your convenience

Thanks so much

Emma O'Brien

p.

On Tue, Oct 29, 2024 at 10:30 AM str@victoria.ca

<str@victoria.ca> wrote:

Hello,

Thank you for applying for a 2024 Short-Term Rental Business Licence.

The next step in processing your application is to schedule an inspection of the property. Applicants must attend the inspection.

Attached are three documents for you to review prior to your inspection.

Please note, as stated in the attached document “What You Need to Know” if the Inspecting Officer determines

that there is a valid reason to inspect an area, you will be asked to grant access. Unless it is unreasonable to inspect those areas at that time, you are required to provide access.

Your reply to this email will be taken as confirmation you have read and understand all the attached documents. Please let our office know if you are unable to view the attached PDFs or if you have any questions.

Bylaw Officer DUARTE will be available to conduct the inspection at either the following times:

THURSDAY OCTOBER 31ST AT 930AM

Or

WEDNESDAY NOVEMBER 6TH AT 130PM

The dates given above are the earliest available and we do not have a cancellation list. Please advise which date is preferred.

If the suggested dates above conflict with your schedule, please let our office know at your earliest convenience.

Kind regards,

Emma Crockett (she/her)

Short-Term Rental Administrator

Bylaw Services

City of Victoria

1 Centennial Square, Victoria BC V8W 1P6

T 250.361.0726

<image001.png>

<image002.png>

<image003.png>

<image004.png>

<image005.png>

<image006.png>

The City of Victoria is located on the homelands of the
Songhees Nation and Xwsepsum Nation.

Marissa Peluso

From: Emma O
Sent: October 22, 2024 12:35 PM
To: str@victoria.ca
Cc: William Brown
Subject: Short Term Rental Application
Attachments: image0.jpeg; image1.jpeg; P305 - 2024 STR License Application.pdf; BC Hydro.pdf

Hello,
Please find attached the documents and application for my short term rental application
Thanks so much!!
Emma O'Brine
p.

Appendix M

Quiet Gem, Free Parking in the Heart of Old Town!

[Share](#) [Save](#)



Entire condo in Victoria, Canada
3 guests · 1 bedroom · 1 bed · 1 bath

Guest favourite

4.98

123
[Reviews](#)

Hosted by Emma
Superhost · 3 years hosting

Top 5% of homes
This home is highly ranked based on ratings, reviews, and reliability.

Self check-in
Check yourself in with the keypad.

Garden view
Soak up the view during your stay.

Unwind in a modern, peaceful, centrally located one bedroom suite. Enjoy secure, assigned, on-site underground parking (clearance 1.9 meters). Nestled in the heart of Old Town, you are steps away from China Town, the famous Victoria Harbour and award winning restaurants , pubs and endless eclectic shopping. Stroll down Wharf Street to visit the historic Empress Hotel, Parliament and Royal BC Museum, just minutes away! Your home away from home, with every amenity at your fingertips

The space...
[Show more](#) >

Add dates for prices

CHECK-IN 11-17-2024	CHECKOUT Add date
GUESTS 1 guest	

Check availability

[Report this listing](#)

Where you'll sleep



Bedroom
1 king bed



Living room
1 couch

What this place offers

- Courtyard view
- Garden view
- Waterfront
- Kitchen
- Wifi
- Dedicated workspace
- Free parking garage on premises – 1 space
- Pets allowed

- 65-inch HDTV with Amazon Prime Video, Netflix, standard cable
- Exterior security cameras on property

Show all 62 amenities

Accessibility features

This info was provided by the Host and reviewed by Airbnb.



Bedroom
Step-free access



Living room
Step-free access

Show all 2 features

Select checkout date

Minimum stay: 91 nights

<

November 2024

>

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Clear dates

4.98

Guest favourite

This home is in the top 5% of eligible listings based on ratings, reviews, and reliability

Overall rating	Cleanliness	Accuracy	Check-in	Communication	Location	Value
5 4 3 2 1	5.0 	5.0 	4.9 	5.0 	5.0 	4.9

- Kaustubh

Vancouver, Canada

***** - April 2024 - Stayed a few nights

Had an amazing stay and a very positive experience! The place was exactly as described and I'm looking forward to staying here again when I visit Victoria. Also, really appreciate the secure parking and the easy to follow instructions! 10/10 recommended!

Show more
- Ran

Surrey, Canada

***** - April 2024 - Stayed one night

Great location, clean apartment, and the host is very responsive!

Show more
- Kathy

British Columbia, Canada

***** - April 2024 - Stayed a few nights

This was our second time at Emma's place. The apartment is in an excellent location close to restaurants, has a nice little balcony and comfortable bed. The kitchen is well equipped. We wouldn't hesitate to stay here again.

Show more
- Jean-Marc

Vancouver, Canada

***** - April 2024 - Stayed a few nights
Quiet place in the middle of town

Laverne
Newcastle, Washington

***** - April 2024 - Stayed a few nights
Emma's place was excellent. The location is perfect. There are restaurants, coffee shops, bakeries, and other shops as soon as you walk out the door of the building. Fan Tan Alley was just a minute walk, and Market Square was across the street. We are to easily walk to the Fisherman's wharf and numerous other places. Very convenient location, and also quiet.

Show more

Marian
9 years on Airbnb

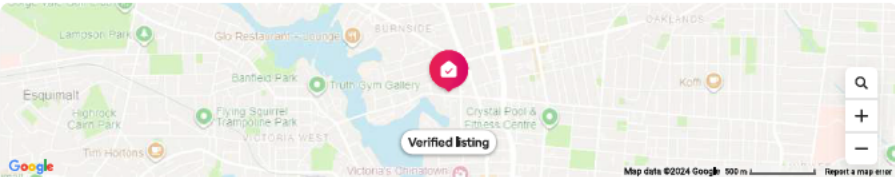
***** - April 2024 - Stayed one night
Lovely, lovely apartment, our only regret was that we were not staying longer. Emma could not have been more helpful, we were so welcomed and comfortable. Thank you again

Show all 123 reviews

[Learn how reviews work](#)

Where you'll be

Victoria, British Columbia, Canada




We verified that this listing's location is accurate. [Learn more](#)

Neighbourhood highlights

Smack dab in the centre of historic China Town, you can't miss Fan Tan Alley and authentic (delicious) cuisine. Cross the road to Market Square for more dining and shopping. A simple 5 minute stroll brings you past Bastion Square, (filled with market stalls) and you'll find your way to the famous Victoria Inner Harbour. Be sure to take tea at the Empress Hotel, visit the Royal BC Museum, and walk through the Parliament Buildings. Endless things to do on...

Show more >

Meet your Host



Emma
Superhost

123
Reviews

4.98★
Rating

3
Years Hosting

Emma is a Superhost
Superhosts are experienced, highly rated Hosts who are committed to providing great stays for guests.

Message Host

Registration number: 42137

 To protect your payment, never transfer money or communicate outside of the Airbnb website or app.

Things to know

House rules
Check-in after 4:00 p.m.
Checkout before 11:00 a.m.
3 guests maximum

Show more >

Safety & property
Exterior security cameras on property
Nearby lake, river, other body of water
Carbon monoxide alarm

Show more >

Cancellation policy

Add your trip dates to get the cancellation details for this stay.

[Add dates >](#)

[Airbnb](#) > [Canada](#) > [British Columbia](#) > [Capital Regional District](#) > [Victoria](#)

Explore other options in and around Victoria

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- Burnaby**

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- Richmond**

Vacation rentals
- Squamish**

Vacation rentals
- North Vancouver**

Vacation rentals
- Forks**

Vacation rentals
- Vancouver Island**

Vacation rentals
- Portland**

Vacation rentals
- Seattle**

Vacation rentals

Other types of stays on Airbnb

- Victoria vacation rentals**
- Victoria monthly stays**
- Condo vacation rentals in Victoria**
- Waterfront vacation rentals in Victoria**
- Pet-friendly vacation rentals in Victoria**
- Vacation rentals with outdoor seating in Victoria**
- Vacation rentals with outdoor seating in Capital Regional District**
- Pet-friendly vacation rentals in Capital Regional District**
- Condo vacation rentals in Capital Regional District**

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 - [AirCover](#)
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 - [Disability support](#)
 - [Cancellation options](#)
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 - [Airbnb.org emergency stays](#)

Appendix N

BYLAW OFFICER STATEMENT

Officer Rank/Number/Rank	BO Nelson DUARTE VBL 1013
Date	November 28, 2024
Time	1:30 PM
Subject	Emma O'BRIEN
Location	305 – 528 Pandora Avenue
File	278053
NOTE	STR Inspection

On Thursday, November 28, 2024, at approximately 1:30 PM, Bylaw Officer DUARTE who was on duty and in full uniform attended 528 Pandora Avenue to conduct an inspection of unit 305 the primary residence of Emma O'BRIEN.

DUARTE was provided access to the building by O'BRIEN who was listed on the keypad entry system as Obrien E. Attending unit 305, DUARTE introduced himself to Emma O'BRIEN as a Bylaw Officer for the City of Victoria, prior to entering the unit DUARTE placed boot covers over the soles of his boots. O'BRIEN had two small dogs that she had to deal with but once that settled, she was asked if she had previous had an inspection, stating that she had not, DUARTE explained he would be photographing the space, following that a discussion on the proposed business plan and an opportunity to ask any questions.

DUARTE started photographing the interior entry way of the one-bedroom unit which opened immediately to the open concept kitchen, dining area and living room that occupied the left half of the apartment. To the immediate right was a small hallway to the bathroom which also connects to the bedroom. Prior to the bathroom were two closets, to the right was the stackable laundry and to the left was a coat closet.

DUARTE proceeded to photograph the kitchen, dining area and living room. Off the living room was a small deck space.

While photographing the condo unit, DUARTE engaged in conversation with Emma and asked how long she has lived in the unit, she stated since 2021. As DUARTE was talking about the pass-through bathroom and how he enjoyed inspecting condos over homes because they were much easier, Emma made this statement, "somebody said to me you have to make sure like you look like you live there, and its like how do you prove you live somewhere".

DUARTE moved on to photographing the bedroom with walk through closets on either side of a small hallway leading to the bathroom which completes a full circle back to the entry way. DUARTE did not observe a dresser in the bedroom.

The closet on the left had empty hangers, a luggage stand similar to what one would find in a hotel did not have any personal items, no clothing, plenty of towels folded on the top shelf, a scale on the floor and possibly a fan and one other item.

The closet on the right-hand side, the one O'BRIEN stated she uses for her clothes and that she would be locking, was not full by any means, the clothing seemed to have been spread out evenly to create the appearance of more clothing than what was actually there. The top shelf was stocked

with what appeared to be bedding and pillows. The second closet O'BRIEN stated she would be locking was the one in the entry and opposite the laundry closet, unfortunately the photo for this closet did not come out clear and DUARTE cannot recall the interior of the closet or it's contents.

Starting to review the proposed business plan, DUARTE confirmed that O'BRIEN was offering the whole home while she was away, she then mentioned that she would be locking off one of the closets, the closet on the right side in the photos, and then mentioned that she had too many clothes. See original closet photo and close up.

That concluded the inspection of the unit, DUARTE and O'BRIEN then discussed the proposed business plan. ***Proposed business plan attached to file.***

O'BRIEN did not have any questions following the proposed business plan.

The 2024 STR business licence advertising for the whole home, was submitted by William BROWN who lists the unit as his primary unit and has listed Emma O'BRIEN as the co-owner however at the time of the inspection, O'BRIEN stated the opposite whereas she was the applicant, the unit was her primary residence and BROWN was the co-owner.

O'BRIEN is listed as the designated person with the residential address as 1105 Wharf St, Sailing Vessel Indigo Moon, however while discussing the proposed business plan, when asked Q#9. O'BRIEN stated that both her daughters could be the designated responsible person, Olivia more so than Megan.

9: While you are gone, who is responsible for the property and the contact for guests?

D.P. Olivia and or Megan (daughters).

When asked Q#11. O'BRIEN originally answered no, however then stated that her ex-partner and co-owner Bill BROWN, could possibly be involved in the short-term rental business.

11. Besides yourself, is there anyone else involved in your short-term rental business?

Possibly Bill – ex Partner – co-owner.

Concluded,

Nelson Duarte, Bylaw Officer 1013

Appendix N

STR PROPOSED BUSINESS PLAN – 305 – 528 PANDORA AVENUE – EMMA O'BRIEN

The inspection is an important component in the application process, as it is used to determine if the space and applicants' business plan will meet the requirements and conditions of a principal residence licence.

During the inspection, officers must obtain an understanding of the business plan(s) to determine the eligibility. This includes:

- A. Which business plan(s) are they wanting to operate.
- B. Which spaces are being offered and or not offered. Example: One single bedroom, plus the whole home is open to guests with exception of the primary bedroom and the homeowner does not want guests in the back yard due to the potential of the steps on the deck being slippery at this time of year.
- C. How they plan to operate (duration, frequency etc.).

OPTION #1. Offering the whole home, while away. Yes ☒ No ☐

Residents plan to offer their primary spaces on occasion, while away from the home.

The space being offered is their entire principal dwelling unit, meaning it is occupied by the resident daily.

Questions in obtaining a whole home business plan:

1: Are there specific times of the year when you plan to offer your home?

Summer 2025 – owns a boat. Not planning on offering for 2024.

2: How long are you going to be away from home? How often?

May to September 2025.

3: Where will you be when you are away? (ex: vacation, visiting out of town family, working remotely).

Boating – doing deliveries on someone else's boat.

4: Do you own OR hold residency at any other properties, if so, where?

No.

5: Do you plan to restrict access to any part of the home, if yes, which spaces?

Closet on the right and the closet just inside the doorway and outside of the bathroom.

6: How will guests access the home? (keypad entry, key box...)

Keypad entry system.

7: How do you plan to advertise?

Airbnb.

8: What is the typical minimum length of stay you anticipate offering?

2 nights to 30 days.

9: While you are gone, who is responsible for the property and the contact for guests?

D.P. Olivia and or Megan (daughters).

10. Does the designated person understand that they must be able to respond within a two-hour window to any issues that may arise?

Yes

☒

No

☐

All persons involved in the short-term rental.

11. Besides yourself, is there anyone else involved in your short-term rental business? Y ☐ N ☒

Possibly Bill – ex Partner – co-owner.

Advertising?

Booking?

Co-Host?

Cleaner?

12: Do you have parking, if so, how many stalls and what are the stall number? (zoning requirement for parking)

Yes – 1 stall, #14.

Questions asked and answered:

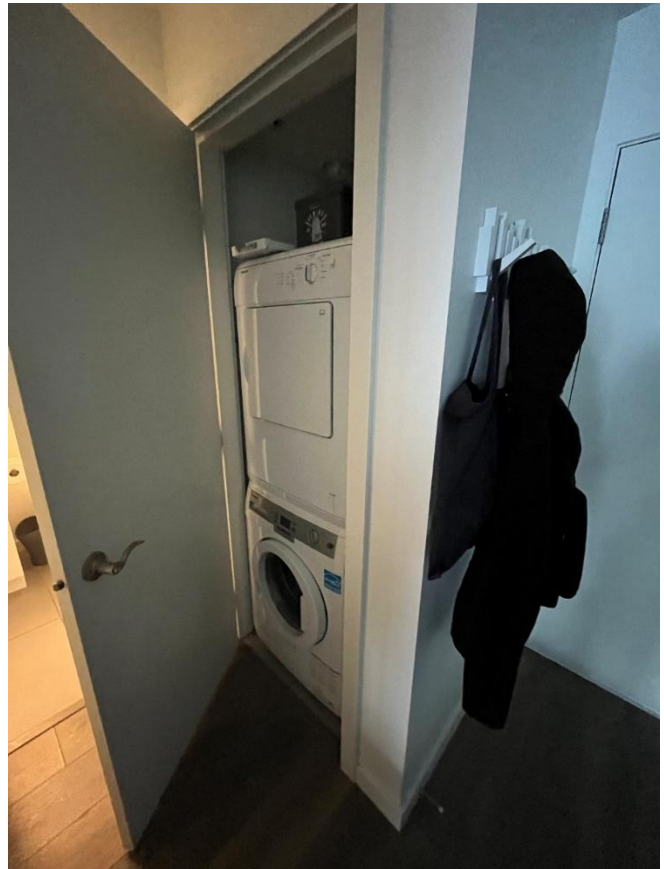
Appendix O

November 28, 2024, Inspection: 305-528 Pandora Avenue, 17 images.

Images 1: Entrance to unit.



Images 2-3: Interior view of entrance ('A' on floor plan).



Images 4-5: Kitchen ('B' on floor plan).



Images 6-8: Living room ('C' on floor plan).

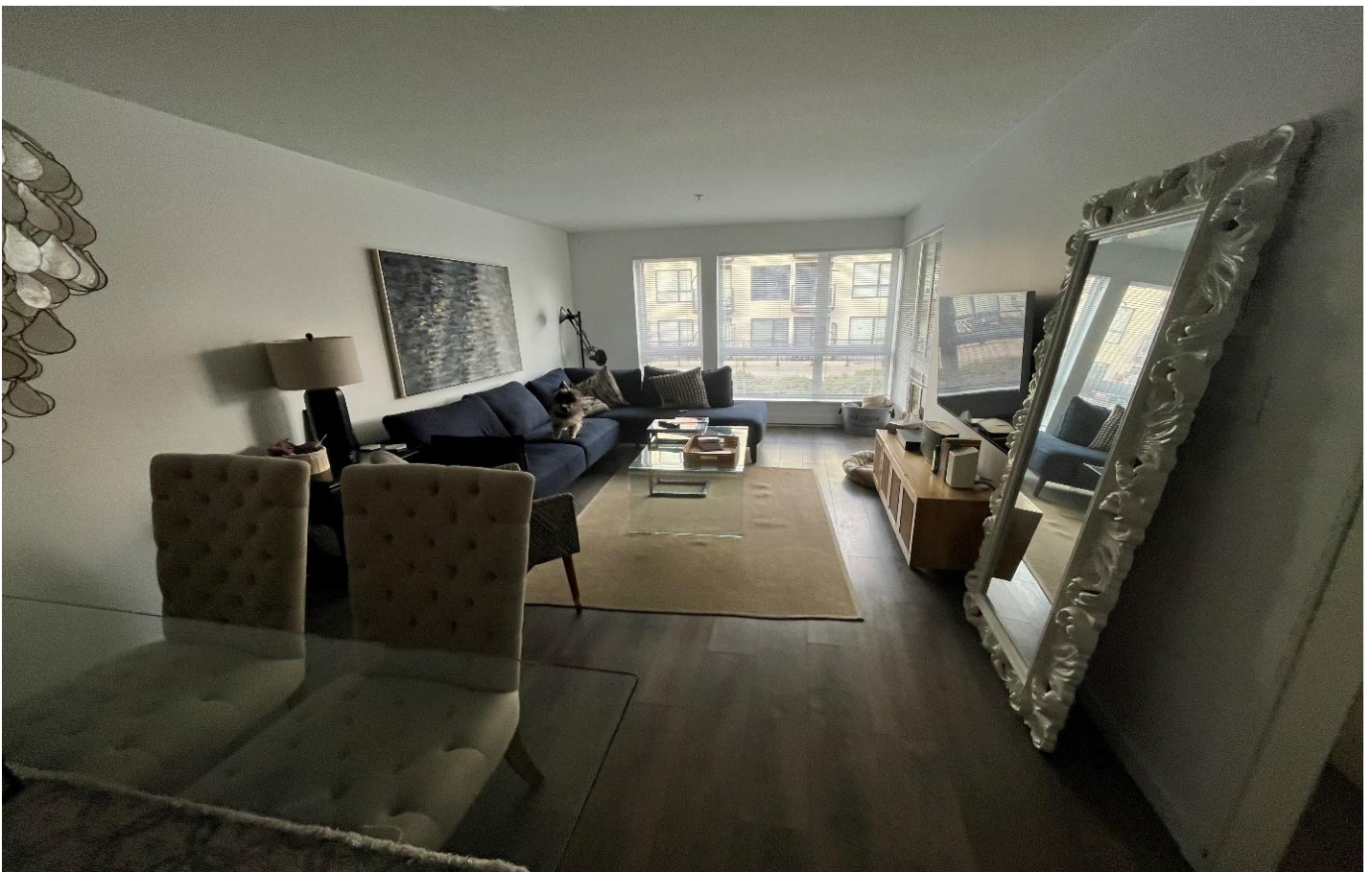




Image 9: Deck ('D' on floor plan).



Images 10-12: Bedroom ('E' on floor plan).





Images 13-15: Bathroom ('F' on floor plan).





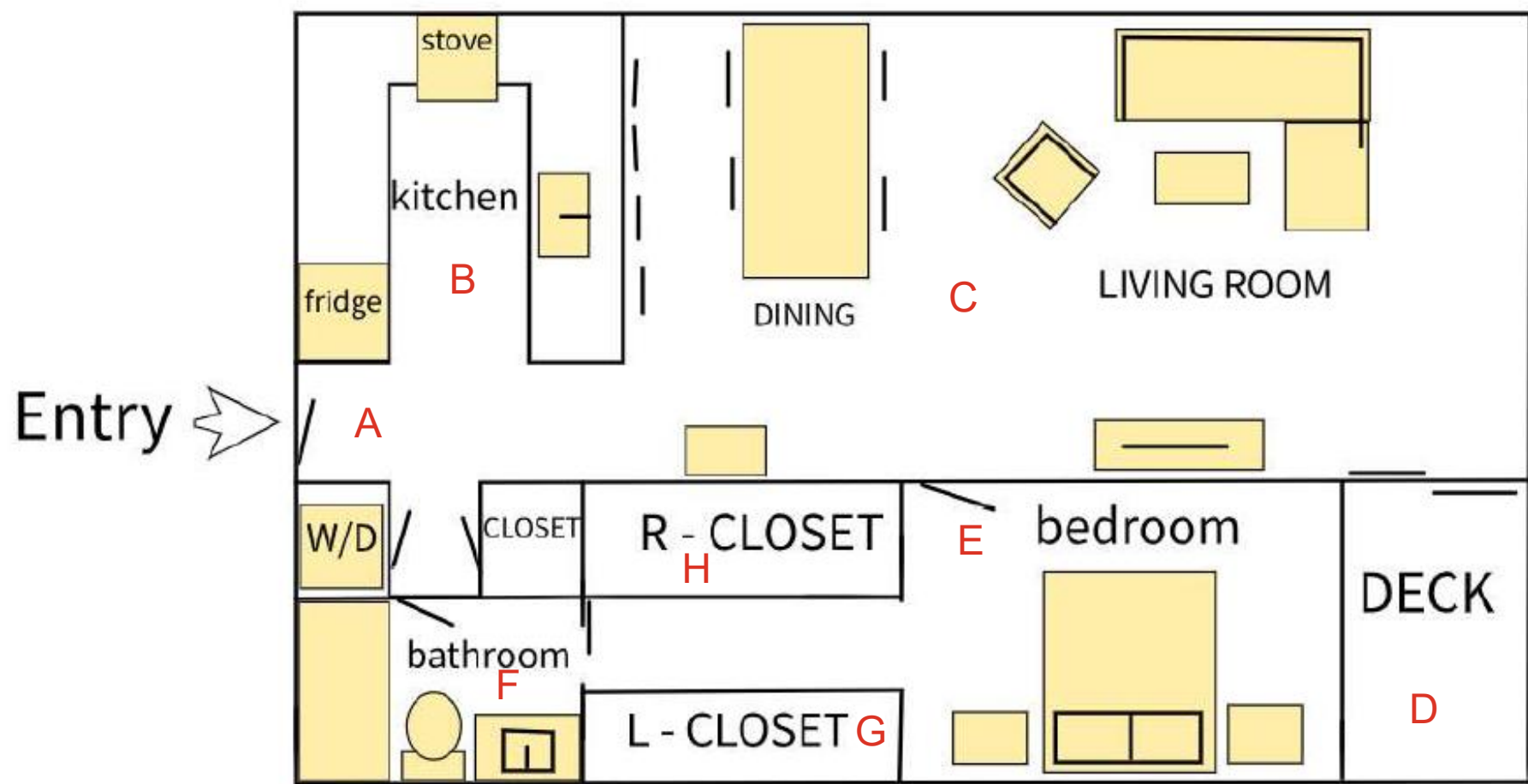
Image 16: Left bedroom closet ('G' on floor plan).



Image 17: Right bedroom closet ('H' on floor plan).



Appendix P

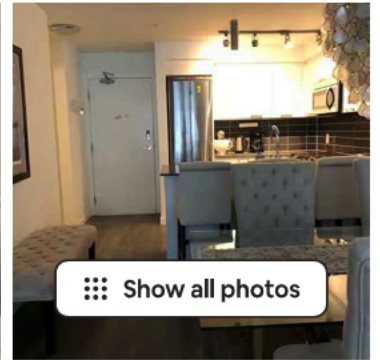
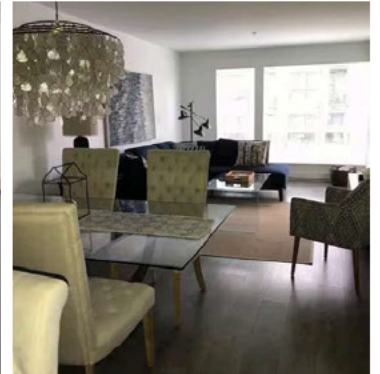


305 - 528 PANDORA AVENUE

Appendix Q

Quiet Gem, Free Parking in the Heart of Old Town!

[Share](#) [Save](#)



[Show all photos](#)


Entire condo in Victoria, Canada

3 guests · 1 bedroom · 1 bed · 1 bath

Guest favourite


4.98
★★★★★

124
Reviews




Hosted by Emma


Superhost · 3 years hosting

- 

Top 5% of homes

This home is highly ranked based on ratings, reviews, and reliability.
- 

Pay by month

You'll pay in monthly instalments.
- 

Dedicated workspace

A common area with wifi that's well suited for working.

Unwind in a modern, peaceful, centrally located one bedroom suite. Enjoy secure, assigned, on-site underground parking (clearance 1.9 meters). Nestled in the heart of Old Town, you are steps away from China Town, the famous Victoria Harbour and award winning restaurants , pubs and endless eclectic shopping. Stroll down Wharf Street to visit the historic Empress Hotel, Parliament and Royal BC ...

Show more >

Where you'll sleep

\$3,194 CAD month

CHECK-IN
12-12-2024

CHECKOUT
03-13-2025

GUESTS
1 guest

▼

Reserve

You won't be charged yet

Accommodation

\$9,607 CAD

Cleaning fee


\$125 CAD

Airbnb service fee

\$1,077 CAD

Total

\$10,809 CAD

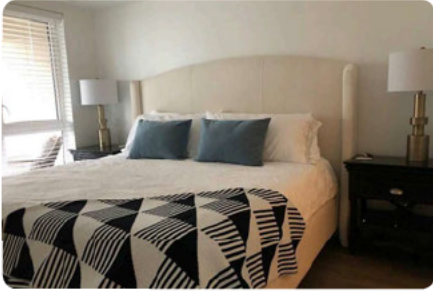


Save on the Airbnb service fee

Pay less for booking a month or more.



[Report this listing](#)

**Bedroom**

1 king bed

**Living room**

1 couch

What this place offers



Courtyard view



Garden view



Waterfront



Kitchen



Wifi



Dedicated workspace



Free parking garage on premises – 1 space



Pets allowed



65-inch HDTV with Amazon Prime Video, Netflix, standard cable



Exterior security cameras on property

[Show all 62 amenities](#)

Accessibility features

This info was provided by the Host and reviewed by Airbnb.



Bedroom

Step-free access



Living room

Step-free access

Show all 2 features

91 nights in Victoria

Dec. 12, 2024 - Mar. 13, 2025

December 2024							January 2025				
Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th
1	2	3	4	5	6	7				1	2
8	9	10	11	12	13	14	5	6	7	8	9
15	16	17	18	19	20	21	12	13	14	15	16
22	23	24	25	26	27	28	19	20	21	22	23
29	30	31					26	27	28	29	30

4.98

Guest favourite

This home is in the **top 5%** of eligible listings
based on ratings, reviews, and reliability

12/9/24, 10:31 AM

Quiet Gem, Free Parking in the Heart of Old Town! - Condominiums for Rent in Victoria, British Columbia, Canada - Airbnb

Overall rating	Cleanliness	Accuracy	Check-in	Communication	Location	Value
5 4 3 2 1	5.0	5.0	4.9	5.0	5.0	4.9

Lindsay
Nova Scotia, Canada

★★★★★ · 3 weeks ago · Stayed over a week
Great place for a travel nurse to stay! Or anyone at that... I enjoyed my 5mo stay

Kaustubh
Vancouver, Canada

★★★★★ · April 2024 · Stayed a few nights
Had an amazing stay and a very positive experience! The place was exactly as described and I'm looking forward to staying here again when I visit Victoria. Also, really appreciate the secure parking and the easy to follow instructions! 10/10 recommended!

Show more

Ran
Surrey, Canada

★★★★★ · April 2024 · Stayed one night
Great location, clean apartment, and the host is very responsive!

Kathy
British Columbia, Canada

★★★★★ · April 2024 · Stayed a few nights
This was our second time at Emma's place. The apartment is in an excellent location close to restaurants, has a nice little balcony and comfortable bed. The kitchen is well equipped. We wouldn't hesitate to stay here again.

Show more

Jean-Marc
Vancouver, Canada

★★★★★ · April 2024 · Stayed a few nights
Quiet place in the middle of town

Laverne
Newcastle, Washington

★★★★★ · April 2024 · Stayed a few nights

Emma's place was excellent. The location is perfect. There are restaurants, coffee shops, bakeries, and other shops as soon as you walk out the door of the building. Fan Tan Alley was just a minute walk, and Market Square was across the street. We are to easily walk to the Fisherman's wharf and numerous other places. Very convenient location, and als...

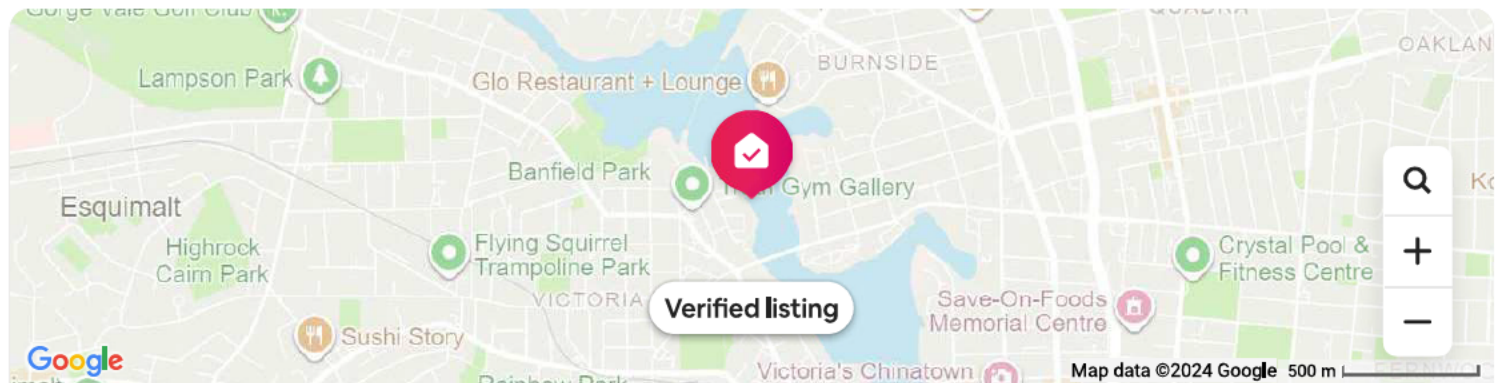
[Show more](#)

Show all 124 reviews

[Learn how reviews work](#)

Where you'll be

Victoria, British Columbia, Canada



We verified that this listing's location is accurate. [Learn more](#)

Neighbourhood highlights

Smack dab in the centre of historic China Town, you can't miss Fan Tan Alley and authentic (delicious) cuisine. Cross the road to Market Square for more dining and shopping. A simple 5 minute stroll brings you past Bastion Square, (filled with market stalls) and you'll find your way to the famous Victoria Inner Harbour. Be sure to take tea at the...

[Show more](#) >

Meet your Host

124

Reviews

**Emma**

Superhost

4.98★

Rating

3

Years hosting

Emma is a Superhost

Superhosts are experienced, highly rated Hosts who are committed to providing great stays for guests.

[Message Host](#)

Registration number: 42137



To protect your payment, never transfer money or communicate outside of the Airbnb website or app.

Things to know

House rules

Check-in after 4:00 p.m.

Checkout before 11:00 a.m.

3 guests maximum

[Show more >](#)

Safety & property

Exterior security cameras on property

Nearby lake, river, other body of water







Carbon monoxide alarm

[Show more >](#)

Appendix R

Listing Review

Guest Stays

12/9/24, 10:31 AM Quiet Gem, Free Parking in the Heart of Old Town! - Condominiums for Rent in Victoria, British Columbia, Canada - Airbnb						
Overall rating	Cleanliness	Accuracy	Check-in	Communication	Location	Value
5	5.0	5.0	4.9	5.0	5.0	4.9
4						
3						
2						
1						

Lindsay
Nova Scotia, Canada

★★★★★ · 3 weeks ago · Stayed over a week
Great place for a travel nurse to stay! Or anyone at that... I enjoyed my 5mo stay

Kaustubh
Vancouver, Canada

★★★★★ · April 2024 · Stayed a few nights
Had an amazing stay and a very positive experience! The place was exactly as described and I'm looking forward to staying here again when I visit Victoria. Also, really appreciate the secure parking and the easy to follow instructions! 10/10 recommended!
[Show more](#)

Ran
Surrey, Canada

★★★★★ · April 2024 · Stayed one night
Great location, clean apartment, and the host is very responsive!

Kathy
British Columbia, Canada

★★★★★ · April 2024 · Stayed a few nights
This was our second time at Emma's place. The apartment is in an excellent location close to restaurants, has a nice little balcony and comfortable bed. The kitchen is well equipped. We wouldn't hesitate to stay here again.
[Show more](#)

Jean-Marc
Vancouver, Canada

★★★★★ · April 2024 · Stayed a few nights
Quiet place in the middle of town

Laverne
Newcastle, Washington

★★★★★ · April 2024 · Stayed a few nights


Entire condo in Victoria, Canada

3 guests · 1 bedroom · 1 bed · 1 bath

Guest favourite

4.98
★★★★★

124
[Reviews](#)




Hosted by Emma

Superhost · 3 years hosting




Top 5% of homes

This home is highly ranked based on ratings, reviews, and reliability.



Pay by month

You'll pay in monthly instalments.



Dedicated workspace

A common area with wifi that's well suited for working.

Unwind in a modern, peaceful, centrally located one bedroom suite. Enjoy secure, assigned, on-site underground parking (clearance 1.9 meters). Nestled in the heart of Old Town, you are steps away from China Town, the famous Victoria Harbour and award winning restaurants , pubs and endless eclectic shopping. Stroll down Wharf Street to visit the historic Empress Hotel, Parliament and Royal BC ...

[Show more](#) >

\$3,194 CAD month

CHECK-IN
12-12-2024

CHECKOUT
03-13-2025

GUESTS
1 guest


▼

Reserve

You won't be charged yet

<u>Accommodation</u>	\$9,607 CAD
<u>Cleaning fee</u>	\$125 CAD
<u>Airbnb service fee</u>	\$1,077 CAD

Total \$10,809 CAD



Save on the Airbnb service fee

Pay less for booking a month or more.

 [Report this listing](#)

Captured December 9, 2024:

12/9/24, 10:31 AM

Quiet Gem, Free Parking in the Heart of Old Town! - Condominiums for Rent in Victoria, British Columbia, Canada - Airbnb



Bedroom
Step-free access



Living room
Step-free access

Show all 2 features

91 nights in Victoria

Dec. 12, 2024 - Mar. 13, 2025

December 2024							January 2025				
Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th
1	2	3	4	5	6	7			1	2	3
8	9	10	11	12	13	14	5	6	7	8	9
15	16	17	18	19	20	21	12	13	14	15	16
22	23	24	25	26	27	28	19	20	21	22	23
29	30	31					26	27	28	29	30

Captured November 8, 2024:



Bedroom
Step-free access



Living room
Step-free access

Show all 2 features

Select checkout date

Minimum stay: 91 nights

<

November 2024

>

Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
					1	2	1	2	3	4	5	6	7
3	4	5	6	7	8	9	8	9	10	11	12	13	14
10	11	12	13	14	15	16	15	16	17	18	19	20	21
17	18	19	20	21	22	23	22	23	24	25	26	27	28
24	25	26	27	28	29	30	29	30	31				

Clear dates

Captured July 19, 2024

7/19/24, 8:58 AM Quiet Gem, Free Parking in the Heart of Old Town! - Condominiums for Rent in Victoria, British Columbia, Canada - Airbnb

Show all 2 features

2 nights in Victoria

Nov. 22, 2024 - Nov. 24, 2024

<

November 2024

>

Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
					1	2	1	2	3	4	5	6	7
3	4	5	6	7	8	9	8	9	10	11	12	13	14
10	11	12	13	14	15	16	15	16	17	18	19	20	21
17	18	19	20	21	22	23	22	23	24	25	26	27	28
24	25	26	27	28	29	30	29	30	31				

Clear dates



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.

Regards,

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

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