
From: Asta Mail
Sent: February 28, 2025 4:35 PM
To: Legislative Services email
Subject: Re: Appeal of Principal Residence License Denial - 1496 Dallas Rd (Mail)
Attachments: Screen Shot 2025-01-30 at 11.55.44 AM.png; ShawInvoice_01283542968_16Jan2025.pdf

Follow Up Flag: Follow up
Flag Status: Completed

Subject: Appeal of Short-Term Rental Application for 1496 Dallas Rd

Dear Legislative Services,

I am writing to formally appeal the denial of my Short-Term Rental (STR) Business License for 1496 Dallas Road. I appreciate the opportunity to provide additional information and demonstrate my compliance with the city's regulations.

In response to the concerns outlined in the denial letter, I have taken the following corrective actions:

- **Removal of Kitchen Elements:** I have removed the microwave from the suite to ensure it does not meet the bylaw definition of a self-contained kitchen.
- **Integration with Primary Residence:** I have unlocked the suite area door so that it is no longer fully self-contained but instead connected to the main home.
- **Alternative Access:** While I can require guests to enter through the front door of my home if necessary, I kindly request that they be allowed to continue using the separate entrance for practical reasons and the comfort of both my family and our guests.
- **Updated Listing Information:** I am happy to modify my Airbnb listing to clearly reflect that the suite does not contain a kitchen, ensuring transparency and compliance with bylaw definitions.

As a stay-at-home mother of two young children, this rental is my primary source of income, allowing me to financially contribute to my household while caring for my family. I understand and respect the city's concerns regarding housing availability, but this particular suite has been designed exclusively for short-term stays and is not a viable long-term rental unit.

Short-term rentals play an essential role in Victoria's tourism economy and provide a necessary income stream for families like mine who may not be able to participate in the traditional workforce. I sincerely apologize for any initial oversight in my application and appreciate the city's consideration of my efforts to bring the unit into full compliance.

Please let me know if additional documentation or photographs are required to support my appeal. I remain fully committed to meeting the city's regulations and operating my rental responsibly.

Thank you for your time and consideration. I look forward to your response.

Sincerely,

Asta Mail

YOUR COVERAGE OVERVIEW

Policy declaration page

ADDITIONAL LOCATION

The coverage applies specifically to the following location:

Address
1496 Dallas Rd, Victoria, BC, V8S 1A2

Product
Rented Condo / Townhouse

YOUR HOME AND BELONGINGS - ADDITIONAL LOCATION

Policy base coverage - Section 1	Policy Limits	Deductible	Premium
Your belongings and personal property (Coverage C)			
Additional living expenses (Coverage D)			Included

OPTIONAL AND ENHANCED COVERAGES - ADDITIONAL LOCATION

Add-on or increased coverage to enhance your policy	Coverage Limit	Deductible	Premium
Coverage Related to Water Damage			
Outdoor Drain and Surface Water Coverage	Policy Limit		
Extra Roof Leak Coverage	Policy Limit		
Water Deductible			
Flood Coverage	Policy Limit		
Rental Income Coverage			
Glass Coverage			
Long-Term Rental Surcharge			
Strata Insurance Deductible Coverage			
Strata Protection Coverage			
Personal Property with Special Limits			
Category Limit			
Combined Limit			

Asta Mail

YOUR ACCOUNT:

SERVICE ADDRESS: **1496 DALLAS RD
VICTORIA, BC**INVOICE DATE: **January 16, 2025**WITHDRAWAL DATE: **January 29, 2025**

This invoice reflects your service charges for 16-Jan-25 to 15-Feb-25. This invoice was prepared on 16-Jan-25. Any payments or changes made on or after this invoice date will be reflected in future billing.

Need help?

Visit shaw.ca/getsupport
or call us at 1-888-472-2222**Your invoice****SUMMARY OF YOUR ACCOUNT****Previous Charges and Payments**

Amount of Previous Invoice		72.80
Payment Received - Thank You	28-Dec-24	-72.80

Balance Carried Forward		\$0.00
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Current Charges (16-Jan-25 to 15-Feb-25) - see following pages for details

Current Monthly Services	95.00
Promotions	-30.00
NET GST (815781448)	3.25
NET PST	4.55

Total Current Charges	\$72.80
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Amount Due to be withdrawn on 29-Jan-2025	\$72.80
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THIS IS A WITHDRAWAL NOTICE ONLY. PLEASE DO NOT PAY.

Changes to your Internet Service Rate: We continually invest in our network to bring you the best connected experience in Canada. To help support these investments, we will be increasing the monthly fee for your internet package by \$7 (plus taxes) starting on April 1, 2025. Any active discount or guaranteed rate will continue until the end date. If you are on a 2-year ValuePlan, the rate adjustment for your ValuePlan services will not affect the monthly fees for your services until the 2-year ValuePlan's expiration date. Services included as part of your condo maintenance or property rental fees are not impacted. The rest of your services remain the same. If you have any questions, would like to receive an updated copy of your service agreement, or no longer wish to subscribe to your Home services, please reach out to us as indicated in the Contact Us section of this bill.

YOUR ACCOUNT:

AMOUNT DUE: **\$72.80**

On January 29, 2025, \$72.80 will be automatically debited from your credit card.



A Mail
1496 DALLAS RD
VICTORIA BC V8S 1A2

Rogers together with Shaw

PO BOX 2468 STN M
CALGARY AB
T2P 4Y2

Details of Your Current Charges

Monthly Charges (16-Jan-25 to 15-Feb-25)

Ignite Internet 300	110.00
Includes:	
Rogers Xfinity Internet 300 (Rogers Xfinity Gateway rental included)	
Savings: Rogers Xfinity Internet Discount	-15.00
Total Monthly Charges	\$95.00

Promotions

ValuePlan Internet Promotion (expires 25-Sep-25)	-10.00
ValuePlan Rogers Xfinity Internet Promotion (expires 25-Sep-25)	-20.00
Total Promotions	\$-30.00

Taxes

NET GST (815781448)	3.25
NET PST	4.55
Total Current Charges	\$72.80

THANK YOU FOR CHOOSING ROGERS TOGETHER WITH SHAW. THANK YOU FOR KEEPING YOUR ACCOUNT CURRENT.



Check it off your list with automatic payments

Fast, easy, and secure. Enroll for auto-pay today with the My Shaw app or at MyShaw.ca



Paperless. Fast. Convenient.

Receive your monthly bill via email and help reduce clutter. Enroll with the My Shaw app or at MyShaw.ca

For now, you will continue to pay Shaw.



My Shaw app

Download the My Shaw app to make paying bills easy and simple.

Here's what you'll need:

- Shaw ID and password
- A Visa, MasterCard or AmEx card or a Visa Debit card.



MyShaw.ca

Visit **MyShaw.ca** to view and pay your bill online, using all major payment cards.

Here's what you'll need:

- Shaw ID and password
- A Visa, MasterCard or AmEx card or a Visa Debit card.



Online or Phone Banking

Set up Shaw as a payee through your financial institution.

Here's what you'll need:

- Your 11-digit Shaw account number

You can expect between 2 to 5 business days for your payment to reach us.



Need a little extra support? Visit shaw.ca/contact-us for contact options or call 1-888-472-2222 to speak to a representative by phone.

Terms and Conditions

All Shaw Services are provided to you in accordance with the Joint Terms of Service (as amended), Acceptable Use Policy applicable to your service, and the Privacy Policy, all located at www.shaw.ca. If you do not have access to the Internet, our customer care representatives will be glad to provide you a print copy by mail.

Billing Terms

If we do not receive payment of an amount due on your account by the specified required payment date, it will be subject to a late payment charge of 2.87% per month.* This late payment charge will accrue on a daily basis and will be calculated and compounded monthly on the outstanding amount (an effective annual rate of 41.11% equivalent to 34.93% for the purposes of calculating the maximum annual percentage rate permitted by law) from the start date of the monthly service period to which the outstanding amount applied until the date we receive that amount in full.

*Customers with an existing 2-Year ValuePlan as of August 3, 2023, will continue to see a 2% late payment fee up until their contract expiry date, at which time they will be bound by the above late payment fee structure.

Included Equipment Rental

Internet packages include a monthly rental fee.

The Internet Code

The Canadian Radio-television and Telecommunications Commission (CRTC) has established a mandatory code of conduct (Internet Code) for Internet service providers (ISPs) effective as of January 31, 2020. The Internet Code is designed to make it easier for Canadians to understand their Internet service contracts, to prevent bill shock, and to make it easier for Canadians to switch ISPs. It ensures customers benefit from increased clarity in their interactions with ISPs; from clearer prices, including for bundles, promotions, and time-limited discounts; and from increased clarity around service calls, outages, security deposits, and disconnections. You can find more information regarding the Internet Code here: <https://crtc.gc.ca/eng/internet/codesimpl.htm>

Customer Feedback

Your feedback is important to us and our team is committed to resolving any concerns or issues you have with your Rogers Together with Shaw services. To share your positive experiences, concerns, or feedback, visit shaw.ca/your-voice or contact us at 1-888-472-2222.

Do you have a complaint regarding a telecom or residential TV service that we haven't been able to resolve? The independent Commission for Complaints for Telecom-television Services (CCTS) may be able to assist you free of charge: www.ccts-cprst.ca or 1-888-221-1687.

Phishing emails are on the rise

Phishing is the fraudulent attempt to obtain sensitive information such as usernames, passwords and credit card details, often collected for malicious reasons, by disguising as a trustworthy entity (i.e. Shaw, PayPal, banking institutions, etc.) in an electronic communication.

You can protect yourself and other consumers by learning how to identify phishing emails and reporting them.

Visit shaw.ca/phishing to find out more.

This invoice is issued by Rogers Communications Canada Inc.