

[REDACTED]

From: Legislative Services email
Sent: August 11, 2023 11:08 AM
To: Celine Kobenter; str@victoria.ca
Cc: Legislative Services email
Subject: FW: Business plan 2438 Chambers

Hi Celine,

Below is a written submission for the STR appeal at 2438 Chambers.

If you require anything further, please let me know!

Thank you,

Becky Roder

Pronouns: she/her
Senior Legislative Coordinator
Legislative Services
City of Victoria
1 Centennial Square, Victoria BC V8W 1P6
[REDACTED]



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

From: W B [REDACTED]
Sent: Friday, August 11, 2023 10:29 AM
To: Legislative Services email <LegislativeServices@victoria.ca>
Subject: Re: Business plan 2438 Chambers

Hello

I am appealing the decision based the following:
My application was denied as they stated 2438 Chambers is not my primary residence.

This is false and I have submitted my drivers license clearly showing my current address. Legally, one is required to update their current address on their drivers license immediately. I had utility bills previously that had a different mailing address. This is irrelevant as I had explained. I work out of town often but return home at night.

Attached are my CRA most recent assessment, Driver's license, and BC Services card all showing my primary residence address as 2438 Chambers.

I respectfully request my application be approved as it was denied under false pretenses.

Thank you for your time and help in resolving this matter.

DRI

Brit

BANH,

WAYNE

10:12 

AA



apps6.ams-sga.c



**Government
of Canada**

[Français](#)



Canada Revenue Agen
My Account

[< Mail](#)

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On Aug 4, 2023, at 3:17 PM, Legislative Services email <LegislativeServices@victoria.ca> wrote:

Good afternoon,

I am writing to acknowledge receipt of your appeal regarding the denial of your Short Term Rental (STR) Business Licence for 2438 Chambers Street and to inform you that your request for an extension **has been granted until August 18th, 2023**. Please be advised that if this deadline is missed, the matter will be closed.

Council adopted a Short-Term Rental Business Licence Appeal Process Policy (Attached). The policy provides for a written process for Council's consideration of your appeal.

You are invited to make a written submission in the form of reasons and/or supporting documents, for your appeal. Please provide this documentation by email to legislativeservices@victoria.ca by **August 18th, 2023**. You can also mail these documents to the attention of Legislative Services, City Hall, #1 Centennial Square, Victoria, BC V8W 1P6, or you can drop them in the mail slot on the right side of the Pandora Avenue entrance at City Hall, #1 Centennial Square. We will forward your documentation to the Licence Inspector who will respond. This response will be forwarded to you and you will be given the opportunity to respond to the Licence Inspector.

A written report will then go before Council at a public meeting and will include all documentation. Council will review the documentation and will make a decision to either uphold or overturn the Licence Inspector's denial of the STR business licence. When a meeting date is confirmed, we will notify you with the meeting details. In-person Council meeting attendance has been restored. Live and recorded meetings can be watched at [Council & Committee Meetings | Victoria](#)

If you require further information, please do not hesitate to contact us.

Thank you,

Legislative Services

City of Victoria
1 Centennial Square, Victoria BC V8W 1P6
T 250.361.0571

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From: W B [REDACTED]
Sent: Monday, July 24, 2023 2:34 PM
To: Legislative Services email <LegislativeServices@victoria.ca>
Subject: Re: Business plan 2438 Chambers

Hello,

I just noticed this email with submission dated by July 13. Am I able to get an extension? I emailed counselor Chris Coleman last month? but he didn't respond

On Thu, Jun 29, 2023 at 11:29 AM Legislative Services email <LegislativeServices@victoria.ca> wrote:

Good morning,

I am writing to acknowledge receipt of your appeal regarding the denial of your Short Term Rental (STR) Business Licence for 2438 Chambers Street.

Council adopted a Short-Term Rental Business Licence Appeal Process Policy (Attached). The policy provides for a written process for Council's consideration of your appeal.

You are invited to make a written submission in the form of reasons and/or supporting documents, for your appeal. Please provide this documentation by email to legislativeservices@victoria.ca by **July 13th, 2023**. You can also mail these documents to the attention of Legislative Services, City Hall, #1 Centennial Square, Victoria, BC V8W 1P6, or you can drop them in the mail slot on the right side of the Pandora Avenue entrance at City Hall, #1 Centennial Square. We will forward your documentation to the Licence Inspector who will respond. This response will be forwarded to you and you will be given the opportunity to respond to the Licence Inspector.

A written report will then go before Council at a public meeting and will include all documentation. Council will review the documentation and will make a decision to either uphold or overturn the Licence Inspector's denial of the STR business licence. When a meeting date is confirmed, we will notify you with the meeting details. In-person Council meeting attendance has been restored. Live and recorded meetings can be watched at [Council & Committee Meetings | Victoria](#)

If you require further information, please do not hesitate to contact us.

Thank you,

Legislative Services

City of Victoria

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T 250.361.0571

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From: W B [REDACTED]
Sent: Friday, June 23, 2023 3:08 PM
To: Legislative Services email <LegislativeServices@victoria.ca>
Subject: Fwd: Business plan 2438 Chambers

Hello

I'd like to dispute the city of Victoria's short term rental decision. They required documents with my address on utility bills and CRA documents, which I provided. They rejected my renewal based on proof of primary residence being my current address 2438 Chambers St as they claim not being my primary address.

Their rejection is based on my current address "not being my primary residence". As this is false, my application should be approved.

I was required to provide business plan(s) and it's not clear to me exactly what they need. I work as a relief for pharmacies and do not know when I will take vacation throughout the year. I'm happy to work through my application but it has been more than difficult trying to coordinate with city staff. Marissa as you can see has referred me to the appeal process per email below rather than help complete the application.

Thanks

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Begin forwarded message:

From: str@victoria.ca
Date: June 23, 2023 at 10:39:09 AM PDT
To: W B [REDACTED]
Subject: RE: Business plan 2438 Chambers

Hello Wayne,

Our office has thoroughly reviewed your application for a Principal Residence Licence and provided guidance regarding the eligibility criteria for a Principal Residence Short-Term Rental licence, and the necessary information required for submission for our office to successfully conduct an additional review. This included providing details for each way you plan to operate (each business plan): when you will be residing at the property, when you will be away from the property, and revisions to your current advertisement(s) reflecting the business plan provided.

The information provided in your business plans was insufficient in demonstrating how your proposed operations would comply with the Short-Term Regulation bylaws. The decision to deny your 2023 application for a Principal Residence Licence has been upheld.

If you disagree with the decision and wish to appeal, please contact the City Clerk's Office at legislativeservices@victoria.ca. The deadline to submit an appeal is July 13, 2023.

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




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From: W B 
Sent: Wednesday, June 21, 2023 2:33 PM
To: str@victoria.ca
Subject: Re: Business plan 2438 Chambers

Hi

I'm not sure what isn't clear. I don't intend to rent out 2 bedrooms or less when I'm not home.

Does it not work with my proposal to have up to 4 times a year when I'm away and to rent 2 bedrooms or less other times?

Please advise what needs clarification or what you need to move forward

Thanks

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On Jun 13, 2023, at 8:42 AM, str@victoria.ca wrote:

Hello Wayne,

The way you plan to operate a short-term rental, in compliance with City of Victoria regulations, is still not clear to our department. Therefore, our office is upholding the denial issued by letter on April 24, 2023.

If you wish to have Council reconsider your business application, you may request an appeal by sending an e-mail to the City Clerk's Office at legislativeservices@victoria.ca.

You will have an opportunity to submit your reasons for reconsideration and Council may decide to either uphold or deny your appeal for a business licence. Please note you will not be authorized to advertise and operate a short-term rental during this process.

More information regarding the appeal process can be found here: [Short-Term Rental Business Licence Appeal Process Policy](#).

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



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From: W B [REDACTED]
Sent: Monday, June 12, 2023 12:53 PM
To: str@victoria.ca
Subject: Re: Business plan 2438 Chambers

Hello Marissa

Prime tourist season is here. It is now June 13th. Friday June 16 would mean half the year is over!

I don't want to waste any more of my time or yours. I feel this process is difficult and hostile rather than cooperative.

I'm happy to chat to revise my business plan as outlined. The ads on Airbnb currently are out of your jurisdiction as it is not short term rental. There has to be some kind of change to streamline the process for everyone now and in the future.

Please outline which city councilors I should file grievances with otherwise if you don't feel my application can be approved by the end of this week (June 16th).

Thank you for your time.

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On Jun 8, 2023, at 9:34 PM, W B
[REDACTED] wrote:

Hi Marissa

I work out of town but am home after work. The ads have not been changed as they are for a minimum of 30 days which falls outside of short term rental.

Is there something wrong with my ads currently as they are all not for short term. I deleted pictures of the master bedroom and en-suite bathroom for the 1 and 2 bedroom ads. This is my room and not available.

If you'd like 2 plans, I'd like to make it clear that I would like to rent the entire place up to 4 times a year as permitted by the city. This make the most sense financially.

If I am able to rent out 4 times, the place will no longer be available for less than 30 days.

If I am not there, I do lot intend to rent the entire place for a single or just 2 bedrooms. Financially, this makes no sense. I live there and do not want to give

up my space unless it's compensated accordingly. Why would I rent for a big cost reduction and let someone stay there otherwise? If it's ever rented for 1 or 2 bedrooms, the place will be shared.

Am I able to have business plan #2? This would start when I no longer am able to rent the entire house. Are there restrictions to having plan 1 then 2 or am I restricted to only 1 plan? Please advise

Thanks

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On Jun 8, 2023, at 1:02 PM,
str@victoria.ca wrote:

Hello Wayne,

Thank you for speaking with me yesterday with regards to your 2023 application for a Principal Resident Operator short-term rental licence. As we discussed, you were going to supply a business plan, which is required to complete the review of your application.

Unfortunately, the plan you provided below appears to consist of two separate business plans, which does not meet the requirements as previously outlined in our email

correspondences and phone conversation, and you did not provide revised advertisements that correspond with each business plan.

Additionally, it remains unclear as to when you will be residing at the property; will you be away for long periods of time, or travelling daily but home each night? You also declared it is possible your son may be living at the property for a period when you are gone. Each of these scenarios will impact how you are able to operate a short-term rental in compliance with regulations, and without a clear understanding of your business plan, our office is unable to approve a business licence.

We kindly request that you revise and resubmit your business plan. It must be abundantly clear how you intend to operate your business of offering short-term rental, when you will:

1. be away for work and/or vacation and guests will have access to your home because you are away temporarily, on occasion;

and/or

2. be residing at the property, offering up to two bedrooms in shared spaces.

If you intend to offer (1) your whole home and (2) up to two bedrooms, we need a clear written business plan and advertisement for each. The advertisement must reflect the business plan within the images, description and amenities listed.

If you wish to only advertise one way,
you may want to consider only
operating one of the business plans.

We are committed that applicants
achieve successful outcomes in
business licensing, and providing a
complete and well-defined business
plan is a crucial step towards that
goal.

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



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-----Original Message-----

From: W B [REDACTED]

Sent: Wednesday, June 7, 2023 9:17 PM

To: str@victoria.ca

Subject: Business plan 2438 Chambers

Hello Marissa

Upon consideration, I'd like to propose the following business plan.

I'd like to rent the full house short term up to 4 times a year from June 1st to September 30th. Once it had been rented, I will only rent 2 bedrooms as a shared accommodations short term. The living room, kitchen, laundry and bathrooms are shared.

Please let me know if this is a suitable plan or if it needs further elaboration.

Thank you for the chat today. It was helpful

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<STR Appeal Process Policy.pdf>