



## Council Report For the Meeting October 10, 2024

---

**To:** Council **Date:** October 2, 2024  
**From:** Curt Kingsley, City Clerk  
**Subject:** Short-Term Rental Business Licence Appeal for 409-595 Pandora Avenue

---

### RECOMMENDATION

That Council either grant or deny the Short-Term Rental Business Licence Appeal for the short-term rental unit at 409-595 Pandora Avenue.

### EXECUTIVE SUMMARY

This report presents documents from an Appellant and the City's Licence Inspector for Council's consideration under the Short-term Rental Business Licence Appeal Process Policy.

The Short-term Rental Regulation Bylaw (Attachment A) establishes a short-term rental business licence and fee, eligibility for short-term rental business licence, the Licence Inspector's authority to refuse a licence, conditions for refusing a licence, operating requirements, offences, and penalties.

Each year short-term rental operators apply for a short-term rental business licence and a Licence Inspector determines whether to issue a licence or not. If an application is not compliant with the City's requirements for short-term rental units, a Licence Inspector may deny a business licence. In this instance, the Licence Inspector notifies the applicant of this decision and advises them how to seek Council's reconsideration as established under section 60(5) of the *Community Charter*. The City Clerk's Office coordinates the appeal process.

The Short-term Business Licence Appeal Process Policy (Attachment B) contains a process for an Appellant to seek an opportunity to be heard by Council for a denied business licence in accordance with the *Community Charter*, section 60(5). This policy establishes terms and conditions for reconsideration by Council, required documentation to submit as a part of the appeal process, next steps following Council's decision, and other matters.

The Policy establishes the following process:

1. An applicant may start an appeal by submitting a request to the City Clerk
2. The City Clerk replies to an Appellant to acknowledge the request
3. An Appellant makes a written submission (Attachment C)
4. The Licence Inspector makes a written submission in response to the Appellant (Attachment D)

5. An Appellant may also make a written submission in response to the Licence Inspector's reasons for denial of the Licence (Attachment E)
6. Once this process is complete, the City Clerk's Office informs the Appellant and Licence Inspector of the date that Council will consider the appeal
7. The City Clerk's Office consolidates these documents and submits them to Council for Council to determine whether the Licence Inspector's denial of the Licence is upheld or overturned.

Council's role is to review this information and to either grant or deny an appeal. Denying an appeal means a Licence Inspector will not issue a short-term rental business licence. Granting an appeal means that the Licence Inspector will issue a short-term rental business licence as soon as practicable.

In this instance the operator at 409-595 Pandora Avenue of a short-term rental unit was denied a principal resident operator license and has exercised the Community Charter right to have council reconsider the matter. The submissions of both the operator and the Licence Inspector are attached as noted above.

Respectfully submitted,

Curt Kingsley  
City Clerk

**Report accepted and recommended by the City Manager.**

#### **List of Attachments**

- Attachment A – Short-Term Rental Regulation Bylaw
- Attachment B – Short-Term Rental Business Licence Appeal Policy
- Attachment C – Appellant's Submission
- Attachment D – Licence Inspector's Response to Appellant's Submission
- Attachment E – Appellant's Response to Licence Inspector