

Short Term Rentals:

The Tiny Cottager- FoTTSA Survey January 2020

- in November 2019, a Short Term Rental SurveyMonkey link was emailed to the Tiny Cottager mailing list and made available on social media and the Tiny Cottager website for approximately 3 weeks
- there were 10 multiple choice questions, 4 spaces for open comments as well as specific questions to be filled in exclusively by STR owners, renters and neighbours
- 395 readers filled in the survey (a 29% response rate from the mailing list) and there were over 130 written comments



44 STR owners (10%)

92 concerned
residents (23%)

197 STR neighbours
(50%)

- 80% of respondents agree that there is a big difference between 1- or 2-week renters, who return to the same properties every year, and STR visitors who come once, for 2 or 3 nights only

- one respondent noted the following:

A huge impact of Airbnb, which we have seen in other towns & cities and now Tiny is that Airbnb removes homes from the markets. I looked for 2 years to purchase [a property] within a certain price range and good condition. My intention is to live in the home and go back & forth from the city. In those 2 years. I made 3 offers - the latest one I purchased. The two others, I was a little outbid. I see that they are both up for Airbnb rentals. In addition, there were 2 other properties that I was planning on making an offer, but they went with another offer before I could visit. Both are up as Airbnbs.

It is not just noise, and usage (without pay) of services. They are taking homes off the market from people who want to live there full time or use as a beloved cottage (...) 4 of the properties I bid on or was intending to are all now being rented as Airbnbs. This will ultimately shift everything about neighbourhoods and the possibility of building community.

STR Owners:

- 50% only have regular renters that return every year
- 50% only rent for 7 days or more
- 67% have clear guidelines for their renters about respecting the property and neighbourhood
- 38% consider the income from STRs as essential
- 22% use websites to advertise their property
- 60% have a property that sleeps up to 8 people

"If I couldn't rent my property, I would have to sell it as I depend upon the income to pay the taxes, insurance and upkeep."

STR Neighbours:

46% are sometimes or often bothered by the STR next door

14% would not have bought the property if they had known there was going to be a STR nearby

7% are considering selling their property because of the STR nearby (18 respondents)

61% complained about **noise** – firecrackers, loud music and loud voices

32% complained about **inconsiderate/ aggressive/ rude behaviour**

25% complained about **overcrowding/misuse of the beach/shoreline**

21% complained about **constant partying** happening next door

21% complained about **overcrowding of the STR** itself – for example cottages that sleep 8 hosting 20 or more

More than 10% of comment writers complained about each of the following: trespassing, garbage and recycling issues, problems with cars and parking, loss of quality of life

Multiple respondents also complained about problems with fires, dogs and alcohol

Selected representative comments:

Renters think association rules do not apply to them. Fireworks late at night, animals on beach, burning leaves, etc. Owners need to ensure renters abide by local rules

They rent out places here for them to celebrate vacation when we live and work full time [here]. It's not fair to be listening to firecrackers almost every weekend in summer either. By the time a complaint is made it's too late at night. We are very tired and still need to go to work the next [day].

Could write a chapter but will keep it short. Two STR (Airbnb) properties within 100 metres from ours. The proprietors don't live there, don't know how to reach them. Large groups. Frequently, there are 5-7 cars and over a dozen people at each STR. Noise during the day and at night, even with windows closed it affects our sleep. This has been going on for a few years and like many other people, we really don't want to call By-law. But we are so exasperated with the situation that we have done so this summer. By the time By-law gets here, the sound level may have gone down, for ex., part of the group have gone for a walk. The people from these STR take up a lot of room on the local beach. Our summers are a lot less enjoyable.

And

Loud, inconsiderate, party central, rude, drinking and disrespecting noise laws

Occasional noise late into the night. They also don't understand the garbage or recycling rules and we have had to clean up after them many times.

Loud noisy after hours. Many renters all at once, at times we have counted more than twenty people I even felt intimidated by one large group of people ...walking by our cottage after we told them to turn down the music they had blaring outside while they were all inside. ..a lot of the renters don't realize that it is a quiet area and people call it home for a good part of the year. Not party central. That's why we don't have our cottage in Wasaga Beach.

Many strangers every weekend, sometimes as many as 20 go in on the STR which is a 2 bdr bungalow.

Mainly noise issues/on 2 occasions large numbers of renters overflowing into our private driveway & not respecting common courtesies on limited beach space.

And...

Unattended fires, fires during fire bans, fires when high winds, fire not extinguished overnight, fires begun at 8 am and fuelled all day. Noise, crowds of people & cars, fireworks. Unleashed dogs

My neighbour's STR is a small cottage, seem to have good renters. However, around the block is a huge house and the parties there can be heard for blocks.

The STR across the street from me sleeps up to 18 people and is rented almost every weekend of the summer. The renters are sometimes very loud. The worst part is they seldom have beach courtesy and park themselves in a large noisy group on the beach in front of beach owners' properties. They leave little room for full time residents

Tiny needs to deal with the issue at hand and stop burying their head in the sand. More and more Airbnbs are popping up. Bylaw does not work. How can they deal with constant complaints. They are not 24/7. Residents are left to deal with the issue on their own accord with no support.

37% of respondents are not at all familiar with the Noise by-law

79% are not at all familiar with the Tiny STR website page

Most STRs in Tiny don't seem to be bothering anyone - the owners do the things that make them good neighbours:

- know and/or vet their renters
- rent to repeat renters
- don't find renters online
- rent for 7 days or more
- have clear guidelines for their renters
- give their contacts to their neighbours
- use their own properties and are a part of their communities

A minority of owners are causing a serious drop in quality of life for all their neighbours because they:

- rent to anyone
- use essentially anonymous websites
- rent for just the weekend
- have no rules
- if they do have rules, there is no enforcement
- do not know their neighbours and cannot be reached in the case of a problem
- rarely or never use their properties themselves and consequently do not know or respect the neighbourhood

Recommendations for the Township - 2020

- create a new “**Short Term Accommodation By-law**” to govern all STRs renting for less than 7 nights
- require all STAs to register with the Township at no charge (supported by 40% of respondents)
- require that registration information include complete address and owner information and contacts, websites/companies used for advertising, number of beds and toilets
- update the existing **Tiny STR Owner/Neighbour** information brochure and send to all households with their 2020 tax bill
- draft a new **STA Guide for Guests** information page
- log all calls to the Municipal Law Enforcement Department about STRs and STAs; create a database of complaints by address and monitor compliance

Recommendations for the Township - 2021

- require all registered STAs to acquire an annual **Municipal STA Permit** (supported by 45% of respondents) - suggested fee \$250, based on one night's average rental price (based on a search of summer 2020 weekend prices for Airbnb, Cottages in Canada, Canada Stays and VRBO)
- hire an additional by-law officer
- require all STAs to prominently display the STA permit and a completed STA Guide for Guests information page inside the rental unit
- require all STAs to purchase (once) and permanently display a Township of Tiny STA sign outside the rental unit in a location visible from the road (supported by 25% of respondents)
- deny permits the following year to repeat offenders
- continue registering new STAs and monitor STA density