

DISTRICT OF WEST VANCOUVER

Short-Term Rental

OPERATOR HANDBOOK

westvancouver



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CONTACT US

Bylaw & Licensing Services

bylawdept@westvancouver.ca | 604-925-7152

West Vancouver Municipal Hall
750 17th Street, West Vancouver BC V7V 3T3
8:30 a.m.–4:30 p.m., Monday to Friday, excluding statutory holidays



BEING A RESPONSIBLE SHORT-TERM RENTAL OPERATOR in the District of West Vancouver

The District of West Vancouver has developed a framework to ensure our community can benefit from the operation of short-term rentals (STRs) in a safe, regulated manner. This approach aligns with changes mandated by the Province, while taking into account community needs. Operators are responsible for submitting the appropriate documents, obtaining an STR business licence, and certifying their unit is compliant prior to listing, marketing, or renting it. Please review this guide to confirm you are eligible to operate an STR in West Vancouver.

The District offers two types of Short-Term Rental (STR) licences:

- **STR Accommodation: Dwelling Unit** *Rental of a self-contained dwelling that includes cooking facilities, such as a secondary suite.*
- **STR Accommodation: Lodger/Room** *Rental of a portion of a dwelling, without cooking facilities, such as a bedroom.*

Business licences expire on December 31 of each year and require annual renewal.

For more information on the new regulations, licensing requirements, and to download application forms, please visit westvancouver.ca/STR.

WHY REGULATE STRs?

West Vancouver has a limited amount of visitor accommodation. Before January 1, 2025, STRs were not permitted in the District, and the Zoning Bylaw limited rental of a dwelling to a period of not less than 30 consecutive days.

On October 26, 2023, the provincial government gave Royal Assent to the *Short-Term Rental Accommodations Act*. The legislation gives local governments stronger tools to enforce short-term rental bylaws, and to return unregulated short-term rental units to the long-term rental housing market.

To better align with this provincial legislation, Council adopted bylaw amendments to allow STRs in the District on November 25, 2024, with the program coming into effect on January 1, 2025. These changes aim to balance the need for visitor accommodation with community safety and neighbourhood quality of life.

Regulating STRs will also provide the opportunity to:

- strengthen deterrence and enforcement options for illegal STRs;
- gain access to the Province's data-sharing portal and reporting tools for non-compliant STRs;
- allow STR accommodation to increase the viability of the District as a destination for visitors;
- return some homes to the long-term housing market; and
- allow operators another avenue for revenue generation in a responsible regulated manner.

RESPONSIBLE OPERATOR INFORMATION

Noise

Noise generated by STR guests, including yelling and loud or amplified music, must not cause an unreasonable disturbance to the neighbours. Dogs, birds, or other pets should not cause an excessive or unreasonable amount of noise. Continuous or sporadic noise or music in excess of 15 minutes is considered an unreasonable disturbance. The complete Noise Control Bylaw can be reviewed at westvancouver.ca/noise.

Parking

Ensure that your STR guests understand where they are permitted to park. In West Vancouver, parking is prohibited: within 3 metres of intersecting driveways, roadways, or lanes; within 5 metres of a fire hydrant; within 6 metres of a stop sign, yield sign, flashing beacon, or traffic signal; and in a laneway or on a roadway where the travelled portion is less than 6 metres wide. You can review the District's Traffic and Parking Bylaw for additional regulations at westvancouver.ca/parking.

Garbage & recycling

Garbage and recycling materials generated from an STR should be sorted and stored appropriately. Garbage that is not properly stored and left outside except during applicable collection days could result in harming bears and other wildlife and fines to you. Wildlife attractants, such as food waste and used food containers, must be stored in a wildlife-resistant enclosure prior to collection. For more information please visit westvancouver.ca/garbage.

Dogs

The District encourages responsible pet ownership. Please ensure that all guests keep their dogs securely confined or under the immediate care and control of a responsible person by means of a leash. Dog waste should be disposed of appropriately. Visit westvancouver.ca/dogs for more information on dog owner responsibilities. Details about dog-friendly parks can be found at westvancouver.ca/leash.

ELIGIBILITY REQUIREMENTS

Through the application process, operators must declare that they comply with all relevant requirements, including the following:

Property

- a) Operators looking to run an STR in a secondary suite **MUST** have an applicable secondary suite licence to be eligible for an STR licence. For more information, please visit westvancouver.ca/suites.
For enquiries regarding legalizing and licensing an existing secondary suite, please contact the Permits & Inspections department at permits@westvancouver.ca or 604-925-7040.
- b) All STRs are required to be operated in compliance with relevant legislation, including but not limited to the BC Building Code, BC Fire Code, and municipal life safety and bylaw requirements.
- c) Only one STR is permitted per parcel.
- d) STRs are only permitted in an operator's principal residence, that being the place where an operator lives, receives mail, and is listed on government issued identification.
- e) Strata corporation permission is required to operate an STR in applicable properties. Strata corporations can prohibit STRs through their own bylaws.
- f) Property owner(s) permission is required to operate an STR in tenanted properties.
- g) STRs are not permitted on a parcel that contains a child care business.
- h) STRs are not permitted in any vehicle, trailer, or recreational vehicle.

Life safety

- a) Must provide an accessible fire extinguisher on each floor of the STR.
- b) Must post, in a conspicuous manner, an updated fire safety plan by all entrances and exits of the STR. (See *page 8 for details.*)
- c) Maintain working *interconnected* smoke alarms on each floor and in each bedroom of the STR. *Interconnected means that all smoke alarms are connected to each other so that when one goes off all others in the STR will sound.*
- d) Have at least one carbon monoxide detector on each floor of the STR that contains gas appliances.

- e) Maintain and provide an accessible emergency contact for the STR to District staff and guests.
- f) Maintain all smoke alarms, carbon monoxide detectors, and fire extinguishers in working order.
- g) Have all smoke alarms, carbon monoxide detectors, and fire extinguishers tested and inspected annually and keep a written record of such inspections and tests.

Marketing & booking

- a) Operators must provide a valid District STR business licence number in a conspicuous manner in all STR-related marketing material.
- b) A maximum of eight guests are permitted at any one time or under any single booking.
- c) Maintain a list of dates, duration, and group size of all bookings on the premises.

Enforcement

- a) Upon request, operators must provide access to the STR at any reasonable hour to an authorized inspector or District staff member.
- b) Upon request, operators must provide inspection, maintenance, construction records, booking information, or any other record related to the STR to an authorized inspector or District staff member.
- c) Tickets for non-compliant STRs range from \$500 to \$3000 per day, per infraction. Infractions include:
 - marketing STR without valid business licence number;
 - operating without a valid STR business licence;
 - operating more than one STR;
 - allowing more than eight guests at any one time;
 - operating or marketing an unpermitted STR;
 - providing cooking facilities in an STR: lodger/room;
 - failing to provide STR records;
 - breaching a condition of your STR business licence;
 - operating an STR outside of your principal residence.
- d) Continued non-compliance could lead to the suspension or cancellation of an STR business licence.

STR BUSINESS LICENCE APPLICATION PROCESS

1. **Applicant reviews and completes** all relevant requirements and documents for the operation of an STR in West Vancouver.
2. **Applicant submits** STR Business Licence application package to Bylaw & Licensing Services for review:
 - email: bylawdept@westvancouver.ca; or
 - drop box: address to Bylaw & Licensing Services and place in the drop box outside the north entrance of Municipal Hall, 750 17th Street, West Vancouver; or
 - in person during business hours: at the Municipal Hall Customer Service Centre, 750 17th Street, West Vancouver, from 8:30 a.m. to 4:30 p.m., Monday to Friday, excluding statutory holidays; or
 - mail: Bylaw & Licensing Services, Municipal Hall, 750 17th Street, West Vancouver BC V7V 3T3.

Submissions must include the following required documents:

- the type of STR licence you are applying for
- STR Operator Business Licence Application and Declaration
- STR Accommodation Required Document Checklist
- copies of either: two pieces of government issued identification with address; or one piece of government issued identification with address and one piece of mail with address
(This is to confirm the principal residence requirement.)
- proposed parking arrangement: *written statement or drawn diagram of where guests will be directed to park*
- if applicable:
 - valid secondary suite licence number; and/or
 - strata or owner authorization form

3. **District staff** review all applications and documentation to ensure compliance with:
 - principal residence requirement;
 - building and life safety declarations;
 - if applicable: valid secondary suite licence; and/or strata or owner authorization; and
 - bylaws, regulations, and policies of the District.
4. **District staff process** applications and send out an invoice for the applicable fees. *Payment of the invoice does not constitute issuance of a business licence.*
5. **Applicant submits payment** for the STR business licence. Payments may be made:
 - online: westvancouver.ca/payonline
 - by mail: make cheques payable to: District of West Vancouver, 750 17th Street, West Vancouver BC V7V 3T3
 - in person during business hours: at the Municipal Hall Customer Service Centre, 750 17th Street, West Vancouver, from 8:30 a.m. to 4:30 p.m., Monday to Friday, excluding statutory holidays
 - in person after hours: place non-cash payments in the drop box located at the north entrance of Municipal Hall
6. **Once District staff** confirm the application is complete, the District will issue an STR Business Licence to the applicant. *Note: The District may conduct a physical inspection of the dwelling prior to issuing an STR Business Licence.*
7. **Applicants must post the issued STR business licence** in a conspicuous location in the STR, as per section 5.1.6 of the Business Licence Bylaw.



FIRE ESCAPE PLAN

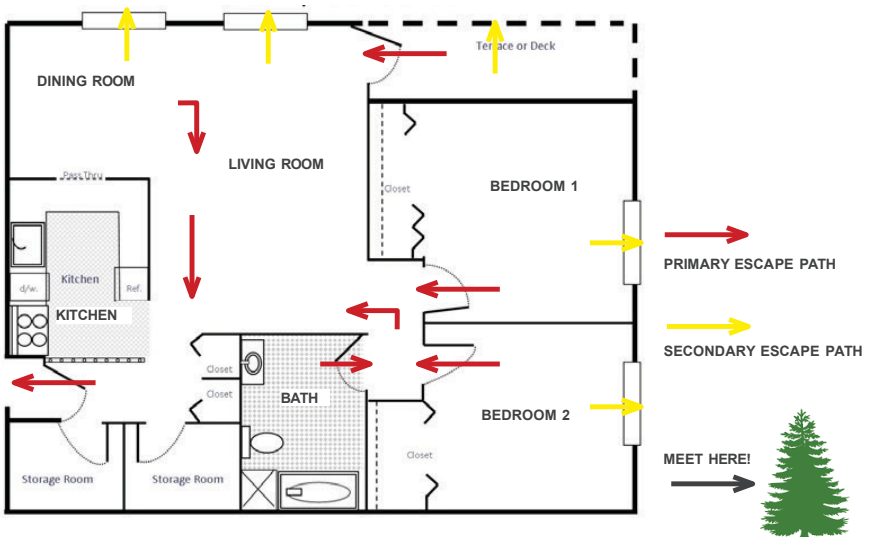
Create a fire escape plan, print it and post at all entrances/exits to the STR.

You can use the grid on the next page. There is a sample drawing below to guide you.

The escape plan should contain the following information:

- In case of fire, go outside immediately and call 9-1-1
- Operator's name
- Address of this property
- Emergency contact: *name & phone number of someone who is locally available 24 hours a day to address immediate concerns*
- Designated meeting point:
- Fire escape plan diagram, depicting:
 - a primary and secondary escape path for your guests
 - locations of your fire extinguisher(s)
 - the outside meeting point (*be descriptive, i.e. by the big tree*)

SAMPLE DIAGRAM:



IN CASE OF FIRE, GO OUTSIDE IMMEDIATELY & CALL 9-1-1

OPERATOR'S NAME:

ADDRESS OF THIS PROPERTY:

EMERGENCY CONTACT:

name & phone number of someone who is locally available 24 hours a day to address immediate concerns

DESIGNATED MEETING POINT:

This image shows a full page of blank graph paper. The grid consists of small, uniform squares formed by thin, light blue horizontal and vertical lines. There are no margins, text, or other markings on the paper.

