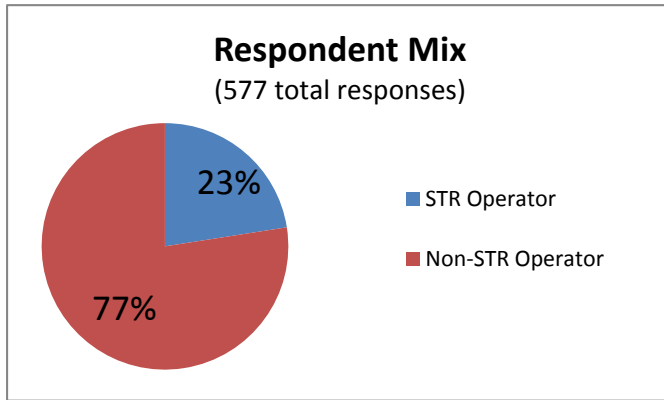


Short-Term Rental Accommodation Survey – What We Heard Document

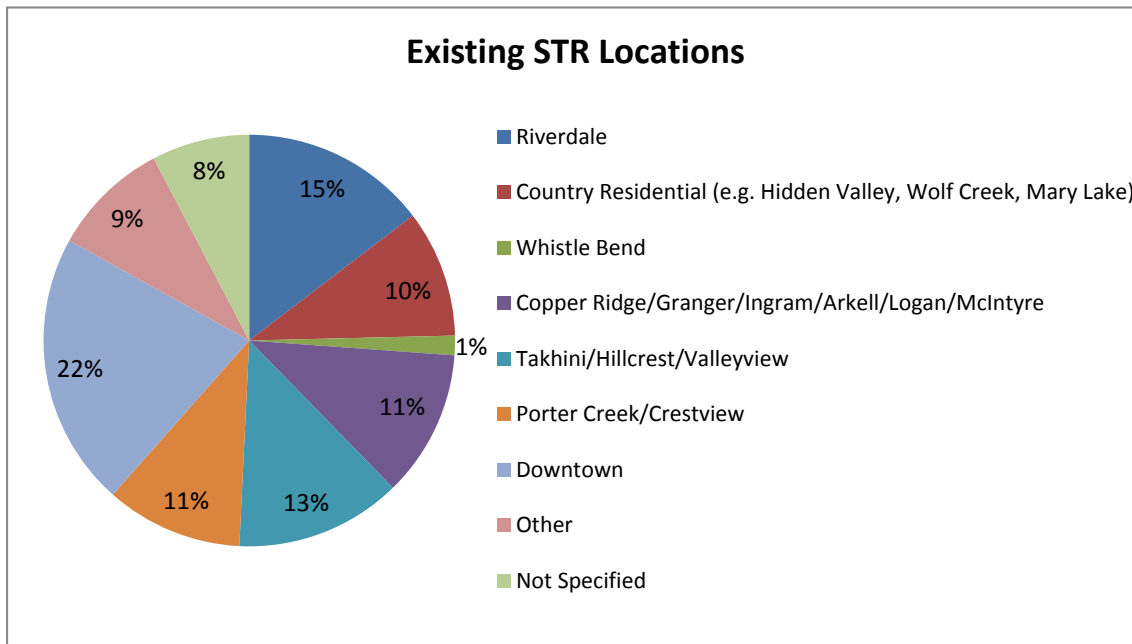
In response to interest from the media, public, and Council, City of Whitehorse Administration conducted an online survey regarding short-term rental accommodations (STR). The survey was open from June 18th to July 28th, 2019. A total of 577 responses were collected.

The following information is a summary of survey results. Open-ended responses have been condensed to illustrate basic themes and are not verbatim as they were submitted.

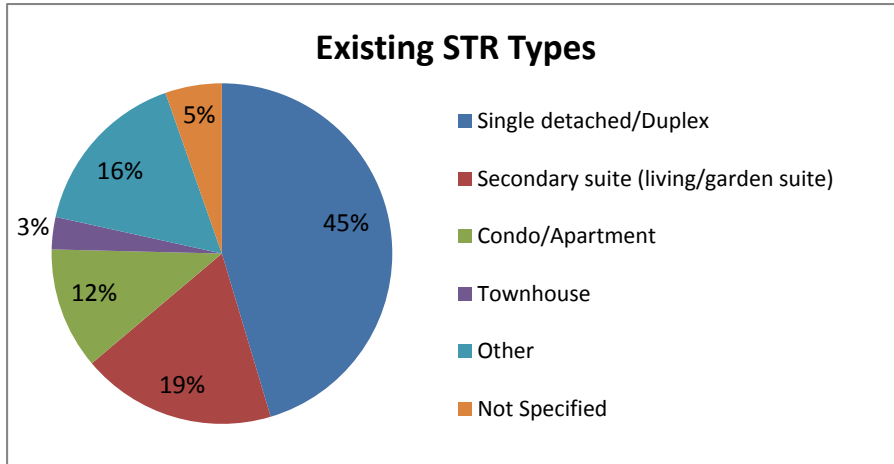
Question #1: Do you currently operate a short-term rental accommodation (either through AirBnB or another platform) within Whitehorse?



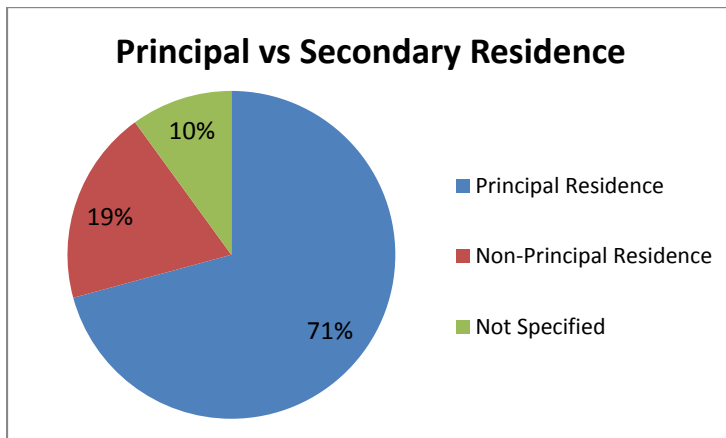
Question #2 (STR Operators Only): In which Whitehorse neighbourhood is the short term rental accommodation located?



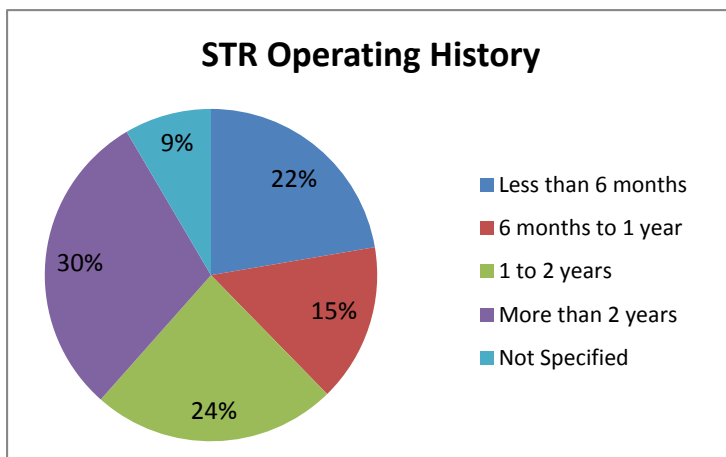
Question #3 (STR Operators Only): What dwelling type is the short-term rental accommodation operated within?



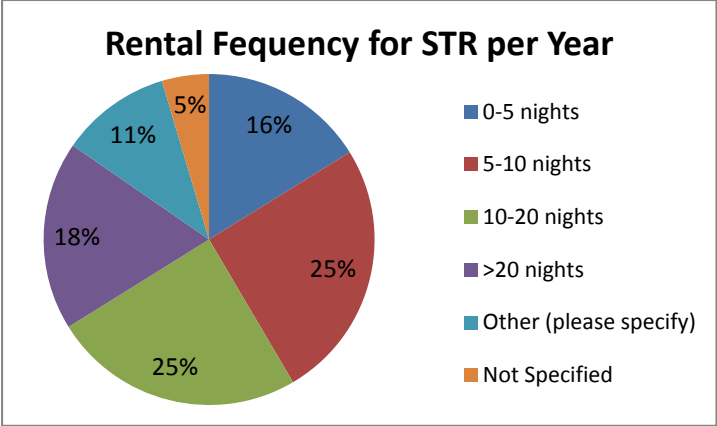
Question #4 (STR Operators Only): Is the short-term rental accommodation located at your principal residence/property (where you reside on a daily basis)?



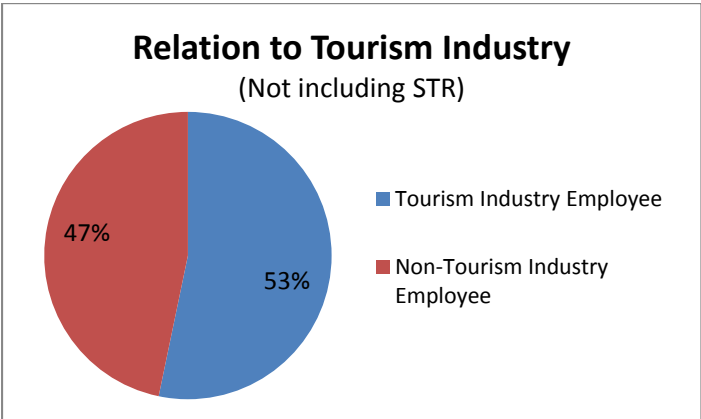
Question #5 (STR Operators Only): How long have you been operating the short-term rental accommodation?



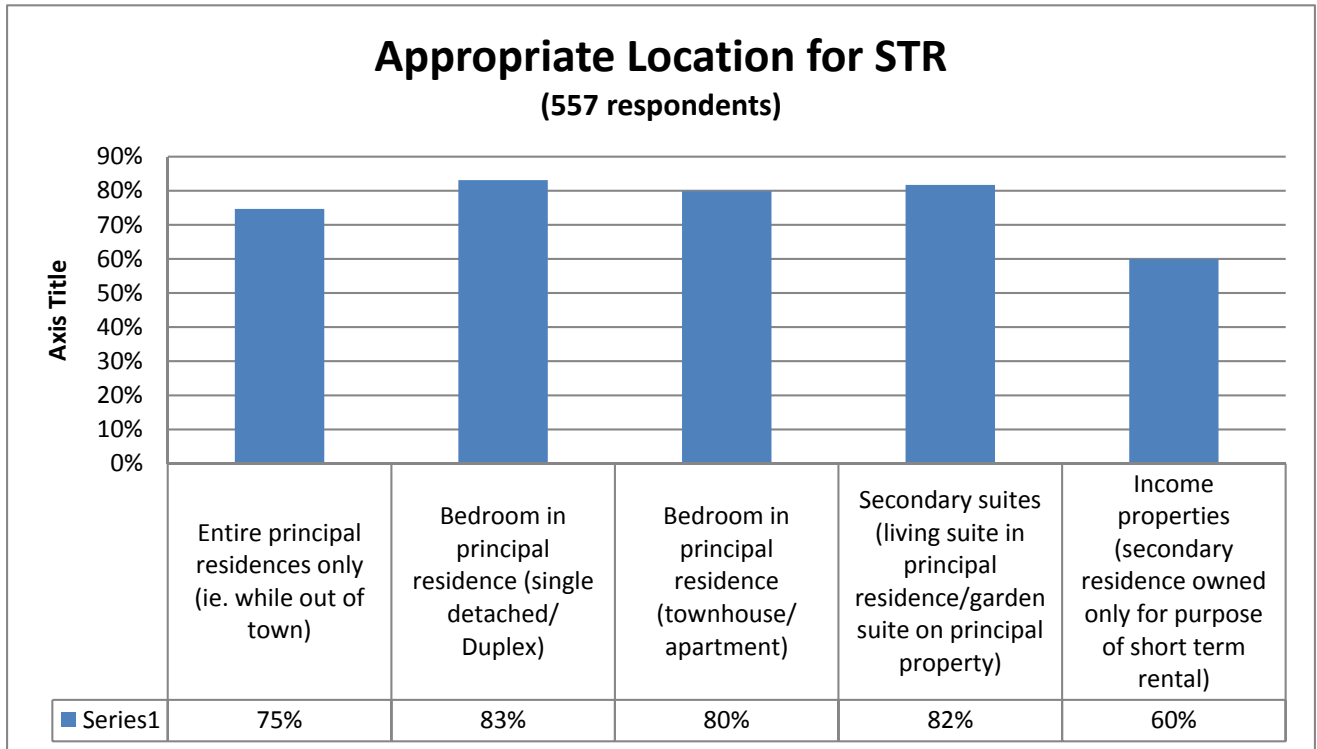
Question #6 (STR Operators Only): In a typical month, how many nights is your short-term rental accommodation occupied by guests?



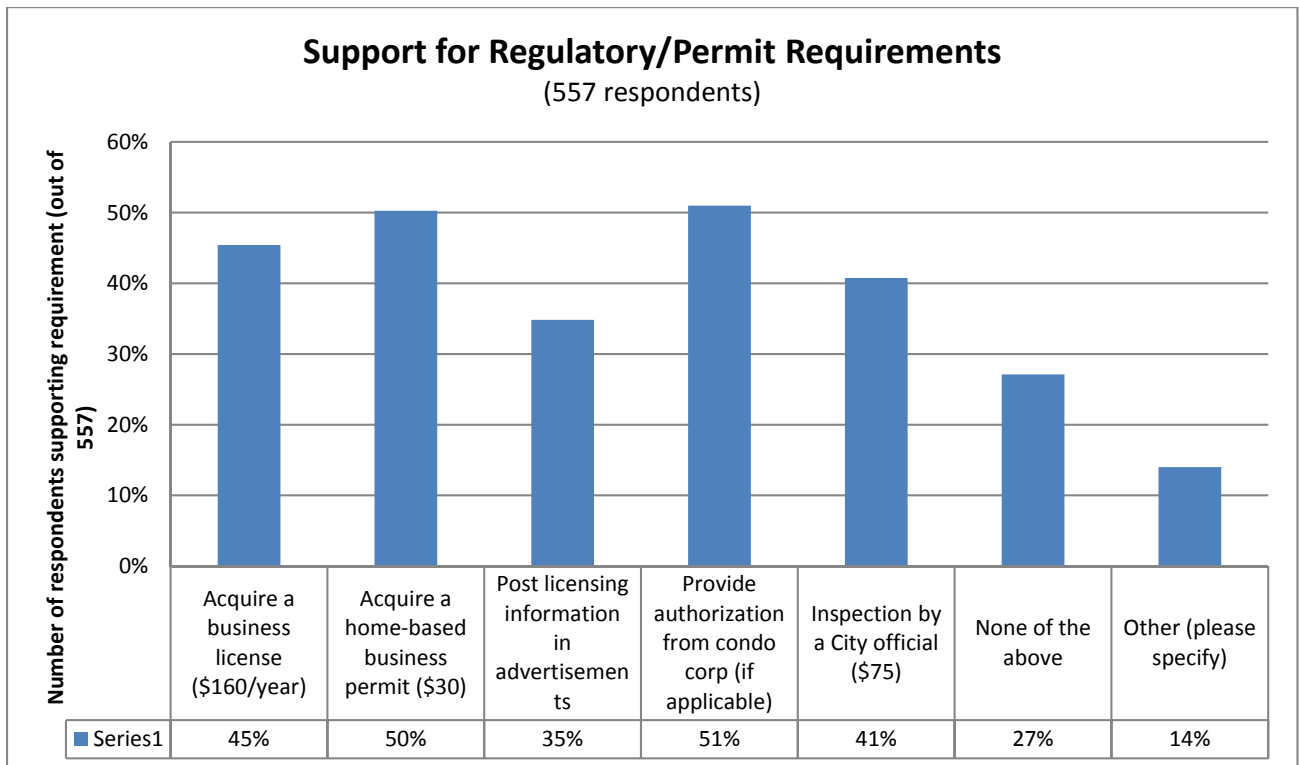
Question #7: Not including short-term rentals, are you involved in, or employed by, the tourism industry?



Question #8: Which of the following dwelling types do you think short-term rental accommodations should be permitted in (check as many as apply)?



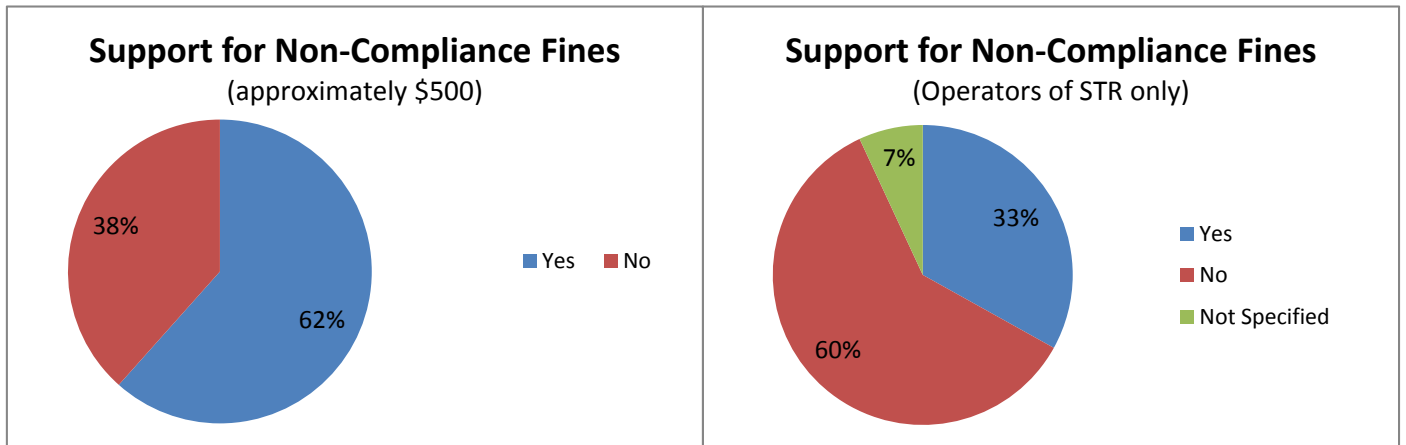
Question #9: Applicants for short-term rental should be required to (check all that apply):



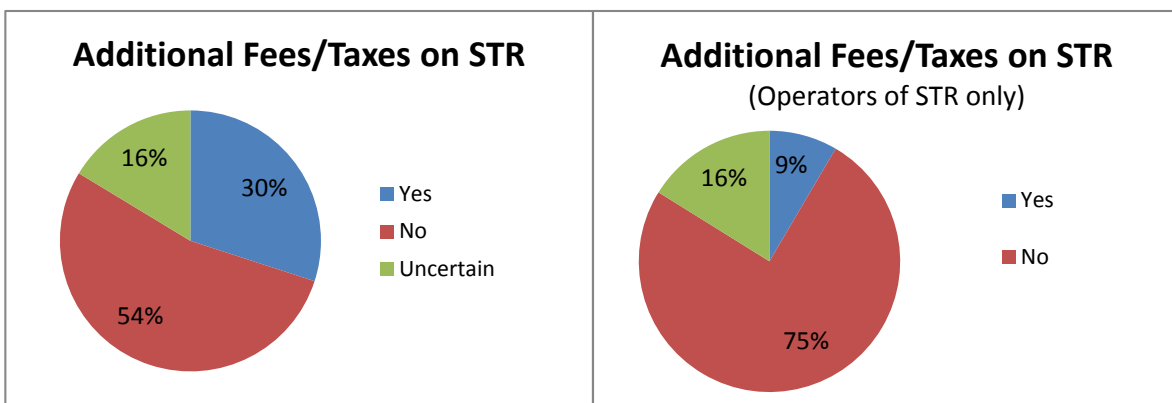
Other Responses:

- Appropriate licensing
- Appropriate safety requirements
- City taxation
- Either development permit or business license
- Fire inspections
- Higher sewer/water/garbage/compost fees
- Inspections
- Insurance requirements
- Licensing categories based on frequency
- Licensing categories based on primary or secondary
- Limit on days available for rental
- Mortgage helpers
- No standalone rentals
- Not allowed at all
- Not allowed in secondary suites
- Not regulated at all
- Notification to neighbours
- No additional fees
- Only for secondary properties
- Parking requirements
- Permit similar to hotels
- Policy toolkit
- Primary residence only
- Property upkeep
- Proper insurance
- Proper safety equipment
- Same regulations as traditional bed and breakfasts

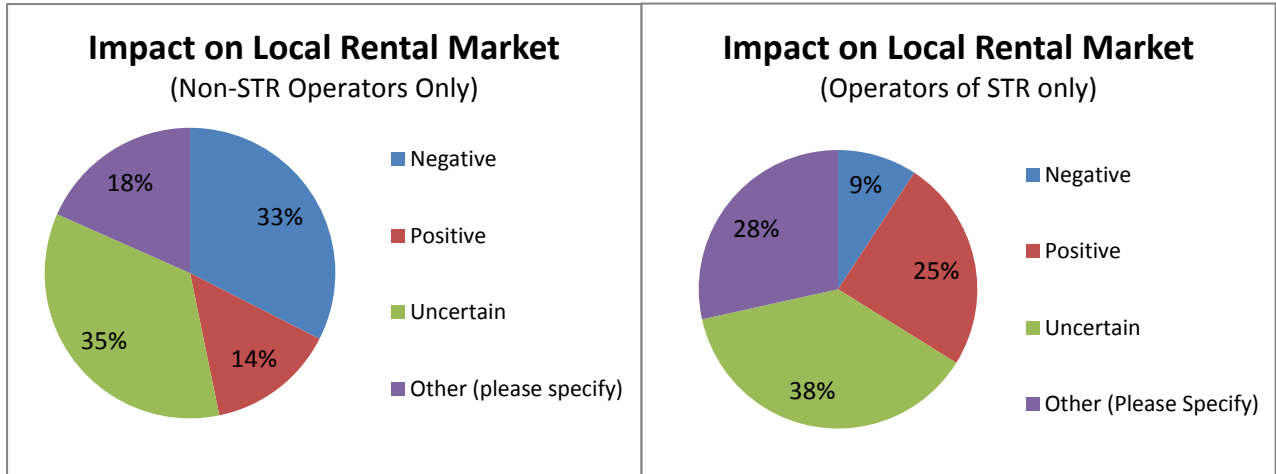
Question #10: Do you think non-compliant short-term rental accommodations should be subject to fines (approximately \$500, similar to other jurisdictions)?



Question #11: Should the City explore additional fees and/or taxes on short-term rental accommodations?



Question #12: How has the growth of short-term rental accommodations in Whitehorse impacted the rental housing market?



Other Comments (Non-STR Operators Only):

- Different market so no impact
- Eliminated housesitting economy
- Improved market for seasonal workers
- Increases cost of affordable rentals
- Increasing costs by removing inventory
- Long term rental (LTR) would stay empty due to owner preference
- No impact

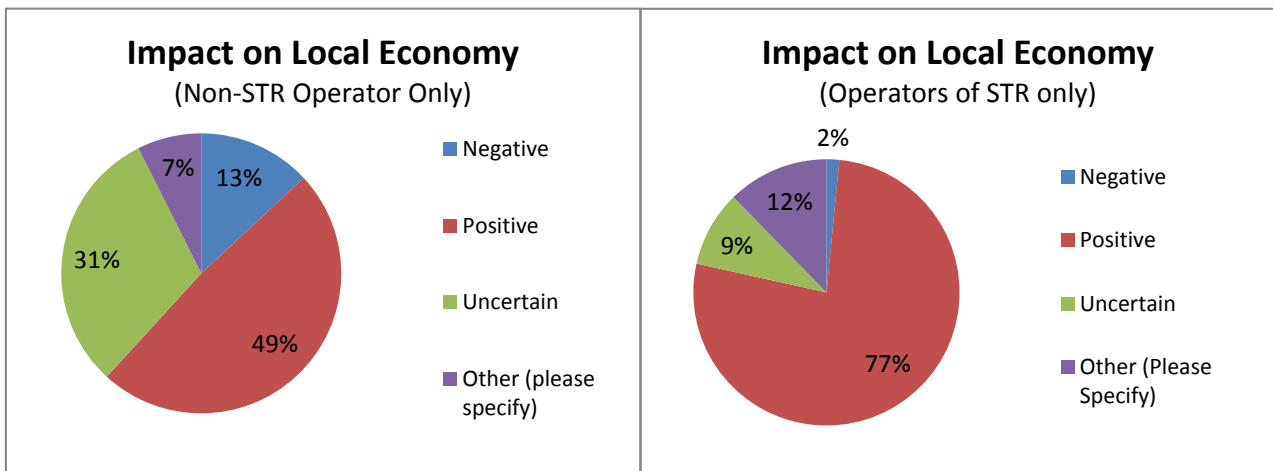
- Not property owners responsibility to provide rental housing
- provides different market
- Provides transitional housing
- Reduced home ownership cost
- Reduced rental prices
- Removes rental housing from market

Other Comments (Operators of STR Only):

- Amount of listings has no impact on market
- Better tourist experience
- Different market than long term rentals
- Filling a market demand
- Lack of quality tenants
- Mortgage helper

- No impact
- Only impacts rentals during summer
- Opens up spaces that were not rented previously
- Owners wouldn't rent long term anyways
- Provides opportunity for travelling professionals

Question #13: How has the growth of short-term rental accommodations in Whitehorse impacted the local economy?



Other Comments (Non-STR Operators Only):

- Any additions to the economy are positive
- Diversifies income opportunities
- Increased gap in haves/have nots
- Increased housing costs
- Increased tourism capacity
- Lack of consistency in tourism accommodations - hotels, hostels, etc.
- Negatively impacted affordability
- No impact
- Provides options for non-Whitehorse Yukoners
- Range of options for tourists
- Reduced overall housing units for employees

Other Comments (STR Operators Only):

- Better experience for tourists
- Hotels are full so STR supplements market
- Options for out of town Yukoners
- Options for short term contractors/professionals
- Provided options for tourists

Question #14: Do you have any further comments on short-term rental accommodations?**Non-STR Operators only**

- Regulation will result in empty units
- Additional revenue for City through fees
- Anything that increases rental units is positive
- Creates economic and tourism prosperity
- Creates traffic, noise, and crime issues in residential neighbourhoods
- Creates without cause evictions for LT renters
- Develop and enforce appropriate regulations
- Develop incentives for LTR
- Differentiate between a home owner and a business
- Do not allow AirBnb in Whitehorse
- Don't create more barriers
- Ensure proper safety standards are met
- Find other solutions to affordable housing issues
- Focus on other City priorities
- Hotels have limited availability
- Implement a hotel tax
- Improve rental affordability before allowing STR
- Increases unaffordability of housing
- Industry is regulated through reviews and ratings already
- Insurance issues
- Issues with condo regulations and insurance
- Limit frequency
- Limit number of rentals per property
- Limit the overall number of STR permitted
- LTR is more important than STR
- No regulations
- Not in apartments or townhouses
- Notification to neighbourhood
- Only allow in principal residence
- Only create regulations that are enforceable
- Only impacts hotel owners
- Owners won't make units available for LTR anyways
- Principal residences only
- Provides options for seasonal/temporary workers
- Provides options for tourists
- Reduces available rental units on the market
- Reduces rentals downtown creating traffic/parking issues
- Regulate similar to hotels
- Regulations should consider impact on neighbourhood
- Removes housing stock from market
- Seems like a City money grab

- Should be paying income tax on revenue
- Should be subject to proper zoning and enforcement with high fines
- Should not be allowed in residential areas
- Some owners don't want to rent long term
- Some regulations are appropriate
- Tax, regulate similar to other businesses
- There are more STR than LTR available
- Treat as a commercial venture
- Unfair to properly permitted tourist accommodation
- Uphold original intent of AirBnB
- Waste of City resources to regulate

STR Operators Only

- AirBnB platform already has proper requirements
- Implement appropriate safety regulations
- Cost to set up a home (bills/services) for 2-3 months is very high
- Don't regulate
- Find other solutions to housing affordability
- Income generator for retirees on limited budget
- Lack of available land is a bigger issue than STR
- Lack of suitable tenants
- Limit number of days rooms/residences can be rented for STR
- LTR more likely to damage property
- More appropriate for families than hotels
- No regulations unless it impacts neighbours
- Numerous temporary workers in Whitehorse need STR
- Only non-primary residences subject to fees
- Provides options for seasonal workers
- Providing additional tourist accommodation when hotels are full
- Secondary suites and secondary properties should be regulated
- Seems like a cash grab by the City
- Small fee and registry to track locations is appropriate
- Treat bedrooms differently than suites or secondary properties
- YG should update Hotel Act
- Properties receiving incentive should not be STR
- Required to afford mortgage
- Same rules as other tourism accommodation