

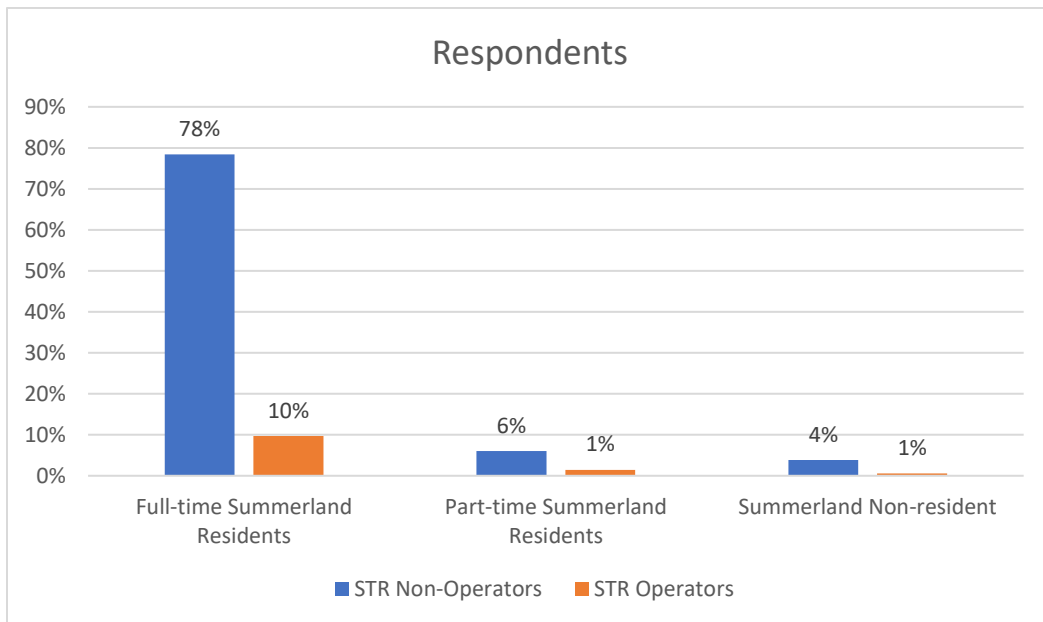
Survey Results Summary

There were 547 respondents to the short term rentals survey. Of those, 78% identified themselves as a full-time Summerland resident and 6% identified themselves as a part-time Summerland resident.

11.7% identified themselves as owning or managing a short term rental in Summerland (“STR Operators”), of which 82.8% also identified themselves as a full-time Summerland Resident.

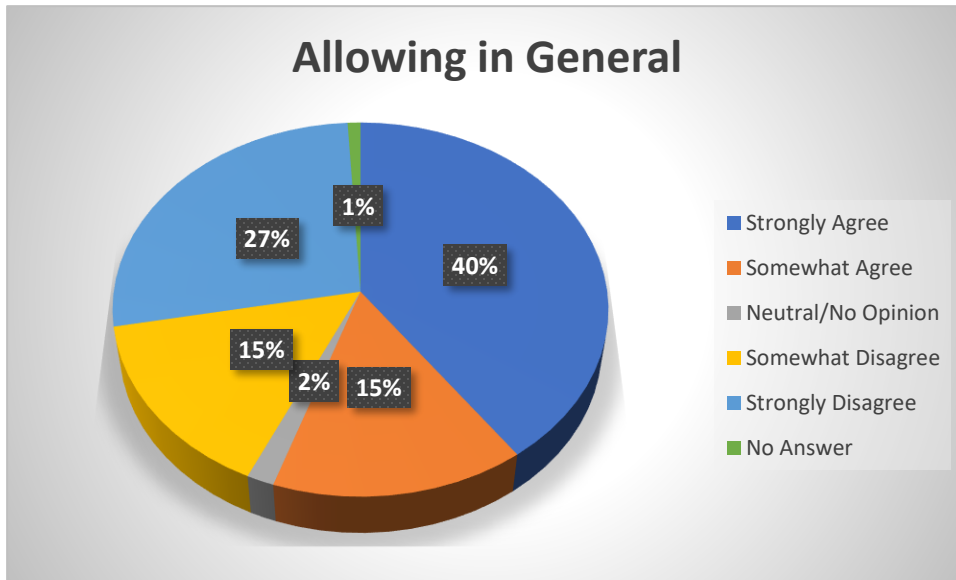
50.8% of respondents (278) identified themselves as living next to a short term rental.

	STR Non-Operators	STR Operators	Total
Full-time Summerland Residents	429	53	482
Part-time Summerland Residents	33	8	41
Summerland Non-resident	21	3	24
Total	483	64	547



Q1: The District is proposing DRAFT regulations for short term rentals in Summerland. A short term rental means the use or rental of a dwelling, or any part of it, for the temporary accommodation of the travelling public for a period of less than 28 days. This does not include a Bed & Breakfast Home.

Do you generally agree or disagree with allowing short term rentals in Summerland?



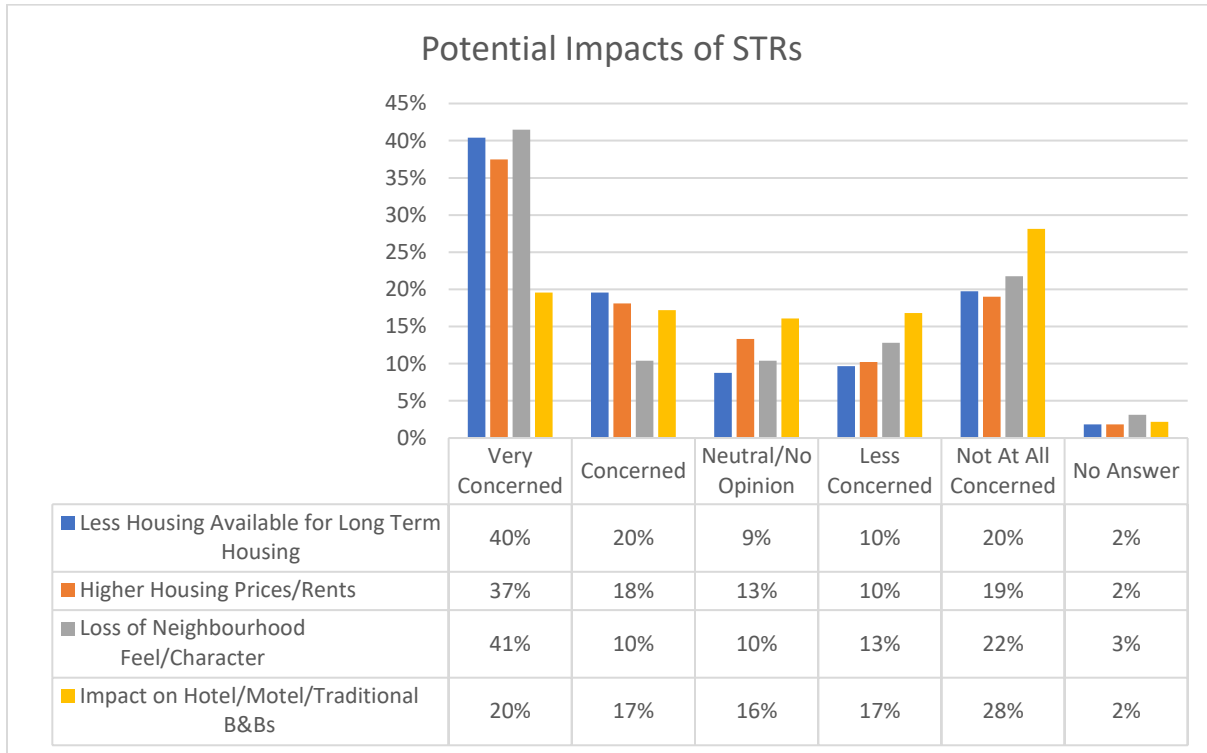
N=547

- 55% of all respondents agree with allowing short term rentals in Summerland (Strongly or Somewhat Agree).
- 42% of all respondents disagree with allowing short term rentals in Summerland (Strongly or Somewhat Disagree).
- Of respondents that identified as full-time Summerland residents, there were also 55% that agree and 42% that disagree (n=512).

What does this tell us?

- This is a divided issue, with strong opinions on both sides.
- There are more respondents in agreement with generally allowing short term rentals than not.

Q2: Please rate your level of concern with the following potential impacts of short term rentals in Summerland.

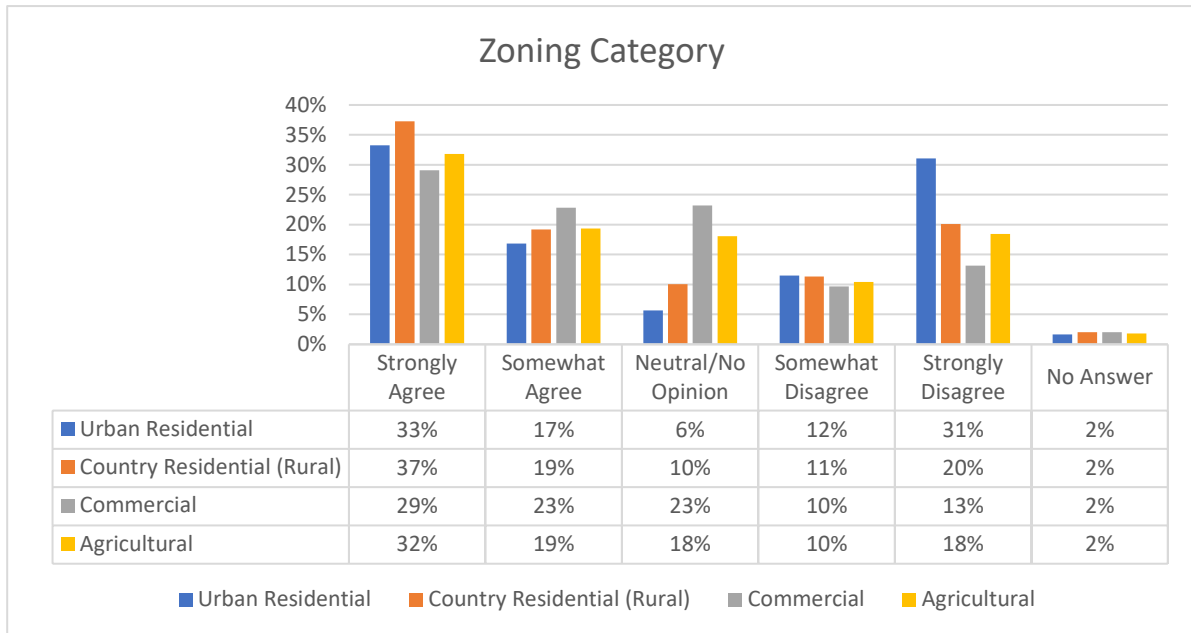


- The majority of respondents (60%) have concerns (Concerned or Very Concerned) with the impact of short term rentals on availability of long term housing
- The majority of respondents (55%) have concerns (Concerned or Very Concerned) with the impact of short term rentals on higher housing prices/rents.
- 51% of respondents have concerns (Concerned or Very Concerned) with the impact of short term rentals on neighbourhood feel/character
- There is less concern on the impact on hotel, motel, and traditional B&Bs (61% neutral, less concerned or not at all concerned).

What does this tell us?

- Most respondents are concerned about impacts of short term rentals to availability and prices/rents of long term housing in Summerland and loss of neighbourhood feel/character.

Q3: Please indicate whether you agree or disagree in general with allowing a short term rental based on the zoning categories listed below.



- Half of the respondents (50%) agree (Strongly Agree or Somewhat Agree) with allowing short term rentals in Urban Residential Zones, whereas 43% disagree (Strongly Disagree or Somewhat Disagree).
- The majority of respondent agree (Strongly Agree or Somewhat Agree) with allowing short term rentals in Country Residential zones (56%), whereas 31% disagree (Strongly Disagree or Somewhat Disagree).
- Commercial zones have the highest instance of a neutral/no opinion (23%). The majority of respondents agree (52%) and 23% disagree (Strongly Disagree or Somewhat Disagree).
- 51% of respondents agree with allowing short term rentals in Agricultural zones, where as 28% disagree (Strongly Disagree or Somewhat Disagree)

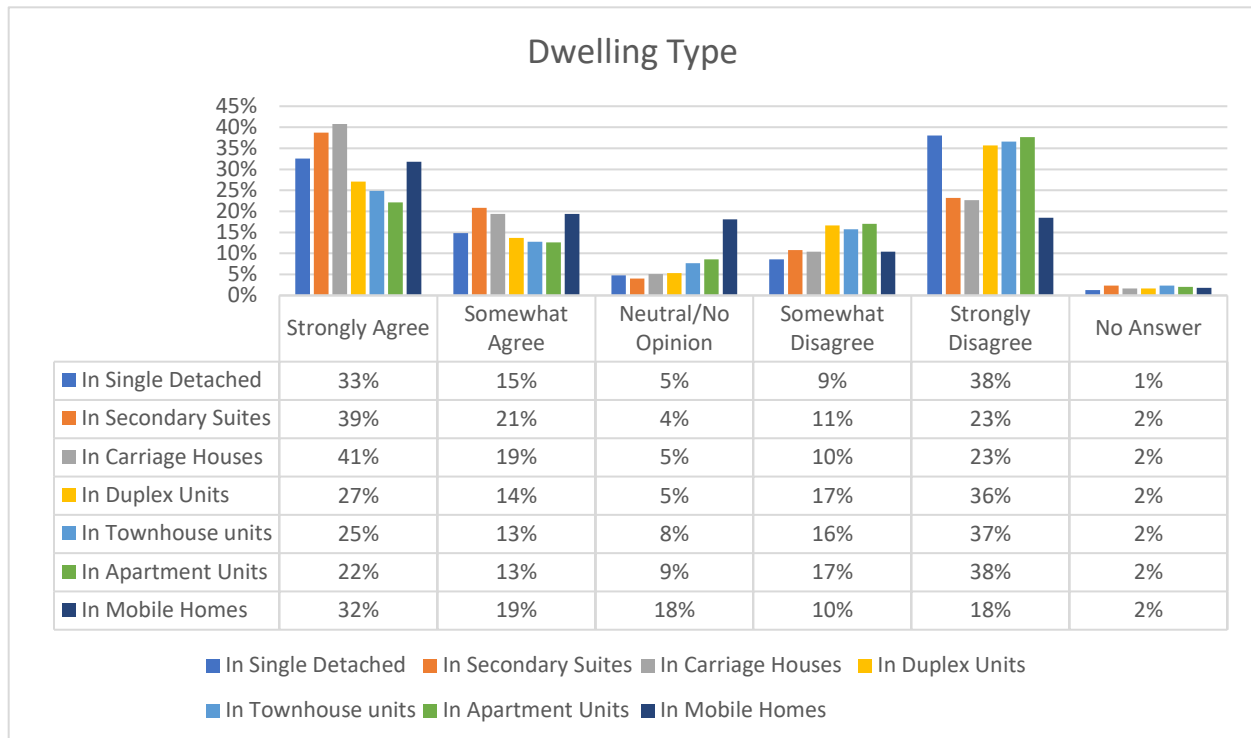
What does this tell us?

- Respondents have a stronger opinion on allowing or not allowing short term rentals in Urban Residential zones than any the other zoning categories presented, with 64% of respondents either strongly agreeing or strongly disagreeing.
- In comparison, 57%, 50% and 42% of respondents registered a strong opinion for or against in the Country Residential, Agricultural and Commercial zones respectively.

How does this align with the DRAFT regulations?

- 50% or more of the respondents agree with allowing short term rentals in the proposed zones (Urban Residential, Country Residential and Commercial).
- Respondents also agree with allowing short term rentals in Agricultural zones.

Q5: Please indicate whether you agree or disagree in general with allowing a short term rental based on the dwelling types listed below.



- 60% of respondents agree (Strongly Agree/Somewhat Agree) with allowing short term rentals in Secondary Suites and Carriage Houses.
- 51% of respondents agree (Strongly Agree/Somewhat Agree) with allowing short term rentals in mobile homes. A further 18% of respondents had no opinion.
- Respondents are almost equally split in agreeing (Strongly Agree/Somewhat Agree) and disagreeing (Strongly Disagree/Somewhat Disagree) with allowing short term rentals in single detached dwellings (48% and 47% respectively).
- Fewer respondents agree (Strongly Agree/Somewhat Agree) with allowing short term rentals in duplex, townhouse or apartment units (41%, 38%, and 35% respectively).

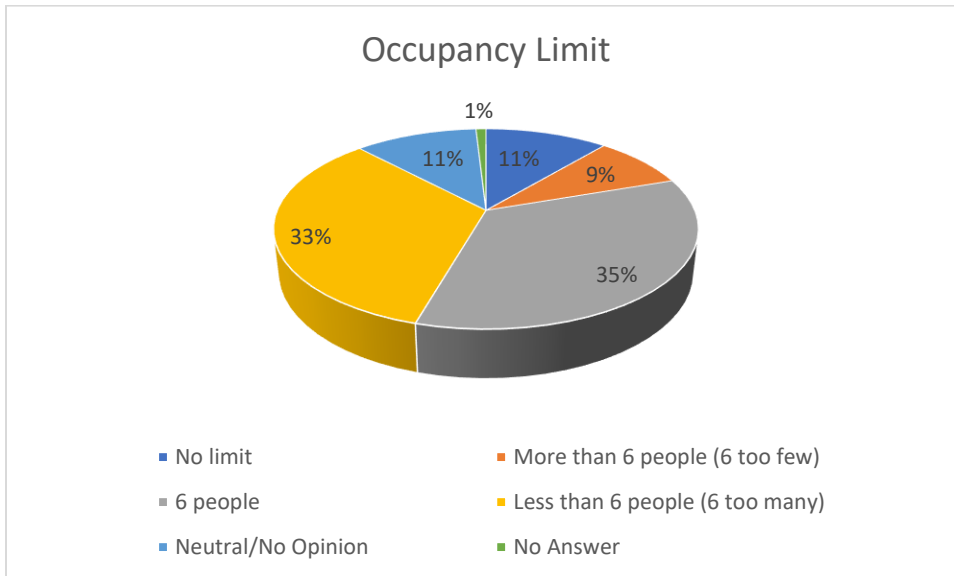
What does this tell us?

- Some dwelling types have more support than others for short term rental use.
- The majority of respondents disagree with the use of multiple family (townhouse/apartment) and duplex units for short term rentals (53%, 53% and 55% respectively).
- Respondents agree with allowing short term rentals in Secondary suites and carriage houses over any other dwelling type.
- There are strong opinions on both sides on the use of single detached dwellings.

How does this align with the DRAFT regulations?

- Most respondents do not agree with including duplex or multiple family dwellings as permitted dwelling types for short term rentals.

Q6: The DRAFT regulations propose to limit occupancy to up to six persons for a short term rental unless there is further public consultation. Do you agree or disagree with this occupancy limit?



- 35% of respondents agree with a 6 person occupancy limit
- 33% of respondents think 6 people is too many
- 20% of respondents think 6 is too few or that there should not be a limit

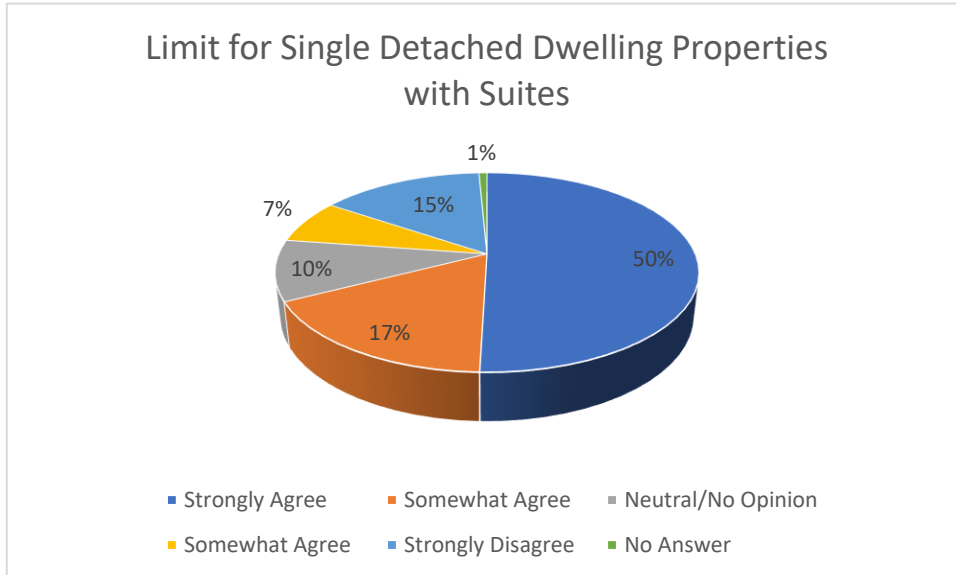
What does this tell us?

- The majority of respondents indicate there should be an occupancy limit (77%), while 11% have no opinion and 11% indicate there should be no limit.
- There is a split in respondent's opinion on what the occupancy limit should be.

How does this align with the DRAFT regulations?

- The most common response (35%) agreed with the proposed 6 person occupancy limit.

Q7: The DRAFT regulations propose that for properties that have a single detached dwelling and a secondary suite/carriage house, the number of short term rentals is limited to one per property.



- 67% of respondents agree (Strongly Agree or Somewhat Agree) with limiting the number of short term rentals on a property that has a single detached dwelling and a secondary suite/carriage house to one short term rental.

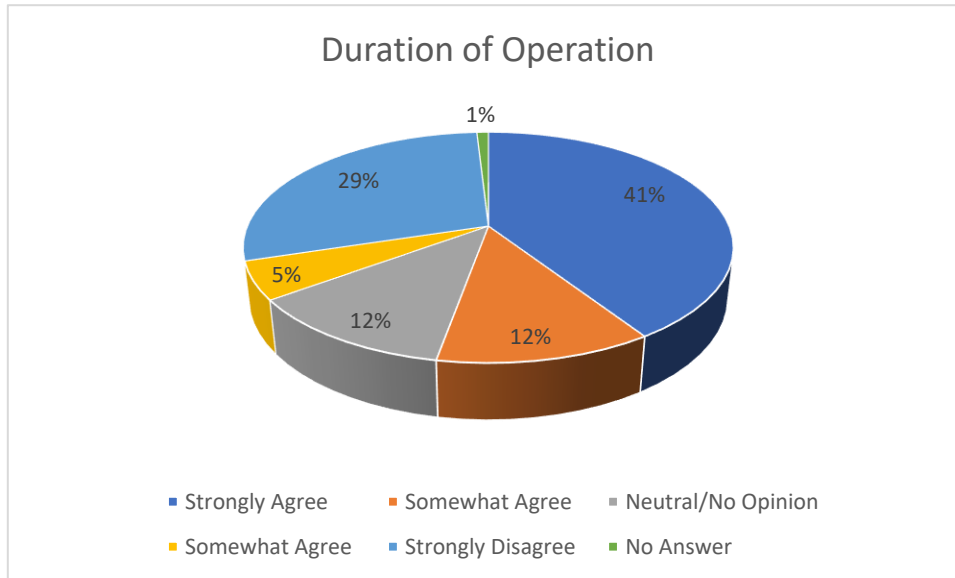
What does this tell us?

- Few respondents strongly or somewhat disagree with this limit (16%).

How does this align with the DRAFT regulations?

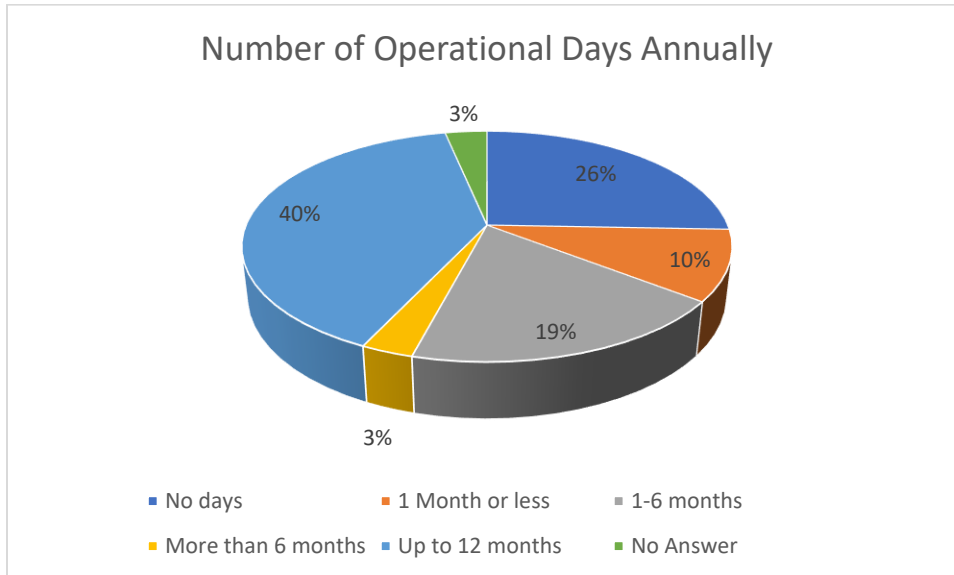
- Most respondents agree with the proposed regulation to limit the number of short term rentals on single detached dwelling properties.

Q8: The DRAFT regulations propose that a short term rental can be operated year-round (no limit on number of days to rent). Do you agree or disagree with allowing short term rentals to operate year-round?



- The majority of respondents agree (Strongly Agree or Somewhat Agree) with allowing short term rentals to operate year-round (53%), whereas 35% disagree (Strongly Disagree or Somewhat Disagree).

Q9: What do you think is the most appropriate maximum to the number of days in a year that a short term rental can operate?



- 40% of respondents thought the most appropriate maximum number of days in a year was up to 12 months.
- 26% of respondents thought that short term rentals should not be able to operate (a maximum of 0 days).

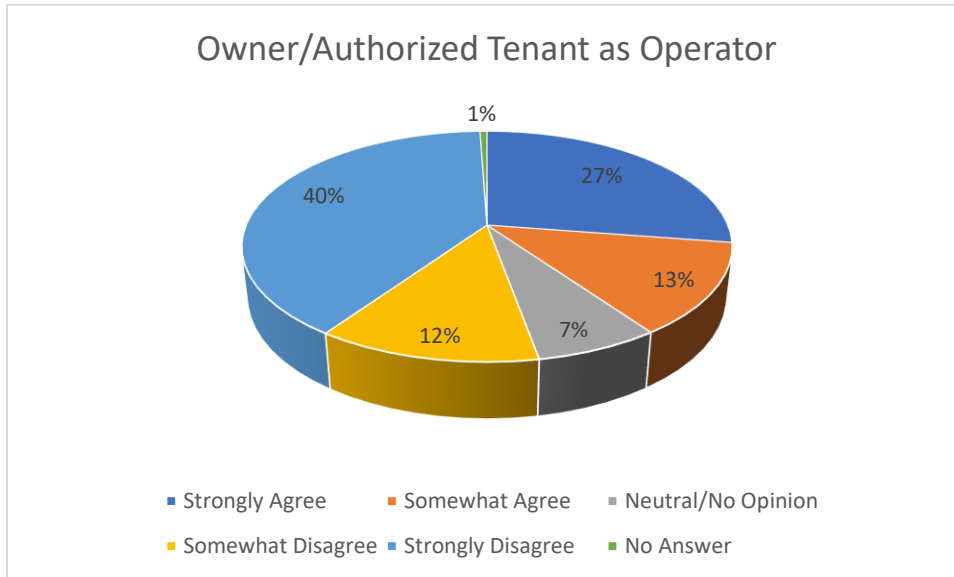
What does this tell us?

- The majority of respondents (55%) supported a duration of up to 6 months (0 days-6 months), while 43% supported more than 6 months (6 months-12 months).
- There is a split in opinion between 40% supporting up to 12 months duration in a year, 26% not supporting any operational days and 32% between 1 day and less than 12 months).

How does this align with the DRAFT regulations?

- The most common response (40%) thought up to 12 months an appropriate maximum number of days in a year to operate.

Q10: The DRAFT regulations propose that any property owner or tenant (with owner’s permission) be allowed to operate a short term rental.



- 62% of respondents disagree (Strongly Disagree or Somewhat Disagree) with allowing any property owner or tenant (with owner’s permission) to operate a short term rental.

What does this tell us?

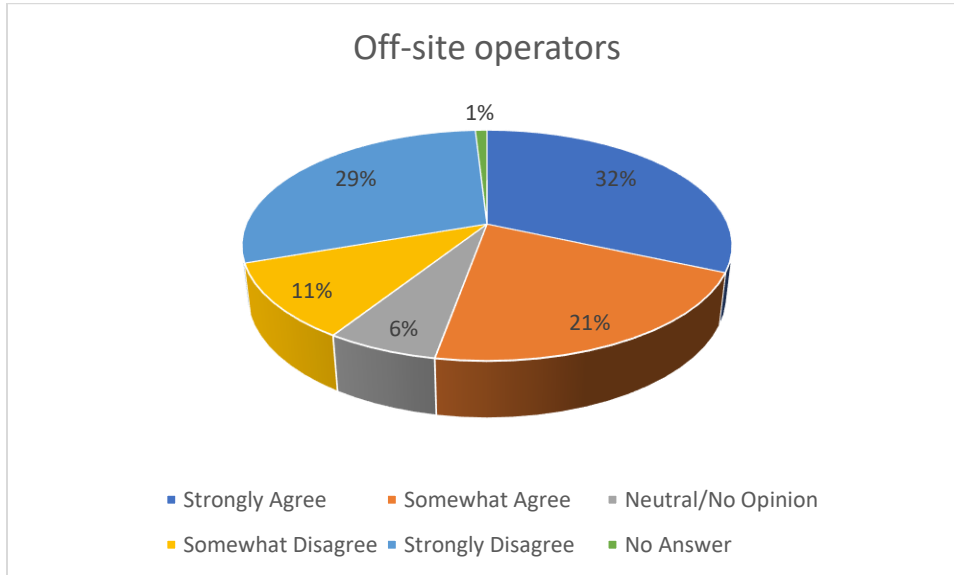
- More respondents agree with operators being off-site (53%) than allowing any property owner or authorized tenant to be an operator (40%). This suggests that most respondents want another type of qualification to operate or may disagree with allowing tenants to operate with the owner’s permission.

How does this align with the DRAFT regulations?

- Most respondents are not in support of the draft regulation to allow for any property owner or authorized tenant to operate a short term rental.

Q11: The DRAFT regulations do not propose the operator be present on site during a guest’s stay. The DRAFT regulations would require the operator to be available 24/7 and responsive within 2 hours of a compliant. Their contact information would also be publicly displayed on site.

Given the above, do you agree or disagree with allowing operators to be off-site?



- 53% agree with allowing operators to be off-site, given the draft regulations.
- There is a relatively even split between those that strongly agree (32%), strongly disagree (29%) and those that somewhat agree or somewhat disagree (32%).

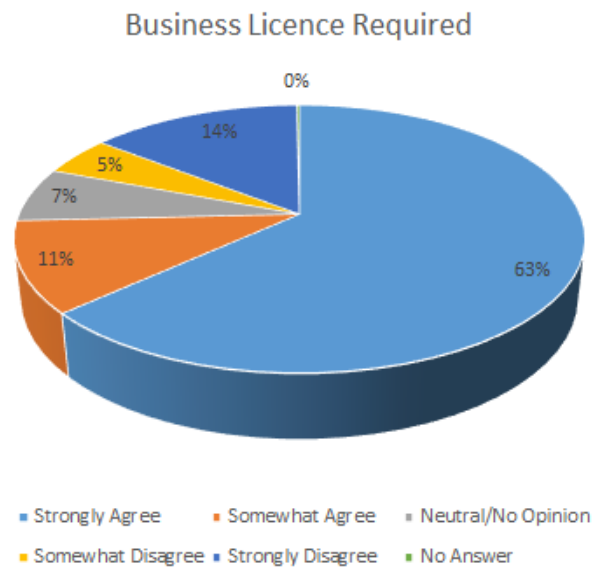
What does this tell us?

- Most respondents (61%) have a strong opinion about this question.

How does this align with the DRAFT regulations?

- The majority of respondents agree with allowing off-site operators.

Q12: The DRAFT regulations propose that a business licence be required to operate a short term rental. Do you agree or disagree with a business licence requirement?



- 74% agree (Strongly Agree or Somewhat Agree) with a business licence requirement to operate a short term rental.
- 19% disagree (Strongly Disagree or Somewhat Disagree) with a business licence requirement.

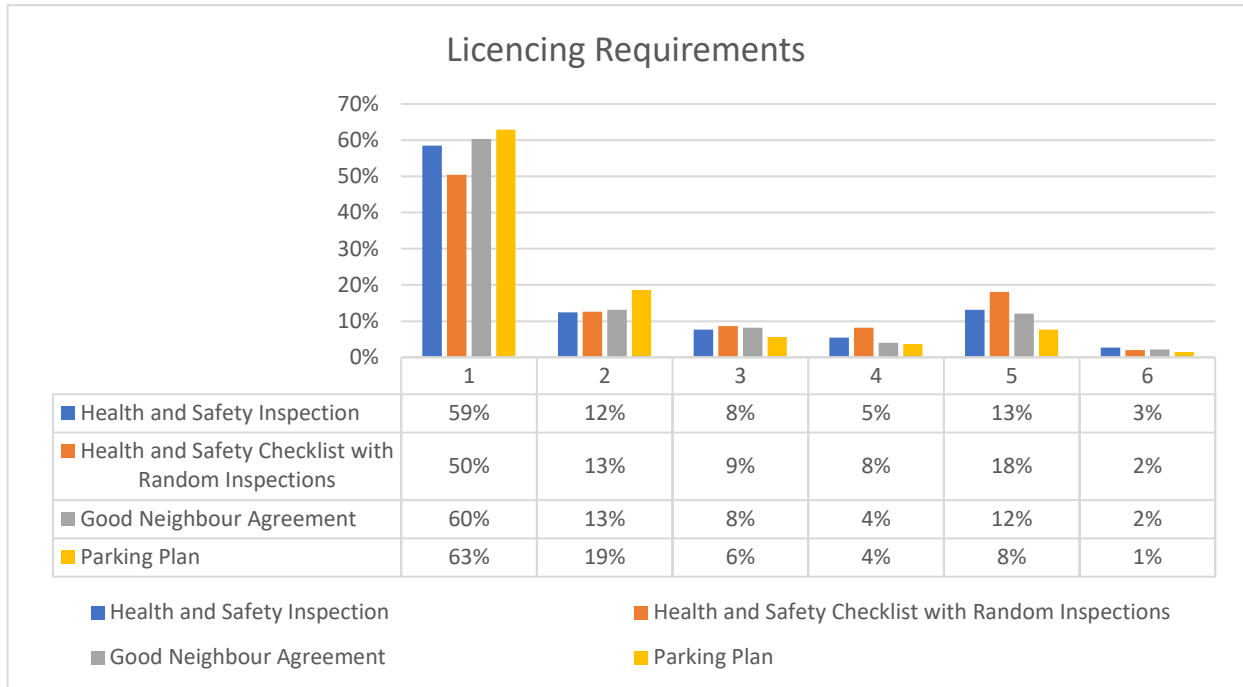
What does this tell us?

- If short term rentals are allowed, there is strong support for business licencing to be required.

How does this align with the DRAFT regulations?

- A strong majority of respondents support a business licence requirement.

Q13: Please indicate whether you agree or disagree in general with the following application requirements to obtain a business licence for a short term rental.



- The vast majority of respondents agree (Strongly Agree or Somewhat Agree with requiring a health and safety inspection (71%), health and safety checklist with random inspections (63%), good neighbour agreement (73%), and parking plan (82%).
- More respondents were in favour of a health and safety inspection requirement (71% Strongly Agree or Somewhat Agree) than with a health and safety checklist with random inspection (63% Strongly Agree or Somewhat Agree).
- A majority (52%) of respondents agree (Strongly Agree or Somewhat Agree) with a business licence requirement for an on-site operator during a guest’s stay.

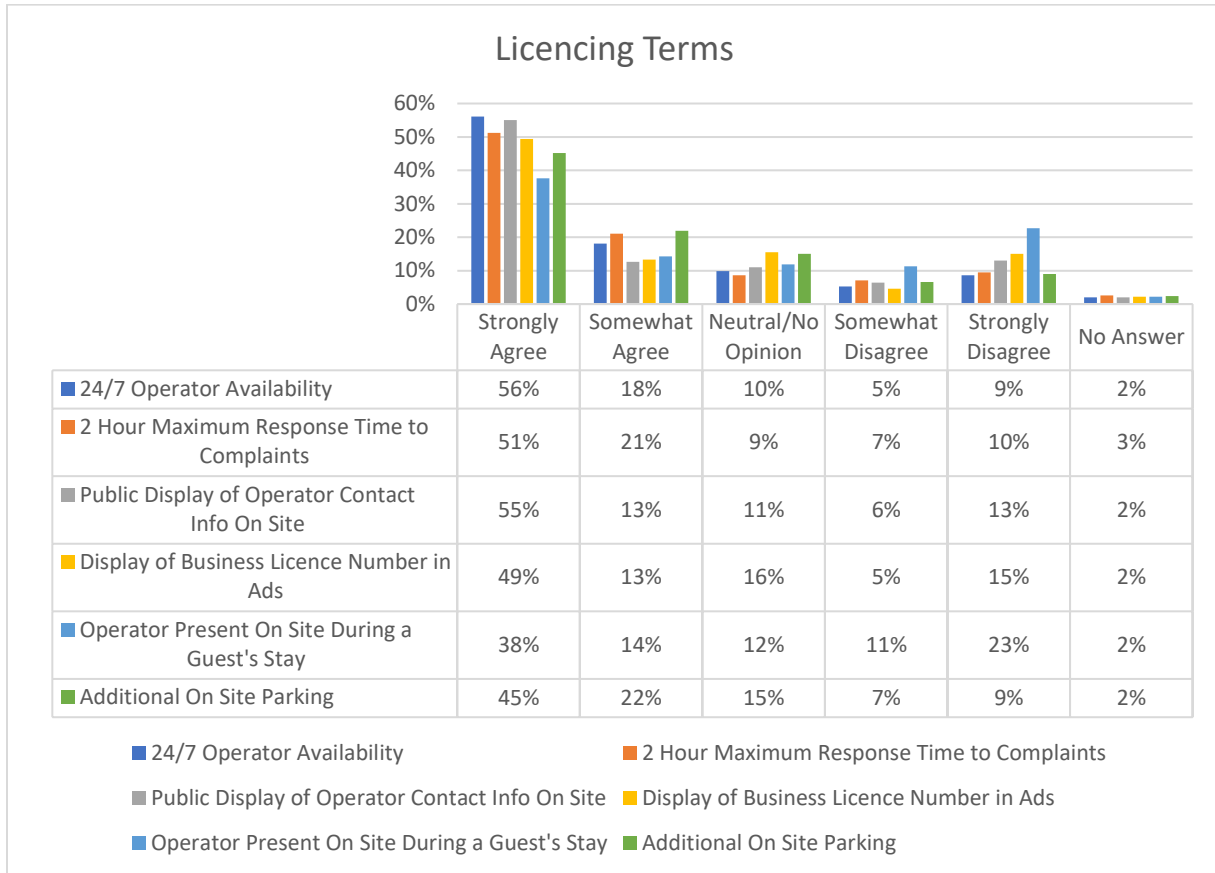
What does this tell us?

- There is more consensus on business licence requirements than any other questions posed.
- If short term rentals are allowed, there is strong opinion in favour of health and safety inspection, health and safety checklist with random inspections, good neighbour agreements and parking plans.
- Respondents preferred a health and safety inspection over a health and safety checklist with random inspections.
- Respondents were in strong agreement with requiring a parking plan.

How does this align with the DRAFT regulations?

- Most respondents agree with the proposed requirements for a health and safety inspection and good neighbour agreement.
- Most respondents also agree with a parking plan requirement (which is not currently part of the draft regulations).

Q14: Please indicate whether you agree or disagree in general with the following business licence terms for a short term rental operator.

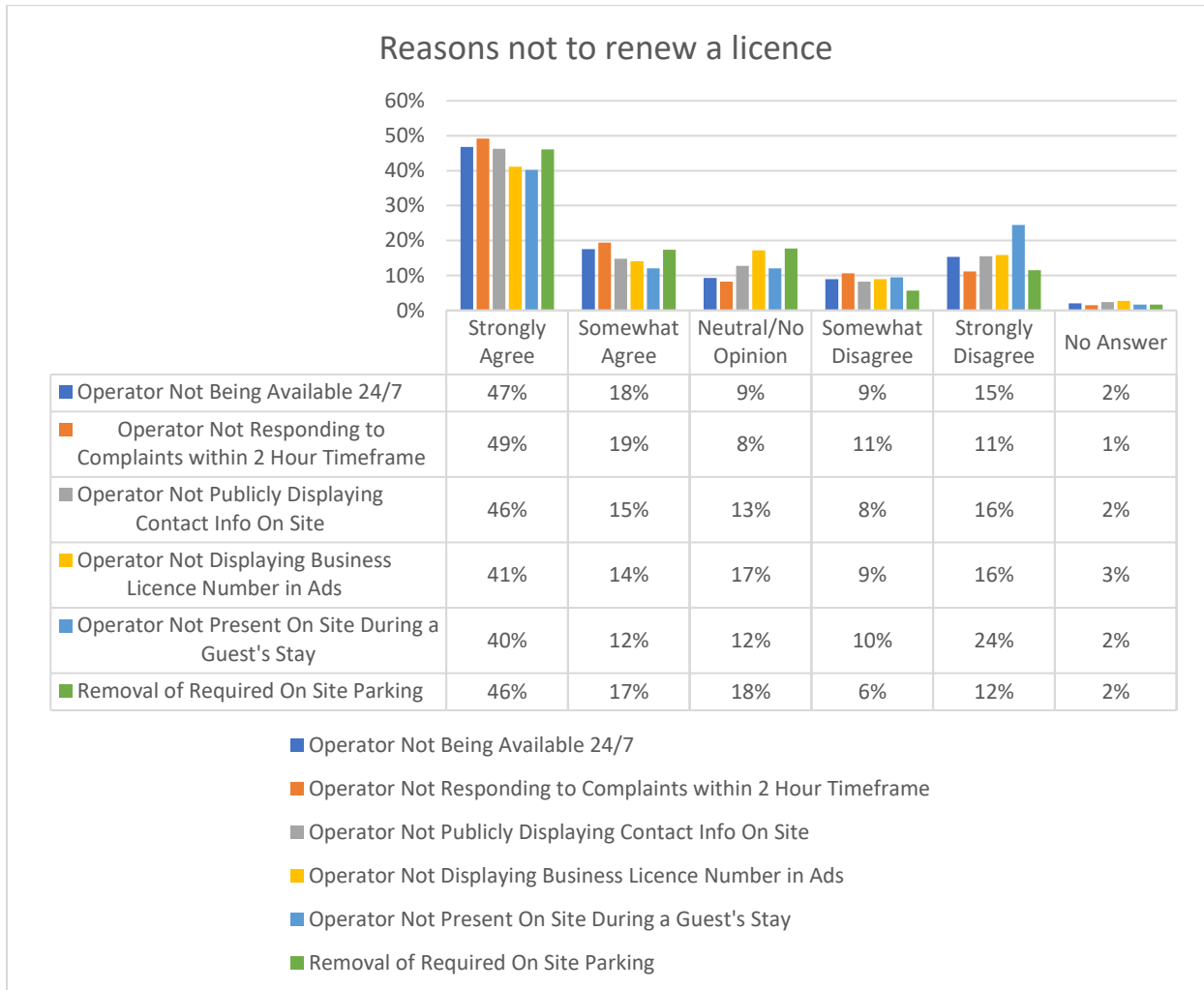


- The majority of respondents agreed (Strongly Agree or Somewhat Agree) with the following business licencing terms: 24/7 operator availability (74%), 2 hour maximum response time to complaints (72%), public display of operator contact info (68%), display of business licence number in ads (62%), operator present on site during a guest’s stay (52%) and additional on-site parking (67%).

What does this tell us?

- If short term rentals are allowed, there is strong opinion in favour of requiring 24/7 operator availability, 2 hour maximum response time to complaints, and public display of operator contact info on site.
- If short term rentals are allowed, the majority of respondents also agree with requiring an operator to be present on site during a guest’s stay and additional on site parking.

Q15: Please indicate whether you agree or disagree in general with the following terms to be reasons for the District to not renew a short term rental business licence when an Operator is repeatedly not abiding by the terms.



- The majority of respondents agreed (Strongly Agree or Somewhat Agree) with the following reasons to not renew a licence: operator not being available 24/7 (65%), operator not responding to complaints within 2 hour timeframe (68%), operator not publicly displaying contact info on site (61%), operator not displaying business licence number in ads (55%), operator not being present during a guest’s stay (52%) and removal of required on site parking (63%).

What does this tell us?

- There is support for revoking business licences when an operator repeatedly does not abide to specific terms of the licence.