

# SHORT-TERM RENTAL OPERATOR'S GUIDEBOOK



## Responsible Host Guide

Everything you need to know to  
operate a short-term rental in Burnaby



## Being a responsible short-term rental operator in Burnaby

The City of Burnaby has designed a framework to ensure our community can benefit from the operation of short-term rentals. To obtain a licence to operate a short-term rental in Burnaby, property owners must ensure their property meets the eligibility requirements, confirm their building meets fire safety standards and take steps to be responsible neighbours. By following this guide, we can ensure that our community benefits from the operation of short-term rental properties.

### What is a short-term rental?

Short-term rentals are units available for not more than 90 days per calendar year. These include vacation rentals listed on online platforms such as Airbnb and VRBO (Vacation Rentals by Owner). Anyone who wishes to operate a short-term rental in Burnaby must obtain a business licence.

### Why regulate?

The City's licensing system is designed to protect the long-term rental stock in Burnaby, address the potential neighbourhood concerns of short-term rentals, while providing opportunities for home owners to benefit from this emerging market.

All licences must be renewed on an annual basis.

### Eligibility requirements

- » Homeowners may only list their principal residence as a short-term rental property;
- » Short-term rentals are permitted in strata units, with the written permission of the strata council;
- » Short-term rentals are not permitted in rental units, secondary suites, multi-family flex units including in flex units, caretaker residences, dwelling units containing a secondary suite, boarding use, home-based child care facility, group home, private hospital, or a home occupation that includes on-site client services, and accessory buildings;
- » Up to four unrelated guests, or six people within the same family are permitted to stay in a short-term rental; and
- » Homeowners are limited to renting a portion of their principal residence as a short-term rental for a maximum of 90 nights per calendar year. However, 28 of those nights may include the rental of the homeowner's entire principal residence.

### Steps to obtaining a business license

In order to obtain a business licence, operators will have to:

1. Submit an application form along with mandatory documentation (proof of principal residence, and where applicable a letter of permission from strata).
2. Pay a business licence fee.
3. Agree to conform to the short-term rental regulations and all City bylaws.



## Responsibilities and Requirements

To minimize potential disruptions to a neighbourhood, the short-term rental operators must:

- » Be available to attend at the short-term rental within two hours of being requested to do so and be available at all times to respond to any complaints received in respect of the short-term rental (a designated responsible person may also attend on behalf of the operator);
- » Provide notification to neighbouring properties on an annual basis (strata properties exempt);
- » Maintain a written record detailing:
  - the dates they operated a short-term rental;
  - whether the short-term rental operator was present at or absent from the principal residence unit on each of those dates;
  - the number of guests for each short-term rental booking;
  - copies of receipts or invoices for each short-term rental booking, including the booking date(s); and,
  - if applicable, a copy of the notification provided to their neighbours with a record of every address to which the short-term rental operator delivered the notification, and the date the notification was delivered to each address.

## Compliance

The City takes an active approach to enforce short-term rental regulations. Operators may face fines of up to \$500 per infraction, with escalating fines for continued non-compliance.

Fines may be issued for violations including:

- Failure to obtain a valid business licence
- Operating a short-term rental on property that is not the operator's principal residence
- Failure to provide information to guests
- Failure to attend
- Failure to maintain record
- Failure to post fire safety plan

## Information for guests

### Noise

Quiet hours are between 10 pm and 7 am.

### Vehicle parking

Ensure your guests understand where they are allowed to park (ideally in a driveway, designated parking stall, or, where applicable, on the street).

### Dogs

All dogs must be leashed and in control at all times, except in designated off-leash parks. Ensure your guests know to pick up after their dog.

### Garbage and recycling

Help reduce waste in Burnaby by encouraging your guests to utilize the City's Green Bin Program during their stay.

Visit [Burnaby.ca/FoodScraps](http://Burnaby.ca/FoodScraps) for a full list of which items are acceptable in the Green Bin. Consider printing and posting this list in a highly visible spot in your home for guests to reference.



## In case of fire, go outside immediately and call 9-1-1

Operator's name:

\_\_\_\_\_

Address of this property:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

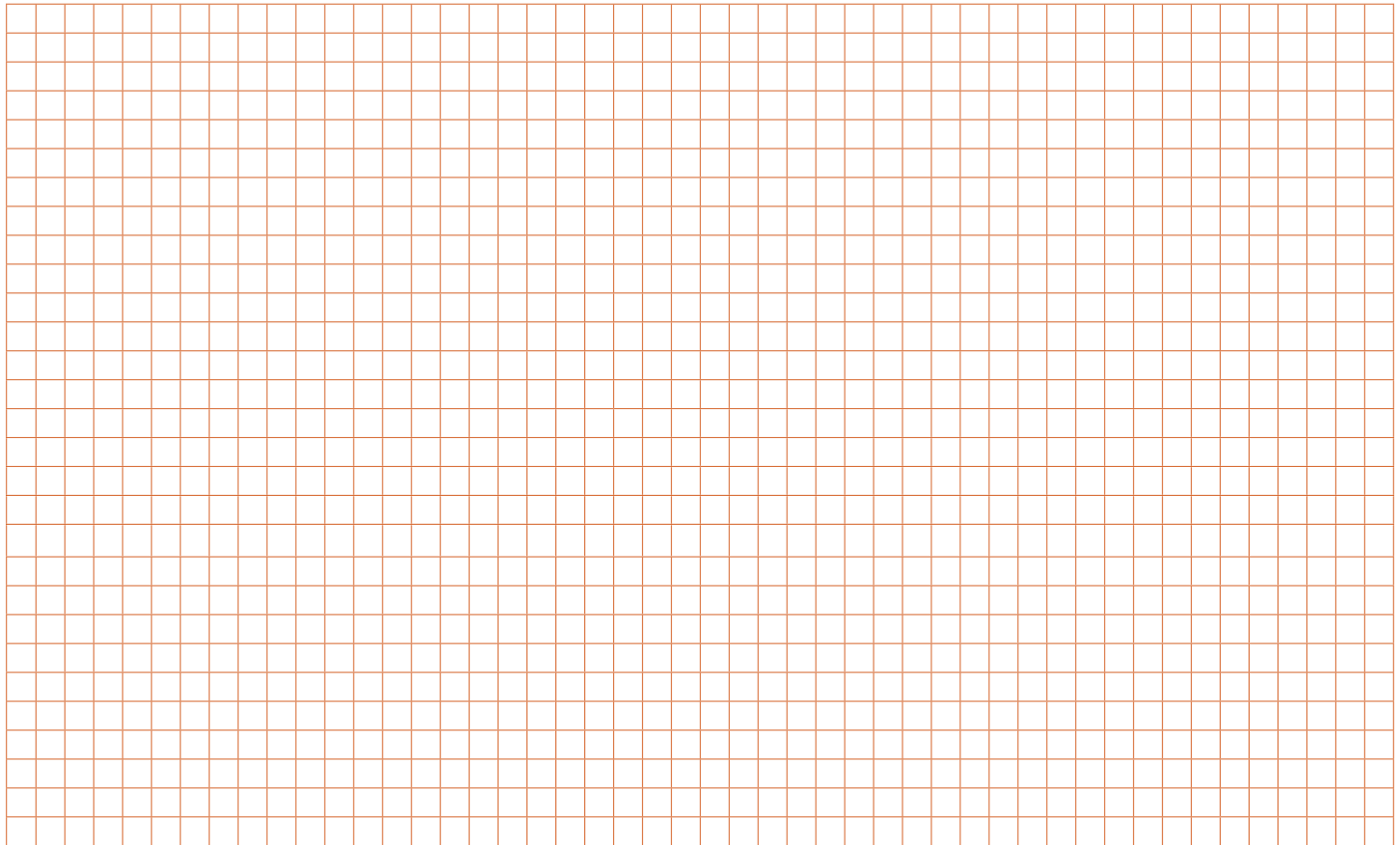
Emergency contact:

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

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Designated meeting point:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



### Fire safety plan (print and post this at all entrances and exits)

1. Use the grid above to draw a floor plan of your home or make your own using this page as a template
2. Show two ways out for your short-term rental guests
3. Mark where fire extinguishers can be found
4. Show or describe a meeting point outside
5. Post this plan at entrances and exits

