



CORPORATION OF THE CITY OF VERNON

AFFORDABLE HOUSING ADVISORY COMMITTEE

WEDNESDAY, JUNE 29, 2022, AT 3:00 PM

COUNCIL CHAMBERS, CITY HALL (OKANAGAN LAKE ROOM)

A G E N D A

1) CALL TO ORDER

2) LAND ACKNOWLEDGMENT

As chair of the City of Vernon's Affordable Housing Advisory Committee, and in the spirit of this gathering, I recognize the City of Vernon is located in the traditional territory of the Syilx people of the Okanagan nation.

3) ADOPTION OF AGENDA

4) ADOPTION OF MINUTES

a) November 4, 2021 (Attached)

5) DELEGATION PRESENTATION

a) **K. Flick, Director, Community Infrastructure & Development** to provide an overview of the Committee Terms of Reference (TOR) and Bullying / Harassment Policy (Attached).

6) NEW BUSINESS

- a) Short Term Rental (STR) Regulations
- b) North Okanagan Regional Housing Strategy Feedback (Attached)
- c) City of Vernon Attainable Housing Strategy and Implementation

7) INFORMATION ITEMS

8) DATE OF NEXT MEETING

The next meeting will be at the call of the Chair.

9) ADJOURNMENT



THE CORPORATION OF THE CITY OF VERNON

MINUTES OF

THE AFFORDABLE HOUSING ADVISORY COMMITTEE

THURSDAY, NOVEMBER 4, 2021

VERNON ELKS LODGE NO. 45 AT 3:00 PM

PRESENT Annette Sharkey, Social Planning Council
Catherine Lord, Seniors Rep.
Colleen McEwan, Interior Health Authority
Councillor Kari Gares, Council Appointed
Councillor Kelly Fehr, Chair
Glory Westwell, Habitat for Humanity

DELEGATION Laura Frank, Regional Planning Projects Manager, Regional District North Okanagan

ABSENT Brad Stinn, Building representative
Councillor Brian Quiring
Kimberly Fuller, Community at Large representative
Nanette Drobot, Supportive Housing Advisor, BC Housing
Jake Russell, Community at Large Representative
Councillor Paul Britton, City of Armstrong

STAFF Barbara Everdene, Long Range Planner
Roy Nuriel, Staff Liaison, Economic Development Planner
Tracy Mueller, Committee Clerk
Carson Mackonka, Planning Assistant

ORDER The Chair called the meeting to order at 3:12 PM.

**LAND
ACKNOWLEDGEMENT** *As chair of the City of Vernon's Affordable Housing Advisory Committee, and in the spirit of this gathering, I recognize the City of Vernon is located in the traditional territory of the Syilx people of the Okanagan nation.*

ADOPTION OF AGENDA

Moved by C. Lord; seconded by G. Westwell;

THAT the agenda for the Thursday, November 4, 2021, Affordable Housing Advisory Committee meeting be adopted.

CARRIED

ADOPTION OF MINUTES

Moved by A. Sharkey, seconded by Councillor Gares:

THAT the minutes of the Thursday, August 16, 2021, Affordable Housing Advisory Committee meeting be adopted.

CARRIED

UNFINISHED BUSINESS:

There was no unfinished business discussed.

NEW BUSINESS:

NORTH OKANAGAN REGIONAL HOUSING STRATEGY (DELEGATION PRESENTATION)

Roy Nuriel, Economic Development Planner, introduced, Laura Frank, Regional Planning Projects Manager, Regional District North Okanagan who provided a PowerPoint Presentation on the Regional Housing Strategy.

An overview of the report provided by the delegation is as follows:

- The last two years the Board has been committed to identifying challenges with Affordable Housing.
- The key findings of the work done have "set the table" for the strategy.
- The majority of the Region's population is centred in Vernon.
- The delegation provided a high-level overview, as follows:
 - When it comes to growth, it is driven by migration.
 - The Region's growth is entirely dependent on migration into the Region.
 - There have been a lot of new inhabitants over the last couple of years.
 - The bulk of housing stock is comprised of single-family dwellings; unfortunately, there is not a lot of diversity in housing stock.
 - There is a significant shortage of rental units that are \$500 or less; as a result, some individuals are forced to pay more than 30% of their annual income for housing.

- One of the key challenges is there is not enough rental stock available in order to suitably address needs.
- The most affordable community for rentals has been identified as the City of Armstrong.
- The delegation noted that the numbers used within the report are based on 2019 sales prices, therefore, the numbers over the last two years would be significantly lower (due to COVID-19).
- Housing assessments in our Region looked at suitability for the size and adequacy; however, it does not measure homes in significant need of repair.
- Looking at the Regional profile of dwelling affordability is a challenge. In terms of demographics for rental housing, the largest age group being identified as being in need for suitable rental housing falls between the ages of 45 – 64.
- Low to moderate-income earners were also challenged, within Vernon there are 3000 households that currently pay more than the 30% of their income to housing.
- In terms of building the Strategy, and collecting information, consultants were engaged to compile data, and based on the demographics and migration seen, the target recommendations are that half of new homes should be multifamily, a quarter should be family rental apartments, i.e., one bedroom plus den, etc., and the remainder would then be single family units.
- The delegation clarified that City of Vernon has made a lot of progress in multi-family units over the last three years which is helping to make a dent in the shortage in housing stock.
- The Board, based on the data collected, determined there was an emergent need to develop a Regional Housing Strategy. The delegation clarified that the Board is committed to creating a response; however, that no single community can meet all the needs identified.
- The Strategy is been broken into five (5) key objectives:
 1. Establish
 2. Increase
 3. Support and Protect
 4. Reduce Barriers
 5. Strengthen Partnerships and Build Awareness
- The delegation clarified that the aim is to create a list of actions communities can go through with their Councils in order to make some amendments.

- The City of Vernon is further along than other communities in terms of developing additional housing to meet the lower income / rental requirements.
- It was discussed that Lumby reviewed the proposed Regional Plan with their Council and that collectively, their Council was excited that there was a regional initiative being undertaken. Each community would address the targets within their Official Community Plans (OCPs). The delegation noted that as a collective we can identify where the projects are happening, where opportunities can be met, it is not meant to be prescriptive, it is a high-level plan and individual communities can review and determine what is meaningful.
- The delegation noted that in building the Strategy, any suggestions are welcome, changes are needed to be made and presented to the Board in December 2021.

Staff clarified that the proposed document is a regional document; the aim is to partner and see if we can provide different tools.

Each of the five objectives outlined within the Strategy provide some items for consideration. Council has members of the Affordable Housing Advisory Committee asked for ideas on the various suggestions. Each of the five objectives will be reviewed and comments and ideas will be solicited from members of the Committee.

Objective 1: Establish a shared commitment to address the regional affordable housing challenges:

The following questions / comments were posed by members of the Committee:

- Municipalities need to do a report card, but it should be in terms of Regional Benchmarks and how municipalities fit in. An example: the number of subsidized low-income housing, Vernon has X amount, Coldstream has X.
 - The delegation noted that there should be an overarching report card; however, tying into the communities' projects will go a long way toward tying back into the concerted efforts. The only challenge is how do you allocate or set targets for various communities? Feedback received from smaller communities was that they do not have the same social service provisions as other larger centres, i.e., supportive housing.

- It was noted that we need to be cautious in tying mental health data to housing unaffordability; it would be good to understand who is struggling with affordable housing, and mental health / substance abuse; the data needs to be broken down a bit further.
- The worry is that “affordable housing” stigmatizes; the definition of housing options/types needs to have clear and defined definitions. Is the infrastructure and the service at a capacity where it can handle additional resources that might be loaded? There needs to be a level of understanding when this is addressed. As an example, not every community can handle “supportive housing” however, there are others that would be more suited to building other forms of housing stock.
- When a regional context is looked at, the City of Vernon would benefit with access to reports on housing activity within the greater Vernon area.
- Communities as a whole need to outline their community needs and capacity.
- Staff suggested that the City of Vernon could consider putting some targets on the number of units.
- The delegation clarified that in the housing needs assessment, the required income, affordability matrix and the median incomes of families within the region are very low. To tackle the affordability piece, it will be subsidized housing or developing a corporation that would develop housing in the \$300 - \$370K range that is affordable and attainable. Even with those measures, there will still be individuals who will need deeper subsidies.
- The attainable could be tackled with P3s (Private Public Partnerships) for support.
- The data could be further drilled down to number of families in need (median income) or a higher level of which community will meet the targets. The Committee noted that there is a value in breaking out the numbers. Projected housing needs by demographic and size would be beneficial for planning purposes.
- It was discussed that the Strategy needs to be reviewed every 2 years vs. 5 to keep up with the trends.
- A member of the Committee noted that the last two years have been an abnormal timeframe; however, if the trend does continue we will probably continue to see pinch points along the way.
- The Committee asked to change the report to include “median” instead of “average” for income and housing value.

- Questions were posed regarding who specifically would be putting this report card together and how often it will be updated. The use of a “report card” is not overly helpful; maybe it could be changed to challenges / successes. It should be around opportunities, i.e., what are we jumping on and where do we need to have further work?
- It was discussed that having an annual snapshot on development activity would be advantageous.
- In terms of reporting, it would be combining each community and building statistical reports.
- A member of the Committee suggested that the report be broken down to denote “purpose built” rentals. Whether they are subsidized or deeply subsidized.
 - Drilling down into the housing stock needs to be separated into different forms of housing to provide a more realistic picture of the breakdown and what it means to members of the public.
- Staff asked if we should consider including targets for a period of time.
- It was discussed that for renters over 65, and the senior demographic is a huge component and we need to be able to track certain trends of BC Housing subsidies to meet those targets.

ACTION: The delegation noted that we could create a template that is provided to each community; when the yearly update is submitted it will be consistent and the regional report card can then be created.

- The only other challenge is how to correlate with the market price, i.e., broken down on the unit value.
- A template can be created for use that has the construction value beside it to determine if the unit would fit into the “criteria” of affordable.
- It was discussed that the median income of each community should also be included.
- The data card is more for the local government and long-range planning to make sure community needs are met.

Community Engagement

- It was discussed that any community engagement is conducted in the context of Public Hearings by way of changes to the Official Community Plan (OCP).
- Transparency must be part of any Community Engagement process; it is important to have community members buy-in.
- The suggestion is to have a standard template based on the dwelling types and that it is up to each community to provide housing across the spectrum. The templates would go back to the Council for review on what was achieved year-by-year.
- When there is a contentious development, the Regional Plan can assist as a tool for Councils to help inform their decisions, i.e., purpose-built rentals over X number of years.
- It was discussed by the Committee that targets that are too tightly defined become difficult.
- The document will help new Councils to go back to see the guidelines, tracking and methodology.

Objective 2: Increase the diversity, affordability, and supply of housing

Staff introduced Objective 2 of the proposed Strategy and noted that many of the suggested actions are currently underway within the City of Vernon. The Committee was asked to provide their feedback pertaining to Objective 2 of the proposed Strategy.

Before the group discussion, the Delegation clarified that it is more of a “shopping list” for smaller communities to review, decide what they want to tackle or include. If there is one of interest to the group it could be further discussed. As an example, land inventory would be a worthwhile discussion, i.e., what lands could be used to allocate for public housing?

The following questions / comments were posed by members of the Committee:

- It was discussed that land consolidation should be taken into consideration; i.e., buying smaller parcels, changing the zoning, and consolidating takes the uncertainty out of the risk for developers.

- Staff noted that the City of Vernon has lands that are vacant that could feasibly be developed; however, some of the sites have constraints.
- Inclusionary zoning needs to be further reviewed; in terms of multiple bubbles of low-income areas.
- It speaks to neighbouring communities that low-income housing needs to be spread around; transit accessibility needs to be considered.
- To attract BC Housing and subsidizing the available land(s) need to be brought to the table. The non-profits need access to the land. It would be great to see some of the smaller communities engaging in this area.
 - Would they make a commitment to bring X amount of land to the table to create affordable housing?
 - It was discussed that land / servicing costs are significant. Therefore, it becomes unaffordable for non-profit agencies to undertake.
 - If it could be a commitment on each individual government side.
 - In terms of inclusionary housing, who is going to manage the mixed units, and if a non-profit comes in as a partner the subsidies would need to be deep. If it is “purpose built” rentals, it would assist.
- Staff clarified that the City has two tools: 1) density bonusing and 2) reduction in parking. In part of inclusionary zoning more incentives need to be considered.
- The Committee noted that it needs to be straightforward for the developer, they need to know what they are getting into and what the “ask” is. There could be some easy wins with a housing agreement.
- The delegation noted that the “affordable housing reserve fund” could be secured in different ways vs. moving into the percentage fees. From sales and profits X amount is going back to the City for affordable housing but it becomes a challenge.
- Staff noted that in the City of Vernon, there is not the same market conditions as seen in larger municipalities.
- It was discussed where it becomes problematic is that if the market changes, the percentages need to be reviewed and reassessed.
- Stakeholders could be interviewed to find out what the appetite would be for that, i.e., how many permits did we issue and could it be allocated out as a dollar / unit fee.
- It might be worthwhile to look into creating an Affordable Housing Reserve fund so as not to rely on Development Cost Charges (DCC) or monies collected from casino funds.

Zoning Bylaw Amendment

Staff noted that another item that could be considered, and a small lot subdivision provision has been a successful tool.

The following questions / comments were posed by members of the Committee:

- It was discussed a unit that went up on Lakeshore Road is “micro” units. Staff noted that the units have sold very quickly. The price is \$200 - \$250K.
- The challenge with “micro-units’ is that taken out into the general market, they are not easy to finance. Not all lenders are into the “micro suites”.
- It was discussed that “The Hub” building development is 57 residential suites located in downtown Vernon, it is centrally located, with a variety of units, i.e., studio, one bedroom & den, two bedrooms is a more affordable option.
- Another model that might be beneficial in the future is a development that has consideration for caregivers and seniors.

Secondary Suites:

The following questions / comments were posed by members of the Committee:

- The Delegation was asked to provide an overview of the definition of “suite” revenue and how it is applied.
 - In response the delegation clarified that in Burnaby, a basement is 345 square feet; therefore, the basic building code requirements need to be imposed as it can easily be converted into a suite. Down the road, if the person does not want a suite, the basic services are there.
 - All new construction is forcing more than 1 family per dwelling which is a selling feature “suite ready” upon purchase.
 - This model is mutually beneficial for both the buyers (as a potential mortgage helper) and the developers.
 - The only additional costs would be the electrical for second service and thicker drywall.

Objective 3: Promote, Support and Protect Rental Housing:

The following questions / comments were posed by members of the Committee:

- CMHA has launched a “rent bank”. It was discussed that maybe there are further partnerships that could be explored.
- Renter education, their rights, and how to maintain a positive relationship with the landlords in an important education piece. The Committee discussed that tenants have more rights; however, the renter education piece is sometimes used as a tool to abuse the system; for that reason, it is sometimes difficult selling the merits of producing rental only stock to developers / investors.
- The delegation noted that “residential rental zones” can be established and that new parcels can be identified in various municipalities.
- Staff clarified that there are some zones within the City of Vernon where there are potential opportunities; however, a restrictive covenant would have to be placed on title in order to stipulate that the site is intended for rental units only.

Objective 4: Reduce Barriers to Developing Affordable Housing

The following questions / comments were posed by members of the Committee:

- A member of the Committee noted that should be coordinated efforts to ensure that housing outreach workers are working within smaller communities.
 - The delegation clarified that is a need that has been identified.
 - It was discussed there is a need to create a “Regional Position”.
 - Having regular Regional Growth Strategy Advisory Meetings would be beneficial.

Objective 5: Strengthening Partnerships

Staff asked that if there was anything that the members of the Committee would like to raise.

The following questions / comments were posed by members of the Committee:

- The Committee suggested there should be further clarification regarding Appendix 4 of the Strategy, related to the RDNO responsibilities to ensure that everyone is working together because smaller municipalities need the support of the RDNO.

INFORMATION ITEMS:

COMMITTEE TERMS OF REFERENCE (TOR)

Members of the Committee were provided with the Terms of Reference (TOR) in advance of the meeting.

- The Chair asked everyone to review the TOR; this item will be discussed at the next meeting.

NEXT MEETING

The next meeting will be at the call of the Chair.

MOTION TO ADJOURN

Moved by C. Lord, seconded by Councillor Gares:

THAT the Affordable Housing Advisory Committee meeting of Thursday, November 4, 2021, be adjourned.

CARRIED

ADJOURNMENT

The Affordable Housing Advisory Committee meeting adjourned at 4:53 PM.

CERTIFIED CORRECT:

Chairperson



THE CORPORATION OF THE CITY OF VERNON

TERMS OF REFERENCE

Committee Name: Affordable Housing Committee

Type: Select

Approvals/Reviews/Amendments

POLICY/AMENDMENT APPROVED BY:	DATE OF COUNCIL MEETING:	SECTION AMENDED
<i>"Wayne Lippert"</i> Mayor	January 9, 2006	ORIGINAL POLICY
<i>"Wayne Lippert"</i> Mayor	January 26, 2009	Revisions to objectives and scope of works.
<i>"Wayne Lippert"</i> Mayor	September 14, 2009	Addition of a Seniors representative
<i>"Wayne Lippert"</i> Mayor	January 11, 2010	Membership term of two years
<i>"Wayne Lippert"</i> Mayor	June 14, 2010	Member municipalities appointments as non voting members
<i>"Rob Sawatzky"</i> Mayor	April 14, 2014	Various amendments to streamline TOR
<i>"Akbal Mund"</i> Mayor	January 12, 2015	Delete position for Community Futures Development Corporation representative and replacing it with second Community at Large position
<i>"Akbal Mund"</i> Mayor	December 14, 2015	To include a permanent Committee position for a Representative from Habitat for Humanity



THE CORPORATION OF THE CITY OF VERNON

Objectives

The objectives of the Committee are to monitor and provide Council with milestone achievements of the implementation of the City's Attainable Housing Strategy and to provide Council with advice on affordable housing matters.

Scope of Work

To achieve this objective, the committee will undertake the following activities:

- Collect data on rental housing needs in the City of Vernon and surrounding areas.
- Advise Council on affordable rental housing needs within the City.
- Provide Council with comments and recommendations concerning development applications involving a Housing Agreement, as provided for in the City's Zoning Bylaw.
- Monitor the implementation of the City's Attainable Housing Strategy.
- Hear and consider representations by any individual organization or delegation of citizens with respect to housing and make recommendations considered to be in the interest of the City as a whole, arising there from to Council.
- Act as a liaison between Council and any community organization concerned with the provision of housing.

Membership

The membership of the Affordable Housing Advisory Committee shall be as follows:

- Two members of Council and one alternate
- Interior Health Representative
- BC Housing Representative
- Builder Representative
- Seniors (65+) representative
- Two Community at Large Representatives
- Social Planning Council Representative
- Habitat For Humanity Representative
- City of Vernon Planning Representative (**Non-Voting**)
- Member municipalities of the North Okanagan Regional District may appoint an elected official to sit as a non-voting representative.



THE CORPORATION OF THE CITY OF VERNON

3400 – 30th Street, Vernon, B.C. V1T 5E6
 Telephone: (250) 545-1361 Fax: (250) 545-4048

website: www.vernon.ca

Corporate Policy

Section:	Human Resources	
Sub-Section:		
Title:	Bullying and Harassment	

RELATED POLICIES

Number	Title
	Replaced Harassment Policy

APPROVALS

POLICY APPROVAL:	AMENDMENT APPROVAL:	SECTION AMENDED
Approved by: Mayor: "Akbal Mund" Date: December 14, 2015	Amendment Approved by: Mayor: "Akbal Mund" Date: December 18, 2015	Amended due to compliance Workers Compensation Bill 14

POLICY

The policy of the City of Vernon is to provide and maintain a workplace that is free from discrimination, bullying and harassment, not only in relation to the specific conduct prohibited by the British Columbia (BC) Human Rights Code, but regarding any form of personal bullying harassment which may reasonably cause embarrassment, insecurity, discomfort, offence or humiliation to another person or group.

The City of Vernon is committed to a professional working environment where employees, contractors, elected officials, committee volunteers, and students working on behalf of the City or present within the City's facilities and programs, are treated with respect and dignity.

This Policy will apply to the resolution of all internal informal or formal complaints brought forward or filed pursuant to this Policy.

The procedures set out within this Policy will also apply to any and all City of Vernon investigations conducted in response to external discrimination/harassment/bullying complaints filed with WorkSafe BC, the Human Rights Tribunal or otherwise.

DEFINITIONS

Parties

Parties are the Complainant(s) and Respondent(s) directly involved in a Complaint and may include: employees (unionized and excluded), contractors, elected officials, committee volunteers, and students.

Complainant(s)

Complainant(s) are those individuals making a Complaint and seeking recourse in relation to this Policy.

Respondent(s)

Respondent(s) are those individuals alleged to have violated this Policy.

Bystanders

Bystanders are third parties who have witnessed behaviour that, in their view, potentially constitutes a violation of this Policy. Bystanders should report their concerns in accordance with Step 2 of the informal processes set out below.

Bystanders are not Parties to a Complaint. However, they may be interviewed as witnesses in the event there is a formal investigation into their concerns.

Witnesses

Witnesses are individuals who have direct knowledge of or involvement in any matter or incident that potentially relates to a Complaint brought forward or filed pursuant to this Policy.

Complaint

A concern or Complaint regarding any of the potential behaviour as defined below that requires a solution that is brought forward for the purposes of obtaining a resolution.

Prohibited Grounds

Conduct or commentary that is based, in whole or part, on any of the following 13 grounds: race, colour, ancestry, place of origin, political belief, religion, marital status, family status, physical or mental disability, sex, sexual orientation, age or unrelated criminal conviction.

Respectful Conduct

Respectful workplace conduct incorporates courtesy, civility, consideration, and compassion. It is an approach which actively respects individuals by avoiding unnecessary behaviours which would reasonably be considered to have a negative impact on others. It involves taking responsibility for one's behaviour/conduct in the workplace.

A workplace disagreement or difference of opinion is not by definition disrespectful. The manner in which a disagreement is described, discussed or resolved will determine whether or not the conduct is respectful.

Examples of Respectful vs. Disrespectful Behavior

Violations of this Policy will be determined on an objective and case-by-case basis, having regard to the overall circumstances of each Complaint, including the particular timing and context of the event(s) in question. This commonly will be determined after receiving information from the Parties and Witnesses. However, for illustrative purposes only, some examples of respectful versus disrespectful behaviour could include the following:

- Quiet and calm communication which focuses on the issues rather than personal characteristics of the individuals involved vs. loud, profane, name-calling, and abusive language that may also focus on personal characteristics.
- Expressing and resolving disagreement in a calm and professional manner vs. insulting or belittling others through personal attacks, sarcasm or through non-verbal behaviour that may include repetitive eye-rolling, loud sighing, disrespectful

facial expressions, shunning, stone walling discussions, walking out of discussions prematurely, or making physical or psychological threats.

- Addressing issues and concerns regarding work performance or misconduct in a confidential, discreet manner through responsible managers vs. engaging in gossip, rumours, speculation or criticism of an individual to others or discussing issues in front of individuals who do not need to be a part of the discussion.
- Sharing information required to deliver services effectively vs. repeatedly ignoring questions or requests for information or deliberately failing to provide necessary/helpful information.
- Responding to on-call pages in a timely fashion vs. not being accessible or responding to pages when on-call.
- Written communication made in a respectful professional manner vs. unprofessional comments made about colleagues or co-workers.

Discrimination

Discrimination is adverse differential treatment of an individual or group, whether intended or not, on the basis of race, colour, ancestry, place of origin, political belief, religion, marital status, family status, physical or mental disability, sex, sexual orientation, age or unrelated criminal conviction. Discrimination of this nature imposes burdens or obligations on an individual or group that serves no work-related function. It is important to note that such conduct is not only a breach of this Policy; it may also be a breach of the BC Human Rights Code.

Discriminatory Harassment

Discriminatory harassment is a form of discrimination and is also contrary to the BC Human Rights Code. Discriminatory harassment is abusive, unfair, offensive, or demeaning treatment of or disrespectful/disruptive conduct towards a person or group of persons related to their race, colour, ancestry, place of origin, political belief, religion, marital status, family status, physical or mental disability, sex, sexual orientation, age or unrelated criminal conviction that a reasonable person would know or ought to know or would:

- have the effect of interfering with an individual's work or participation in work related activities; or
- create an intimidating, hostile or offensive environment for work or participation in a work-related activity.

Examples of Discriminatory Harassment:

- Teasing, joking, taunting, insulting or criticizing a person, directly or indirectly, verbally or in writing, based on his or her prohibited grounds (e.g. race, gender, age). This may include commentary regarding their ability to communicate clearly, physical appearance, work style, and level of intelligence.

Sexual Harassment

Sexual harassment is disrespectful/disruptive conduct of a sexual nature made by a person who knows or ought to reasonably know that such conduct or comment is unwanted or unwelcome; or an expressed or implied promise of a reward for complying with a request of a sexual nature; or an expressed or implied threat of reprisal for refusal to comply with such a request; or disrespectful/disruptive conduct of a sexual nature which is intended or reasonably would be known to create an intimidating, hostile or offensive environment.

Examples of Sexual Harassment include:

- verbal abuse or threats of a sexual nature;
- unwelcome remarks, jokes, innuendoes or taunting of a sexual nature;
- displaying of pornographic or other offensive pictures;
- unwelcome and/or repeated sexual invitations or requests;
- leering or other inappropriate sexually oriented gestures;
- unnecessary physical contact such as: touching, patting or pinching;
- sexual assault (this may also be a criminal matter);
- negative comments that are gender-based, and
- repeated behavior that a person has objections to and is known or should reasonably be known to the offender as being unwelcome.

Personal Harassment

Personal harassment is any behavior, including disrespectful/disruptive conduct by a person directed against another person that a reasonable person would know or ought to know would cause offence, humiliation or intimidation, where the conduct is not carried out in good faith and serves no legitimate work-related purpose.

Examples of Personal Harassment:

- swearing, yelling, or making derogatory gestures or comments to or about another individual;
- engaging in embarrassing practical jokes, ridicule, or malicious gossip;
- verbal or physical threats or physical assault.

Bullying

Bullying is any repeated or systematic physical, verbal or psychological behaviour including disrespectful/disruptive behavior, which would be seen by a reasonable person as intending to belittle, intimidate, coerce or isolate another person.

Note: Personal harassment and/or bullying does not include social banter in the workplace that is objectively viewed as acceptable in tone and content. Nor does it include actions occasioned through the good faith management of the employment relationship, including decisions related to hiring, selection, performance evaluations, and progressive corrective discipline, provided that such decisions are made and implemented in a manner that is respectful of those involved.

<https://www.worksafebc.com/en/health-safety/hazards-exposures/bullying-harassment>

Methods of Communication

Inappropriate communication that may violate this Policy may be transmitted in person, on the phone, and in writing, through email, texts, Facebook, Twitter and other social media messaging, and otherwise. Potential violations may consist of inappropriate communication made to a person and/or communication made about a person to others.

Fairness

Parties, Bystanders, and Witnesses have a right to fair treatment in the consideration and adjudication of complaints and concerns under this policy. Fair treatment includes the right to:

- bring forward their concerns pursuant to processes within the Policy within a timely manner;
- being informed in a timely manner of Complaints made against them;
- an impartial and objective consideration and evaluation of the circumstances, through informal or formal intervention;
- confidentiality to the extent possible in the circumstances, including the avoidance of gossip, rumours and speculation by Party(ies), Witness(es) or others within the City;
- protection to any Party(ies) or Witness(es) from retaliation for participation in processes under this Policy
- being effectively informed of the outcome of any formal intervention;
- union representation for unionized staff; and
- other representation, for excluded staff.

Confidentiality

All Bystanders, Witnesses, and Parties involved in a Complaint or in the informal/formal resolution of a Complaint, are expected to keep matters related to a Complaint confidential. This includes managers and supervisors who are privy to the Complaint or Complaint resolution process.

An established breach of confidentiality regarding a Complaint or Complaint resolution process shall be considered an independent violation of the Policy (regardless of the merits or conclusions regarding the Complaint) and may result in discipline.

Any allegation or Complaint under this Policy will be considered personal information supplied in confidence for the purpose of Section 22(2) (f) of the *Freedom of Information and Protection Privacy Act*. The names of those involved in the Complaint shall not be disclosed to any person except where necessary for the purpose of fairly investigating and determining the outcome of the complaint.

The substance of investigative reports and the substance of meetings held by those in authority to make decisions in relation to a Complaint, regardless of whether it is substantiated, will be protected from disclosure to third parties in accordance with Section 19 of the *Freedom of Information and Protection Privacy Act*.

Complaint Resolution

Complainants are encouraged to resolve Complaints/concerns with others as soon as they arise using the informal process set out below, unless it is clearly inappropriate in all of the circumstances.

Without limiting its application, the informal resolution process is commonly used in circumstances where the alleged concern/conduct appears to be: (a) non-repetitive (a 'one-off' discussion/interaction); and (b) relatively minor in severity or seriousness, considering its content, potential impact on the individual and/or the safety/health of the overall organization.

Although the Complainant(s) may indicate that he/she prefers the informal process, the City of Vernon may at any time exercise its discretion to initiate a formal process based upon its overall review of the circumstances.

PROCEDURES

Informal Processes

Step 1 – Resolution (Informal Conversation)

Wherever reasonable, the Complainant(s) should address the person with whom he/she is having difficulty (the Respondent(s) in a direct and discreet (confidential) manner as soon as possible following the incident.

If the Complainant(s) is not comfortable taking this step, or if the Complainant(s) has done so without success, then the Complainant(s) should proceed to the next step.

Step 2 – Resolution (Manager/Designate Involvement)

The Complainant(s) or Bystander(s) should approach his/her manager or director with his/her concerns including particular examples of inappropriate statements or verbal or non-verbal behaviours by the Respondent(s), dates, times, witnesses, and as much detail as possible. This should be done as soon as reasonably possible following the incident/behaviours. The manager or director should contact Human Resources.

If the Complainant(s) or Bystander(s) is uncomfortable approaching any of these individuals, or if the individuals are the Respondent(s) or if the individuals are perceived by the Complainant(s) to be part of the problem, then the Complainant(s) or Bystander(s) can speak to Human Resources.

Human Resources will review the concern and where appropriate should directly or indirectly facilitate a resolution in a manner that it considers most effective and reasonable considering all of the circumstances.

Interventions by managers or directors, Human Resources in Step 2 may include one or more of the following possibilities (or other similar interventions):

- meeting separately with each person involved in the concern to discuss and investigate the situation;
- meeting together with the persons involved to facilitate a discussion aimed at understanding and resolving the issue in a practical, non-punitive manner or mediating a solution that works for all Parties;
- coaching one or more of the Parties (verbally or in writing) on workplace expectations regarding appropriate workplace behavior or performance;
- recommending or applying progressive discipline when warranted i.e. based on the findings and severity of the misconduct found;
- engaging the support of Human Resources to assist with Step 2 processes, or
- engaging an external third party facilitator or mediator to work with the Parties and others involved to achieve a confidential, practical and mutually agreeable

resolution to outstanding concerns without making findings against any Parties (Mediation).

The above noted intervention/preliminary investigation should be completed on or before 30 days after the final interview. The time-lines will be reasonably extended at the request of the lead investigator based on a number of factors, including extenuating circumstances or complexities surrounding a particular investigation/intervention.

If, at the outset of or at any time during the Step 2 process, the individual who receives the reported Complaint/concern concludes that, given the severity of the behaviours alleged in the Complaint, including their potential physical or psychological impact on the Complainant(s) or other employees at the City of Vernon, a formal investigation is warranted, then the matter should be immediately referred to Step 3 of the Policy for investigation and resolution.

Formal Processes

Step 3 – Investigation

The formal process involves an objective investigation of a written Complaint/concern that has been brought forward to Human Resources, the Complaint.

Once the Complaint has been received by the immediate supervisor, manager, or Human Resources representative; the Complainant(s) will be asked to complete a formal Complaint form. This form seeks the following details:

- Complainant(s) name and position;
- name and position(s) of the Respondent(s);
- address or location where the incident occurred;
- detailed summary of all of the specific incidents or examples of behavior that have led to the filing of the Complaint;
- date(s) and time of each incident;
- names of the individual(s) alleged to have engaged in the unacceptable conduct;
- details of the Complaint(s) – that is, the specifics of what was said or done to the Complainant(s) to have triggered the Complaint;
- identity of any potential witnesses;
- impact of the behaviour on the Complainant(s); and
- steps taken, though Steps 1 or 2 of the Policy, to address the Complaint and the outcome of those processes.

The Complainant(s) must sign and date the Complaint and send to the designated individuals set out above by either:

- envelope marked **Confidential**; or

- scanning the signed complaint and sending it via email indicating **Confidential**.

The filing of a formal Complaint does not mean that a formal investigation will automatically be conducted. The manner in which a Complaint is resolved will be determined by the City, following consultation with the Parties, and will depend on a number of factors, including the nature, extent and severity of allegations brought forward by the Complainant(s) and the history of circumstances leading up to the filing of the formal Complaint.

Following this review, the individual(s) who receives the Complaint may take one of the following steps:

- refer the matter back to Step 2 to resolve the matter through informal processes;
or
- assign an internal or external Investigator to conduct a formal investigation of the Complaint.

Appointment of Investigator

Factors that the City will consider in determining whether to retain an internal or external investigator may include: the overall complexity of the facts/law related to the Complaint; the Parties to the Complaint, the anticipated length of time necessary to conduct the investigation; the potential severity of the outcome(s) of the investigation in relation to the Respondent(s) should the Complaint be substantiated; and any other relevant circumstances.

Internal investigators shall have sufficient prior experience and/or training in conducting workplace investigations and shall have no previous involvement in the facts/circumstances giving rise to the Complaint.

External investigators shall be appointed by the Director, Human Resources, in consultation with the Chief Administrative Officer (CAO) and at his/her discretion.

Time Limits

The time limit for making a formal complaint is within six (6) months from the date of the last incident. This is consistent with the time limits noted in the BC Human Rights Code.

Interim Measures

It may be necessary to take interim measures, such as transfers/leaves/restrictions on contact or communication while a Complaint is being investigated. Such measures will be precautionary, not disciplinary.

Mediation during the Formal Process

Where appropriate, mediation is available to Parties to try to resolve the Complaint at any point during the process. Any ongoing investigation will be suspended during mediation and will resume if mediation is unsuccessful.

Unless explicitly agreed to by the Parties in writing, the investigator shall not act as the mediator and shall have no communication with the mediator regarding the Complaint at any time.

Withdrawal of a Formal Complaint

At any time during the course of an investigation of a formal Complaint, the Complainant(s) may choose to withdraw his or her Complaint without penalty so long as the Complaint was filed in good faith. In such circumstances, there should be no indication of the complaint in the personnel files of the Complainant(s) or Respondent(s).

The Investigation Process and Role of the Investigator

The investigator will take a reasonable amount of time to conduct the investigation to interview the Parties and relevant Witnesses and obtain and review any potentially relevant documents.

The investigator will prepare a report of investigation outlining his/her findings and conclusions and submit the report to the relevant Human Resources Representative.

The findings and conclusions may relate to both the conduct at issue and the medical/emotional/financial impact of the conduct on those involved.

The investigator may include recommendations in the report of investigation, where applicable and if requested by the City.

The City will advise both the Complainant(s) and Respondent(s) of the findings and conclusions of the investigation and any recommendations related to their conduct, through a written summary of the report. Other Parties involved in the complaint (Witnesses and others) will be advised that the investigation has been concluded (without being provided any further information).

Appeals

Within 15 days of receiving a summary of the report of investigation, either Party(ies) may file an appeal with the City.

The appeal shall be based upon and restricted to, specific concerns related to the investigative process. The appeal shall not constitute an avenue in which to re-investigate the Complaint.

The CAO shall review the report of investigation to evaluate the fairness of the process and has sole discretion to take further action based upon his/her review.

The decision of the CAO is final.

Complaints involving City's Chief Administrative Officer, the Mayor or Members of City Council

External Investigator

Complaints brought under this policy against the Chief Administrative Officer, the Mayor or Members of City Council shall be presented to an external investigator with expertise regarding matters covered under this policy.

The external investigator will be retained by and will report directly to the Mayor and Chief Administrative Officer in cases involving the Members of Council. In cases involving the Mayor, the external investigator will be retained by and will report directly to the Chief Administrative Officer. In cases involving the Chief Administrative Officer, the external investigator will be retained by and will report directly to the Mayor.

Outcomes

General Outcomes

Once the appeal period has expired or the appeal has been concluded, the City will inform the Complainant(s) and Respondent(s) of its final implementation plan based upon the report of investigation.

Part of the implementation plan may include processes similar to those set out in Step 2, in order to help rebuild/repair the relationships.

Outcomes that may be included in the implementation plans include one or more of the following:

- oral and/or written apology from the parties;
- adjustments to the workplace environment;
- coaching of expectations – verbal or in writing;
- medical assessment referrals;
- training;
- transfers to a different department; and/or

- institution of formal discipline and disciplinary processes, up to and including suspension/removal from premises for contractors, visitors and volunteers; and
- mediation.

Discipline in accordance with Corporate Policy may arise if such action is warranted based on the severity of the findings/conclusions of the investigation.

The Complainant(s) and Respondent(s) will only receive information relevant to their role in the final implementation plan; they will not be privy to recommendations related to the other Party(ies).

Outcomes

City management will determine and implement specific consequences and remedies that are reflective of and relevant to the investigative findings/conclusions within a reasonable period of time after receipt of the report of investigation.

Any Party(ies) who disagrees with the nature/extent of action or disciplinary action imposed by the City as a result of the investigation should access the usual grievance/appeal process set out in the relevant collective agreements and City of Vernon policies.

Other Important Points

Malicious/Vexatious/Frivolous Complaints of Misuse of the Policy

In circumstances where a Complaint is found to have been made in bad faith or determined to be vexatious, frivolous or a general misuse of the Policy, the Complainant(s) may face similar outcomes as a Respondent(s) as set out above (ie. Interventions ranging from coaching to formal disciplinary intervention).

This section of the Policy may apply to filed Complaints as well as any circumstances in which individuals repeatedly threaten to file Complaints against others in order to achieve similar ends.

A Complaint, or threatened Complaint, will be deemed to have been made in bad faith when, considering all of the circumstances surrounding the complaint including its timing and context, the Complaint was found to have been made solely in an attempt to:

- influence or overturn decisions related to the Complainant's employment;
- intimidate, threaten or cause trouble to the Respondent(s);
- create a hostile or intimidating workplace environment for others, including the Respondent(s); or

- create a potential personal benefit or entitlement to the Complainant(s).

Misuse of the Policy may include unreasonable, repetitive filing of Complaints or concerns that are consistently found to be unsubstantiated.

In circumstances where a Complaint has been found to be malicious, vexatious or a misuse of the Policy, the Respondent(s) may be awarded the same remedies as those available to Complainant(s) as set out above (interventions ranging from an apology to compensation for established losses).

Unsubstantiated Complaints

If the investigator finds insufficient evidence to support the Complainant's allegations and finds that there has been no misuse of the Policy or bad faith in filing the Complaint, no action will be taken in relation to the complaint. There will be no record of the Complaint on the Respondent's file.

Consequences of Retaliation

Any established retaliation against any Party(ies), Bystander(s) or Witness(es) involved in an informal or formal resolution process shall be considered an independent violation of the Policy (regardless of the merits or outcome of the initial concern or Complaint) and shall result in discipline commensurate with the severity of the conduct.

Multiple Proceedings

This Policy is in addition to and not in substitution for any rights an individual may have to pursue action, whether under collective agreements, policies including any applicable legislation, including human rights legislation.

If at any time a staff member elects to initiate other legal proceedings or if the staff member takes any steps outside of those contemplated in this policy, the City may discontinue any procedures taken under this policy as a result of the Complaint (depending on a consideration of all of the circumstances).

Potentially criminal behaviour such as an assault, significant threats, or attempts at extortion shall be directly referred to the RCMP by the City upon receipt of a Complaint of this nature.



THE CORPORATION OF THE CITY OF VERNON

MEMORANDUM

TO: Will Pearce, Chief Administrative Officer **FILE:** 6450
PC: Kim Flick, Director, Community Infrastructure and Development **DATE:** June 15, 2022
Laurie Cordell, Manager, Long Range Planning and Sustainability
FROM: Barbara Everdene, Long Range Planner
SUBJECT: SHORT TERM RENTAL REGULATIONS

On May 27, 2019, Council approved a process to develop regulations for the short term rental (STR) industry and to initiate a public engagement process.

Current State

According to AIRDNA, a STR analytics website, Vernon currently has 274 STR units listed on Airbnb and VRBO. This number is likely larger, as not all short term rental units are advertised on these websites or online. While STRs are playing an important role in Vernon’s tourism industry, there have also been complaints from residents regarding noise, parking and other nuisances. In 2021, there were 49 complaints related to STR operations, 1% of the approximately 6,000 bylaw complaints received last year. The City of Vernon has Good Neighbour Bylaw #4980 in place to address some of these complaints. In addition, with a vacancy rate of 0.7% in Vernon and rising rental unit prices, there is concern that the growing STR industry is reducing the availability of long term rental housing in the community.

Background

In May 2020, a public survey was conducted on engagevernon.ca (Attachment 1). There were 180 responses to the survey: 7% identified themselves as STR operators and 42% identified themselves as living near an STR operation in Vernon. Of the 105 open-ended survey responses received (Question 18 in Attachment 1), 6% wanted a full ban on STRs, 9% wanted no regulation at all, and 30% were supportive of STRs provided that they are regulated by the City and regulations are enforced in a robust manner. As one respondent expressed:

“We are excited about rules and regulations concerning vacation rentals to come into effect [that will involve operators] paying for proper business licenses and adhering to bylaws and safety standards. There is no reason that this can’t be done right, hand in hand with the City, so there are less complaints. With proper bylaws in place, vacation rentals can be a positive experience for everyone.”

Guiding Principles

As a result of the public engagement results and a review of best practices in STR regulation in BC, Administration has developed the following Guiding Principles to inform the approach to regulating STRs in Vernon:

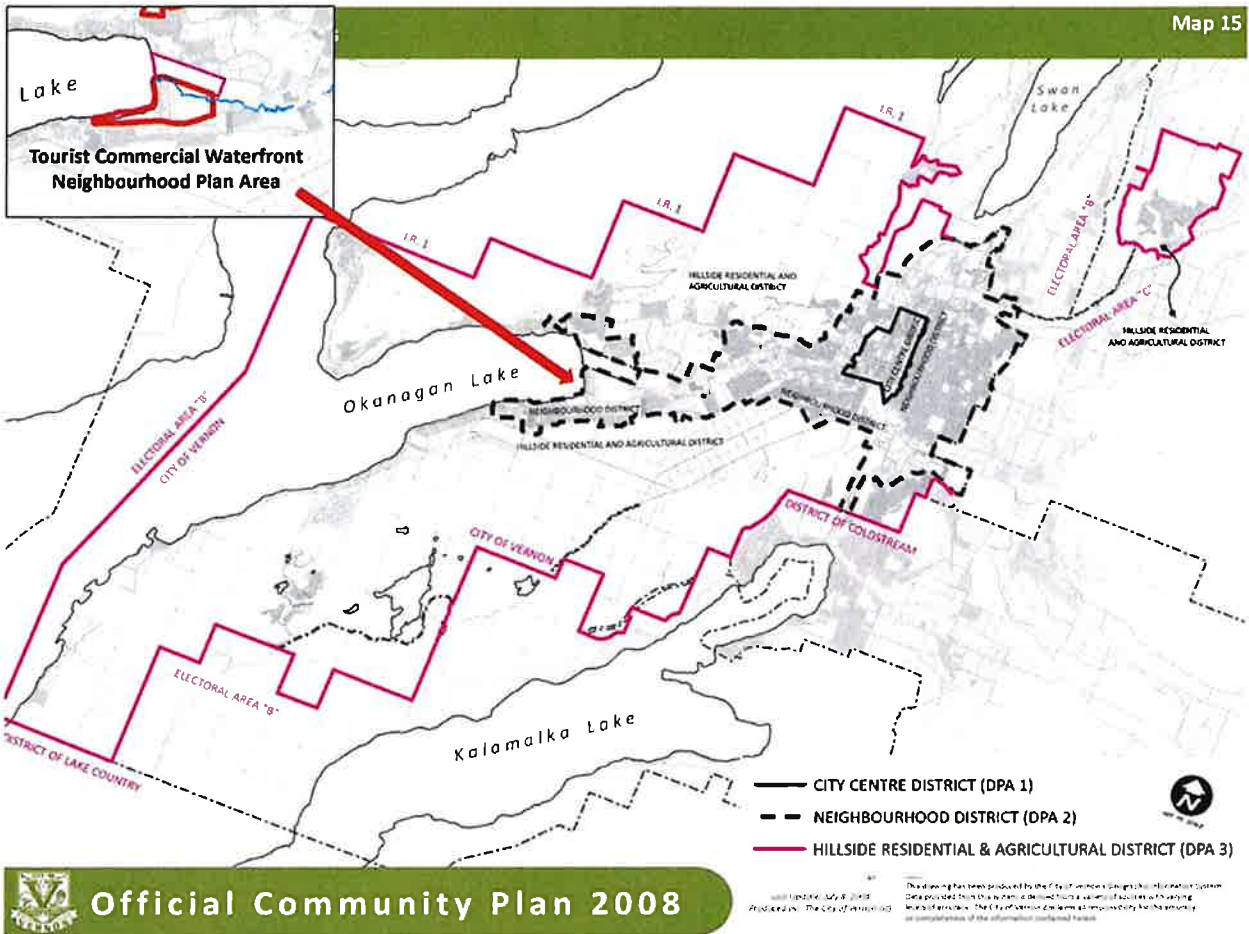
1. Mitigate the impacts of STRs on the long term rental housing supply to support the community's need for affordable housing;
2. Promote peaceful residential neighborhoods and limit nuisance from STRs;
3. Maintain vibrant and safe residential neighborhoods;
4. Promote equity among tourism accommodation providers; and
5. Support the needs of a vibrant local tourism industry.

Proposed Approach

Administration has researched the regulatory frameworks of other municipalities in the Okanagan region and in alignment with their approaches, proposes to add two new business licensing categories to the Business Licensing Bylaw #5480, as follows:

1. **STR Minor License:** This would allow an operator in any residential area of the City to use a portion of their principal residence as a short term rental unit, and require a responsible person to be residing on the site and available as needed to manage the operation; and
2. **STR Major License:** This would allow an operator in the Hillside Residential and Agricultural District or the Waterfront Neighborhood Plan Area (Figure 1 over the page) to use a portion of, or their entire property, whether a principal or secondary residence, as a short term rental unit. This license would require that there be a responsible person available on 24-hour basis as needed, but this person does not need to live on site.

Figure 1: Hillside Residential and Agricultural District and Waterfront Neighborhood Plan Area



This proposed approach requires more detailed development, including developing best practice guidelines within the business licensing and zoning bylaws and online orientation and educational materials for STR operators. Under a new regulatory regime, STR operators may need to certify their compliance with the Good Neighbour Bylaw #4980 in order to be eligible to receive a business license.

Regulating the STR industry would require additional bylaw enforcement capacity. A number of peer municipalities in British Columbia have found that third-party compliance monitoring has been an efficient and cost-effective option. Raising fees and fines for licensing and bylaw infractions, respectively, has proven effective to deter non-compliance and generate revenue to defray additional enforcement costs. Administration would conduct further research and present information to Council on options and associated costs.

Community Engagement

Since the last opportunity for the public to comment on STR regulation was provided in May 2020, Administration proposes to offer a focused community engagement process in July 2022. This would include a survey to stakeholders in the local tourism sector, including STR operators, as well as a digital Open House on engagevernon.ca for the general public.

Proposed Workplan and Timelines

The table below is a brief summary of the proposed workplan and timelines:

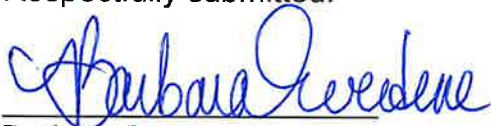
Task	Timeline
Update to the Affordable Housing Advisory Committee (AHAC), Tourism Commission and the Advisory Planning Committee	June and July 2022
Community engagement	July 2022
Presentation of community engagement and proposed Bylaw Amendments to Council for First and Second Readings	August 15, 2022
Public Hearing	September 6, 2022

RECOMMENDATION:

THAT Council endorse the Short Term Rental Regulation timeline and approach, in principle, and direct Administration to undertake public engagement as outlined in the memorandum titled "Short Term Rental Regulations" dated June 15, 2022 and respectfully submitted by the Long Range Planner;

AND FURTHER, that Council refer the memorandum titled "Short Term Rental Regulations" dated June 15, 2022 to the Affordable Housing Advisory Committee, Tourism Commission, and Advisory Planning Committee for review and comment.

Respectfully submitted:



Barbara Everdene
Long Range Planner

Attachment 1 – Survey Results Report

G:\6400-6999 PLANNING AND DEVELOPMENT\6450 COMMUNITY PLANNING - ZONING BYLAW REVIEW\PROJECTS\Short Term Rentals\Report\June 27 2022 Report\220615 Memo STR Regulation Update.docx

Short-term Rental Regulations

SURVEY RESPONSE REPORT

28 April 2017 - 13 June 2022

PROJECT NAME:

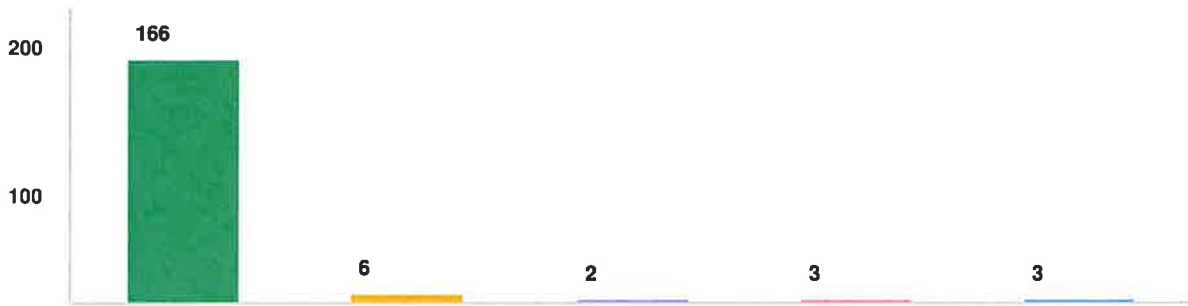
Short-term Rental Regulations





SURVEY QUESTIONS

Q1 Please select the category that best describes your residency in Vernon

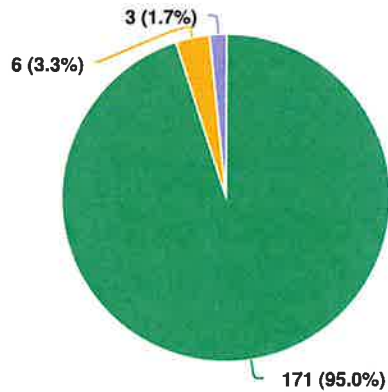


Question options

- I live full-time in Vernon
- I live part-time in Vernon (weekends, holidays, months, etc.) and spend most of the year in another location
- I'm living in Vernon full-time, but just for a year or two
- I live somewhere else and own property in Vernon
- I don't live in, or own, in Vernon. Please indicate where you live most of the time below

Mandatory Question (180 response(s))
Question type: Checkbox Question

Q2 Do you own or rent the residence you have in Vernon?

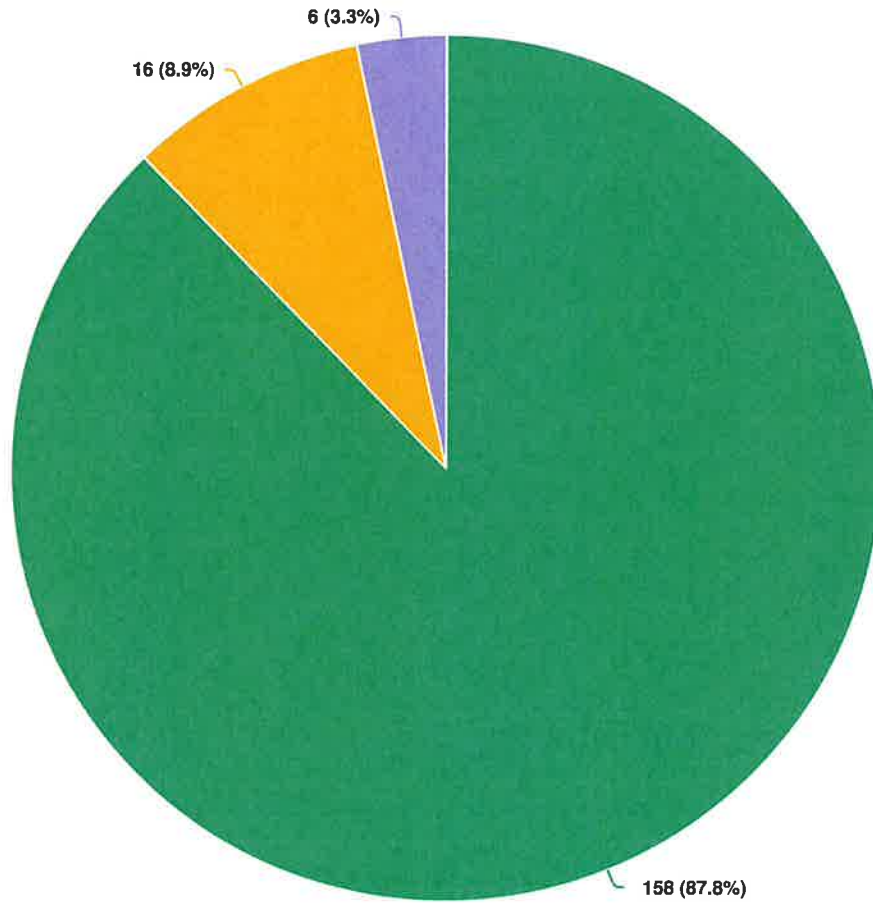


Question options

- Own
- Rent
- Not applicable

Mandatory Question (180 response(s))
Question type: Radio Button Question

Q3 | Do you own residential properties in Vernon that you DO NOT live in?

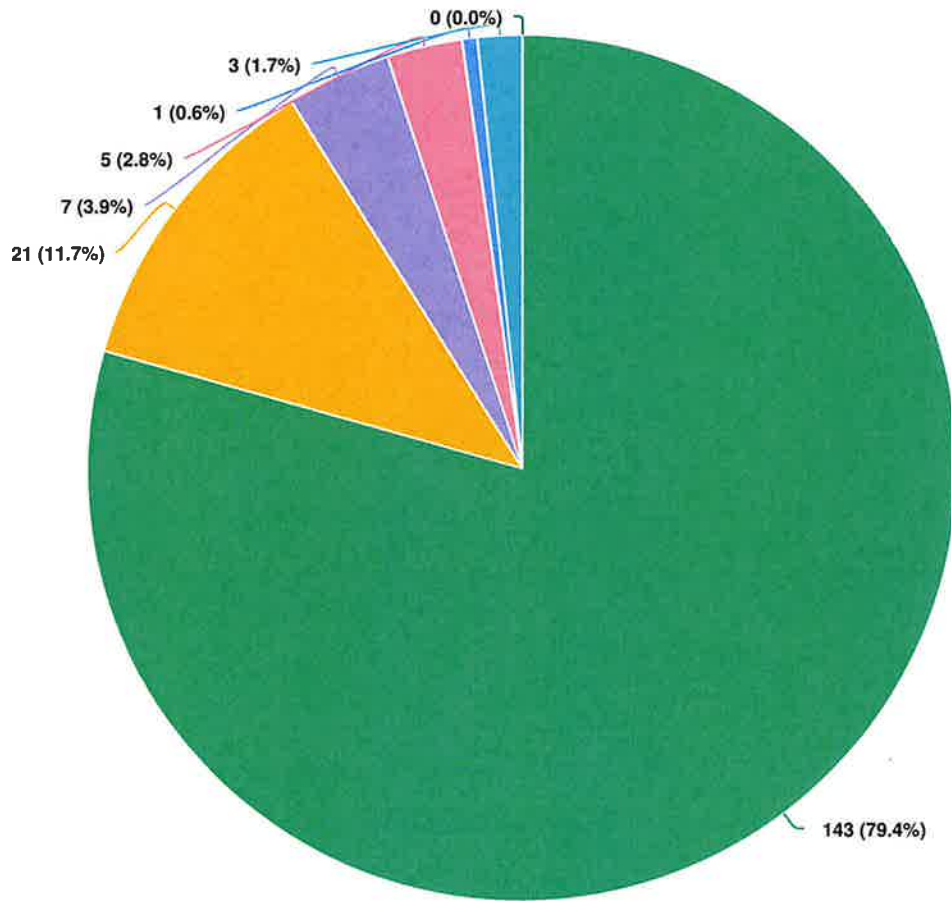


Question options

- No
- Yes, I own one residential property that I don't live in
- Yes, I own multiple residential properties

*Mandatory Question (180 response(s))
Question type: Radio Button Question*

Q4 | What type of residence is the dwelling that you live in?



Question options

- Single family home
- Semi-detached/duplex
- Townhouse
- Condo/apartment
- Carriage house
- Other (please specify)
- Secondary suite

Mandatory Question (180 response(s))
Question type: Radio Button Question

Q5 How long have you lived full-time in Vernon? (number of years)

Screen Name Redacted <small>3/14/2020 08:00 AM</small>	2
Screen Name Redacted <small>3/14/2020 07:58 AM</small>	6 years
Screen Name Redacted <small>3/14/2020 07:56 AM</small>	3.5
Screen Name Redacted <small>3/14/2020 08:07 AM</small>	44 years
Screen Name Redacted <small>3/14/2020 08:38 AM</small>	9
Screen Name Redacted <small>3/14/2020 08:48 AM</small>	9 years
Screen Name Redacted <small>3/14/2020 08:50 AM</small>	12 yrs
Screen Name Redacted <small>3/14/2020 10:08 AM</small>	2
Screen Name Redacted <small>3/14/2020 09:16 AM</small>	40
Screen Name Redacted <small>3/14/2020 09:29 AM</small>	15
Screen Name Redacted <small>3/14/2020 09:30 AM</small>	5
Screen Name Redacted <small>3/14/2020 09:58 AM</small>	1 year
Screen Name Redacted <small>3/14/2020 10:07 AM</small>	12

Screen Name Redacted 3/14/2020 10:01 AM	4
Screen Name Redacted 3/14/2020 10:11 AM	48years
Screen Name Redacted 3/14/2020 10:26 AM	40 years
Screen Name Redacted 3/14/2020 10:02 AM	20+ Years
Screen Name Redacted 3/14/2020 10:45 AM	7 YEARS
Screen Name Redacted 3/14/2020 10:56 AM	6 years
Screen Name Redacted 3/14/2020 11:50 AM	14
Screen Name Redacted 3/14/2020 11:04 AM	4 years
Screen Name Redacted 3/14/2020 11:35 AM	37
Screen Name Redacted 3/14/2020 11:35 AM	30
Screen Name Redacted 3/14/2020 11:57 AM	20
Screen Name Redacted 3/14/2020 12:16 PM	41
Screen Name Redacted 3/14/2020 12:48 PM	12
Screen Name Redacted	20 yrs

3/17/2020 12:51 PM

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3/14/2020 01:08 PM

Screen Name Redacted 40 years

3/14/2020 01:40 PM

Screen Name Redacted 1987

3/14/2020 01:45 PM

Screen Name Redacted 3

3/14/2020 02:41 PM

Screen Name Redacted 3

3/14/2020 02:12 PM

Screen Name Redacted irrelevant

3/14/2020 02:33 PM

Screen Name Redacted 10 years

3/14/2020 03:08 PM

Screen Name Redacted 5 yrs

3/14/2020 03:38 PM

Screen Name Redacted 9

3/14/2020 03:06 PM

Screen Name Redacted 4

3/14/2020 03:29 PM

Screen Name Redacted 10 years

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Short-term Rental Regulations : Survey Report for 28 April 2017 to 13 June 2022

Screen Name Redacted 3/14/2020 05:20 PM	2+
Screen Name Redacted 3/14/2020 06:08 PM	29 years
Screen Name Redacted 3/11/2020 06:30 PM	5
Screen Name Redacted 3/15/2020 06:03 PM	13
Screen Name Redacted 3/14/2020 05:50 PM	2 years 3 months
Screen Name Redacted 3/14/2020 07:14 PM	14
Screen Name Redacted 3/14/2020 07:17 PM	5
Screen Name Redacted 3/16/2020 07:25 PM	10
Screen Name Redacted 3/14/2020 07:28 PM	9
Screen Name Redacted 3/14/2020 07:32 PM	9
Screen Name Redacted 3/14/2020 08:09 PM	Vernon is my hometown where I returned 18yrs ago to retire.
Screen Name Redacted 3/14/2020 08:26 PM	11
Screen Name Redacted 3/14/2020 08:54 PM	3
Screen Name Redacted 3/14/2020 09:00 PM	3

Screen Name Redacted 3/14/2020 10:14 PM	4
Screen Name Redacted 3/14/2020 10:33 PM	7
Screen Name Redacted 3/16/2020 07:17 AM	12 years
Screen Name Redacted 3/16/2020 02:27 AM	12
Screen Name Redacted 3/15/2020 07:46 AM	20 years
Screen Name Redacted 3/16/2020 01:34 AM	2
Screen Name Redacted 3/15/2020 07:07 AM	30
Screen Name Redacted 3/15/2020 07:44 AM	32 years
Screen Name Redacted 3/15/2020 07:07 AM	8
Screen Name Redacted 3/15/2020 07:50 AM	25
Screen Name Redacted 3/15/2020 08:02 AM	11
Screen Name Redacted 3/16/2020 07:01 AM	8 years
Screen Name Redacted 3/16/2020 07:39 AM	11 years
Screen Name Redacted 3/16/2020 07:17 AM	3

Screen Name Redacted 3/15/2020 07:55 AM	22 years
Screen Name Redacted 3/15/2020 08:11 AM	13
Screen Name Redacted 3/15/2020 08:22 AM	11 years
Screen Name Redacted 3/15/2020 09:18 AM	9 years
Screen Name Redacted 3/15/2020 09:19 AM	3 years
Screen Name Redacted 3/15/2020 09:27 AM	2
Screen Name Redacted 3/15/2020 09:36 AM	2 years, in Kelowna 10 yrs before that
Screen Name Redacted 3/15/2020 09:31 AM	3
Screen Name Redacted 3/15/2020 10:07 AM	10
Screen Name Redacted 3/15/2020 10:16 AM	60
Screen Name Redacted 3/15/2020 10:25 AM	Part time for 4 years
Screen Name Redacted 3/15/2020 10:30 AM	11 years
Screen Name Redacted 3/15/2020 10:36 AM	2
Screen Name Redacted	4 years

Short-term Rental Regulations : Survey Report for 28 April 2017 to 13 June 2022

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Screen Name Redacted 50 years

3/15/2020 02:08 PM

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3/15/2020 03:47 PM

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Screen Name Redacted 14 years, first 13 in single family house in Foothills, now in a bareland strata.

3/15/2020 04:14 PM

Screen Name Redacted 3

3/15/2020 04:25 PM

Screen Name Redacted 6 years

3/15/2020 04:47 PM

Screen Name Redacted 4 YEARS

3/15/2020 05:24 PM

Screen Name Redacted 7 years

3/15/2020 05:11 PM

Screen Name Redacted Recently retired and hope to move to Vernon in the very near future.

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3/15/2020 05:27 PM

Screen Name Redacted 13 years

3/15/2020 05:18 PM

Screen Name Redacted 2

3/15/2020 06:20 PM

Screen Name Redacted 3 years

3/15/2020 08:40 PM

Short-term Rental Regulations : Survey Report for 28 April 2017 to 13 June 2022

Screen Name Redacted 3-15-2022 05:56 PM	3 years
Screen Name Redacted 3-16-2022 07:28 AM	N/A
Screen Name Redacted 3-16-2022 03:14 AM	3
Screen Name Redacted 4-16-2022 02:01 AM	24
Screen Name Redacted 3-16-2022 08:50 AM	15
Screen Name Redacted 3-16-2022 09:28 AM	Almost 17 years
Screen Name Redacted 3-16-2022 11:40 AM	test
Screen Name Redacted 3-16-2022 12:37 AM	3
Screen Name Redacted 3-16-2022 01:05 PM	8
Screen Name Redacted 3-16-2022 02:05 PM	10.5
Screen Name Redacted 3-16-2022 02:52 PM	3
Screen Name Redacted 3-16-2022 03:07 PM	10
Screen Name Redacted 3-16-2022 03:17 PM	32 years
Screen Name Redacted 3-16-2022 03:42 PM	46 years

Screen Name Redacted 3/17/2020 08:56 AM	3
Screen Name Redacted 3/17/2020 09:07 AM	16 years
Screen Name Redacted 3/17/2020 09:28 AM	7 years
Screen Name Redacted 3/17/2020 10:59 AM	20
Screen Name Redacted 3/17/2020 12:15 PM	7
Screen Name Redacted 3/17/2020 02:14 PM	1
Screen Name Redacted 3/17/2020 09:18 PM	On and off for 30 years
Screen Name Redacted 3/17/2020 09:51 AM	Have not lived full time only part time since 2017
Screen Name Redacted 3/18/2020 10:10 AM	4 years
Screen Name Redacted 3/18/2020 12:47 PM	2
Screen Name Redacted 3/18/2020 01:30 PM	43
Screen Name Redacted 3/19/2020 09:01 PM	15 years
Screen Name Redacted 3/19/2020 09:45 PM	15 years
Screen Name Redacted 3/20/2020 11:01 PM	59 years

Screen Name Redacted 2 Years

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Screen Name Redacted one year

3/23/2020 09:34 AM

Screen Name Redacted 4 years

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Screen Name Redacted 28 years

3/23/2020 01:29 PM

Screen Name Redacted 7 years

4/23/2020 07:13 PM

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Screen Name Redacted 7

3/25/2020 12:06 PM

Screen Name Redacted 11

4/25/2020 08:12 PM

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2/30/2020 12:43 PM

Screen Name Redacted 40 years

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Screen Name Redacted 15 years

10/30/2020 06:05 PM

Screen Name Redacted 8

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Screen Name Redacted 23 years

4/01/2020 07:57 AM

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6/05/2020 03:41 PM

Screen Name Redacted 1.5

10/05/2020 10:04 AM

Screen Name Redacted 52 years

8/07/2020 04:30 PM

Screen Name Redacted 5 years

4/30/2020 05:10 PM

Screen Name Redacted 6years,13years part-time

4/11/2020 07:04 AM

Screen Name Redacted twelve years

4/13/2020 09:24 AM

Screen Name Redacted 8 years

1/1/2020 00:17 AM

Short-term Rental Regulations : Survey Report for 28 April 2017 to 13 June 2022

Screen Name Redacted 4/11/2020 11:53 AM	3 years
Screen Name Redacted 4/11/2020 11:52 AM	8 years
Screen Name Redacted 4/11/2020 11:53 AM	12 years
Screen Name Redacted 4/14/2020 12:11 PM	12 years
Screen Name Redacted 4/11/2020 00:55 PM	We have owned a villa in Vernon for 12 years. It's our seasonal home
Screen Name Redacted 4/13/2020 09:57 AM	7
Screen Name Redacted 4/13/2020 06:53 AM	1
Screen Name Redacted 4/13/2020 06:16 AM	10
Screen Name Redacted 4/13/2020 07:14 PM	28
Screen Name Redacted 4/13/2020 07:57 PM	15
Screen Name Redacted 4/14/2020 11:54 AM	6
Screen Name Redacted 4/15/2020 04:01 PM	5 years
Screen Name Redacted 4/15/2020 01:29 PM	3
Screen Name Redacted 4/24/2020 11:56 AM	52

Screen Name Redacted 27 years
5/01/2020 09:56 PM

Screen Name Redacted 11
5/08/2020 01:18 PM

Screen Name Redacted 26 years
5/08/2020 09:50 AM

Screen Name Redacted 15 years
5/08/2020 11:13 AM

Screen Name Redacted 25
5/08/2020 10:24 PM

Screen Name Redacted 13
5/09/2020 04:40 PM

Screen Name Redacted 11
5/09/2020 01:13 PM

Screen Name Redacted 27
5/11/2020 12:10 AM

Screen Name Redacted 14
5/11/2020 07:18 PM

Screen Name Redacted 5
5/14/2020 04:31 PM

Screen Name Redacted 31
5/14/2020 04:28 AM

Screen Name Redacted Six years
5/14/2020 04:16 PM

Screen Name Redacted 20
5/14/2020 02:18 PM

Screen Name Redacted 32
5/20/2020 01:14 AM

Screen Name Redacted
5/27/2020 09:41 PM

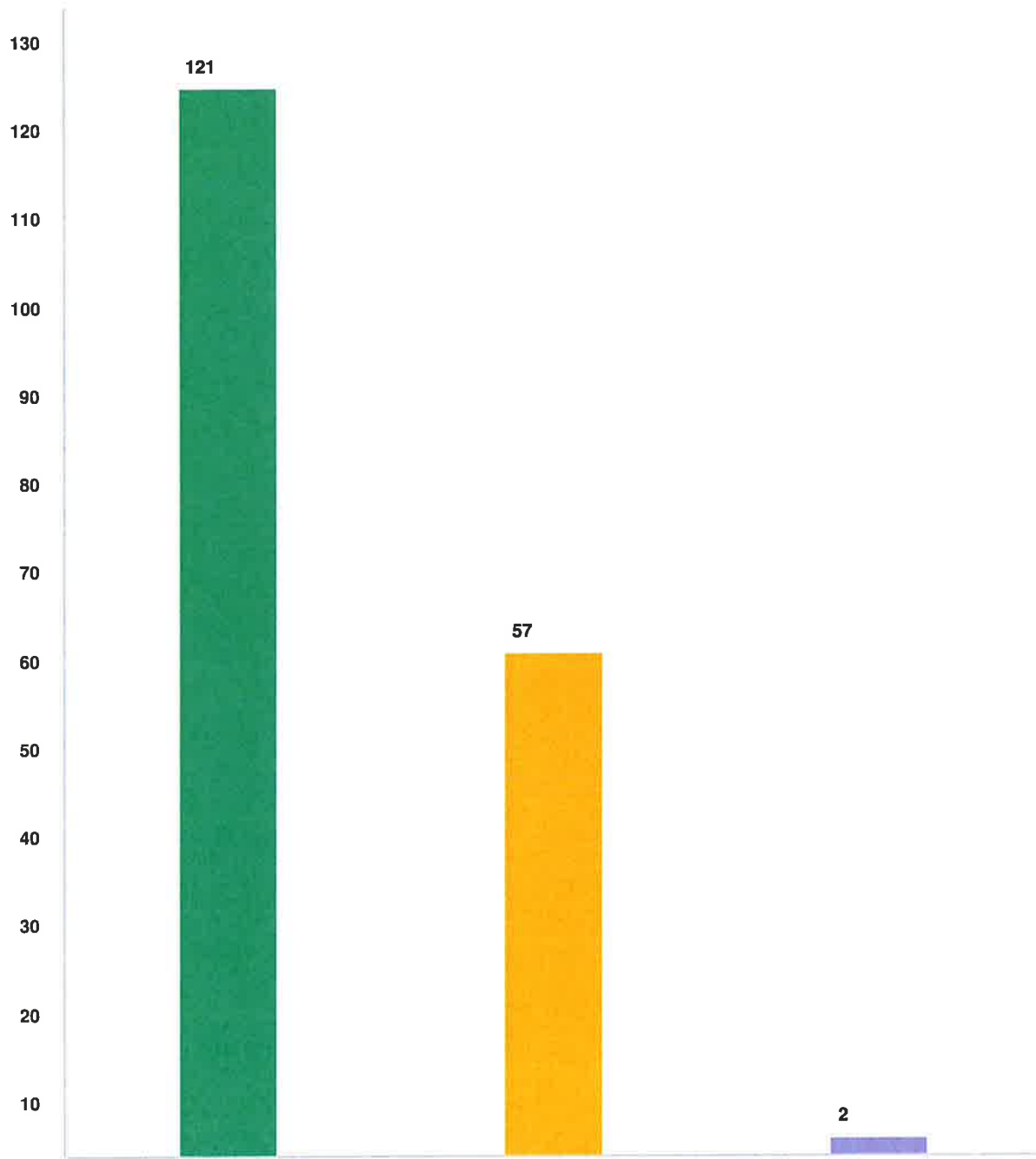
Moved from Vernon to Calgary 2 years ago but still own in Vernon.
Lived in Vernon for 30 years prior

Screen Name Redacted
5/25/2022 01:43 PM

2

Mandatory Question (180 response(s))
Question type: Single Line Question

Q6 Have you ever vacationed in a residential short-term nightly rental, booked through an online booking site or property manager?

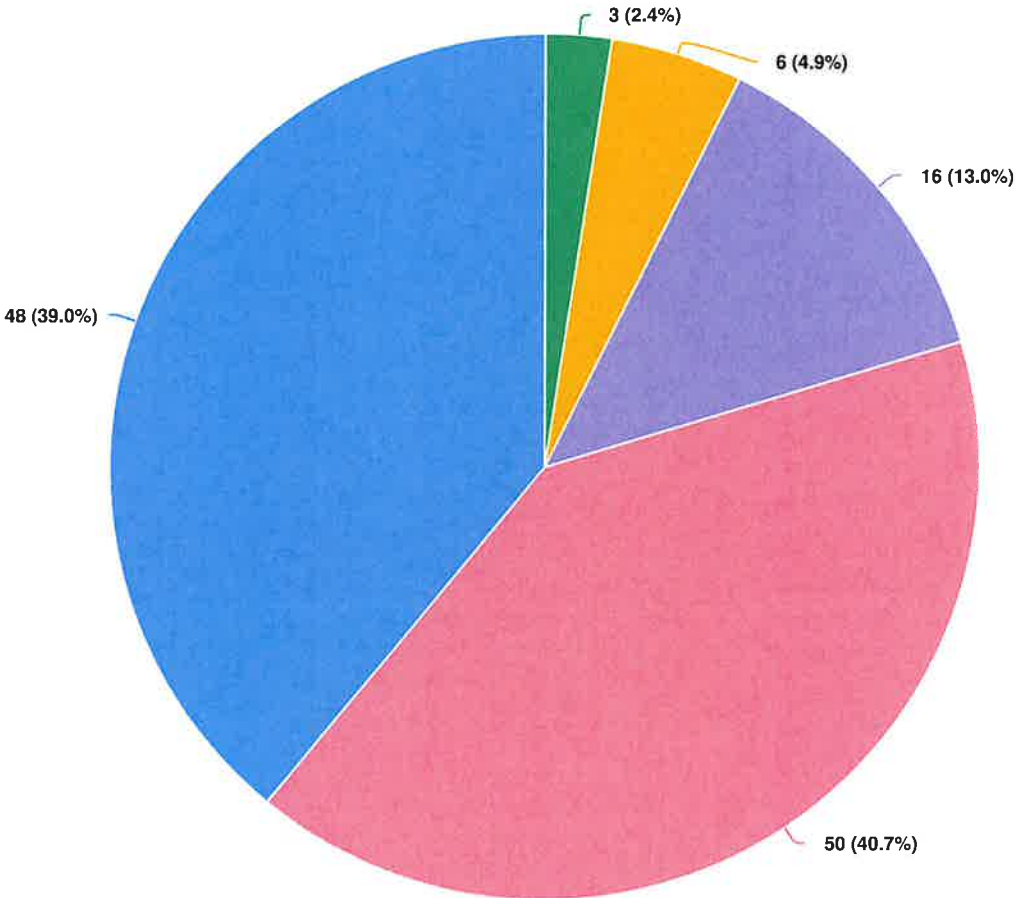


Question options

- Yes
- No
- Not sure

Mandatory Question (180 response(s))
Question type: Checkbox Question

Q7 | If you have booked a short-term nightly rental, how was the experience?

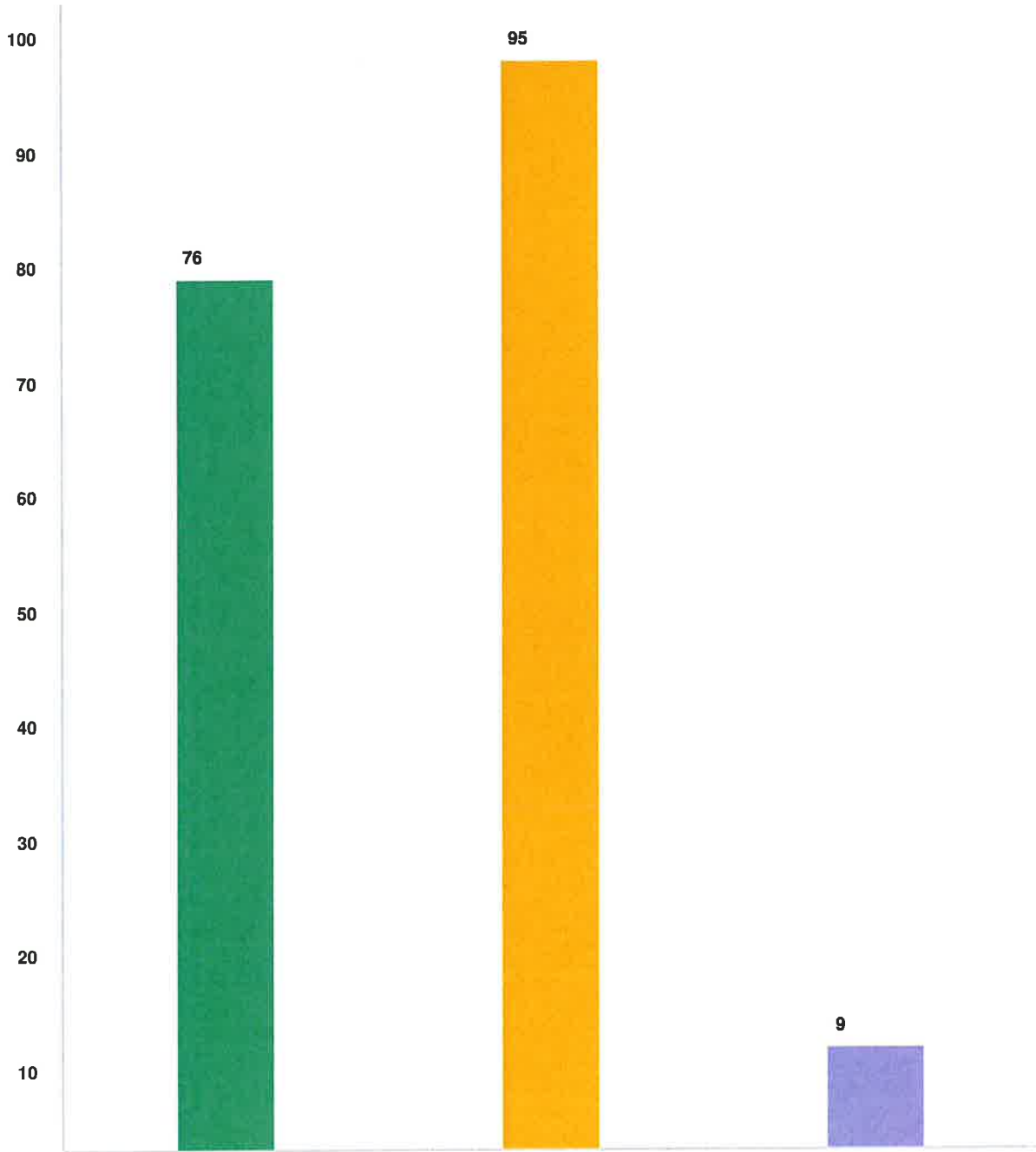


Question options

- Extremely bad
- Bad
- Somewhat good
- Good
- Extremely good

Optional question (123 response(s), 57 skipped)
Question type: Emoji Question

Q8 Have you ever lived beside a short-term nightly rental property?

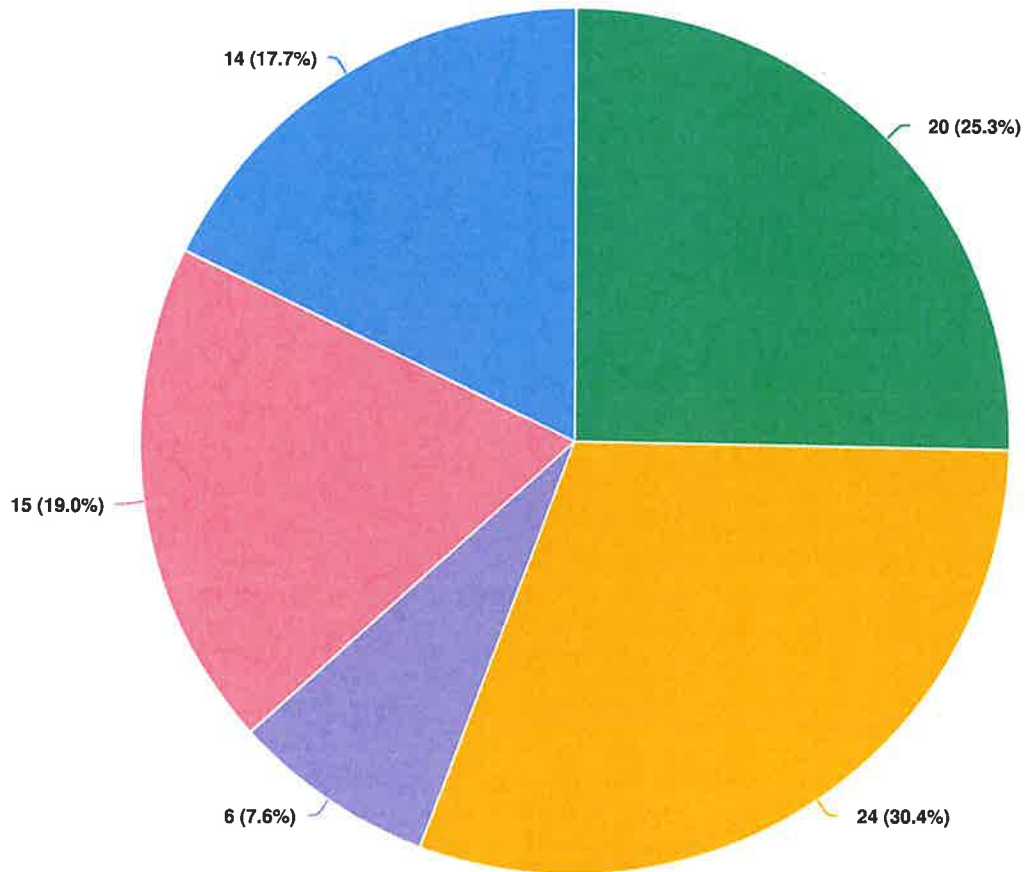


Question options

- Yes
- No
- Not sure

Mandatory Question (180 response(s))
Question type: Checkbox Question

Q9 If you have lived beside a short-term nightly rental, how was the experience?

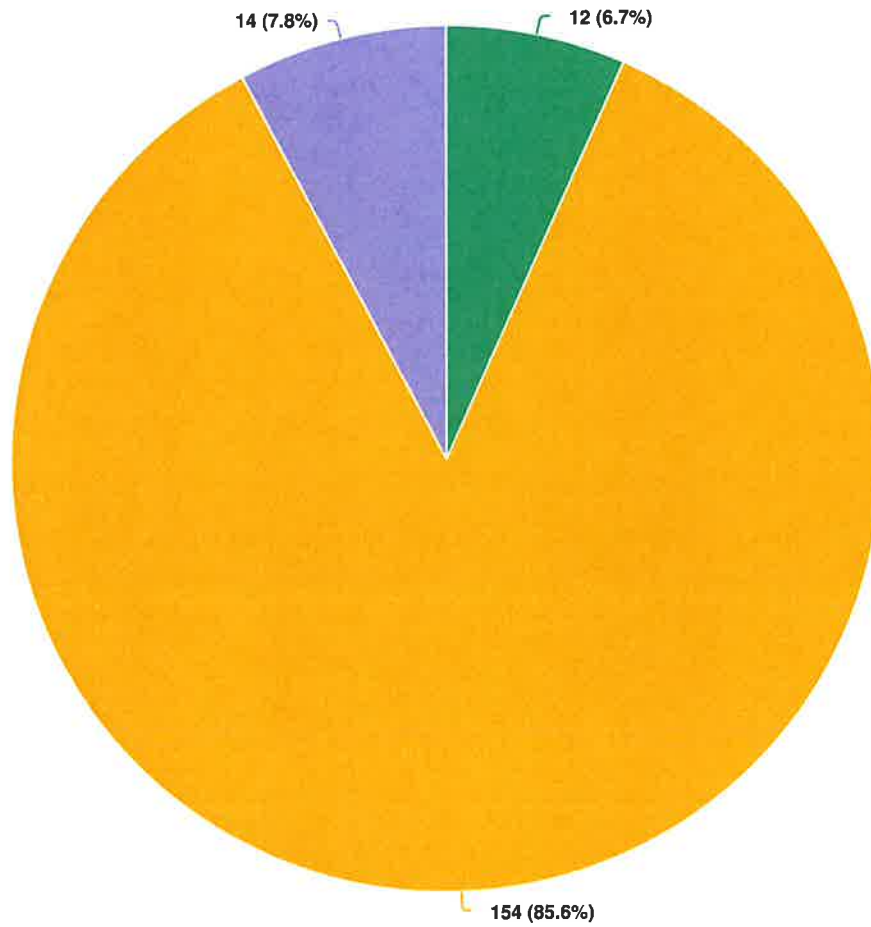


Question options

- Extremely bad
- Bad
- Somewhat good
- Good
- Extremely good

Optional question (79 response(s), 101 skipped)
Question type: Emoji Question

Q10 Do you currently operate a short-term rental?



Question options

- Yes
- No
- Considering it

*Mandatory Question (180 response(s))
Question type: Radio Button Question*

Q11 If you currently operate a short-term rental or are considering it, what is the prime reason for doing so?

Screen Name Redacted

To meet travellers

3/14/2022 10:00 AM

Screen Name Redacted

Help pay bills and taxes

3/14/2022 9:59 AM

Screen Name Redacted

Occupy empty space/rooms, income, mortgage helper, meet new people, beautiful accommodation for travellers, meet new people, help provide and generate more business in Vernon and surrounding areas.

3/14/2022 9:54 AM

Screen Name Redacted

Want control over my home, and to have it available for Our growing family.

3/14/2022 10:58 AM

Screen Name Redacted

Rent out the property when I travel to help cover expenses and also to make extra income to help pay for taxes

3/14/2022 01:40 PM

Screen Name Redacted

Extra money for retirement

3/14/2022 07:14 PM

Screen Name Redacted

We have a suite and after going through some issues with our long term tenant we found out that as landlords we have not many rights or ways to protect ourselves and don't want the hassle of having long term

3/14/2022 11:00 PM

Screen Name Redacted

Flexibility with space, long term rental is not appealing

3/15/2022 07:24 AM

Screen Name Redacted

I do not own any short term rentals at this point, but my reason for looking into it would be to generate some extra income and get into an investment property.

3/15/2022 10:42 PM

Screen Name Redacted

We have the extra space, enjoy meeting other people, and a little extra income.

3/15/2022 04:05 PM

Screen Name Redacted

Mortgage helper

3/15/2020 04:47 PM

Screen Name Redacted To create housing for tourist and to earn some extra money

5/15/2020 05:27 PM

Screen Name Redacted Extra help with bill without having long term tenants. Because the tenants have more rights currently than landlords.

06/15/2020 04:49 PM

Screen Name Redacted To replace my income; I no longer have an office job

07/17/2020 05:16 PM

Screen Name Redacted Business investment and to help pay the mortgage

07/18/2020 01:41 AM

Screen Name Redacted Supplementing income and keeping house occupied while away.

4/05/2020 10:44 AM

Screen Name Redacted Income Property opportunity

4/11/2020 10:57 AM

Screen Name Redacted Mainly to help balance expenses.

11/01/2020 03:14 AM

Screen Name Redacted To meet people from all over the world

4/13/2020 07:57 PM

Screen Name Redacted To help out with the mortgage and a cultural experience of meeting people from different areas and other countries

11/14/2020 01:54 AM

Screen Name Redacted Real estate investment is our primary source of retirement income, and I love providing great experiences for people and sharing our beautiful home town, while bringing culture and diversity here.

4/15/2020 10:25 PM

Screen Name Redacted Support Vernon Jubilee Hospital, Medical Students and Individuals visiting family and friends in the hospital. It is a service that is very much needed and as a single woman with a Disability pension, it is a perfect part time business for me.

5/04/2020 08:16 PM

Screen Name Redacted Income

5/07/2020 04:46 PM

Screen Name Redacted

Summer and fall

5/22/2020 08:01 PM

Screen Name Redacted

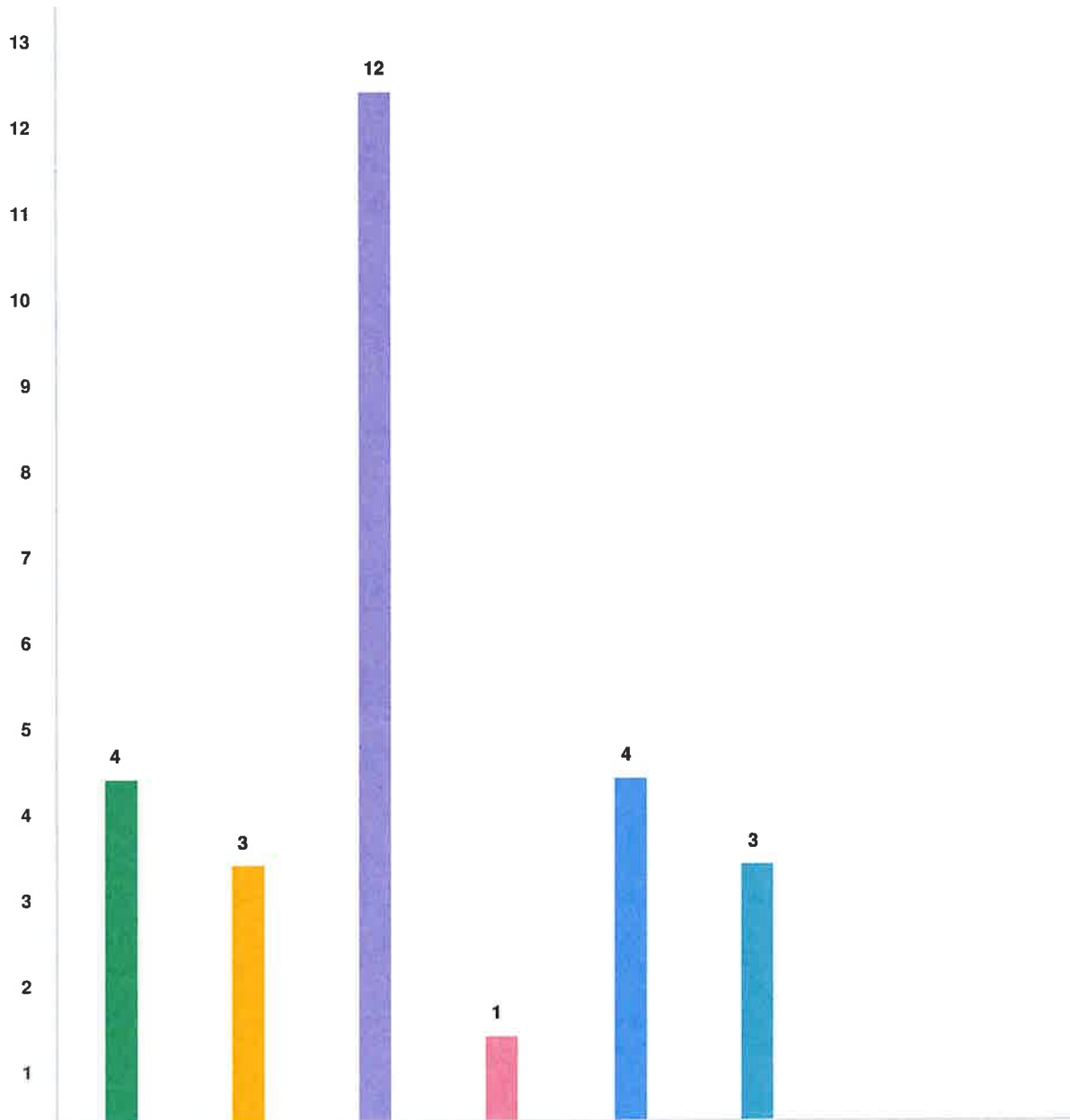
Considering renting it out on a short term basis until I am able to move back permanently. It is a lake-front home that will not rent out for enough money to cover expenses on a long term basis.

5/27/2020 09:41 PM

Optional question (25 response(s), 155 skipped)

Question type: Single Line Question

Q12 What type of unit(s) did you list for short-term rental? (select all that apply)

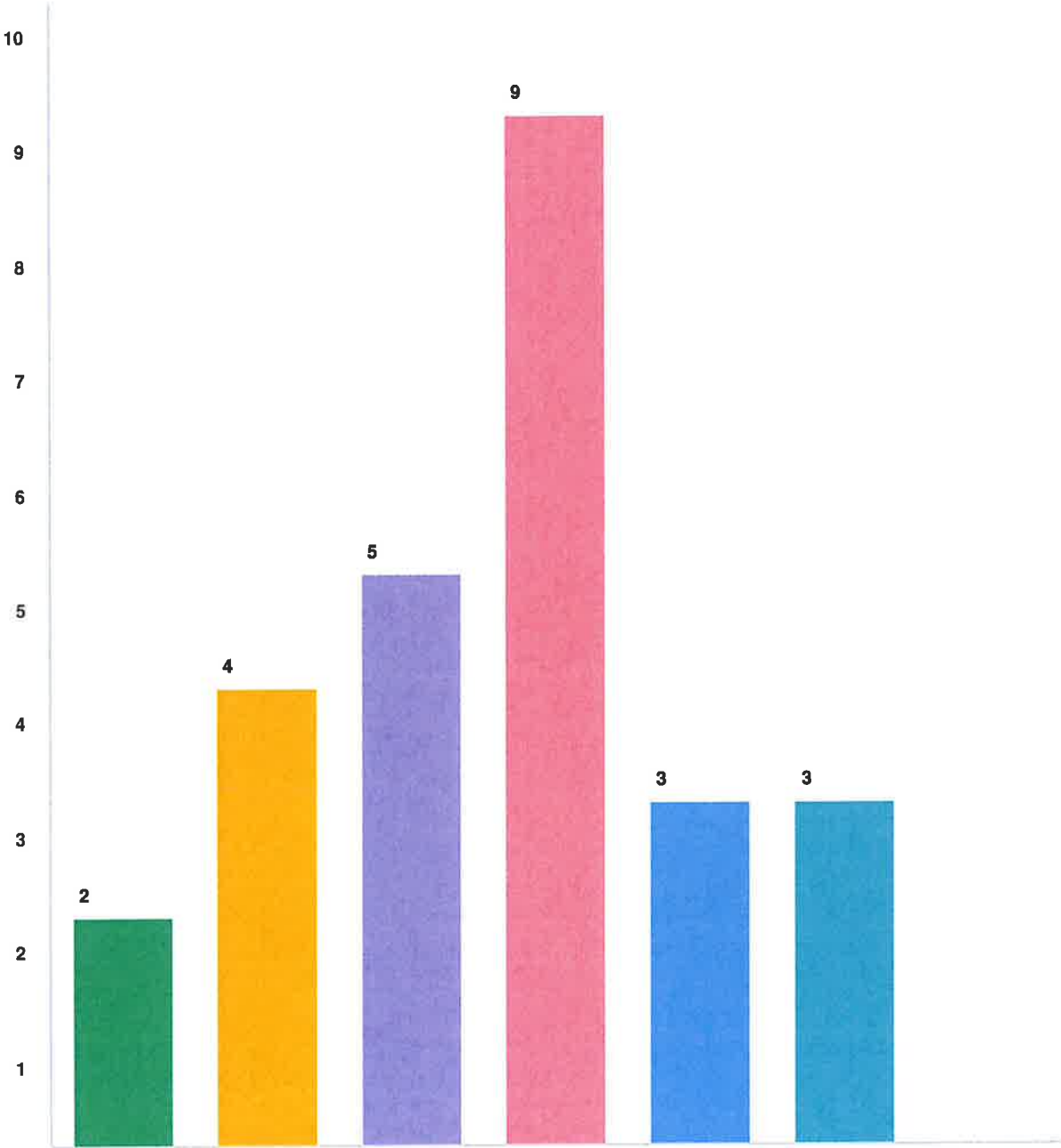


Question options

- Entire residential unit in a multi-family development (semi-detached, townhouse, condo/apartment)
- Entire single family home
- Secondary suite
- One spare room
- Two or more spare rooms
- Other (please specify)
- Carriage house
- RVs/tents

Optional question (24 response(s), 156 skipped)
Question type: Checkbox Question

Q13 Over the last 12 months, how many nights in total were your unit(s) rented out on a short-term basis?

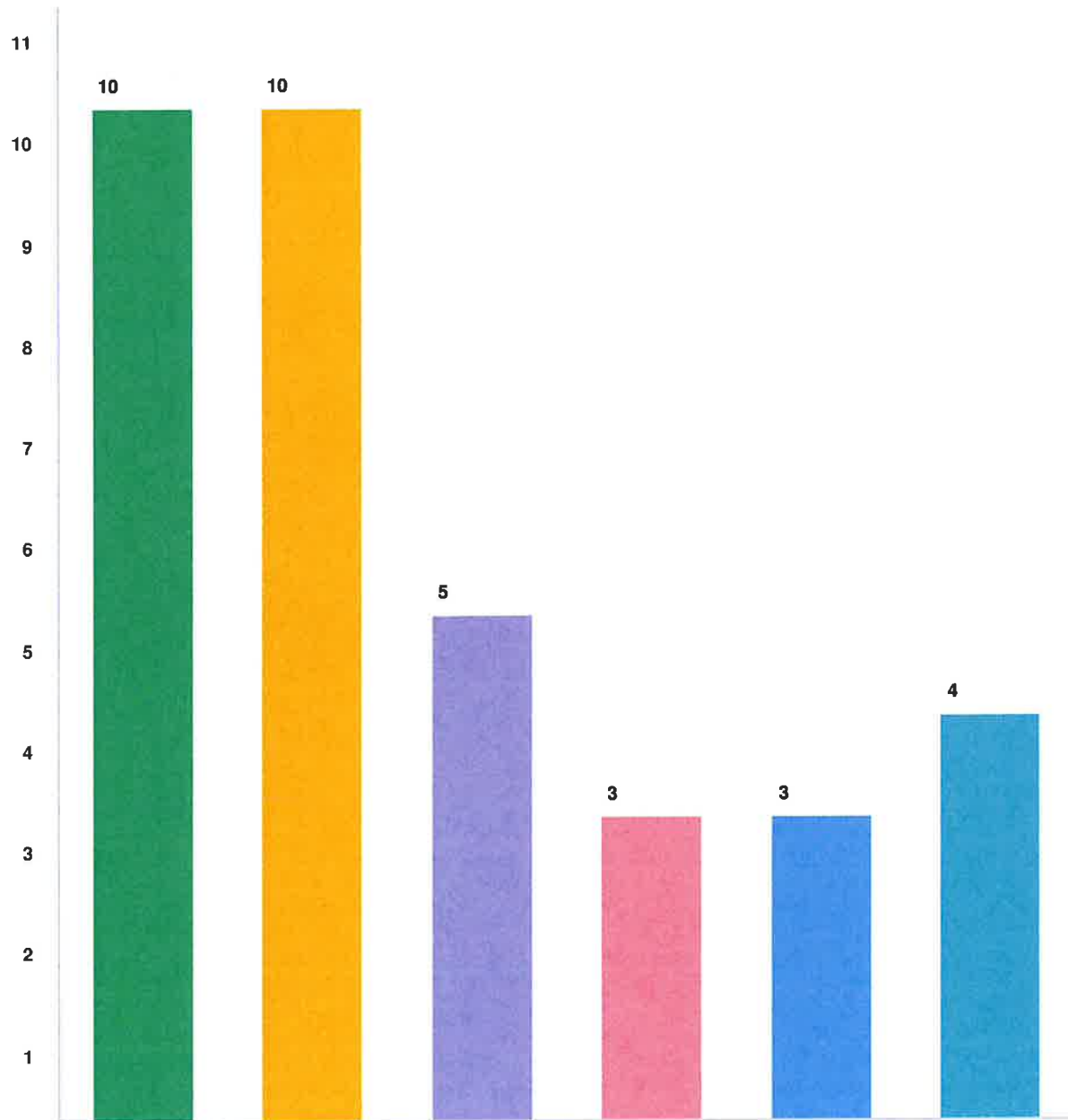


Question options

- 31 to 60 nights
- 61 to 90 nights
- More than 90 nights
- 0 nights
- Prefer not to say
- Don't know
- 1 to 30 nights

Mandatory Question (26 response(s))
Question type: Checkbox Question

Q14 | If you had not rented your unit(s) short-term, how do you think the space would have been used? (select all that apply)

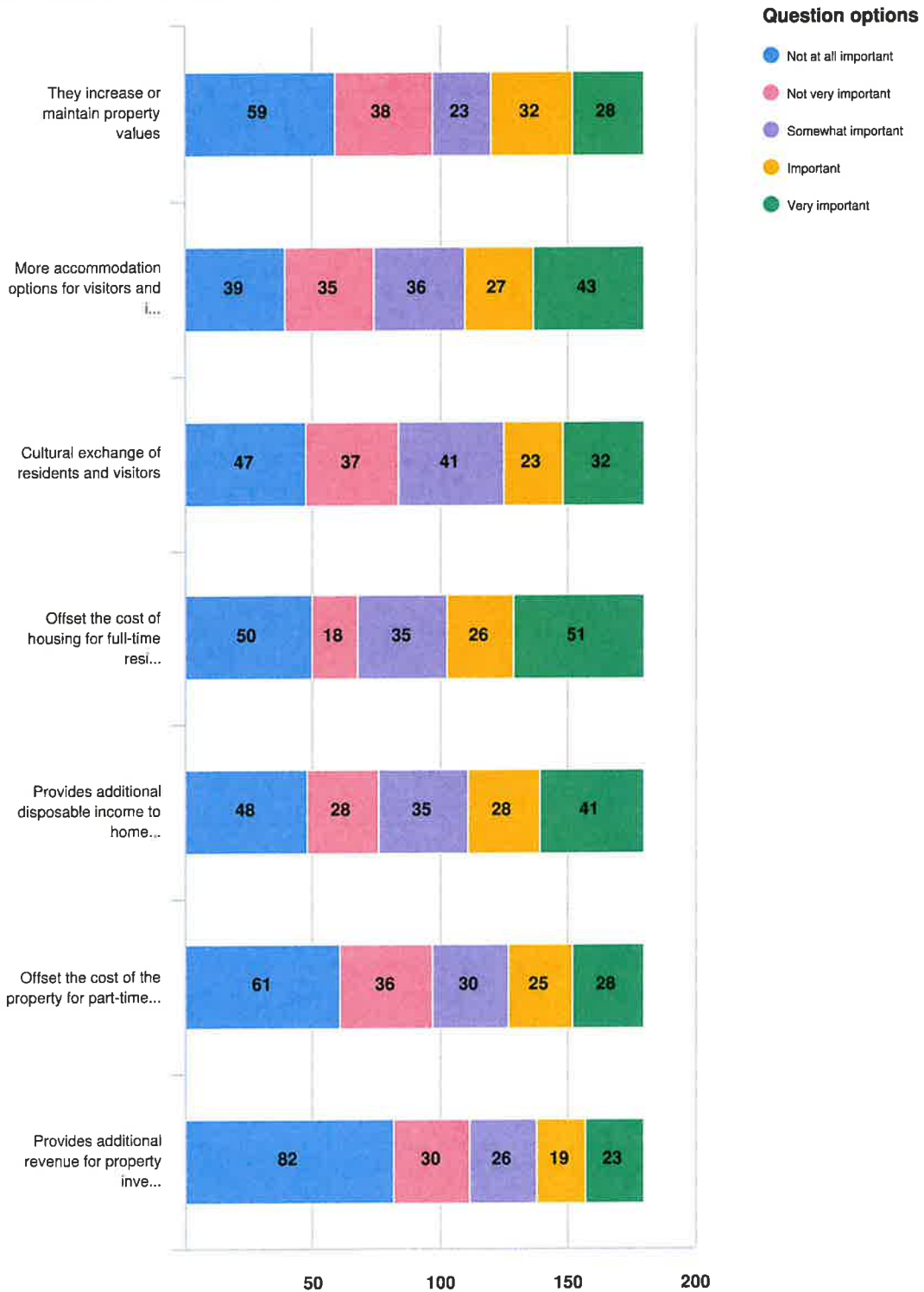


Question options

- It would have been vacant
- Family or friends would have used the space
- It would have been rented to a long-term tenant (more than 30 days)
- I would live in it
- Not sure
- Other (please specify)

Mandatory Question (26 response(s))
Question type: Checkbox Question

Q15 Below is a list of commonly reported benefits of short-term rentals. Please prioritize the importance to Vernon of each benefit from 5 (very important) to 1 (not at all important).



Mandatory Question (180 response(s))
Question type: Likert Question

Q15 Below is a list of commonly reported benefits of short-term rentals. Please prioritize the importance to Vernon of each benefit from 5 (very important) to 1 (not at all important).

They increase or maintain property values



More accommodation options for visitors and improves experiences of Vernon

Not at all important : 39



Not very important : 35



Somewhat important : 36



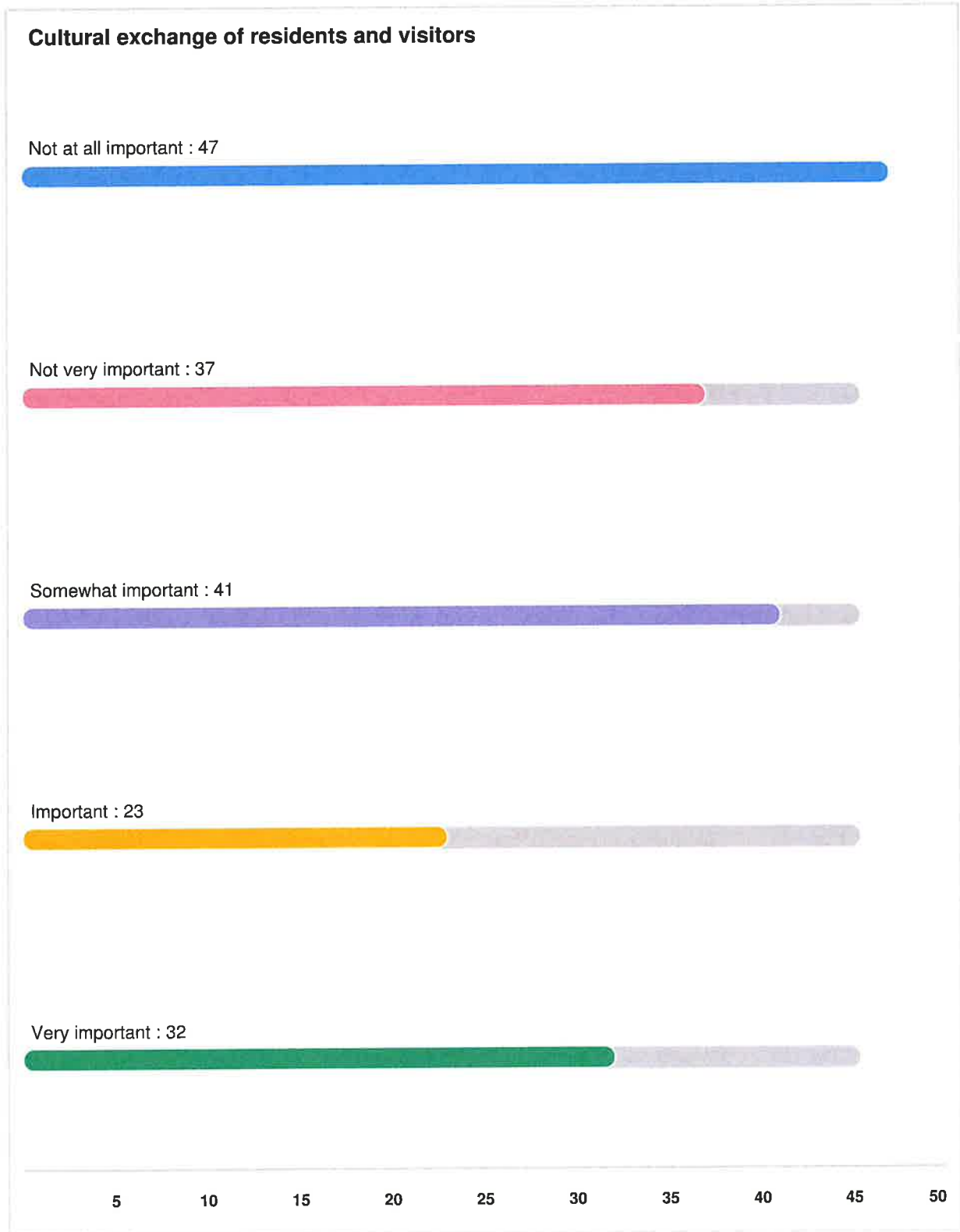
Important : 27

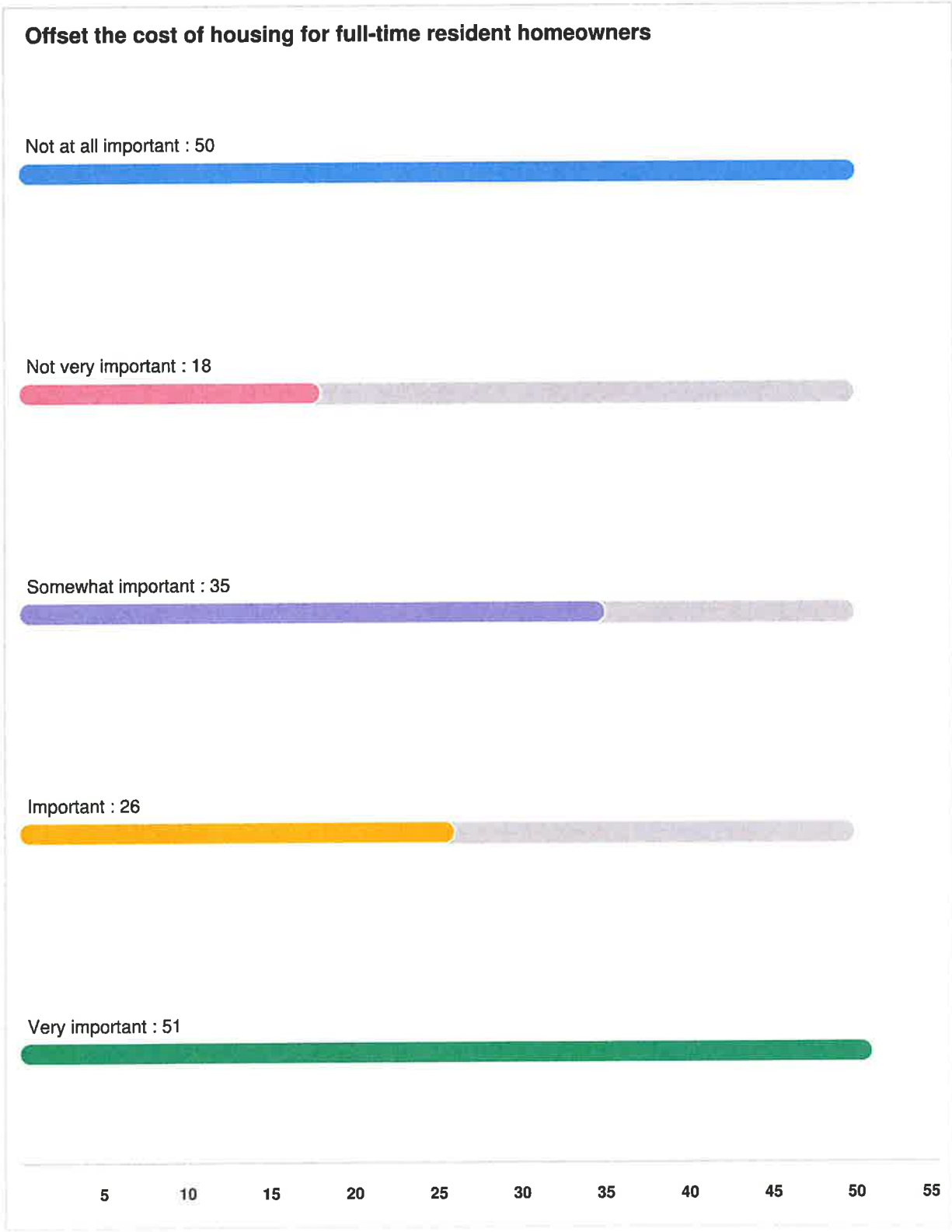


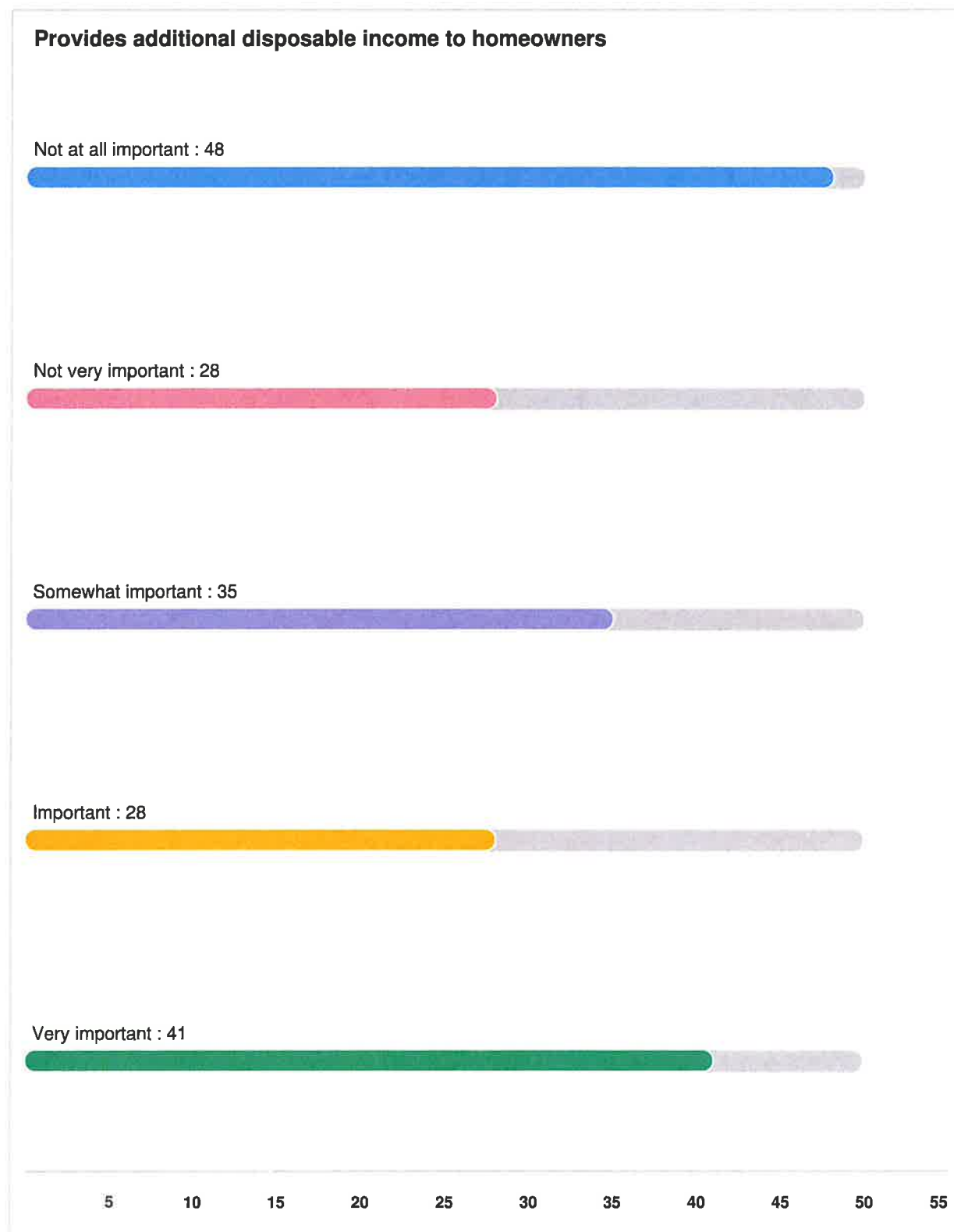
Very important : 43



5 10 15 20 25 30 35 40 45 50







Offset the cost of the property for part-time residents/owners

Not at all important : 61



Not very important : 36



Somewhat important : 30



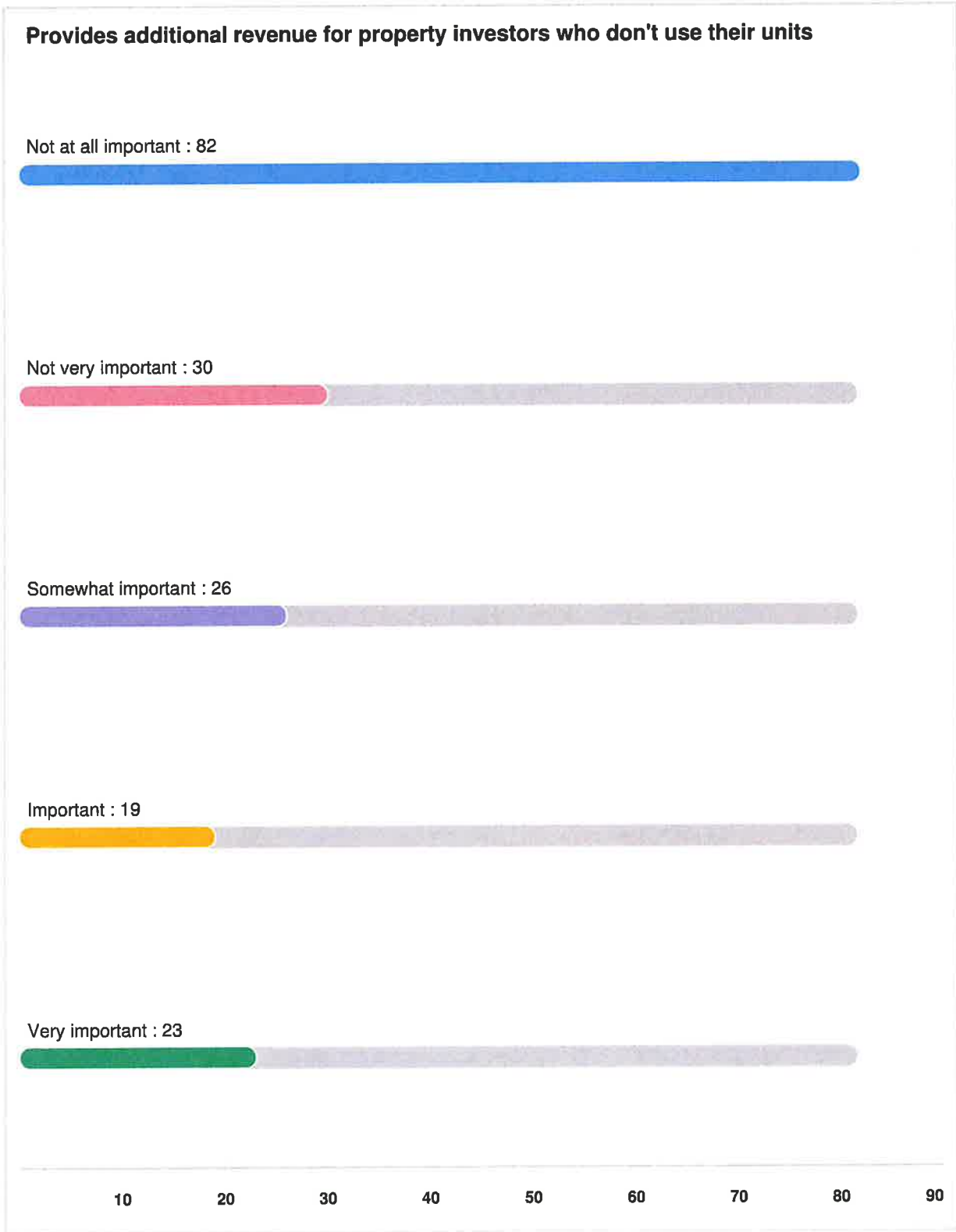
Important : 25



Very important : 28



5 10 15 20 25 30 35 40 45 50 55 60 65



Q16 Do you have any other comments on the benefits of short-term rentals?

Screen Name Redacted
3/14/2022 05:00 AM

They shouldn't change or affect a residential neighbourhood and it's character

Screen Name Redacted
3/14/2022 07:52 AM

I feel there should be regulations on how many our city can have. We have a housing shortage for our city's residents and the focus should be incentives for landlords to house those people, not tourists. What incentives can the government provide to help owners rent long term? This needs to be priority.

Screen Name Redacted
3/14/2022 08:06 AM

It can help retired people afford increased taxes and cost of living. It can help increase tourism that supports small business.

Screen Name Redacted
3/14/2022 10:02 AM

The main benefit is allowing people that are on a limited budget to vacation here. We vacationed in Kelowna and Penticton for two years before we even stopped in Vernon. We booked a couple of Airbnb stays in Vernon and decided to buy a place here and move. At that time if there was no Airbnb option we would never have stayed here and would not have seen what a nice city it is. Plus my brother and his wife decided to move here after visiting us a few times. Plus our children and other family members have visited and in both summer and winter, definitely adding to the local economy.

Screen Name Redacted
3/14/2022 09:29 AM

They are needed but only if the city can control them properly!

Screen Name Redacted
3/14/2022 09:38 AM

I take issue with the premise in question 11, first point. While the short term rental property may increase in value, I believe the value of all neighbouring properties will decrease. In addition, the wear and tear on the infrastructure in our strata could increase our cost of ownership disproportionately.

Screen Name Redacted
3/14/2022 09:54 AM

Every aspect of a short term rentals is beneficial. Airbnb provide insurance coverage and owners can place custom or specifics rules & regulations for the renter to follow.

Screen Name Redacted
3/14/2022 10:18 AM

bylaws are very much needed to begin to reduce the negative effects on neighboring properties. the bylaws also help to ensure a level playing field for licensed accommodation providers

Screen Name Redacted
3/14/2022 11:02 AM

Increasing property values is doubtful - especially if they end up being party houses which negatively impact neighbours Visitors may have

	more rental options, but locals end up with fewer long-term rentals Offset the cost of owing the rental home for owners - but end up taking valuable rental properties out of the market
Screen Name Redacted 3/14/2020 10:45 AM	Short term rental owners don't care about the neighbourhood, they are a nuisance for parking. Majority of short term rental users are partiers who don't care about the neighbourhood trying to have a good night sleep. Please let the hotels and motels do their job. And not create a residential area into a downtown motel situation.
Screen Name Redacted 3/14/2020 11:06 AM	No long term benefit for vast majority of resident home owners
Screen Name Redacted 3/14/2020 11:25 AM	Do not be a community that foolishly tries to restrict what home owners can do with their property. Keep rules simple, less is better but overall property values in the vicinity should be protected.
Screen Name Redacted 3/14/2020 12:19 PM	The benefits are freedom. We have way too many bylaws and rules. This must stop here.
Screen Name Redacted 3/14/2020 12:45 PM	Entirely without benefit socially and geographically
Screen Name Redacted 3/14/2020 01:12 PM	Personally, I appreciate visiting a new community immersed within it. Therefore my preference is to usually find an airbnb so that I can feel like I'm in a "home away from home".
Screen Name Redacted 3/14/2020 01:01 PM	I don't see much benefit. Nobody wants one in their neighbour as it is uncomfortable watching a constant flow of different people coming and going in what is supposed to be residential neighbourhood. Takes business away from the hotel industry that is paying a higher property tax and are employing people from the community.
Screen Name Redacted 3/14/2020 01:40 PM	I can only support this if the same regulations apply to suites currently rented, in that the registered owner has to be living in the premises. Otherwise, in my neighbourhood, I see little to no benefit to short term rentals. I live in a single family residential neighbourhood with R2 zoning.
Screen Name Redacted	Increased tourism to vernon offsets property taxes. If some tenants

3/14/2020 01:45 PM

are bad and or roudy they are not long term.

Screen Name Redacted

In a single family neighbourhood there is no benefit.

3/14/2020 02:41 PM

Screen Name Redacted

I am concerned that this type of short term rental benefit is incorrect. I found the exact opposite in a very affluent neighbourhood in Kelowna was negatively impacted and values of homes went down due to several Airbnb's that brought loud party's with irresponsible people who had no regard for the property or neighbourhood. This is a downtown solution in places like Vancouver but not a good solution for Vernon. You are poorly mislead and I would love to see you deal with this next to your house. If people can't afford their houses perhaps they shouldn't buy it!

3/14/2020 05:20 PM

Screen Name Redacted

No benefits

3/14/2020 08:15 PM

Screen Name Redacted

Short term renters do not frequently respect the fact that those around them live there full time and in my experience they are there to have a good time as they see it, regardless of the inconvenience it causes to others.

3/14/2020 09:52 PM

Screen Name Redacted

There are ample short term accommodations in Vernon...hotels etc. I would agree with long term rentals (1 month or more as that fills a niche but not short term

3/15/2020 05:12 PM

Screen Name Redacted

Areas should be zoned to allow prior to building in that area or go through community consultation where 100% of the areas residents agree with the re zoning. These are commercial operations, not residential—there is a significant difference. Many who pursue having short term rentals a) do not live in the area but are looking for a revenue opportunity or b) can't afford what they bought and need the secondary revenue. This is not what a "homeowner" purchased or they would have bought beside a hotel or a commercial operation.

3/14/2020 09:59 PM

Screen Name Redacted

I'm considering renting out my secondary suite as a short term rental. I've rented to long time renters in the past. I haven't rented it out for 4 years because of bad experience with long term tenants. I will not rent it for long term again.

3/14/2020 07:14 PM

Screen Name Redacted 3/14/2020 07:25 PM	Love short term rentals...they add cultural and opportunity to share the community...too many individuals live in very large homes and are too selfish to share their experience with others, and travel during the months and the homes are left vacant...this does not help create a community
Screen Name Redacted 3/14/2020 08:04 PM	Not in my neighborhood
Screen Name Redacted 3/14/2020 10:30 PM	It's short term so if there are terrible tenants it's way easier to kick them out. If you get a bad long term tenant it can take months
Screen Name Redacted 3/15/2020 07:00 AM	Question 11 is very difficult to answer. Perhaps should be rephrased. For example in the first statement I don't believe rental units increase property values so how do you rate whether it is important or not.
Screen Name Redacted 3/15/2020 07:09 AM	Question 11? Rental accommodation does not increase/maintain property values of a single family home in a predominately owner occupied neighbourhood
Screen Name Redacted 3/15/2020 07:58 AM	Short term rentals should be allowed for otherwise full time residents who occasionally leave for vacation and wish to offset the cost of doing so, or rent only a portion of the house (eg. Basement suite) via a short term rental but they still live in a portion of the residence. Full time short term rental properties should require a permit/registration to enforce some basic requirements.
Screen Name Redacted 3/15/2020 08:00 AM	The benefits are all to the home owner, everyone else suffers and has a negative experience from them.
Screen Name Redacted 3/15/2020 07:57 AM	There is always a party. New one every week. That's tough to live near. Its loud and disruptive to others trying to enjoy life.
Screen Name Redacted 3/15/2020 08:13 AM	This is our neighborhood not motel road.
Screen Name Redacted 3/15/2020 06:30 AM	The only benefit to any of this is to the owner who collects extra money. I think this should be kept to hotels. Will add too much traffic to local neighbourhoods.

Screen Name Redacted

3/19/2020 10:29 AM

The pre- survey website text references Predator ridge and the rise specifically. I have a home at Predator Ridge. There are specific accommodations .. hotel and cottages for rent. I strongly object to less than 90 day rental AND less than 90 day B&B rental ... of private (single family homes for sure) at Predator Ridge.

Screen Name Redacted

3/15/2020 11:18 AM

From our perspective and location there is no benefit. We live in a resort community and we find that short term renters are rude, loud, and dangerous

Screen Name Redacted

3/15/2020 12:41 PM

I have stayed in short term rentals in Europe and Vancouver. I think they are a great way to experience different places usually at a better rate than a hotel, specially for a group of ppl. And with short term rentals the owner can be in the house between each stay, insuring it is well maintained and not being damaged.

Screen Name Redacted

3/15/2020 11:48 AM

People who do not have an investment in the property tend to have limited to no respect for the property or residence around it. Look at the Strand who have had non stop problems despite price and setting being aimed at those who can afford it. Or the cities up north with no commitment from population due to lack of permanent residents

Screen Name Redacted

3/13/2020 09:19 PM

Allows visitors to connect closer with locals, local information, and local knowledge, enhancing their experience.

Screen Name Redacted

3/13/2020 02:32 PM

There is a shortage of short term rental accommodation where I live in Predator Ridge. The existing lodge is often full and very expensive. Many of the guests that have stayed with me have been so grateful to have found more affordable accommodation when they were visiting the area for weddings, vacations, or other reasons. Accommodation taxes are collected by the short term rental booking sites, and guests contribute to the economy by visiting restaurants, stores, and recreational activities. Having only high priced accommodation at Predator Ridge, limits some guests from visiting that might not have been able to do. Short term rentals in people homes offers another valuable option.

Screen Name Redacted

3/11/2020 10:34 AM

We purchased a single family for that reason, a SINGLE family home. If we wanted to purchase or rent in another area we would have done so.

Screen Name Redacted 3/15/2020 05:11:00 AM	Provides a more authentic experience for visitors than a hotel.
Screen Name Redacted 3/15/2020 05:27 PM	It could put vernon on the map
Screen Name Redacted 3/15/2020 04:20 PM	Short term rentals are the fastest way to ruin a neighbourhood and should only be permitted if the owner or operator also lives on the premises. Bed and breakfasts have been operating for many years, and have not created the same kind of problems since there is someone supervising and maintaining at all times.
Screen Name Redacted 3/15/2020 08:30:00 AM	Originally from the USA and short terms rentals are amazing there great option to have for people to help earn some extra income. And also for people looking to vacation in a area that do not want to stay in pricey hotels.
Screen Name Redacted 3/15/2020 01:56:00 AM	personally for our family we enjoy short term rentals because it allows traveling with a family to be much easier and less stressful. Also, it allows us to support an individual rather than a huge corporation.
Screen Name Redacted 3/15/2020 06:14:00 AM	Short term rentals need to not rob the affordable rental market. I operate affordable housing in this city and our wait lists are huge. If apartments and condos are allowed to be used as short term rentals (because they don't apply to RTA, because they can charge 10x the price) then we will have more families and individuals living in precarious housing if not homeless. In addition, we should license and tax short term residential and use the money to fund more housing.
Screen Name Redacted 3/15/2020 06:45:00 AM	Question 11 seems like a loaded question that presupposes "benefits"
Screen Name Redacted 3/15/2020 09:08:00 AM	I am only in favour of short term rentals when the owner of the property is living in and present at the property.
Screen Name Redacted 3/15/2020 11:20:00 AM	test
Screen Name Redacted 3/15/2020 10:00:00 AM	https://revelstoke.ca/DocumentCenter/View/3202/Rezoning-Vacation-Rental-Package?bidId= Short term rentals in Revelstoke has

contributed to loss of rental properties for year round family renters.

Screen Name Redacted

3/15/2022 01:56 PM

With the BC Tenancy laws as they are (very pro tenant, difficult to recoup unpaid rents for landlords, lengthy unpaid lost rent to dispute anything etc), it can be off putting to owners/landlords to jump into renting long term if they are on the fence or in between renters due to possibly selling or having family or friends use the space. I'm not against how the tenancy laws are and I get why a lot is in place, but rather I'm realistic about the implications of what that can do to homeowners and their decision to rent or not. Short term rentals allow flexibility in these cases while also still bringing a benefit to visitors and home owners so I'm pro exploring how to make it work (for everyone, neighbours included).

Screen Name Redacted

3/15/2022 02:05 PM

no

Screen Name Redacted

3/16/2022 09:07 PM

For situations like Silver Star STRs where zoning, building design and parking plans are designed for STRs, the benefit far out weigh the down side. And the benefits are very important. In the city and suburbs where the communities are not designed specifically for STRs the problems far out weigh the benefits.

Screen Name Redacted

3/18/2022 10:47 PM

there are no benefits to short term rentals, people can stay at hotels or motels

Screen Name Redacted

3/17/2022 09:18 PM

I think they are wonderful, they promote tourism.

Screen Name Redacted

3/18/2022/01:44 AM

They are used worldwide, they are becoming more and more popular for travelers, the rentals offers guests such a huge variety of different types of accommodations in various different settings, locations, experiences, levels of privacy and at home like feeling that typical hotels and motels do not. As a host it is a great cultural experience interacting with guests from virtually all over Canada and the world. The rentals also allow property owners to remain in control of their property and investment so that they and their family can also use the space as needed. It helps many afford their mortgages. Owners have more control and screening over their guests than the typical landlord has of their renters. A lot of people are employed as house cleaners and maintenance workers with the short term rentals which provides jobs in the city. Tourists have the luxury and flexibility to choose the type of vacation experience and accommodation and location they

want for their specific needs and desires for their holiday or stay in Vernon. Many workers come to the area for short term work and find that a typical hotel room is not comfortable or convenient to work from.

Screen Name Redacted
3/18/2020 10:18 AM

They provide alternative accommodation options when area hotel rooms are not plentiful and are expensive.

Screen Name Redacted
3/18/2020 01:30 PM

Must not be allowed in single family neighbourhoods. Destroys the culture of the neighbourhood. Neighbourhood Watch specifies "know your neighbours". When you don't know who is occupying the premises..... Noise is a problem; traffic is coming and going at all hours; people are talking loudly during quiet times.....

Screen Name Redacted
3/18/2020 04:01 PM

I am not convinced that any apparent benefit of STR's when viewed from the impact on neighbours

Screen Name Redacted
3/19/2020 10:45 PM

Yes, I am not convinced that any apparent benefit of STR's when viewed from the impact on neighbours!

Screen Name Redacted
3/21/2020 06:52 AM

We are not in favour. There have been too many horror stories in other places re: parties and lack of enforcement of rules

Screen Name Redacted
3/22/2020 05:34 AM

to me, there are no benefits for allowing this

Screen Name Redacted
3/22/2020 12:27 PM

Units in owner occupied homes are preferred. It would help eliminate absentee owners renting to yahoos.

Screen Name Redacted
3/23/2020 01:29 PM

The detriment to the surrounding neighbors that have to tolerate noise, parking issues , invasion of privacy,due to renters that arrive and leave 24 hours a day do not give benefit to these units that are set up in residential, SINGLE FAMILY RESIDENCES

Screen Name Redacted
3/25/2020 12:40 PM

There are pros and cons to STR. Yes, these help with owner home financing. Yes, these provide lower cost accommodations to allow more visitors to stay in Vernon. Yes, we travel to Europe annually to visit children, and stay in STR all the time. We rent apartments for the week(s), live in the community, and interact with the owners. The STR provides us with the "like home" accommodations we seek.

Screen Name Redacted
3/25/2020 09:17 PM

As long as the homeowners takes care of the property and monitors the short term rentals, this should be allowed to offset the cost of the home.

Screen Name Redacted
3/26/2020 03:43 PM

I question the idea that short term rentals increase or maintain property values.

Screen Name Redacted
3/26/2020 04:34 PM

Benefits for landlords but all too often detrimental to the enjoyment of full-time resident's enjoyment of their property.

Screen Name Redacted
4/05/2020 12:26 PM

Keep it at a hotel or a legitimate BnB.

Screen Name Redacted
3/28/2020 06:08 PM

IF this were to go through, IT MUST BE MANDATORY that people DO NOT PARK ON THE STREET.

Screen Name Redacted
3/30/2020 08:45 PM

There is no benefit to anyone except for the landlords they can interrupt the neighbor hood cohesion

Screen Name Redacted
3/30/2020 08:52 PM

The above is totally irrelevant to me; controls are essential to prevent issues (see later answers).

Screen Name Redacted
4/01/2020 07:37 AM

No questions on how extra parking affects neighbours and how many units?

Screen Name Redacted
10/01/2020 03:11 PM

Easier option for home owners rather than qualifying and trusting renters under the new tenancy rules

Screen Name Redacted
03/05/2020 10:44 AM

As a user of short-term rentals, it provides accommodation options that allow visitors to have a more comfortable and varied experience of Vernon and the local communities. It's more affordable for families. As a host, it provides the ability to augment income for retired persons with limited income.

Screen Name Redacted
03/27/2020 02:27 PM

I don't see any benefit at all from short term rentals in residential areas. They belong in resort or tourist areas.

Screen Name Redacted

4/04/2020 09:19 PM

Not sure I understand the reported benefits to the City of Vernon.

Reported by who?

Screen Name Redacted

4/11/2020 01:04 AM

Can provide more of a home setting for renters as most will have a

kitchen, etc. One doesn't always want to eat out every meal

Screen Name Redacted

4/11/2020 09:24 AM

we purchased a house in a development not a condo type environment; increased traffic , noise, and congestion not attractive at all. No local residents purchased or built their house with need nor intention to make money, although some have done so illegally, calling them FAMILY. Absolutely 100 % against short term rentals in my community. Also i used short term rentals in downtown Vancouver for work and they were BANNED 3-4 years ago due to increased housing market costs and worsening rental situation

Screen Name Redacted

4/11/2020 11:00 AM

I strongly opposed to short term renting because it brings down the value of the houses in the neighborhood. It is exactly what the city did when granting the permit to a builder that builds a duplex in the zone of single-family houses. Especially what city did not plan) of or relating to the division of an area into zones, as to restrict the number and types of buildings and their uses: zoning law.

Screen Name Redacted

4/11/2020 11:57 AM

Extremely supportive. These visitors spend a great deal on restaurants, shops, and leisure activities while they visit the Okanagan. Very positive for the local economy.

Screen Name Redacted

4/11/2020 11:58 AM

Short term rentals provide disruption for full time residents, lowers property values and discourages private enterprise from building proper facilities (hotels/motels/campgrounds etc. for visitors.

Screen Name Redacted

4/11/2020 09:55 PM

A properly licensed and registered bed and breakfast is a benefit to the city and to the owner, however, air bnb is NOT a benefit to the city in any way.

Screen Name Redacted

4/10/2020 04:53 AM

Short term rentals operate on a mutual rating system. They promote responsible home ownership and encourage respect from visitors.

Screen Name Redacted

4/10/2020 07:11 AM

I believe that an owner should have the right to help themselves in this small way to both offset the considerable costs of owning and

maintaining a household. I also feel that this is especially the case considering the increased economic hardships many people are experiencing in 2020 so far.

Screen Name Redacted

4/13/2020 01:54 PM

There aren't too many benefits to residents of neighbourhoods with short term rentals. Benefits are strictly for the owner of the rental

Screen Name Redacted

4/14/2020 01:54 AM

Short-term rentals are a growing trend worldwide and for good reason. Many tourists, travelers and commuting workers are discovering that regular hotel/motel rooms are not meeting all of their comforts, amenities, and needs for all of the reasons for their travel to certain cities and often prefer the extremely diversified and different types and sizes of short term rentals which can often accommodate whole families and groups of people which most regular hotel / motel rooms do not. It helps owners keep control of their investments unlike long-term rentals and allows for owners and their family or friends use a long with the short-term rental. They allow for a more personalized travel experience for tourists and guests. With long term renters, if you end up with loud, messy, inconsiderate and possibly destructive renters, which is quite common, you are pretty much stuck with them with little or no recourse for a long period of time. With the short-term, most guests can be screened and are generally appreciative of the space and the extra or special amenities offered and are usually quite respectful of the property. If they are not, then they are not there for long and they can and do face consequences for any negative actions and behavior, from the owner/hosts and possibly from hosting companies such as Airbnb. By using a Airbnb or HomeAway like platform it promotes a safer and more respectful short-term rental experience and discourages negative behaviours and issues. It gives owners options for ways to help pay and afford the mortgage. Employs people such as house cleaners, gardeners and maintenance workers. Most of the owners want to keep the property neat, clean, tidy and well maintained for their guests unlike a lot of renters and their landlords, This helps keeps a good clean image of the city.

Screen Name Redacted

4/15/2020 11:29 PM

General comment that there are ways to ensure owners are responsible—lots of smart technology is used by professional short term rental investors, remotely measuring sound decibels and getting notified after quiet time, remotely managing cleaning staff access and locks, security, etc. When this is run correctly, it is very efficient, safe and respectful. As investors we want to the neighbourhood which we own in to be a good one, and have a vested interest in having good neighbours and neighbourhoods for our business to attract high quality visitors.

Screen Name Redacted
4/22/2022 11:56 AM

In My experience with a neighbour who has operated a B & B he pushed beyond the limits of the current bylaw and did not get a licence nor care about the guide lines of the existing by law and there did not seem to be any action or recourse from the city

Screen Name Redacted
5/6/2022 09:05 PM

I host law students who come from Germany, tourists in the summer enjoying our lakes, winter Silver Star mountain tourists through out the year but primarily, estimated 75% of my guests are students who come to Vernon Jubilee Hospital to do practicums, internships and doctors and nurses to work and study. For them, without short term accommodations, their only option is a hotel. Sterile, isolated and forced to eat for weeks or months in restaurants. I provide a stocked kitchen, the comforts of home as best I can supporting this population to study, work or visit family or the area. This is needed and it is very much appreciated.

Screen Name Redacted
4/09/2022 09:30 AM

I hope not all rentals go to short term when there is low vacancy and the fact that people get evicted from their home during peak seasons for homeowners to profit makes me angry.

Screen Name Redacted
6/01/2022 11:29 AM

No long-term hassle with potentially poor renters.

Screen Name Redacted
5/16/2022 08:06 AM

Increased taxation

Screen Name Redacted
5/12/2022 04:07 PM

I would like to know whether there is evidence that short term rentals actually result in more visitors to an area or city and hence more money spent in stores, restaurants, etc. or whether they just take business away from accommodations such as hotels, motels and bed and breakfasts.

Screen Name Redacted
5/14/2022 02:16 PM

Very nice for those getting paid, but when I live in my own private home I don't deserve to live next door to a "hotel". People are nice for the most part, but there is a significant portion of the vacationers who have no vested interest in being good neighbors or in my quiet living space. They drink to excess and they are noisy. We have few days in the Okanagan when we can be out on our deck and we don't pay taxes to ensure our neighbors can make disposable income. I think lots of regulation is necessary to maintain the quiet living conditions of single family homes in a subdivision. This is why we bought our own house in this type of community. I'm very against short-term rentals. Long-term are problematic enough, but at least they "care"

about disturbing neighbours because they have a landlord. Short-term rentals are problematic in a community like ours.

Screen Name Redacted

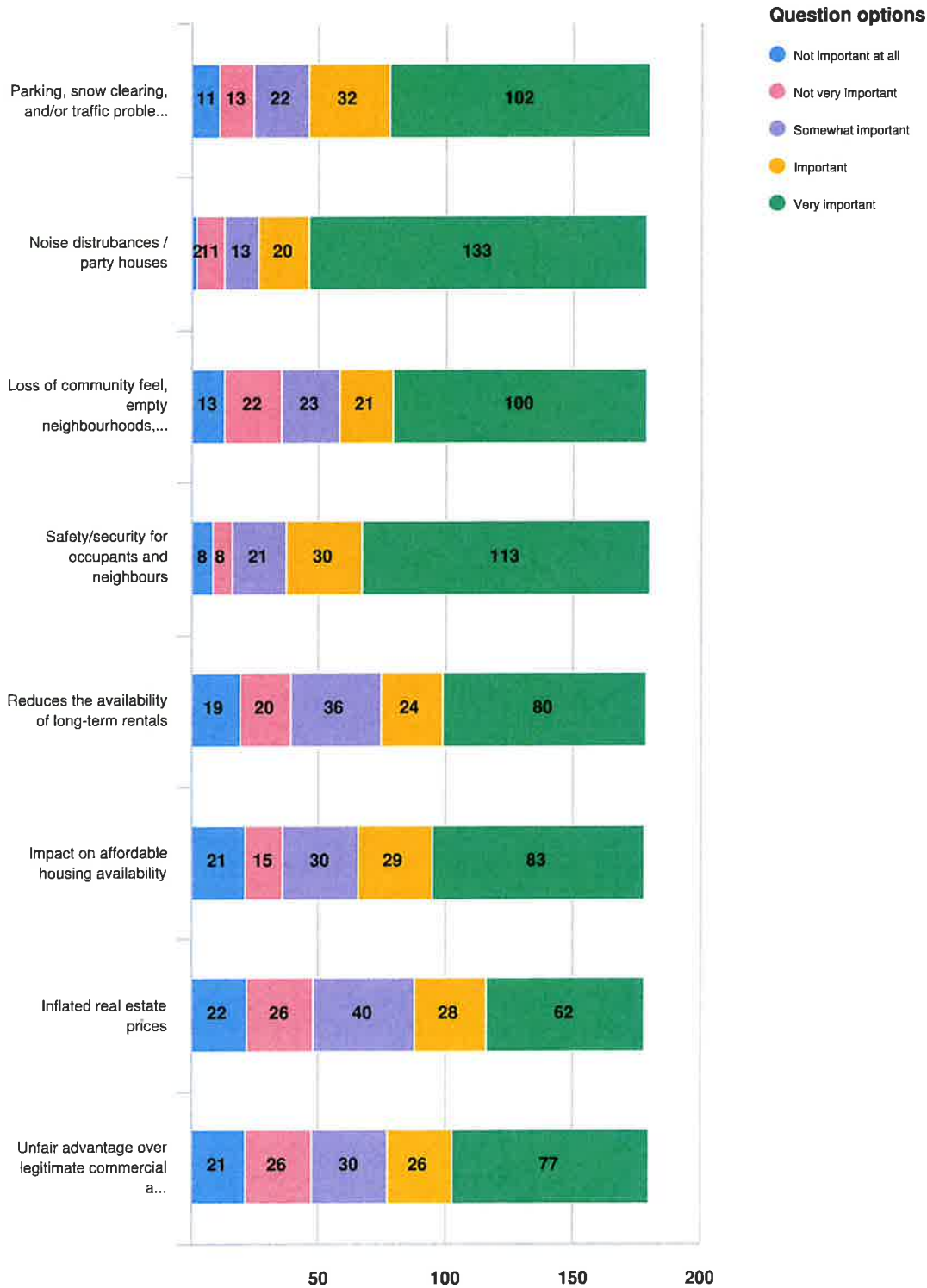
5/27/2020 09:41 PM

With barely any hotel options on the lake, this gives visitors an opportunity to stay right on the lake. I think that tourists are more likely to stay in Kelowna or Penticton if there are limited lakefront options in Vernon. I also feel that many part time residents that own in Vernon and rent their home out plan to eventually retire in Vernon. The ability to rent their residence out on a short term basis allows people use of their own home, along with the income needed to keep it until retiring into it.

Optional question (98 response(s), 82 skipped)

Question type: Essay Question

Q17 Below is a list of commonly reported challenges of short-term rentals. Please list your level of concern with the impact of these challenges in Vernon from 5 (very important) to 1 (not at all important).

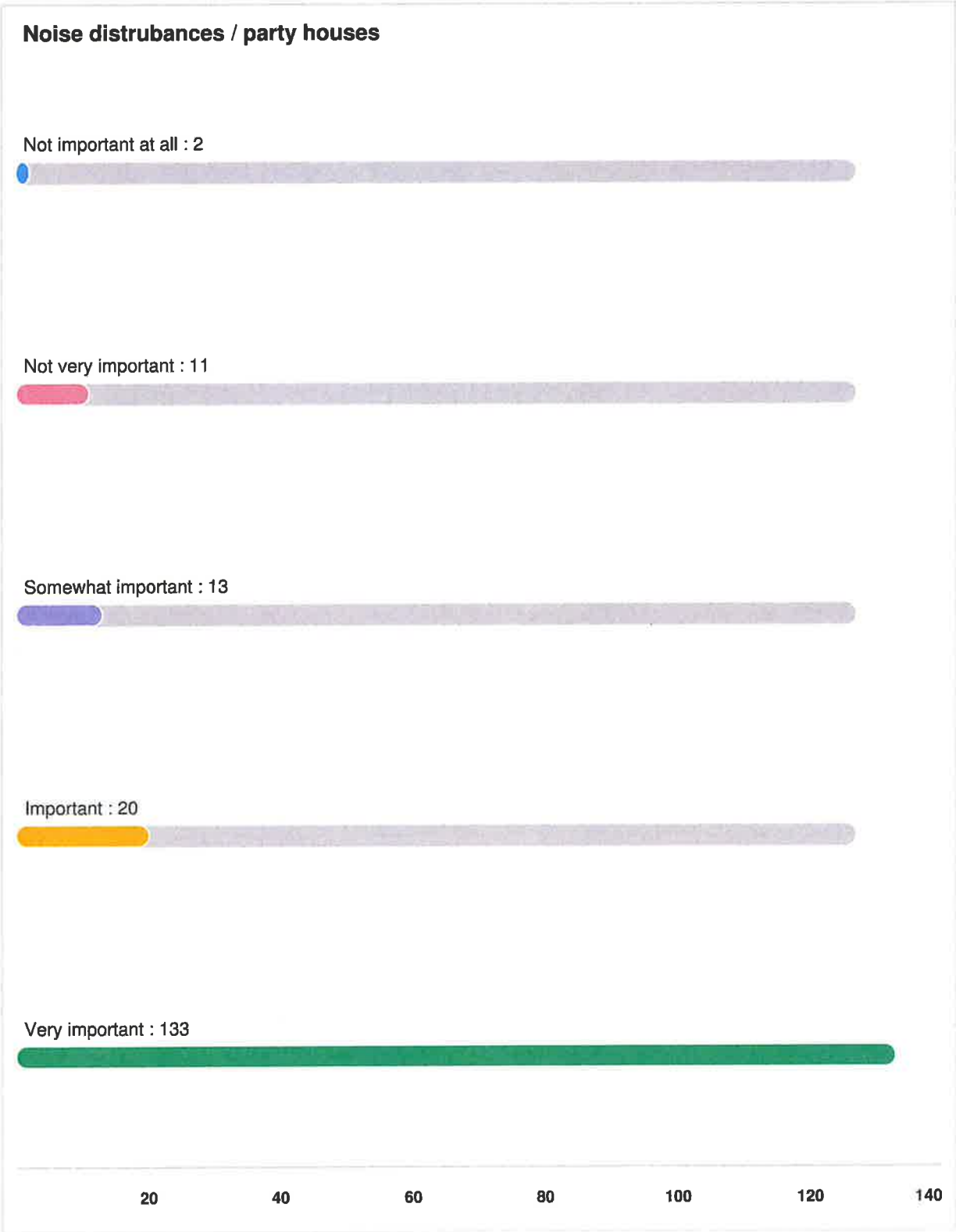


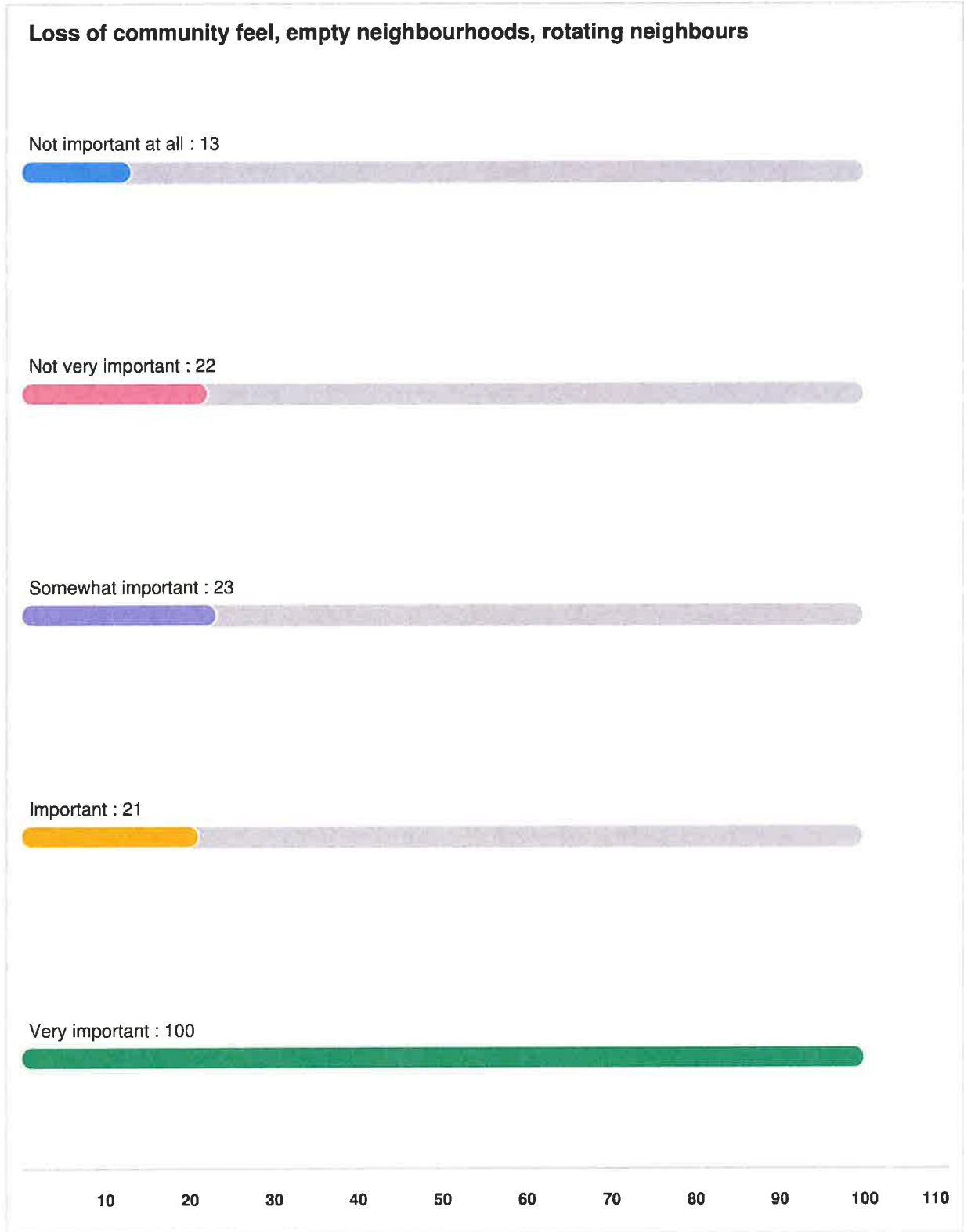
Optional question (180 response(s), 0 skipped)
Question type: Likert Question

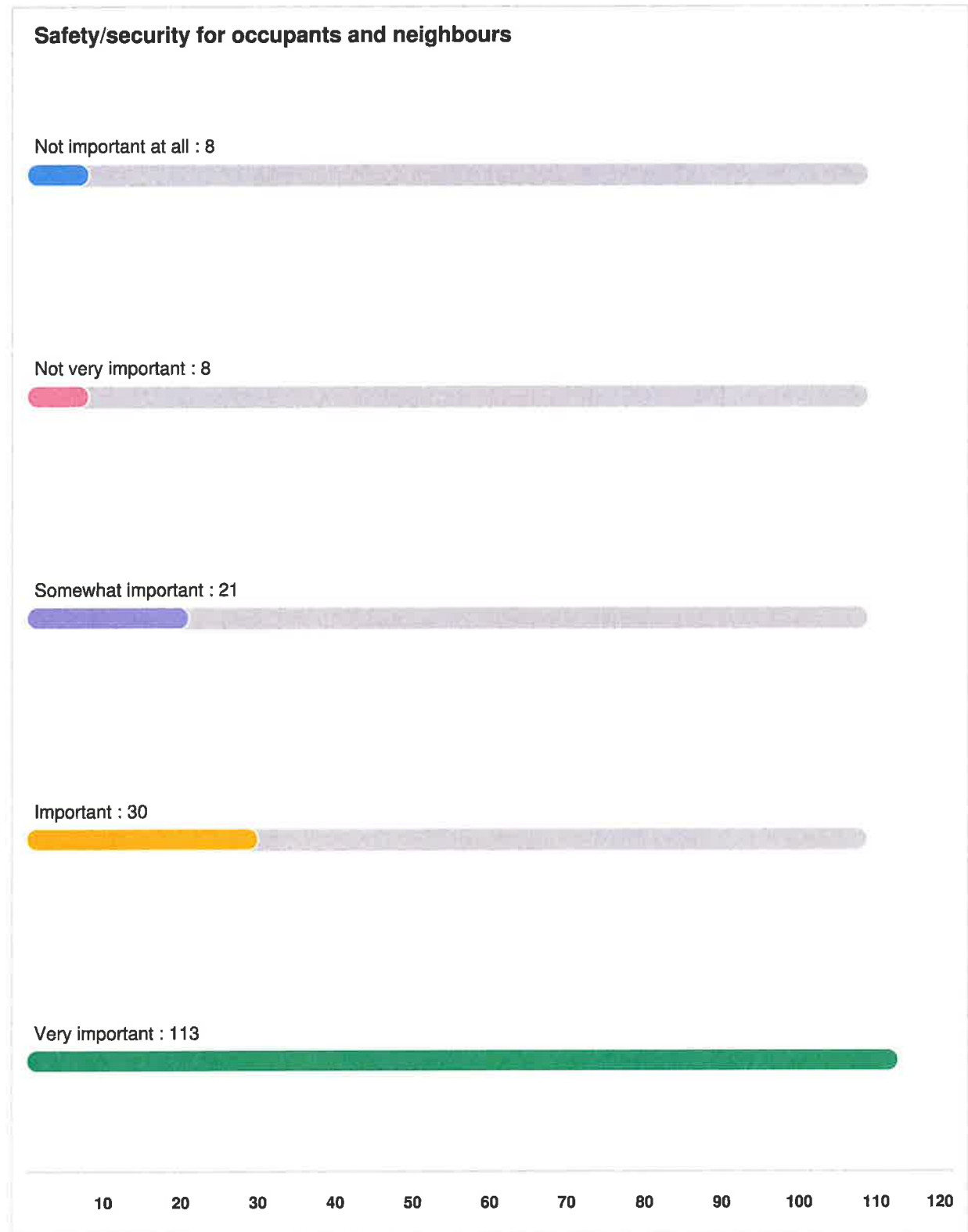
Q17 Below is a list of commonly reported challenges of short-term rentals. Please list you level of concern with the impact of these challenges in Vernon from 5 (very important) to 1 (not at all important).

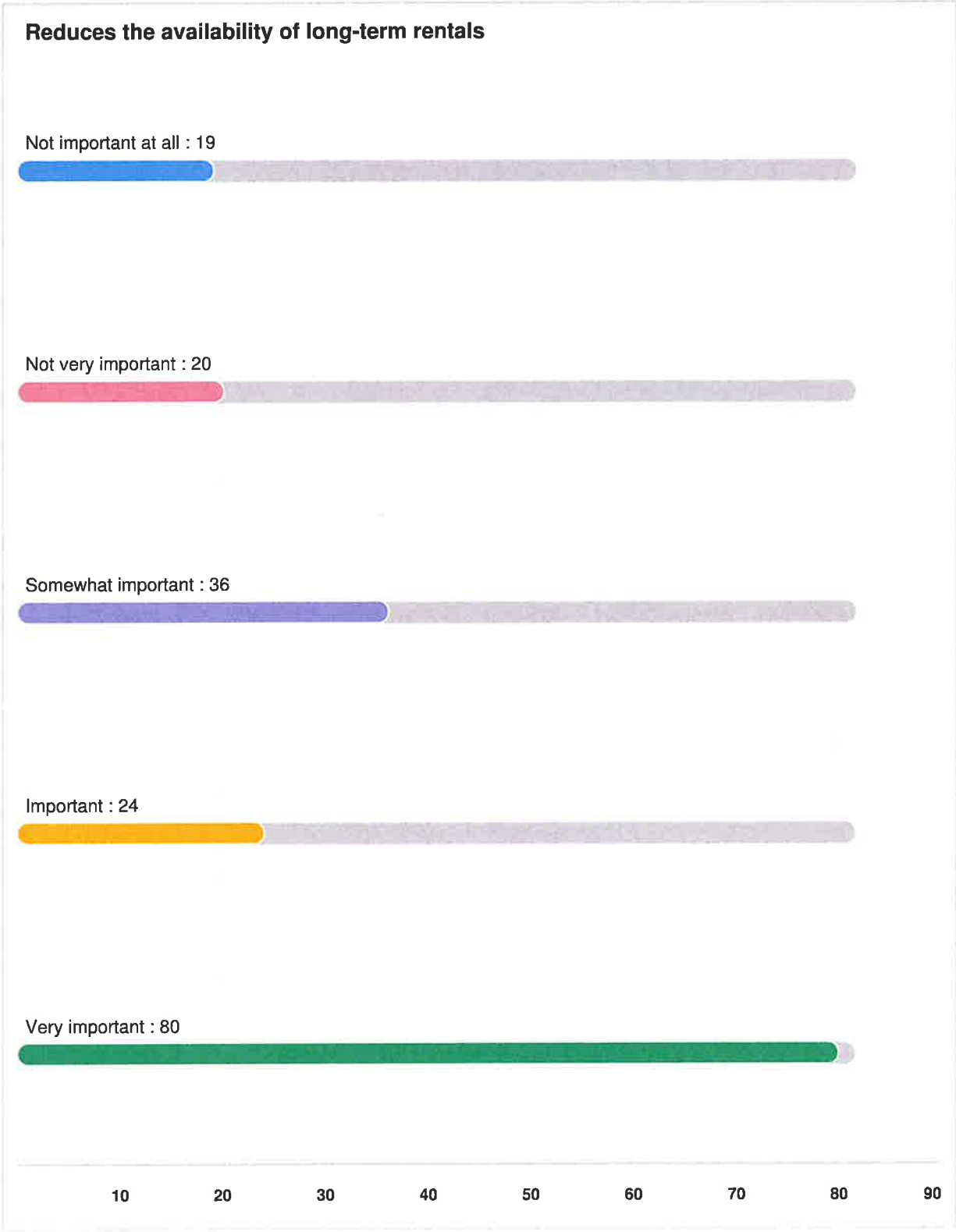
Parking, snow clearing, and/or traffic problem



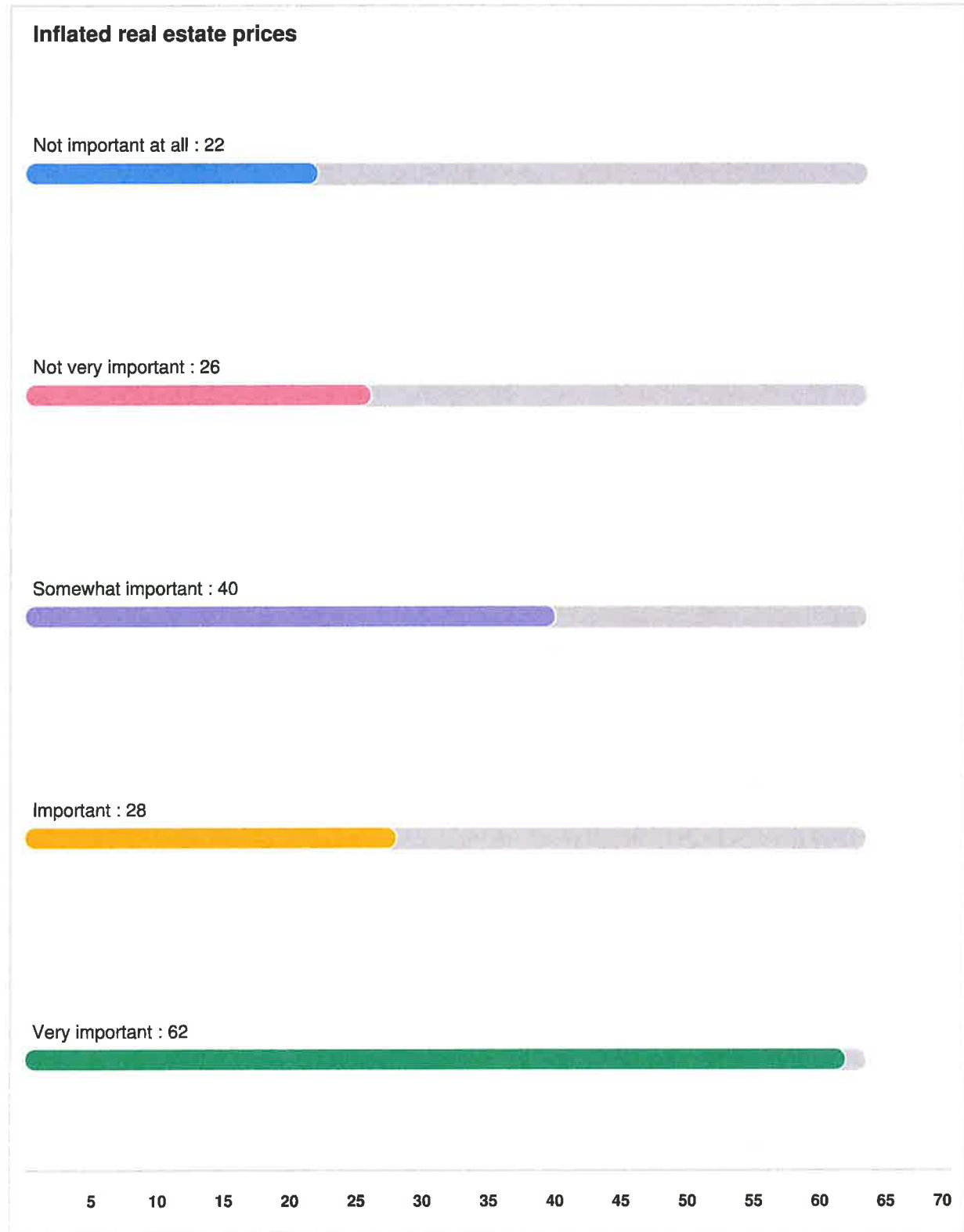


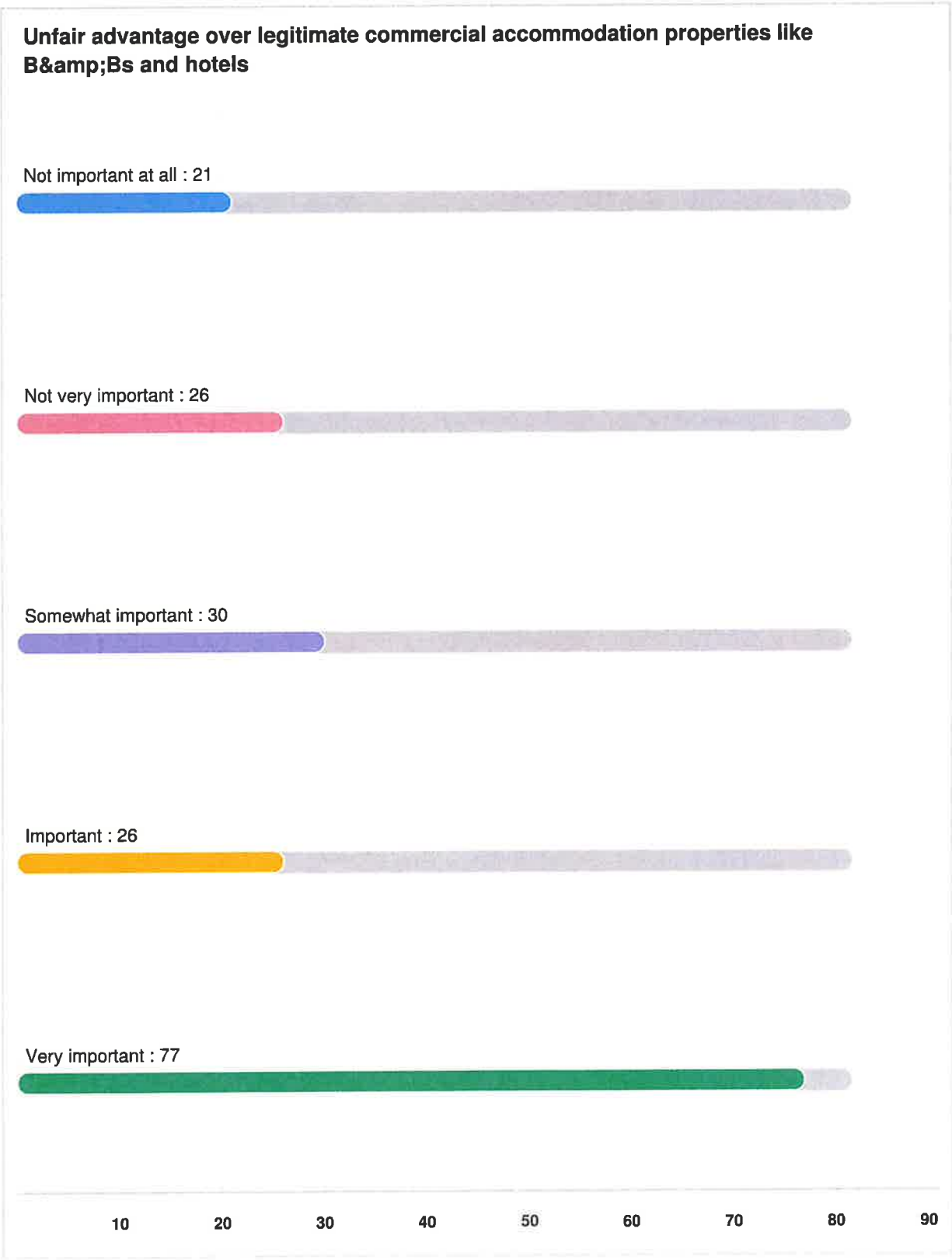












Q18 | Do you have any other comments or concerns about short-term rentals?

Screen Name Redacted 3/14/2022 08:00 AM	It's a part of the sharing economy that is here to stay. Let's make it work for everyone.
Screen Name Redacted 3/14/2022 08:27 AM	Parking should be at residence. Too much street parking
Screen Name Redacted 3/14/2022 08:45 AM	The economic impact to hotels, motels and b&b's must be a consideration. Not only the impact on them but the impact this sector has.
Screen Name Redacted 3/14/2022 09:06 AM	There are bylaws that already cover many of these concerns.
Screen Name Redacted 3/14/2022 10:08 AM	Definitely don't allow party rentals. Possibly limit the amount of people that can be in the rental space.
Screen Name Redacted 3/14/2022 10:29 AM	They should have to be all properly registered and being controlled. Right now it is not very safe to use them as some people advertise property's that are not theirs to begin with and the renter has no recourse if he gets scammed.
Screen Name Redacted 3/14/2022 10:36 AM	I firmly believe short term rentals should be subject to the same rules and regulations that comparable services face - i.e. hotels and motels.
Screen Name Redacted 3/14/2022 10:51 AM	Any issues or concerns can be prevented through screening process of guests allowed and rules followed by renters.
Screen Name Redacted 3/14/2022 11:01 AM	Devaluation and decreased peace and enjoyment of neighbouring property owners/residents.
Screen Name Redacted 3/14/2022 11:05 AM	Our home is located next door to a home that has been used for short term rentals. This experience has, at all times, been totally negative and I don't wish this on anybody.
Screen Name Redacted 3/14/2022 11:02 AM	The negative impacts of short-term rentals include reducing much needed long-term rentals, increasing the sales price of homes (making it harder for families to own their own home) and harming the

quality of life for neighbours.

Screen Name Redacted
3/14/2022 10:45 AM

Long term end users are already suffering from non availability housing. Short term rental makes it worse.

Screen Name Redacted
3/14/2022 10:55 AM

Because we are able to do vacation rentals in our home that we live in, we are keeping money local, paying people to help clean, help both local and out of town visitors have an amazing experience and use part of our home that we are not ready to utilize

Screen Name Redacted
3/14/2022 11:05 AM

Potential for abuse of property and deterioration in community identity.

Screen Name Redacted
3/14/2022 12:16 PM

Stop institutionalizing our city. There are too many rules and costs already. Lower our taxes by looking after the large puddles and small problems around town and stop the huge debt.

Screen Name Redacted
3/14/2022 12:35 PM

No

Screen Name Redacted
3/14/2022 01:12 PM

I think Airbnb are legitimate accommodations. Perhaps consider issuing permits that follow certain guidelines?

Screen Name Redacted
3/14/2022 01:08 PM

Lost of community of neighbours when there are strangers coming and going. Makes it harder for younger people to buy an affordable home or rent same. Hotels etc., pay a higher tax rate, employee people from the community and are undercut by AirBNB.

Screen Name Redacted
3/14/2022 01:43 PM

Other jurisdictions require the homeowner to have a business licence and if short term rentals go ahead here, then that should apply. Also, the residence should be made to comply to the same safety and health standards applied to hotels, etc.

Screen Name Redacted
3/14/2022 02:11 PM

You already seem to know them but having to evaluate a continuous rotation of new people is a pain in the butt.

Screen Name Redacted
3/14/2022 02:13 PM

They need to be geographically restricted to tourist-rich areas like Silver Star and Predator Ridge

Screen Name Redacted 3/14/2020 03:00 PM	Since new development ownership at The Rise it is no longer considered a Resort Development. The streets are not constructed for the many extra vehicles and noise cannot be controlled.
Screen Name Redacted 3/14/2020 03:29 PM	I don't approve short-term rentals in Vernon
Screen Name Redacted 3/14/2020 03:41 PM	They should only be allowed in new neighbourhoods where the zoning is in place at the onset. NOT imposed on existing neighbourhoods.
Screen Name Redacted 3/14/2020 06:20 PM	I am very concerned will dramatically negatively impact property values.
Screen Name Redacted 3/14/2020 06:35 PM	In my area I have seen short term rentals that do not maintain the home as required by Vernon bylaws such as snow removal from the sidewalks. The owners are not there and therefore are not doing it either.
Screen Name Redacted 3/15/2020 06:08 PM	PREDATORRIDGE already has short term rentals in lodge and cottages. Do not destroy our neighborhoods by allowing more
Screen Name Redacted 3/14/2020 06:58 PM	They are a business and should stay out of residentially zoned areas.
Screen Name Redacted 3/14/2020 07:15 PM	With short term rentals you get your money before the renter comes.
Screen Name Redacted 3/14/2020 07:25 PM	We require more short term rentals at PRedator
Screen Name Redacted 3/14/2020 07:29 PM	Lack of proper screening of renters
Screen Name Redacted 3/14/2020 08:08 PM	From my experience and others I know, STR are only a benefit to the unit owner financially, neighbours and the community in general suffer; noise, parking, traffic disturbance to the street, property value decline and loss of income to motel business.

Screen Name Redacted 3/14/2020 09:54 AM	Fair rental prices are needed for Vernon residents. That should be number one priority.
Screen Name Redacted 3/14/2020 10:33 AM	We can't afford to stay in our house without renting out our basement suite and our long term tenant just cost us more money as opposed to not renting that we are in. A tough spot. The option to do short term will be a life saver
Screen Name Redacted 3/15/2020 07:46 AM	We have a short term rental where the parking and entrance to the unit is right outside our bedroom window. We have experienced lots of noise and cigarette smoke coming in our window. Howyou control this without disrupting the relationship with the owner?
Screen Name Redacted 3/15/2020 07:48 AM	It takes away the purpose of single family dwelling and neighborhood watch as we don't know who is in the area.
Screen Name Redacted 3/15/2020 07:50 AM	All parking for these type of rentals must be on property no street parking. Also owners require to live on site or have someone monitoring their guests to ensure they are following rules of parking and noise
Screen Name Redacted 3/15/2020 08:02 AM	As above, the negative impact is larger than the positive.
Screen Name Redacted 3/15/2020 07:59 AM	Not wanted next to me, increase in house insurance costs which will impact all homeowners....will cause neighbours having disputes based on the rentals next to you.
Screen Name Redacted 3/15/2020 07:47 AM	Single rooms are ok but a whole house should not be in a quiet residential neighborhood
Screen Name Redacted 3/15/2020 07:18 AM	Just could become party houses.
Screen Name Redacted 3/15/2020 09:18 AM	We do NOT want one on our street!
Screen Name Redacted 3/15/2020 09:00 AM	There are a lot more dishonest people out there and you don't need to open neighbourhood to this.

Screen Name Redacted
3/15/2020 09:31 AM

Off street parking should be mandatory for residences with short or long term rentals and fined if not available....a good way to keep streets clear and the city to make money if people don't abide by the rules.

Screen Name Redacted
3/15/2020 10:29 AM

Predator Ridge is a combined "resort" - hotel and some cottages ... but a primary home for a large number of homeowners. Vernon rental guidelines and B&B regulations should not apply differently

Screen Name Redacted
3/15/2020 10:18 AM

See my comments above

Screen Name Redacted
3/15/2020 10:52 AM

I feel its a good idea and should be left to the owner to decide what they wish to do.

Screen Name Redacted
3/15/2020 11:01 AM

Short term rentals should not be allowed in residential neighborhoods as they impact the quiet enjoyment of thoses full time permanent residents.

Screen Name Redacted
3/15/2020 22:08 PM

Must be managed very well by owners. Neighbours should have access to notify owners 24/7. In case there are issues without utilizing the by law officers costing tax payers.

Screen Name Redacted
3/15/2020 09:45 PM

See above note

Screen Name Redacted
3/15/2020 11:14 PM

Should be restricted to owner occupied dwellings, where the owner can monitor the guests to prevent parties. Also must include off-street parking for guest vehilce.

Screen Name Redacted
3/15/2020 04:05 PM

In the summer there is a shortage of affordable short term rentals, so I think they should be allowed, as long as they operate within the guidelines, etc no noise complaints, and having enough available parking.

Screen Name Redacted
3/15/2020 05:24 PM

We do not need a study after people have purchased their homes where they so desired. Now to have the city meddling in personal purchases smacks of big brother!!

Screen Name Redacted 3/15/2022 08:18 PM	Lack of quality control, lack of effective damage controls, lack of compliance with existing regulations of City and/or Strata regulations and rules. Greater increases in property damages due to lack of controls.
Screen Name Redacted 3/15/2022 08:20 PM	Short term rentals should only be allowed where an owner or operator is in attendance. Purpose built investor units are commercial, not residential and should only be permitted in commercial zones.
Screen Name Redacted 3/15/2022 08:40 PM	They are a great idea if we want our community to grow and get out of the 90s feel and vibe this city currently has.
Screen Name Redacted 3/15/2022 07:28 AM	Should not be allowed where Strata Bylaws prohibit rentals.
Screen Name Redacted 3/15/2022 05:14 AM	As noted above, short term rentals need to be licensed, taxed, and not pulled out of the general stock of affordable home and apartment rental. The taxes need to go into more housing. We already have massive waitlists and a shortage of homes.
Screen Name Redacted 3/15/2022 08:45 AM	Enforcement of Good Neighbour bylaw is already a challenge - how much more challenging will it be when you also have to respond to STR?
Screen Name Redacted 3/15/2022 09:58 AM	I am only in favour of short term rentals when the owner of the property is living in and present at the property
Screen Name Redacted 3/15/2022 11:50 AM	test
Screen Name Redacted 3/15/2022 12:10 PM	I am now living in Vernon as there isn't availability for lower income families in Revelstoke
Screen Name Redacted 3/15/2022 01:58 PM	If managing / permitting short term rentals is the way to go, don't put so many obstacles in the way that it is prohibitive for people to give it a go. Similarly, if people get legitimate complaints against them (proven complaints) then so something.

Screen Name Redacted 3/16/2020 02:05 PM	no
Screen Name Redacted 3/16/2020 05:32 PM	parking is already a problem and new developments should be made to have more parking on the house lots,i don't see how short term rentals inflates property prices ?!! they're already over inflated
Screen Name Redacted 3/16/2020 09:07 PM	STRs must be carefully regulated and closely supervised.
Screen Name Redacted 3/16/2020 11:42 PM	I do not want them in our city. Hotel industry affected and residential housing should not be allowed short term rentals
Screen Name Redacted 3/17/2020 09:07 AM	short term rentals decrease property values of properties adjacent to such accommodation, they restrict surrounding property owners of enjoyment and quiet of their own property, causes extra expense to adj. properties, taxes bylaw and RCMP resources
Screen Name Redacted 3/17/2020 10:50 AM	without regulation and rules and inspections they should not be allowed to operate
Screen Name Redacted 3/17/2020 05:01 PM	People who rent out their homes short term, should not be have restrictions put on them, as they will not be forced to rent out long term. It's called competition , hotels and BB have to compete. Short term rental people maintain property better than long
Screen Name Redacted 3/18/2020 01:44 AM	Commercial accommodation and B&Bs are not offering the same thing or the same amenities and experiences as Short term rentals in homes in different location throughout the city.
Screen Name Redacted 3/18/2020 04:35 PM	Strangers will destroy the dynamics of a friendly neighbourhood.
Screen Name Redacted 3/18/2020 09:51 PM	Over the past year, the entire neighbour's house has been used for short term rental - very disruptive and frustrating!!! Many nights we have had to call the bylaw and non-emergency RCMP b/c of noice disturbance.
Screen Name Redacted 3/18/2020 10:37 PM	Definitely yes - Over the past year, the neighbour's entire house has been used for short-term rental as an airbnb - very disruptive and

frustrating!!! Many nights we had to call the Bylaw and non-emergency RCMP b/c of noise disturbance.

Screen Name Redacted
3/22/2020 12:40 PM

We currently live next door to someone who has a shed they rent out on Air BnB. They do not have any parking on site for this Air BnB. Their only parking consists of a two car garage. These same neighbors also rent out a suite in their house.

Screen Name Redacted
3/22/2020 06:52 AM

Be careful. Look at the experiences in other areas.

Screen Name Redacted
3/22/2020 09:04 AM

does not add to the value of regular home owners

Screen Name Redacted
3/22/2020 01:00 PM

rentals are being set up on Crown Land and city property for profiting on Air B and B with no control by the City

Screen Name Redacted
3/22/2020 12:06 PM

Properly done, STR are OK. It is the abuses of common courtesy and common sense which causes negative impacts to STR owners, their neighbours and the broader community.

Screen Name Redacted
3/22/2020 09:43 PM

I do not support short-term rentals in areas zoned as residential.

Screen Name Redacted
4/02/2020 12:06 PM

Get rid of them.

Screen Name Redacted
3/19/2020 12:42 PM

they are nuisance,they not adding any tax revenue to the city, taking away business from Hotels that paying high taxes, increasing crime in the residential neighborhoods hbourhoods in the local Hotel industryocal

Screen Name Redacted
3/19/2020 08:05 PM

Impact potentially negatively on neighbours & surrounding area is biggest issue; includes illegal parking, too many cars outside of one property. Don't believe such rentals would be offered as long-term rentals/or affordable housing.

Screen Name Redacted
1/03/2020 07:41 PM

I think they should be allowed in all areas of Vernon/all zoning designations

Screen Name Redacted
4/05/2020 10:14 AM

From previous experience, short-term rentals provide more options to attract visitors and explore the local area. In fact, we stayed in an AirBnB in Vernon to give us a feel of the city which led to our decision to move here.

Screen Name Redacted
4/07/2020 03:32 PM

We have always chosen residency in areas without renters. Too many of our friends & relatives have had property misuse & damage, complaints from neighbours, police calls, animal problems, and no end of other problems.

Screen Name Redacted
4/09/2020 09:18 PM

Unsafe behaviour - re: backyard and patio fire pits/tables. Fire bans, smoke and fire danger to adjacent dwellings. Visitors not respecting neighbour's property boundaries.

Screen Name Redacted
4/11/2020 07:04 AM

Have used them when traveling. We are quiet people and always take good care of places that we may book. Unfortunately, this is not the case for all short term renters.

Screen Name Redacted
4/11/2020 01:14 AM

not a good move for our community ; the Rise is not NOT a resort Community

Screen Name Redacted
4/11/2020 11:50 AM

May benefit a few but creates problems for many.

Screen Name Redacted
4/11/2020 12:17 PM

In a community where there have been issues of not being able to find workers for businesses due to high cost of living I feel that the lure of bigger profits from short term rentals shrinks this market for those people.

Screen Name Redacted
4/13/2020 08:53 AM

The issues above are mostly fear-based concerns for people who have not experienced the cultural benefits of a well managed short term rental bring to the travel and tourism industry.

Screen Name Redacted
4/13/2020 09:17 AM

I think if it is done through a reputable service where both parties need government identification to book/lend and as along as regulations such as the Good Neighbour By-Law #4980 are enforced then I see no issue. It's personalized and locally owned too.

Screen Name Redacted

Strictly the impact on the neighbours of the rentals

4/13/2022 01:54 PM

Screen Name Redacted

4/13/2022 07:57 PM

I don't agree that short term rentals, inflate real estate values, or impact affordable housing availability, or reduces the availability of long term rentals, especially dont agree that the short term rental is an unfair advantage over commercial accommo

Screen Name Redacted

4/14/2022 01:54 AM

parking, snow clearing & traffic issues, whether it's short-term rentals, houses with suites legal or not, roommates, owners or renters with multiple cars, they all contribute to the issues & problems but the short-term rentals seems to be singled out

Screen Name Redacted

4/18/2022 10:25 PM

Don't make the process of permitting so onerous, expensive and long that it is prohibitive. As an investor, we need to make money quickly after a purchase and Reno. Having to re-zone or go through a 6 month plus process kills us

Screen Name Redacted

5/01/2022 09:58 PM

The questions above are all important in various degrees. My home has parking, manages snow removal and security, my neighbours are thrilled because I no longer rent to low income tenants. No more police, parties & constant turn over. competition is good

Screen Name Redacted

11/08/2022 01:13 PM

We currently have 4 houses in our immediate area that run short term rentals. The chaos this creates, particularly in summer, is significant. The quality of life for full time residents is greatly diminished, and has a significant negative impact.

Screen Name Redacted

5/11/2022 12:01 AM

There is a housing shortage and rents in Vernon already very high and not affordable for many working families. Short term rentals will reduce the availability of rentals. Many homes will be left vacant as evidenced in Vancouver.

Screen Name Redacted

5/11/2022 08:14 PM

I believe our community as most throughout BC should be focused on long term rentals and not building investment in real estate for investors. Short term rentals often cause noise issues as well as loss of community.

Screen Name Redacted

5/13/2022 09:09 AM

Everyone is on vacation, increased noise, general mess left behind. Consider garbage left at a townhouse complex with a 2 bag limit. Other owners have to pay to remove part left overs

Screen Name Redacted

5/13/2020 04:05 PM

If short term rentals are allowed, I think the owner/renter should be required to be residing elsewhere on the property during the period of the short term rental and be available to address any problems with the accommodation or the conduct of the renter

Screen Name Redacted

5/14/2020 02:16 PM

It can make a lot of work for RCMP and By-law if you don't regulate it or not allow it in residential communities like ours.

Screen Name Redacted

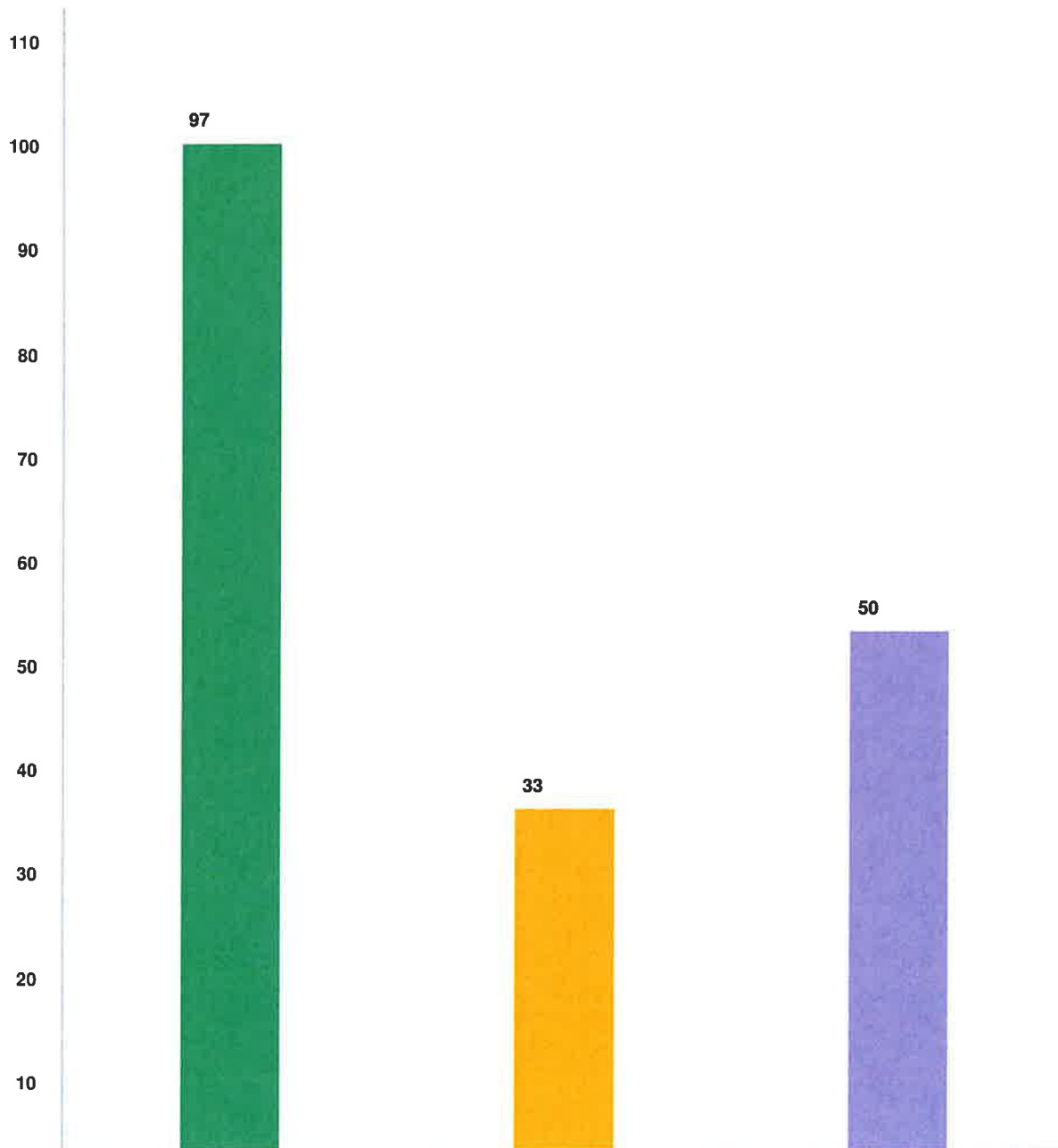
5/27/2020 09:41 PM

"Unfair advantage of legitimate commercial accommodation" should not be a concern. Market disrupters are an important part of advancing society and the economy. Proper sanitary, insurance, and safety precautions should be mandatory.

Optional question (105 response(s), 75 skipped)

Question type: Single Line Question

Q19 Do you think the City of Vernon should regulate short-term rentals in some manner?

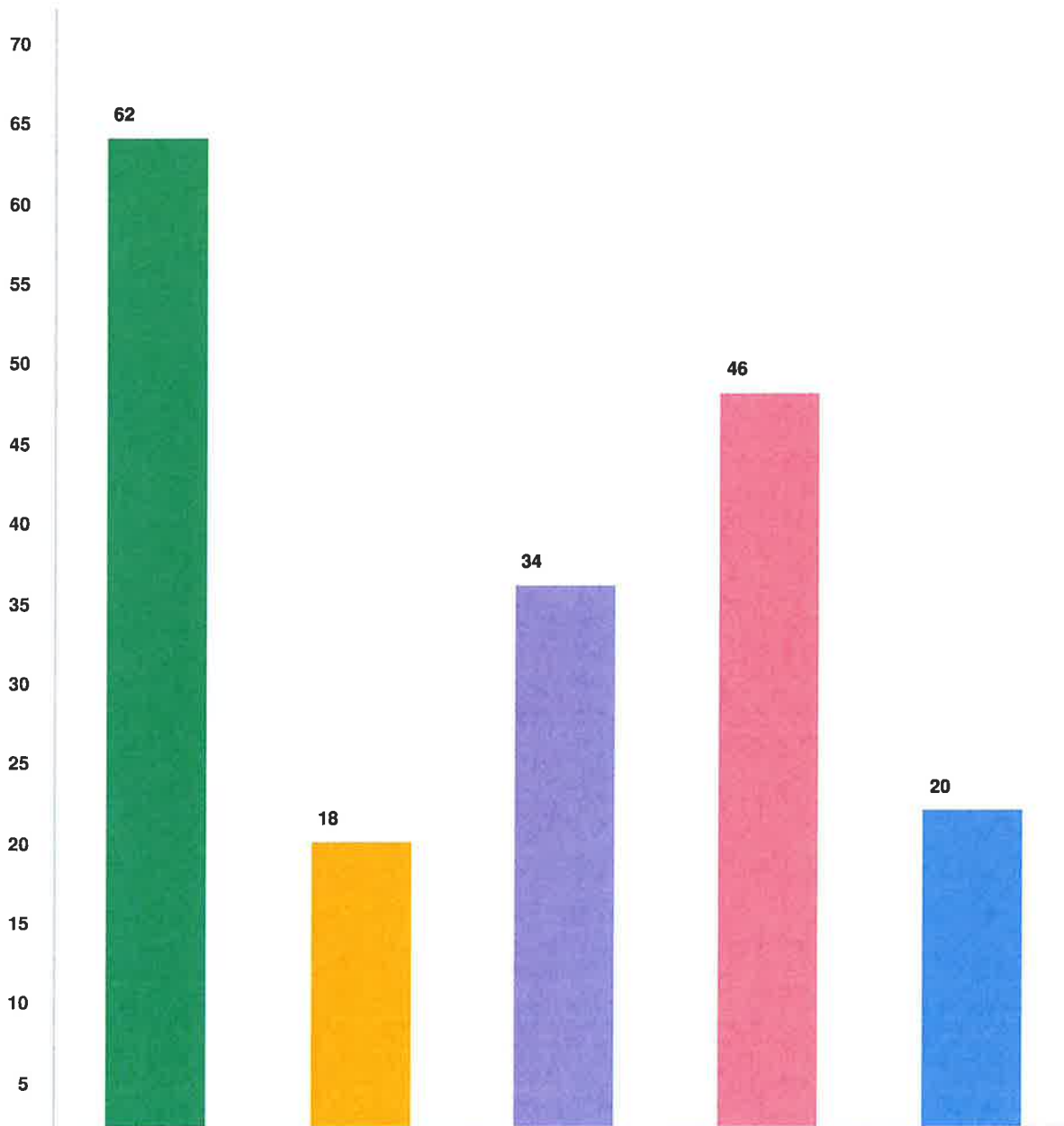


Question options

- None of the above, short-term rentals should not be allowed
- No, it doesn't need regulation
- Yes, permit and manage them

*Mandatory Question (180 response(s))
Question type: Checkbox Question*

Q20 Where should short-term rentals be permitted?

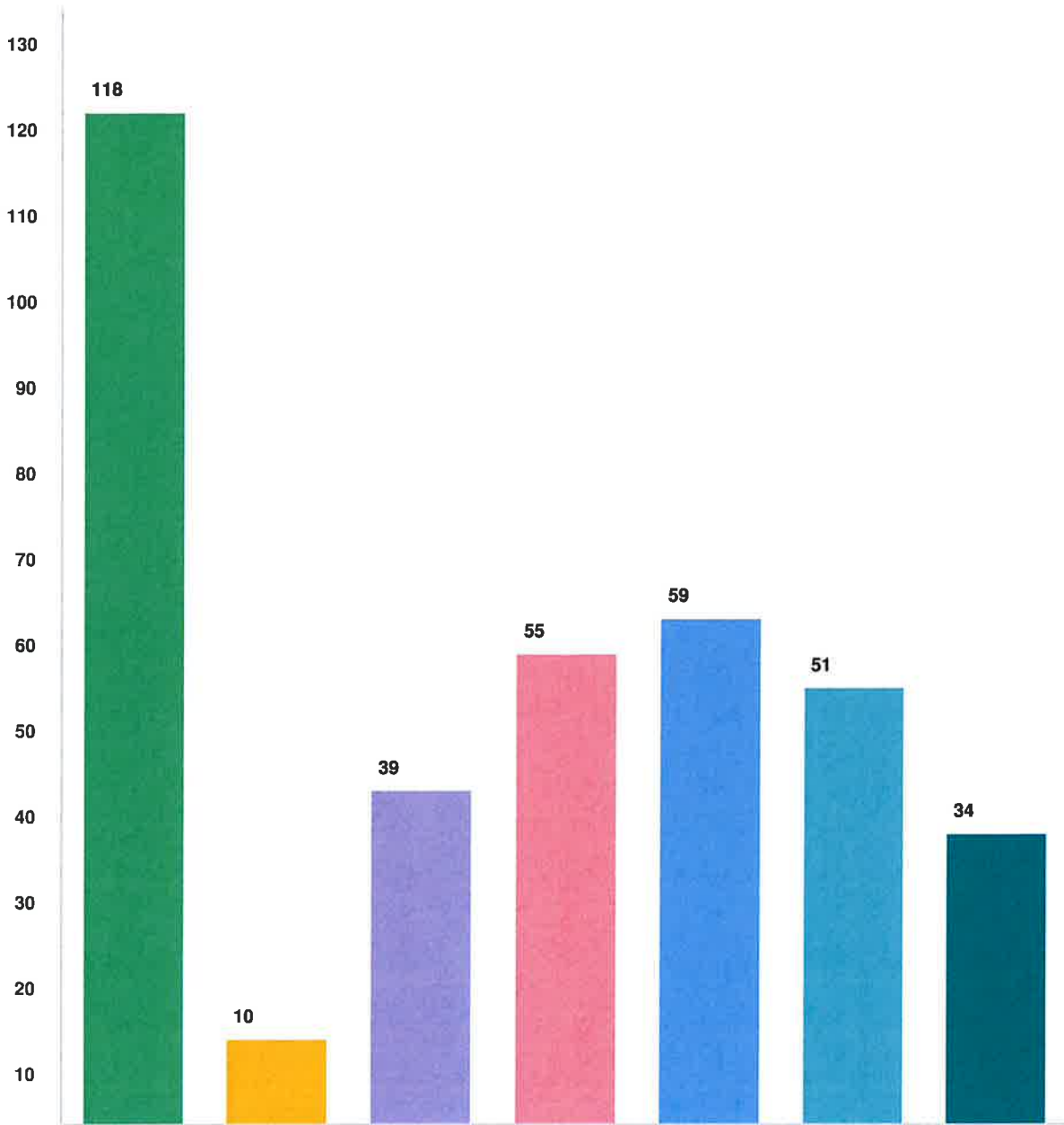


Question options

- Other (please specify)
- They should not be permitted
- Only in resort neighbourhoods in Vernon (e.g. Predator Ridge, The Rise, Waterfront)
- Select neighbourhoods in Vernon
- Everywhere in Vernon

Mandatory Question (180 response(s))
Question type: Checkbox Question

Q21 Who should be able to operate short-term rentals? (select all that apply)



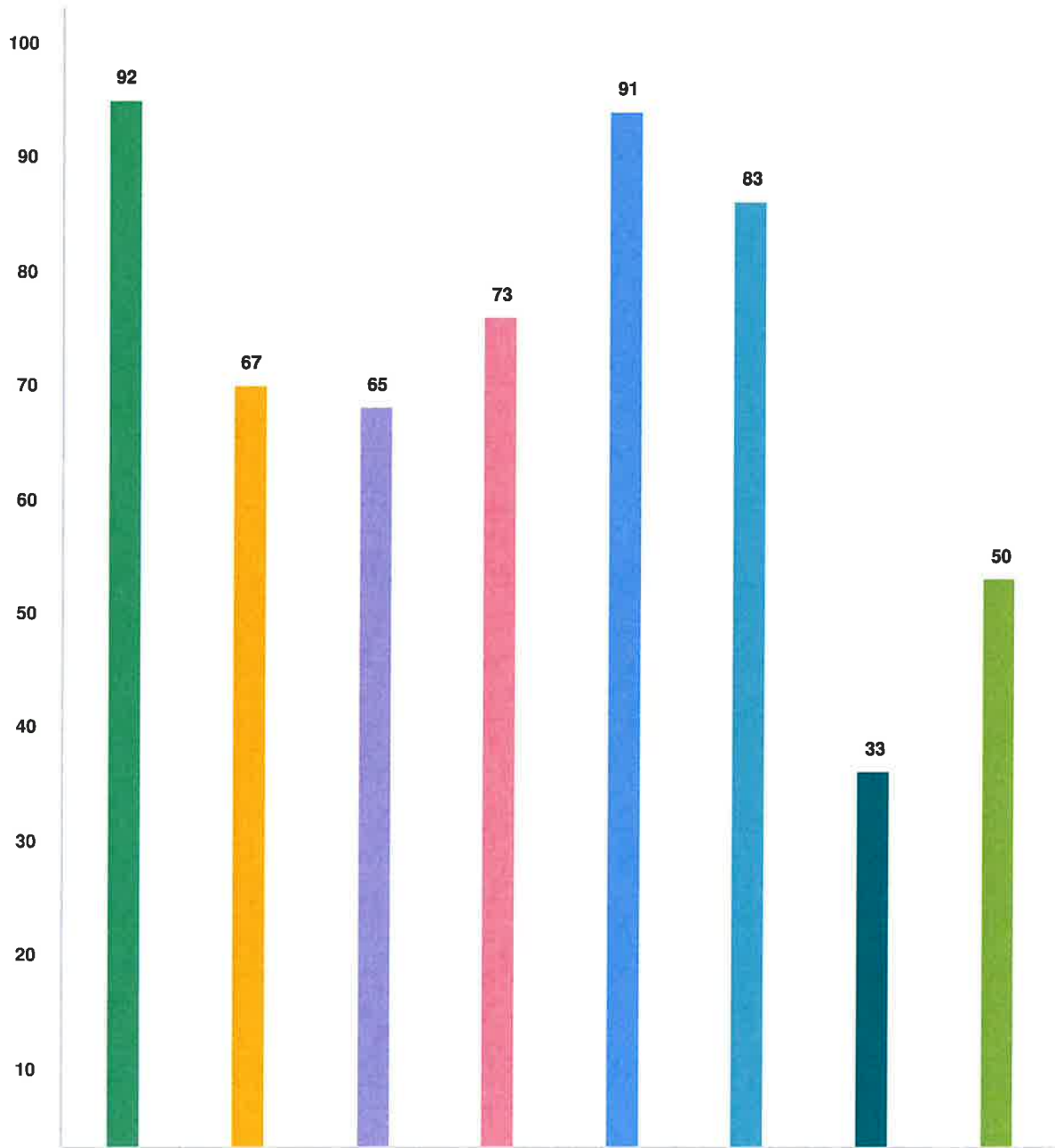
Question options

- Other (please specify)
- Property managers
- Owners of entire rental buildings
- Part-time residents/second homeowners who use their property occasionally
- Investors who own property they don't live in
- Renters in their primary residence
- Homeowners in their primary residence

Mandatory Question (180 response(s))

Question type: Checkbox Question

Q22 What type of dwellings should be able to be rented as short-term rentals? (select all that apply)

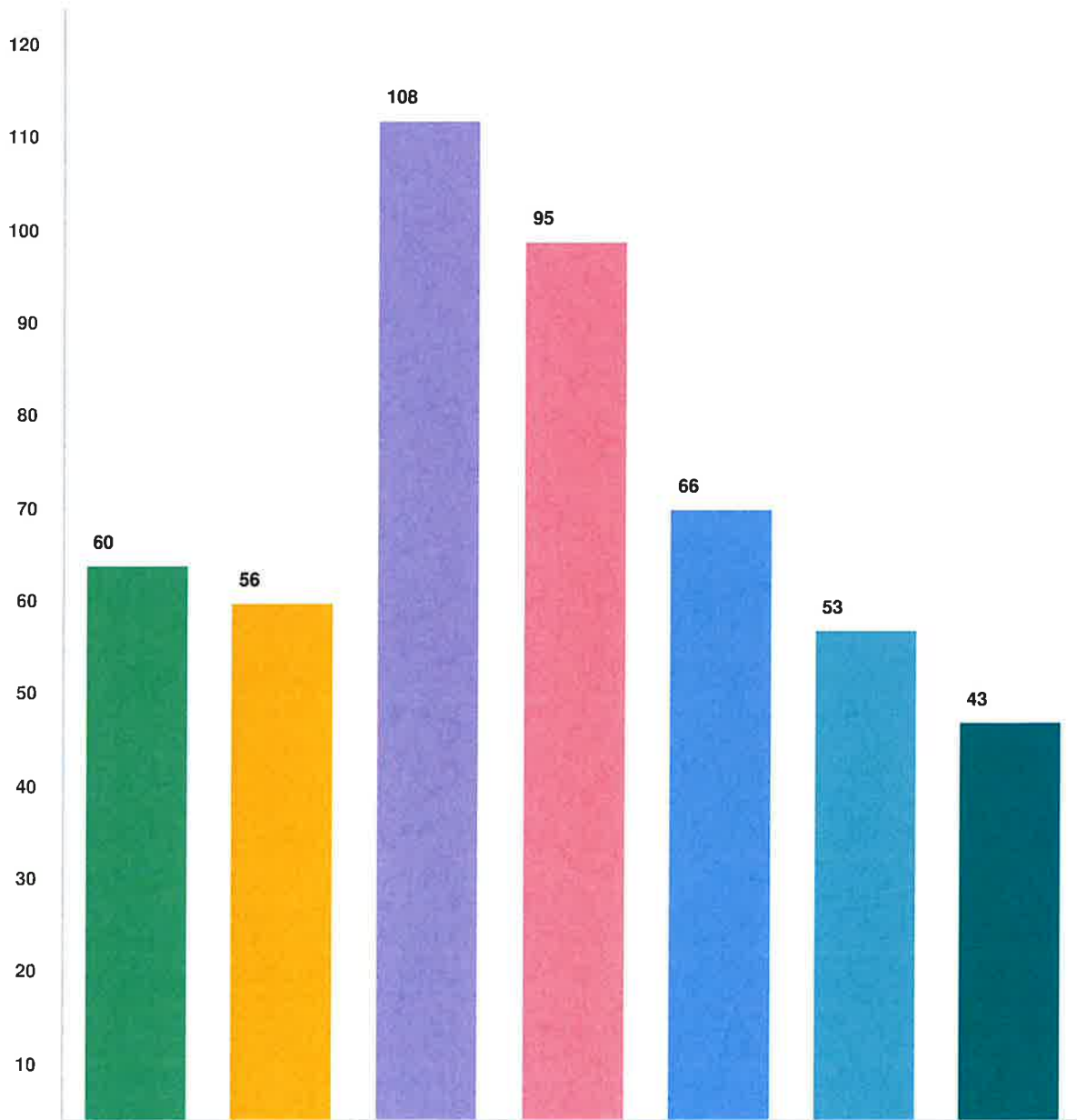


Question options

- Other (please specify)
- RVs/tents on property
- Carriage house
- Secondary suite
- Condo/apartment
- Townhouse
- Semi-detached/duplex
- Single family home

Mandatory Question (180 response(s))
Question type: Checkbox Question

Q23 What portion of a dwelling should be permitted to be rented short-term? (select all that apply)

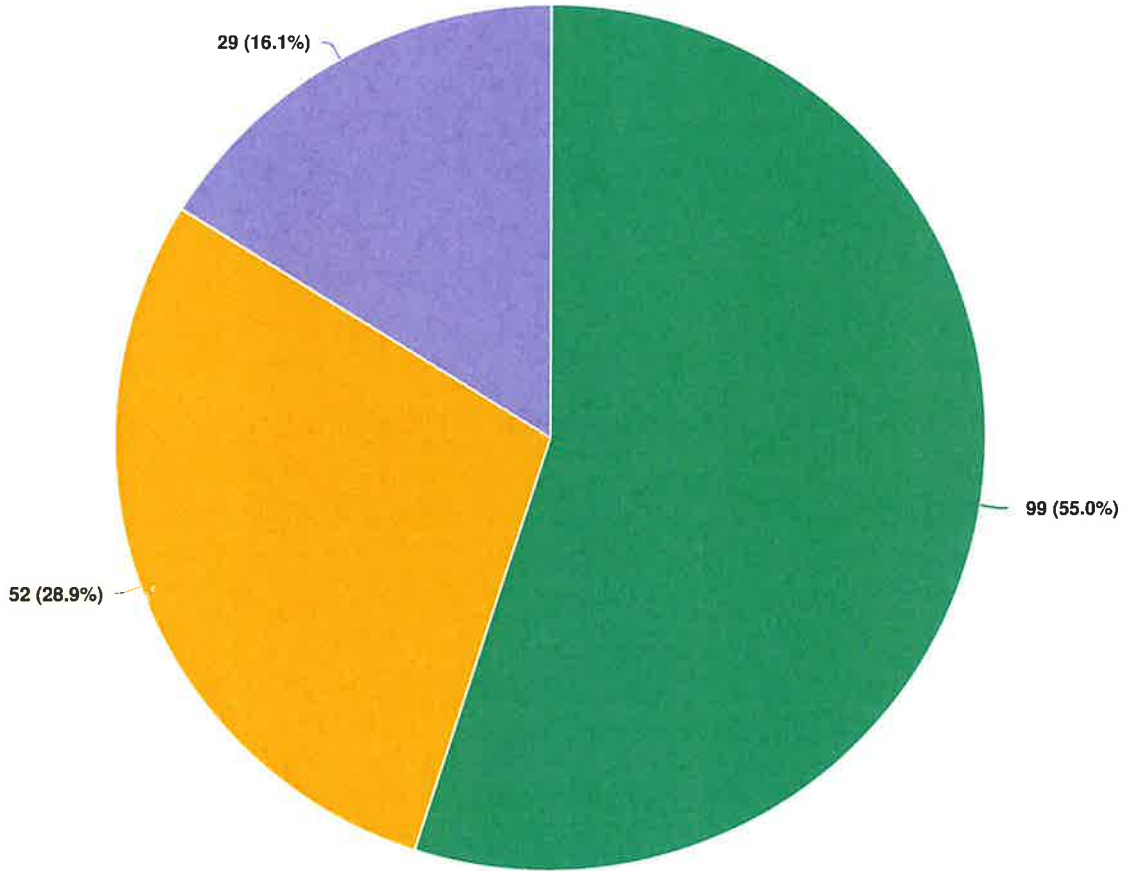


Question options

- Other (please specify) ● An entire residential dwelling including its suite or detached suite (carriage house) at the same time
- One entire residential dwelling unit at a time (e.g. apartment or home, a home with a suite could rent out one or the other, but not both)
- Carriage house ● Basement/secondary suite ● Two or more spare rooms ● One spare room

Mandatory Question (180 response(s))
 Question type: Checkbox Question

Q24 | If short-term rentals were permitted, do you think the property owner/operator should be required to be on site for the duration of their guests' stay?

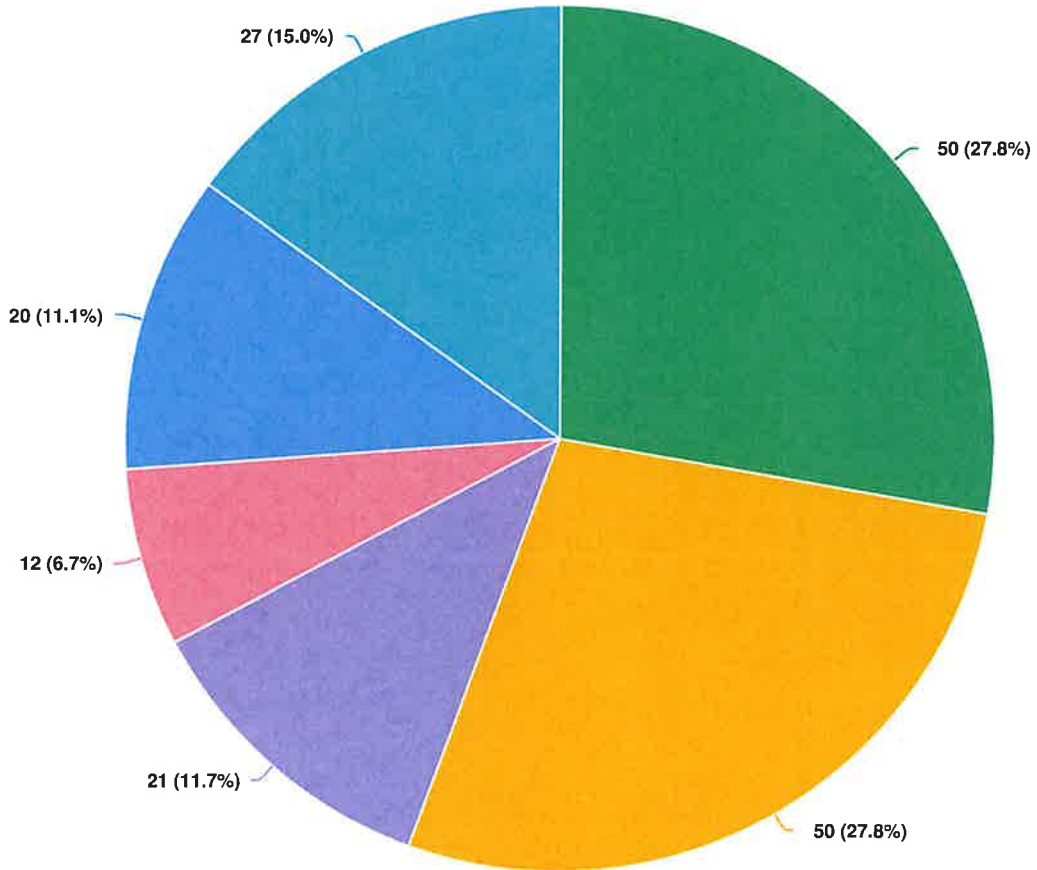


Question options

- No opinion
- No
- Yes

Mandatory Question (180 response(s))
Question type: Radio Button Question

Q25 If the City of Vernon regulated short-term rentals by limiting the number of nights per year that a unit could be rented out, which of the following limits would you prefer?

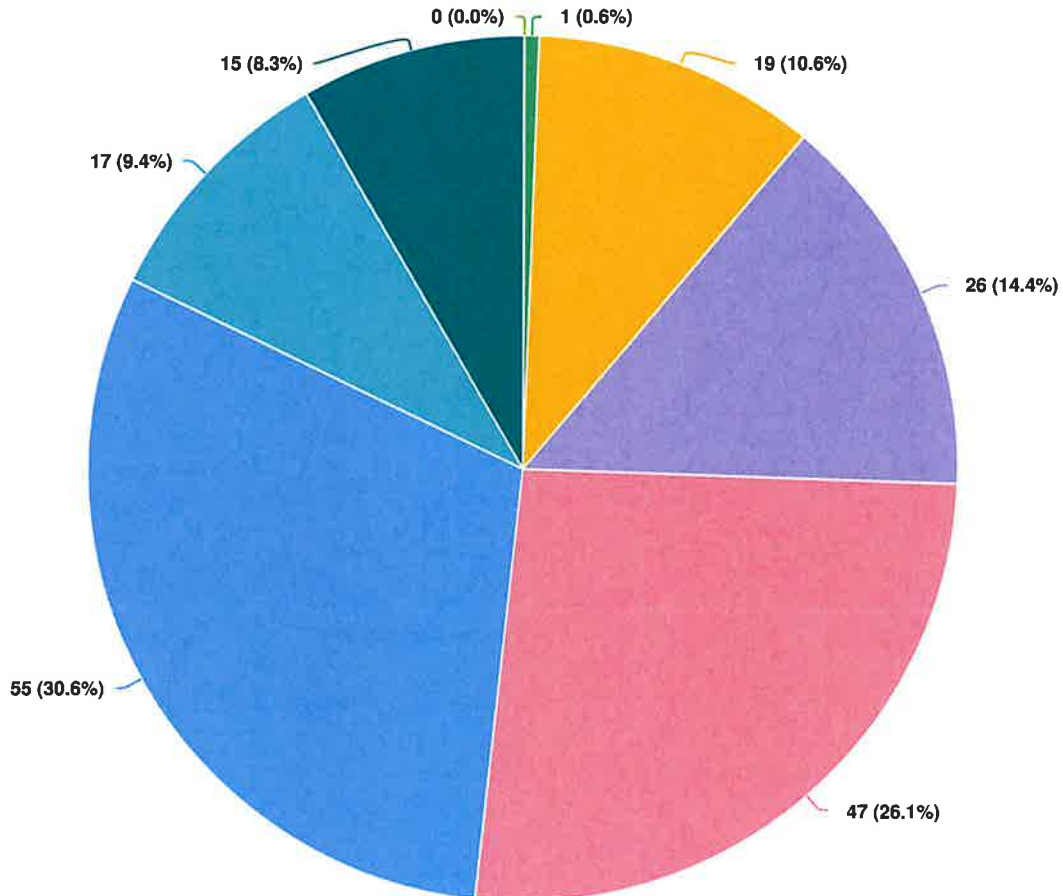


Question options

- Other (please specify)
- Up to 90 nights per year
- Up to 60 nights per year
- Up to 30 nights per year
- No limit
- None, short-term rentals shouldn't be allowed

Mandatory Question (180 response(s))
Question type: Radio Button Question

Q26 Which of the following age groups do you fall into?



Question options

- 19 and under
- Prefer not to say
- 70 +
- 60 to 6
- 50 to 59
- 40 to 49
- 30 to 39
- 20 to 29

Mandatory Question (180 response(s))
Question type: Radio Button Question



File: 6441-20

THE CORPORATION OF THE CITY OF VERNON

November 25, 2021

3400 - 30TH STREET VERNON, BRITISH COLUMBIA V1T 5E6
TELEPHONE (250) 545-1361 FAX (250) 545-4048

OFFICE OF THE MAYOR

Regional District of North Okanagan
9848 Aberdeen Road
Coldstream B.C. V1B 2K9

Attention: Board of Directors

Dear Chair;

Re: North Okanagan Regional Housing Strategy Feedback

At their Regular Open Meeting held on November 22, 2021 Council for the City of Vernon discussed the above captioned issue, and adopted the following resolution:

'THAT Council refer its input and comments, together with the Affordable Housing Advisory Committee input, as outlined in the memorandum titled "North Okanagan Regional Housing Strategy" dated November 10, 2021 and respectfully submitted by the Economic Development Planner, to the Regional District of North Okanagan Board of Directors;

AND FURTHER, that Council direct Administration to update the City's Housing Strategy to include the applicable actions provided in the Regional Housing Strategy for its consideration, following the endorsement of the Regional Housing Strategy by the Regional District of North Okanagan Board of Directors.

CARRIED.'

Please find the November 10, 2021 Council Report and attachments enclosed, as per the request of August 25, 2021 from Laura Frank, Regional Planning Projects Manager.

Yours truly,

Victor I. Cumming
Mayor

pc: L. Frank, Regional Planning Projects Manager, RDNO
K. Flick, Director, Community Infrastructure & Development
J. Perrott, Manager, Economic Development & Tourism
R. Nuriel, Economic Development Planner



THE CORPORATION OF THE CITY OF VERNON

INTERNAL MEMORANDUM

TO: W. Pearce, Chief Administrative Officer **FILE:** 6441-20
PC: K. Flick, Director, Community Infrastructure and Development **DATE:** November 10, 2021
K. Austin, Manager, Legislative Services
FROM: R. Nuriel, Economic Development Planner
SUBJECT: NORTH OKANAGAN REGIONAL HOUSING STRATEGY

At its Regular Meeting of October 25, 2021, Council passed the following resolution:

THAT Council receive the North Okanagan Regional Housing Strategy and refer the Strategy to the Affordable Housing Advisory Committee for review and comment as outlined in the memorandum titled "North Okanagan Regional Housing Strategy" dated October 13, 2021 and respectfully submitted by the Manager, Long Range Planning and Sustainability.

On August 25, 2021, the North Okanagan Regional Housing Strategy (Attachment 1) was sent to the Regional District of North Okanagan (RDNO) member municipalities for review and comment. As directed by Council, the Regional Housing Strategy was referred to the City's Affordable Housing Advisory Committee (AHAC) for discussion and comment at its meeting of November 4, 2021. At the beginning of the AHAC meeting, a presentation with the key findings from the North Okanagan Regional Housing Needs Assessment was provided to the committee by RDNO Administration. The second part of the meeting was followed by a facilitated group discussion on the Regional Housing Strategy objectives and proposed detailed actions to address each objective. During the discussion, members of the Committee provided input and suggestions on the Regional Housing Strategy objectives and actions. The draft minutes from the AHAC meeting are provided in Attachment 2.

A summary of the input by the AHAC on the Regional Housing Strategy objectives and actions is provided below. Please note that the AHAC has recognized that the Housing Strategy is a regional document, and as such, some of the proposed actions are more related to supporting housing in the neighbouring rural communities and less applicable to Vernon. Also, many of the proposed actions which are related to Vernon, have already been implemented in the City's bylaws and policies and are included in the 2019-2022 Council Strategic Plan.

Objective 1: Establish a shared commitment to address the regional affordable housing challenges	
Action	AHAC Input
Research and Data Collection	Provide income data and housing value by “median” and not “average”. Provide housing needs projections by community.
A Regional Housing Report Card	Develop a regional benchmark for all communities in order to better understand housing conditions in the region.
Community Engagement	Provide a frequently updated standard template with local housing data to share with the public and community’s elected officials.
Objective 2: Increase the diversity, affordability, and supply of housing	
Inclusionary Zoning	Provide tools for developing and managing partnership with profit and non-profit organizations in such zones.
Secondary Suites	Support “suite ready” as a development condition.
Objective 3: Promote, support, and protect rental housing	
Rent Supplement Program Enhancement	Include rental supplement for single individuals.
Renter Education	Include ways to maintain a positive relationship between renters and landlords.
Residential Rental Tenure Zoning	Recommended action tool for Vernon.
Objective 4: Reduce barriers to developing affordable housing	
Objective 5: Strengthen partnerships and build awareness	
Housing Advocacy Resource	Develop a regional housing coordinator position.

Administration recommends that the feedback received from the AHAC on the Regional Housing Strategy be referred to the RDNO Board of Directors for their review and consideration prior to endorsement of the Housing Strategy.


Administration also recommends that following the endorsement of the Regional Housing Strategy by the RDNO Board of Directors, and as part of the implementation plan, the City update its Housing Strategy to include the applicable actions for Vernon, that are in the Regional Housing Strategy, for Council’s consideration.

RECOMMENDATION:

THAT Council refer its input and comments, together with the Affordable Housing Advisory Committee input, as outlined in the memorandum titled “North Okanagan Regional Housing Strategy” dated November 10, 2021 and respectfully submitted by the Economic Development Planner, to the Regional District of North Okanagan Board of Directors;

AND FURTHER, that Council direct Administration to update the City’s Housing Strategy to include the applicable actions provided in the Regional Housing Strategy for its consideration, following the endorsement of the Regional Housing Strategy by the Regional District of North Okanagan Board of Directors.

Respectfully submitted:


X _____
Signer 1

Roy Nuriel
Economic Development Planner

Attachment 1 – North Okanagan Regional Housing Strategy Referral
Attachment 2 – Draft minutes from Affordable Housing Advisory Committee meeting
dated November 4, 2021.

G:\6400-6999 PLANNING AND DEVELOPMENT\6441 COMMUNITY PLANNING - SPECIAL STUDIES\20 Special Community Planning Studies, filed alphabetically\Housing Needs Assessment 2020\NORHS\211110_rn_Memo_NORHS to AHAC.doc



REGIONAL DISTRICT NORTH OKANAGAN

MEMBER MUNICIPALITIES:

CITY OF ARMSTRONG

CITY OF ENDERBY

DISTRICT OF COLDSTREAM

VILLAGE OF LUMBY

CITY OF VERNON

TOWNSHIP OF SPALLUMCHEEN

ELECTORAL AREAS:

"B" – SWAN LAKE

"C" – BX DISTRICT

"D" – LUMBY (RURAL)

"E" – CHERRYVILLE

"F" – ENDERBY (RURAL)

OFFICE OF: PLANNING AND BUILDING DEPARTMENT

OUR FILE No.: 3045.01.02

August 25, 2021

Dawn Low, Chief Administrative Officer
City of Armstrong
3570 Bridge Street, Box 40
Armstrong, BC V0E1B0
dlow@cityofarmstrong.bc.ca

Trevor Seibel, Chief Administrative Officer
District of Coldstream
9901 Kalamalka Road
Coldstream, BC V1B 1L6
tseibel@coldstream.ca

Tate Bengtson, Chief Administrative Officer
City of Enderby
619 Cliff Avenue
Enderby, BC V0E 1V0
tbengtson@cityofenderby.com

Tom Kadla, Chief Administrative Officer
Village of Lumby
1775 Glencaird Street, PO Box 430
Lumby, BC V0E 2G0
tomk@lumby.ca

Doug Allin, Chief Administrative Officer
Township of Spallumcheen
4144 Spallumcheen Way
Spallumcheen, BC V0E 1B6
doug.allin@spallumcheentwp.bc.ca

Will Pearce, Chief Administrative Officer
City of Vernon
3400 30th Street
Vernon, BC V1T 5E6
WPearce@vernon.ca

Leah Mellott, General Manager, Electoral Area Administration
Regional District of North Okanagan
9848 Aberdeen Road
Coldstream, BC V1B 2K9
leah.mellott@rdno.ca

cc: Regional Growth Strategy Support Team

Re: North Okanagan Regional Housing Strategy – Review & Comment

During the development of the 2020 North Okanagan Regional Housing Needs Assessment, housing affordability was identified as the most significant challenge within the North Okanagan. Addressing affordability is complex and will require action from various levels of government, non-profits and the development community.

It was also noted that there needs to be a shared regional response to existing and emerging housing demands. Working towards a diverse and affordable housing stock is an important foundation for supporting growth and responding to changes in population and housing trends.

At the December 16, 2020, regular meeting of the Board of Directors, a resolution was passed that staff be directed to initiate, in-house, the development of a Regional Housing Strategy with support from the Regional Growth Strategy Support team. The Regional Housing Strategy is now complete and attached for your council's review and comment.

Regional District of North Okanagan
9848 Aberdeen Road
Coldstream, BC
V1B 2K9

Toll Free: 1.855.650.3700
Phone: 250.550.3700
Fax: 250.550.3701
Web: www.rdno.ca
E-Mail: info@rdno.ca

The Regional Housing Strategy contains two parts: It summarizes the key findings of the North Okanagan Regional Housing Needs Assessment and identifies the objectives to address these challenges. The main objectives of the Regional Housing Strategy include:

1. Establish a shared commitment to address the regional affordable housing challenges.
2. Increase the diversity, affordability, and supply of housing.
3. Promote, support, and protect rental housing.
4. Reduce barriers to developing affordable housing.
5. Strengthen partnerships and build awareness.

The second part of the Strategy consists of the Actions / Opportunities to address the above-noted objectives and have been organized in a RACI matrix - (who is **R**esponsible, **A**ccountable, and who needs to be **C**onsulted and **I**nformed).

In terms of the next steps, the Board is looking to receive any feedback by September 24, 2021, prior to the plan being considered for endorsement and implementation.

If you have any questions about the North Okanagan Regional Housing Strategy feel free to contact myself, Laura Frank, Regional Planning Projects Manager at (250) 550-3768 or laura.frank@rdno.ca.

Sincerely,



Laura Frank, MCIP, RPP
Regional Planning Projects Manager

Attachments: North Okanagan Regional Housing Strategy

North Okanagan Regional Housing Strategy



REGIONAL
DISTRICT
NORTH
OKANAGAN

July 2021

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EXECUTIVE SUMMARY

Housing affordability was identified as the most significant challenge within the North Okanagan during the 2020 North Okanagan Regional Housing Needs Assessment development. Addressing affordability is complex and will require action from various levels of government, non-profits and the development community. This Regional Housing Strategy contains two parts: It summarizes and key findings of the North Okanagan Regional Housing Needs Assessment and identifies the objectives to address these challenges. The main objectives of the Regional Housing Strategy include:

1. Establish a shared commitment to address the regional affordable housing challenges.
2. Increase the diversity, affordability, and supply of housing.
3. Promote, support, and protect rental housing.
4. Reduce barriers to developing affordable housing.
5. Strengthen partnerships and build awareness.

The second part of the strategy consists of the Actions / Opportunities to address the above-noted objectives. The RDNO acknowledges that various partners may need to be involved, or some actions will best be pursued individually. Accordingly, the Actions / Opportunities have been broken out by the five objectives noted above. The roles of the RDNO, Local Governments, the Non-Profit Sector and the Private Sector, have been identified in a RACI format (**R**esponsible / **A**ccountable / **C**onsulted and **I**nformed).

INTRODUCTION

This strategy has been developed based on the Regional District of the North Okanagan Housing Needs Assessment findings, which was completed in 2020. The Assessment found that:

There needs to be a shared regional response to existing and emerging housing demands within the region.

A regional approach to housing is particularly beneficial when considering the needs across the housing continuum. It is unlikely that any single one of the 13 communities in the North Okanagan could address the full range of the region's housing needs, and a coordinated and regional housing supply should benefit all jurisdictions.

The purpose of the North Okanagan Regional Housing Strategy is to provide the platform for that regional response. It will enable all member jurisdictions to work together towards a diverse and affordable housing stock that supports regional growth in a way that responds to changes in population and housing trends.

The Regional Housing Needs Assessment ¹ can be found on the RDNO website, where both regional and community-specific data is available. Key excerpts from the Assessment are included in the Appendices of this strategy paper. Local governments are required to consider their most recent housing needs report and the housing information on which it is based when they develop or amend regional growth strategies or official community plans.

GOAL

This strategy aims to create a list of policies and actions for the region and local governments to consider to increase housing supply, diversity, and affordability.

The RDNO acknowledges that each community will have its own unique approach and capacity to addressing housing affordability; however, based on the findings of the Regional Housing Needs Assessment, now is the time to initiate dialogue on solutions and what tools may be available to address the backlog and future anticipated needs at the regional and local scale.

Further to this point, the North Okanagan Regional Housing Strategy contains two components:

1. The Regional Context, including Key Findings, Projected Demand, and Main Challenges in the Regional Housing Needs Assessment.

¹ http://www.rdno.ca/docs/RDNO_Housing_Needs_Assessment_FINAL_COMPLETE.pdf

2. Identification of a range of potential actions / opportunities for the RDNO Board, Municipal Councils, First Nations, and the Electoral Areas to consider in response to the issues identified in the Assessment.

KEY FINDINGS

Affordable, accessible, and diverse housing options are required to meet North Okanagan residents' current and future anticipated needs.

In order to provide context to this strategy, some of the key findings from the Regional Housing Needs Assessment are presented below:

- Experiencing sustained population growth, with a moderate growth rate of (1.4%) which is expected to continue.
- There is an ageing population, with one-third of owners and one-quarter of renters over the age of 65.
- The single largest age group within the region are those aged 45-64; this speaks to the need to expand age-appropriate housing stock.
- There are persistently low rental vacancy rates (below a healthy rate of 3%).
- There is a significant and increasing gap between housing prices and household incomes needed to achieve homeownership.
- There is a growing number of households on waitlists for non-market/social housing; and
- A decreasing number of affordable, family-friendly housing options.

PROJECTED HOUSING DEMAND

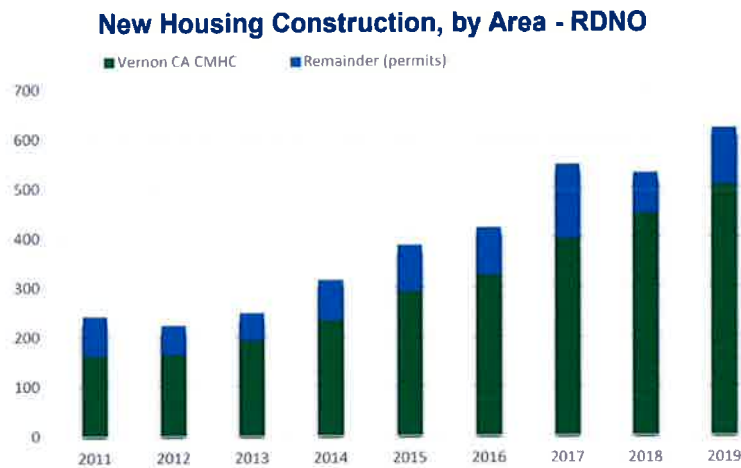
The Regional Housing Needs Assessment includes a projection of future housing requirements and needs. This analysis was based on the RDNO population growth projections for 2016-2036, and the associated growth in households was estimated using age-specific 2016 headship rates.²

The consultants noted that "such projections are fraught with uncertainty. They typically draw on assumptions built from historic fertility and death rates and, in the case of households assumption that headship rate will mirror those in a base period (here 2016)". Due to the limitations of this methodology, the *"household projections should be used as indicative of*

² Headship rates are calculated by taking the number of individuals in a specific age range divided by the number of households headed by someone in the same age range.

potential growth in demand averaged over each decade, rather than definitive estimates of household growth, demand and core need in any year."

Overall, the number of households within the region is expected to increase by an average of 319 households per year. This projected growth compares well to the current level of new housing construction, which averaged 305 homes per year in the 2011-16 period but has averaged over 500 homes per year since 2016.



Source: CMHC for CA and Building Permits

MAIN CHALLENGES

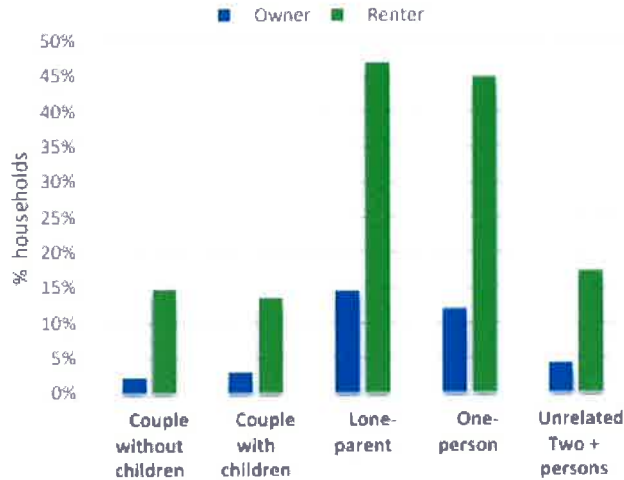
1. Affordability

When examining the Regional Housing Needs Assessment results, affordability was the greatest challenge. The Canadian Mortgage and Housing Corporation (CMHC) deems housing units affordable when a household does not pay more than 30% of their gross income on housing. The priority groups facing the most significant affordability challenges are identified below:

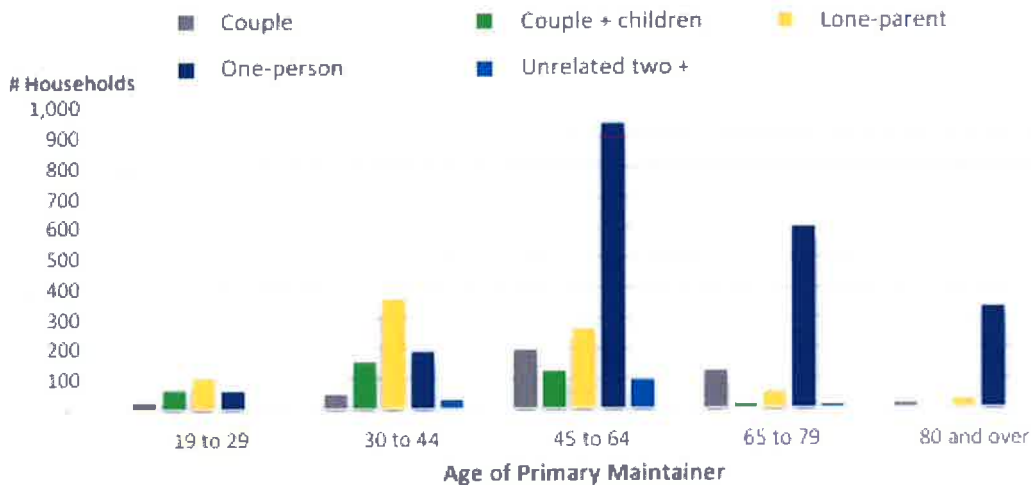
- The largest age group in need are singles (renters) between the ages of 45-64.
- Families (renters)- (lone-parent families, couples with children and couples without children); and
- Low- and moderate-income earners (renters and owners).

The following graphs display core need by household type and tenure and the core need by household type and age.

Core Need by Household Type and Tenure



Core Need by Household Type and Age



Almost 2,500 households receive housing assistance through ongoing provincially administered social and supportive housing. The existing stock (excluding emergency beds and rental allowances for those housed in the private market) of independent social housing represents 2.2% of all housing in the region. This is relatively low by provincial and national standards, which are closer to 5% of the total stock.

2. Homelessness

The Vernon Social Planning Council, together with the Turning Point Collaborative Society, have monitored homelessness and conducted an annual point in Time (PiT) count in October each year since 2016. The count has identified a small but growing homeless population of approximately 150 people, including people using emergency shelter services and those sleeping outside.

*"The main cause of homelessness is low income, high rents and lack of available rentals. When rental vacancy rates are low, people with barriers (such as mental health and substance use issues) are pushed out of the rental market. Although, for many people with multiple barriers, supported housing is more appropriate than a private rental."*³

No data is available for other communities within the region; however, there is anecdotal evidence of homelessness, including camping out and couch surfing in other communities.

The persistence of the number of homeless individuals indicates a need for a range of responses in the region. While an emergency shelter is necessary, in the same way that hospitals have an emergency function, the homeless serving system also requires a continuum of services to assist individuals and families, be rehoused, and achieve housing stability.

This service continuum includes emergency shelter space, homelessness prevention and diversion programs, housing-based options along the housing continuum from transitional, permanent supported housing, and a more general rental supply response to address rising rents and low vacancy rates. This array exists in the RDNO, but the development and implementation of the necessary range of responses would benefit from a regional approach to resource allocation. As part of this approach, it would be helpful to review the current status of the Coordinated Access program in the RDNO to ensure that Outreach Teams are serving smaller communities.

3. Market Housing Diversity

A diverse range of housing choices for individuals and families with varying incomes and circumstances is essential for creating a livable region and providing current and future residents options. Not everyone is looking to own their own home and will access different forms of housing throughout their lives.

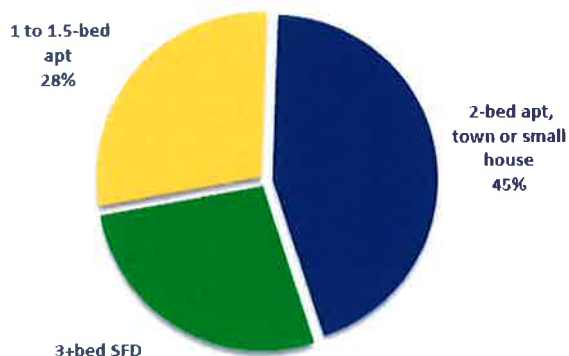
³ Our Homeless Count: Survey Results for Vernon BC October 2019 <https://socialplanning.ca/wordpress/wp-content/uploads/2020/07/FINAL-REPORT-Our-Homeless-Count-Vernon-BC-October-2019.pdf>

Projected Dwelling Type Requirements:

Apart from the City of Vernon, most housing starts within the region are single detached dwellings. The projected dwelling type requirements indicate a need for half of the new builds in either 2-bedroom apartments or small ranchers, one quarter in studio suites or 1-bedroom apartments, and the remaining quarter in 3 + bed single-family dwellings.

Estimated Dwelling Requirements by Type (RDNO)			
	2016-21	2021-26	2026-31
1 to 1.5-bed apt	545 - 607	452 - 503	451-502
2-bed apt, town or small house	854-952	708-789	706-787
3+bed SFD	524-584	434-484	433-483

**Projected Dwelling Type Requirements
2021-26**



REGIONAL OBJECTIVES

The Regional Housing Strategy sets out a range of potential actions for evaluation and implementation that can only be accomplished with the involvement of all stakeholders.

The Regional District of North Okanagan will play a key role in coordinating regionally-based partnerships with the federal and provincial governments and information sharing by tracking and reporting on regional housing data to support all stakeholders, including the private and non-profit housing sectors.

Local Governments have a pivotal role in responding to the challenges identified in the Housing Needs Assessment through a broad range of progressive land-use policies for market and non-market housing.

This strategy is an action-oriented framework to guide the regional response and to provide the RDNO Board, Municipal Councils, First Nations, and Electoral Areas options to consider within their mandates to create and maintain the range of housing options needed to make the North Okanagan a livable region for current and future residents.

The objectives of the strategy are to:

1. Establish a shared commitment to address the regional affordable housing challenges.
2. Increase the diversity, affordability, and supply of housing.
3. Promote, support, and protect rental housing.
4. Reduce barriers to developing affordable housing.
5. Strengthen partnerships and build awareness.

The above objectives can be met through both regional and local government actions. These actions have been categorized in the tables below and have been identified in a RACI format (**R**esponsible / **A**ccountable / **C**onsulted and **I**nformed). Examples of similar actions implemented by jurisdictions from across the province has been included for reference.

ACTION PLAN / OPPORTUNITIES

Legend:

R= Responsible: The entity or individual doing the actual work.

A= Accountable: The entity or individual who is accountable for the task and the decision maker.

C= Consulted: Typically, subject matter experts who needs to be consulted for information.

I= Informed: Who needs to be kept *informed* of major updates, typically senior leadership.

Objective #1: Establish a shared commitment to address the regional affordable housing challenges.

Action	Market Housing	Non Market Housing	Regional District of North Okanagan	Local Government	Examples
<p>Research and Data Collection Regional Housing Needs Assessment- Partner in researching and data collection to identify local housing needs and monitor the 'regions' ability to address existing gaps. Then provide the background information on housing affordability needs, current gaps, and existing backlog of housing within the region and each individual community.</p>	C	C	R / A	C	<p>North Okanagan Regional Housing Needs Assessment was completed in June 2020. http://www.rdno.ca/docs/RDNO_Housing_Needs_Assessment_FINAL_COMPLETEE.pdf Carrying out this assessment on a regional scale proved to be effective and efficient for the following reasons:</p> <ul style="list-style-type: none"> • work was undertaken by one consultant providing consistency in the methodology, and format used to populate the reports. • reports were drafted at the same point in time allowing for the data to be analyzed on a regional scale instead of having various reports from different time intervals with different market and demographic context. • The data has been utilized in the boundary review of the Regional Growth Strategy assisting with demonstrating housing needs regionally, a key criteria when considering future growth needs. Cost efficiencies for future required up-dates (five year intervals).

Action	Market Housing	Non Market	RDNO	Local Government	Examples
<p>A Regional Housing Report Card: Through Regional Housing Roundtables and systemic data collection and reporting, build awareness and consistent information sharing on housing achievements or challenges. The goal is to monitor the progress of affordable housing developments and to provide information on the changing housing affordability needs within our communities.</p>	C	C	R / A	C	<p>The City of North Vancouver has been reporting out annually on the implementation of their Housing Action Plan through a "Report Card". The Report card provides a concise overview of the achievements made in both non-market and market developments along with an update to their housing indicators.</p> <p>https://www.cnv.org/city-services/planning-and-policies/housing</p>
<p>Community Engagement: Implement policies and processes that facilitate timely and efficient neighborhood engagement in housing development reviews.</p>	C	C	C	R / A	<p>BC Housing has developed a Guide "Gaining and Maintaining Community Acceptance" on how to mitigate potential concerns and develop non-market housing that integrates successfully into the community.</p> <p>https://www.bchousing.org/research-centre/library/community-acceptance</p>

Objective #2: Increase the diversity, affordability, and supply of housing

Action	Market Housing	Non Market Housing	Regional District of North Okanagan	Local Government	Examples
<p>Promote Innovation: Build upon the research and information sharing to identify innovative policies and projects to address the regional housing challenges.</p>	C	C	A	R	<p>Passive Home Apartments, Whistler- more affordable construction and operation costs for housing organizations, renters and homeowners. Prefab and modular homes can often be built faster than onsite construction homes. Healthier and more comfortable homes, potential local economic development opportunity for local builders.</p>
<p>Land: Making Municipal and On Reserve lands available at a nominal cost for affordable housing purposes is a key component in creating non-market housing. Site selection considerations include proximity to transit, access to community services and employment alignment with OCP and availability of external funding opportunities.</p>	I	I	C	R / A	

Action	Market Housing	Non Market	RDNO	Local Government	Examples
<p>Land Inventory: The ability to identify land that may be made available for affordable housing projects is important information in order to create more affordable housing supply.</p> <p>A regional inventory of municipal, regional, and non- profit land could be used as the basis to explore the opportunity to develop a long- term funding strategy with . CBC. Housing through a Memorandum of Understanding (MOU).</p>	I	C	R / A	C	<p>In 2011, the Social Planning Council of the North Okanagan undertook an inventory of property owned by not-for-profit, service clubs, faith groups and government agencies in the North Okanagan. The primary objective was to identify if there were any organizations that owned land and that may be interested in facilitating affordable housing in the region.</p> <p>https://www.socialplanning.ca/pdf/housing/North%20Okanagan%20Affordable%20Housing%20Developers%20Package%20-%20Full%20January%202012.pdf</p>
<p>Inclusionary Zoning: Consider the use of inclusionary zoning provisions for affordable market and non-market rental housing during Official Community Plan renewals and rezoning applications. Incentive based inclusionary zoning is an</p>	C	C	C	R / A	<p>Port Moody's Zoning Bylaw includes density bonusing which is a type of incentive-based inclusionary zoning which allows increased density in exchange for amenity contributions. Amenity contributions can include the provision of affordable housing.</p> <p>https://www.portmoody.ca/common/Services/eDocs.aspx?docnumber=461917</p>

Action	Market Housing	Non Market	RDNO	Local Government	Examples
<p>effective tool that allows for increased density in exchange for a portion of the value of that density being used to create non-market housing and affordable homeownership. The additional density can be in the form of increased height / SRFSR in multi-family zones, small lot subdivisions and infill housing.</p>					
<p>Small Lot Subdivisions: Implement zoning amendments to permit Small Lot Subdivisions-consider a zone that would allow for lots as small as 350-450 square meters (3,767 to 4,844 square feet).</p>	C	I	I	R / A	<p>The City of Kelowna introduced the RU3- Small Lot Housing Zone. This zone allows for lots 290m² on serviced urban lots.</p> <p>https://apps.kelowna.ca/CityPage/Docs/PDFs/Bylaws/Zoning%20Bylaw%20No.%208000/Section%2013%20-%20Urban%20Residential%20Zones.pdf</p>

Action	Market Housing	Non Market	RDNO	Local Government	Examples
<p>Infill Housing: Implement zoning amendments to permit infill housing, laneway houses, coach houses or garden suites.</p> <p>These housing forms provide a means of creating additional rental housing units in existing neighborhoods or increased density in new subdivisions.</p>	C	I	I	R / A	<p>In October 2018, the Village of Lumby adopted amendments to its Zoning Bylaw to allow secondary detached dwellings (eg. garden suites, carriage houses) in single family, two family, and manufactured home residential zones. This allowed residential properties to add an additional dwelling unit. These secondary detached dwelling are permitted on lots that also contain secondary suites. Other regulations such as lot coverage and setbacks were amended to facilitate infill.</p> <p>https://lumby.civicweb.net/document/3335</p>
<p>Affordable Housing Reserve Fund: Through an allocation of 33% of Community Amenity Contributions, create an Affordable Housing Reserve Fund that will provide grants for the development non-market rental housing. Affordable Housing Reserve Funds can be used to lever Federal and Provincial Funding.</p>	C	C	C	R / A	<p>The City of Kelowna has a Housing Opportunities Reserve Fund established by bylaw. The purpose of the fund is used to a) acquire lands which are to be leased from or sold by the City to non-profit groups, government bodies, or developers or to provide grants to developers to build affordable housing, secured by housing agreement.</p> <p>https://apps.kelowna.ca/CityPage/Docs/PDFs/Bylaws/Housing%20Opportunities%20Reserve%20Fund%20Bylaw%20No.%208593.pdf</p>

Action	Market Housing	Non Market	RDNO	Local Government	Examples
<p>Community Amenity Contributions: Amenity contributions agreed to by the applicant/developer and local government as part of a rezoning process. The agreed-to contribution would be obtained by the local government, if, and when, the local government decides to adopt the rezoning bylaw. These are separate and additional to those provisions of the Local Government Act that allow local governments to require new development to provide DCCs, money towards acquiring school sites, on-site services related to subdivision, excess capacity or extended services, 5% of land being subdivided for parkland or cash-in-lieu, or land for roadways.</p>	C	I	I	R / A	<p>Many cities in BC have Community Amenity Contribution Policies that are used for rezoning application in order to provide guidance for negotiating amenity contributions. Smaller, rural communities also have similar policies. An example is the Squamish-Lillooet Regional District (SLRD) which has a Community Amenity Contribution Policy adopted in 2018:</p> <p>https://www.slrd.bc.ca/sites/default/files/pdfs/administration/Policies/12-2018%20Community%20Amenity%20Contributions%20Policy_1.pdf.</p> <p>The policy provides guidance for when community amenity contributions will be negotiated, and criteria to determine whether a proposed community amenity contribution is appropriate for the proposed development. This policy includes consideration of the provision of affordable housing as a Community Amenity Contribution.</p>

Action	Market Housing	Non Market	RDNO	Local Government	Examples
<p>Secondary Suites: Implement zoning amendments to permit secondary suites in all single-family zones.</p> <p>This policy is intended to ensure gentle densification in single-family neighborhoods and to provide more rental options for low- and moderate-income households.</p>	C	I	C	R / A	<p>In November 2020, the City of Cranbrook adopted a Zoning Amendment Bylaw to allow secondary suites in all residential zones in the city and to allow secondary suites in buildings that may contain more than one dwelling unit. This allows secondary suites in single family dwellings, duplexes, rowhousing, and townhouses. It also eliminated minimum floor area requirements for suites.</p> <p>https://www.e-know.ca/regions/cranbrook/secondary-suites-now-allowed-in-residential-zones/</p> <p>https://cranbrook.ca/our-city/city-departments/oic/secondary-suites/</p> <p>https://cranbrook.civicweb.net/document/53932/Zoning%20Amendment%20Bylaw%20No.%204002,%202020%20(Secondary.pdf?handle=E56BCF940180474FB07AA04B3A018F9B</p>
<p>Suite Ready: Require all new single-family homes to be "suite ready" by including rough in plumbing and wiring, to facilitate the future installation of a secondary suite.</p>	C	I	I	R / A	<p>In March 2019, the City of Burnaby requires any cellar that exceeds 345 ft² to incorporate the minimum "suite-ready" requirements. This includes windows meeting the egress requirement, rough-in 3 piece bathroom, rough-in cooking facilities including wiring and gas supply, outside access and internal access, and an additional on-site parking space.</p> <p>https://www.burnaby.ca/Assets/city+services/building/Brochures+!26+Bulletins/Single+!26+Two+Family+Dwellings/Secondary+Suites.pdf</p>

Action	Market Housing	Non Market	RDNO	Local Government	Examples
<p>Lock Off Units: Lock-Off Units are self-contained units that are smaller in size than typical units and are attached to larger units in multi-family housing projects.</p> <p>The goal of this policy is to increase the diversity and flexibility of unit types that are available within the region and provide an affordable option in the private or rental market.</p>	C	I	I	R / A	<p>A lock-off suite is a dwelling unit within an apartment with a separate lockable entrance access to a shared common hallway which can be locked-off from the rest of the apartment. Lock-off suites add an affordable housing option for renters, while giving condo or townhouse owners a chance to generate extra revenue from renters to help pay their mortgage.</p> <p>Lock-off suites were pioneered at the Univercity Development at Simon Fraser University and have become popular in the Lower Mainland including Burnaby, Surrey, Richmond and Vancouver. Lock-off suites have also been adopted in smaller communities. Gibsons, BC has included lock-off suites in their Zoning Bylaw in 2020: https://gibsons.civicweb.net/document/89468 https://gibsons.ca/services/community-development/secondary-suites/.</p>

Objective #3: Promote, support, and protect rental housing

Action	Market Housing	Non Market Housing	Regional District of North Okanagan	Local Government	Examples
<p>Rent Bank: Consider the feasibility of establishing a Regional Rent Bank to reduce the risk of evictions for vulnerable rental households.</p>	C	R / A	I	I	<p>The Kamloops & District Elizabeth Fry Society operates a rent bank which services various communities across the region Thomson-Nicola Regional District, Columbia-Shuswap Regional District and the Regional District of North Okanagan. A rent bank provides financial assistance in the form of a repayable loan to households at risk of eviction for reasons such as non-payment of rent or utilities due to an emergency that compromises their ability to pay. Rent banks can also aid by providing a damage deposit to make a move.</p> <p>https://kamloopsefry.com/2019 Stats: https://www.kamloopsthisweek.com/community/the-big-e/the-rent-bank-1.23768050</p>

Action	Market Housing	Non Market	RDNO	Local Government	Examples
<p>Renter Education: Promote educational opportunities to assist vulnerable renters in the private rental market including:</p> <p>Homelessness Prevention Toolkit: includes effective practices that can be adapted to and complement existing community-based efforts to address housing instability and homelessness.</p> <p>RentSmart: a program run by Ready to Rent BC is an education model that promotes successful tenancies and housing stability.</p>	I	R / A	I	I	<p>RentSmart Education builds capacity and educates tenants on a variety of topics including their legal rights and responsibilities, financial management, communication and maintenance skills.</p> <p>https://rentsmarteducation.org/</p>

Action	Market Housing	Non Market	RDNO	Local Government	Examples
<p>Rent Supplement Program Enhancement: Consider advocating for enhancements to existing Provincial Rent Supplement programs (SAFER and RAP) to include a rent supplement program that targets homeless and at risk of homeless households in smaller communities that do not have the population base or capacity to successfully compete for provincial and federal housing supply programs.</p>	C	C	R	A	
<p>Low End of Market Rental Contribution: LEMR units are secured as affordable in perpetuity through legal agreement on title, which restrict the maximum rents and tenant eligibility by income.</p> <p>This policy is intended to support the</p>	C	C	I	R / A	<p>Through redevelopment of new multi-family projects, a percentage of the building area is required to be LEMR units. The units are secured as LEMR units through a Housing Agreement which restrict maximum rents and tenant eligibility.</p> <p>In 2007, Richmond, BC adopted a LEMR program. In multi-family or mixed-use development containing more than 60 residential units, 10% of the total area of the building must be reserved for LEMR units. A Housing Agreement is registered on title through the rezoning process. In 2021, Richmond was considering increasing this requirement to 25%. The LEMR program</p>

Action	Market Housing	Non Market	RDNO	Local Government	Examples
development of mixed income communities and provide rental homes for low-moderate income households.					<p>also requires developments with fewer than 60 units to make cash-in-lieu contributions for rezoning application which are directed to the City's Affordable Housing Reserve and are used to provide financial support for standalone affordable housing developments.</p> <p>https://dailyhive.com/vancouver/richmond-inclusive-rental-housing-policy https://www.richmond.ca/__shared/assets/Affordable_Housing_Strategy_Bulletin54957.pdf https://www.richmond.ca/__shared/assets/Rentalhousinglist45355.pdf https://www.richmond.ca/__shared/assets/2_Low_End_Market_Rental_PLN_05042158434.pdf</p>
<p>Residential Rental Tenure Zoning: The Local Government Statutes (Residential Rental Tenure Zoning) Amendment Act, 2018, SBC 2018, c. 26 provides local governments with the authority to zone for residential rental housing. This gives local governments greater ability to preserve and increase the overall supply of rental housing in their communities.</p>	C	I	I	R / A	<p>In 2019, the City of New Westminster adopted a Zoning Amendment to introduce a Residential Rental Tenure zone and applied it to six rental properties in order to preserve the existing rental housing stock and twelve unoccupied city-owned properties to restrict occupancy of multiple-unit residential buildings at these properties to rental tenure.</p> <p>https://www.newwestcity.ca/housing/renovictions-tenant-protection-and-resources/sb_expander_articles/1563.php</p>

Action	Market Housing	Non Market	RDNO	Local Government	Examples
<p>Fast Track Rental Housing Projects: Reducing costs by streamlining approvals and other incentives-adopt policies or measures to help streamline application and approval processes for new purpose-built market and non-market rental housing.</p>	C	I	I	R / A	<p>The City of Kamloops has expedited the approval process and prioritized affordable housing applications over other in the approvals pipeline. A fast-track approvals process for affordable housing projects could be very effective planning instrument to advance the construction of new affordable line with the Ottawa's Official Plan and new 10 Year Housing and Homelessness Plan.</p> <p>https://www.kamloops.ca/sites/default/files/docs/homes-businesses/16-kamloopsaffordablehousingdeveloperspackage.pdf</p>
<p>Fees: Consider waiving, reducing, or deferring certain fees, and/or offer property tax forgiveness or exemptions as well as preferential rates to encourage the development of new non-market rental housing units. These fee waivers can also be used to enable people to transition from rental to home ownership through . C.B.C.' Housing's Affordable Home Ownership Program (AHOP)</p>	I	C	I	R / A	<p>The City of Vernon's Development Cost Charges (DCC) Bylaw contains a provision to waive City DCC's for "low income" housing projects. "Low Income Housing", refers to property owned, developed or operated by a non-profit society, Government of Canada, Province of British Columbia or the local government as rental units for persons living in the North Okanagan, where the income of such persons falls beneath the low income cut-off amounts published by Statistics Canada from time to time, or as otherwise determined or agreed to by the local government, and where a Housing Agreement and restrictive covenant are registered on title.</p> <p>https://www.vernon.ca/homes-building/construction-renovating/development-cost-charges</p>

Objective #4 Reduce barriers to developing affordable housing

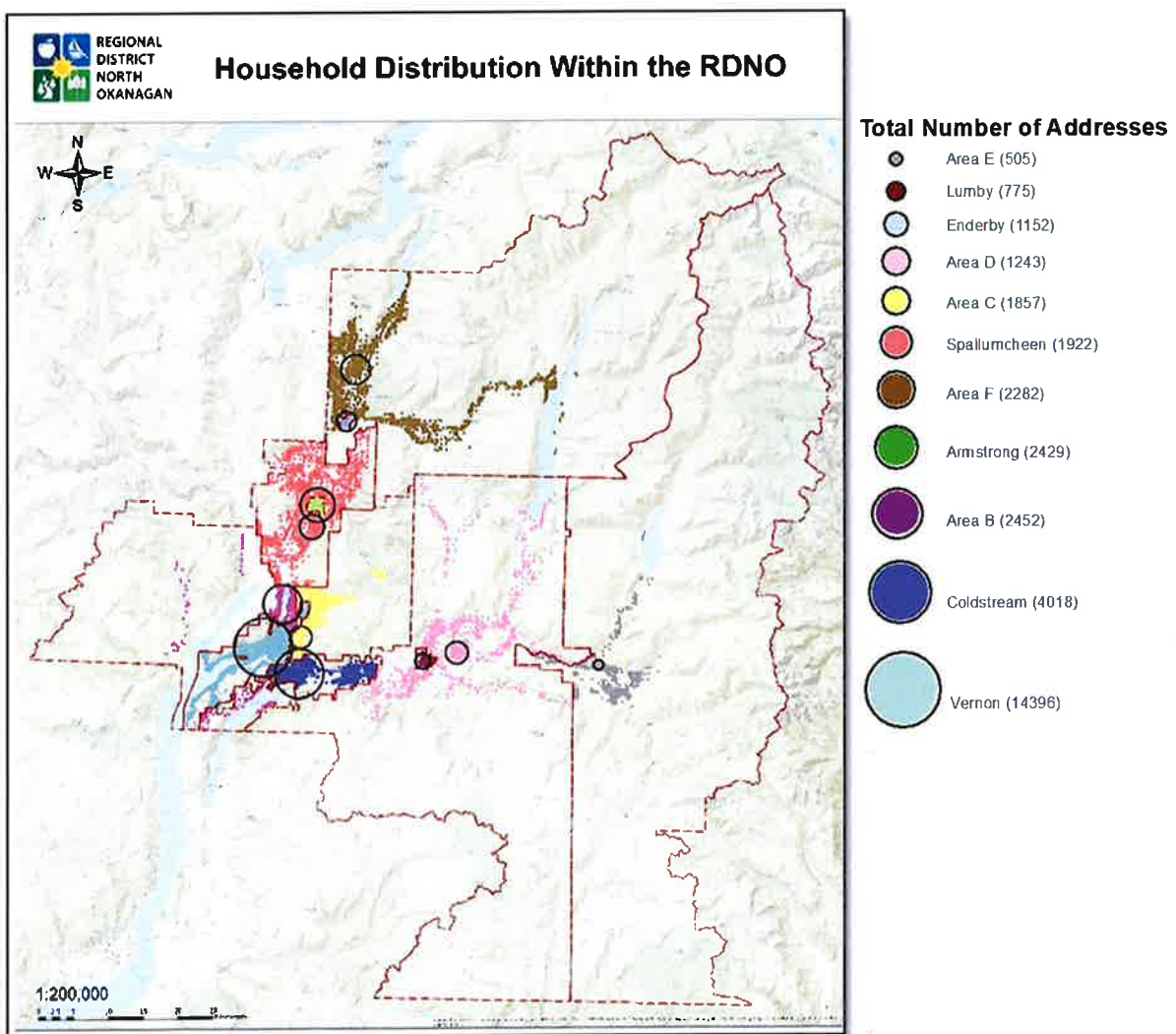
Action	Market Housing	Non Market Housing	Regional District of North Okanagan	Local Government	Examples
<p>Housing Agreements: Consider the use of Housing Agreements as a way of securing affordable housing units in both new housing developments and conversions. These agreements are usually established at the time of re-zoning and provide an important mechanism for helping to ensure ongoing affordability and tenure over time.</p>	C	C	I	R / A	
<p>Parking: Reducing parking requirements and exemptions from parking requirements particularly for developments in village or urban centers which have easy access to public transit or other alternative forms of transportation can greatly reduce the cost of housing.</p>	C	C	R / A	C	

Objective # 5: Strengthen Partnerships and Build Awareness

Action	Market Housing	Non Market Housing	Regional District of North Okanagan	Local Government	Examples
<p>Housing Advocacy Resource: Consider the establishment of a North Okanagan Regional Housing Advocate Resource to support the implementation of the Regional Housing Strategy. This resource could:</p> <ul style="list-style-type: none"> • Manage a regional rent bank. • Manage government relations (Federal, Province and First Nations) • Convene round tables with stakeholders for information sharing, sharing successful case studies. • Produce a report card on inputs and outputs re housing issues. • Create and manage an inventory of municipal / regional / public / non-profit lands available for housing. • Identify and support regulations and incentive programs that preserve and protect existing rental housing. • Ensure that the current provincial Rent Supplement Programs including SAFER and RAP, are well publicized in all RDNO communities. 	C	C	R / A	C	

APPENDIX 1 - REGIONAL PROFILE

This Regional Affordable Housing Strategy encompasses the Member Municipalities, Electoral Areas and First Nation communities within the RDNO. There are six incorporated communities, five electoral areas and two First Nations within the geographic boundaries of the RDNO. Together these communities are home to approximately 92,183 people (BC Stats 2020) living in 40,000 dwellings. Almost three-quarters (72%) of the population are clustered in and around the central city of Vernon (including Coldstream, Electoral Areas B & C, and the Okanagan Indian Band, which Statistics Canada delineates as the Census Area, CA).




⁴ This map is a visual representation of household distribution based on RDNO address points. The total number of households is much higher than the number of address points and does not include addresses within OKIB and Splotsin.

APPENDIX 2 - HOUSING WHEELHOUSE

Housing categories typically are viewed along a linear housing continuum, assuming that homeownership is the final destination. The City of Kelowna's Healthy Housing Strategy has adopted a new and innovative approach to understanding housing within their community.

The graphic below portrays the housing continuum as a Wheelhouse, acknowledging that people move across the categories throughout their lives and that homeownership is not the end goal for all residents. Acknowledging that the continuum is interconnected is essential as changes to one aspect of the system influence other parts. For example, if market housing prices continue to rise, fewer people will access homeownership, and there will be increased pressure on an already strained rental market. This additional demand for rental housing increases rental rates, which in turn displaces people who can no longer afford those prices, increasing the risk of homelessness and the need for more government-subsidized housing.


EMERGENCY & TRANSITIONAL SHELTER

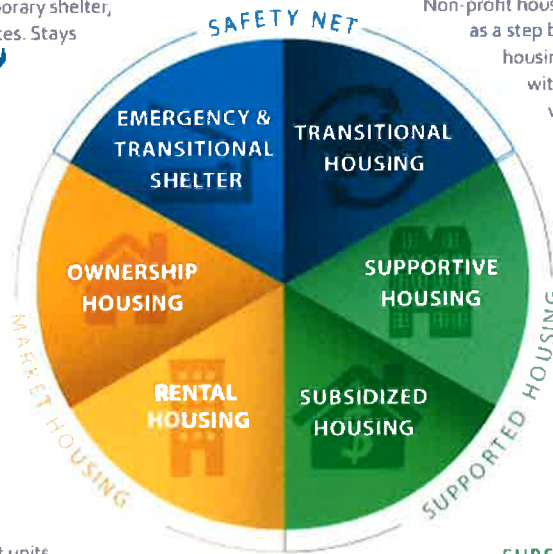
Non-profit providers offer temporary shelter, food and other supportive services. Stays are typically 60 days or less. 

TRANSITIONAL HOUSING

Non-profit housing providers offer stable housing as a step between shelters and long-term housing. Stays are typically 2-3 years, with supportive services aligned with need. 

OWNERSHIP HOUSING


Home ownership can be fee simple, strata ownership or shared equity (ie. mobile home park, cooperatives) and includes multi-unit and single detached housing. 




SUPPORTIVE HOUSING

Housing providers offer long-term housing with ongoing supports aligned with need. The level of support varies in this category from supportive (low support), to assisted living (minor support) to residential care (full support).  

RENTAL HOUSING

Primary market: 5+ purpose built units constructed for the purpose of long-term rental tenure, typically in apartments or townhomes *Secondary market:* private housing also contributes to the rental market and can include many forms of housing such as apartments, townhomes, secondary suites, carriage homes and single-family dwellings. 

SUBSIDIZED HOUSING

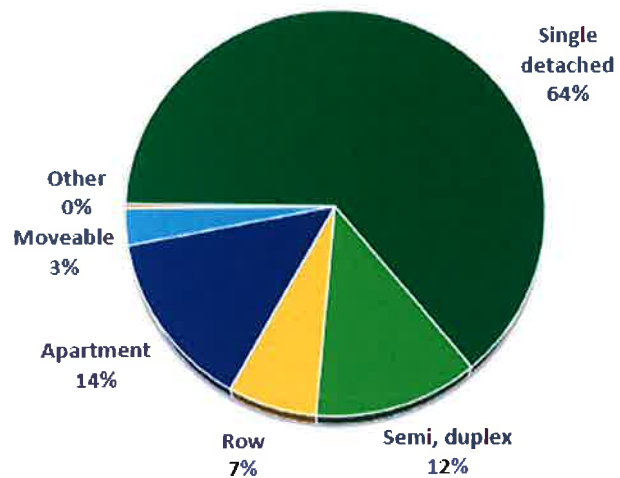
Operated by non-profit housing providers, BC Housing and cooperatives who provide supplemented rents through ongoing government subsidies for low income households. 

 = supportive services  = financial support

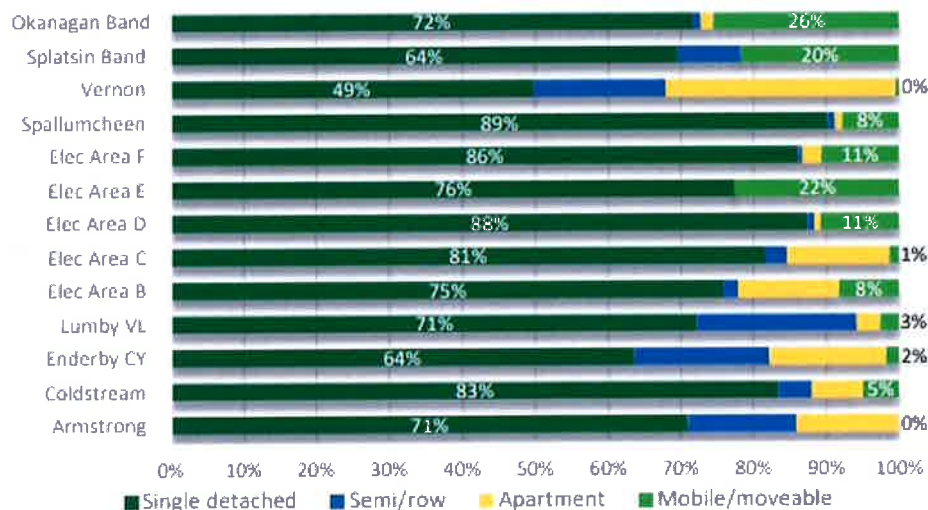
APPENDIX 3 - DWELLING TYPES

Most homes across the RDNO are single detached, especially in the smaller communities. Mobile and moveable homes account for only 3% of all housing but are most prominent in the more rural Electoral Areas (D, E, F) and on the two First Nations Reserves. The regional housing profile below indicates that most of the housing within the region are single detached dwellings. There is a broader diversity of dwelling types and more renters in the urban center of Vernon (as well as adjoining Electoral Areas B and C). There are few apartment structures, and those that exist are mainly in Vernon, and most of these are rentals.

Dwelling Types - RDNO, 2016



Dwellings by Type and Community



Vernon's diversity of dwelling types has substantially increased by the construction of townhomes and apartments over the last four years. Notably, in Vernon, the number of new multi-unit homes in 2018-19 exceeded the number of new single-family homes.