

Background Report

Town of Saugeen Shores Short-Term Rental Licensing Study



Background Report

Town of Saugeen Shores Short-Term Rental Licensing Study

Table of Contents

1.0 Introduction 3

1.1 Short-Term Rental Accommodations (STRAs)..... 3

2.0 STRAs in Saugeen Shores 4

2.1 The STRA Market in Saugeen Shores..... 4

2.2 Feedback from Municipal Staff 5

2.3 Community Feedback 8

3.0 Legislative and Policy Framework12

3.1 Legislative Basis for STRA Licensing12

3.2 Current Policy Framework for STRAs.....12

3.2.1 County of Bruce Official Plan.....13

3.2.2 Town of Saugeen Shores Official Plan.....14

3.2.3 Town of Saugeen Shores Zoning By-law15

4.0 Case Study Review15

4.1 Policy Framework for STRAs16

4.1.1 Official Plans16

4.1.2 Zoning By-laws.....17

4.2 Regulatory Aspects of STRAs17

4.3 Administrative Frameworks18

4.4 Enforcement Mechanisms20

5.0 Potential Cost Recovery Models21

5.1 Activity-Based Cost Recovery Model.....22

5.2 Value-Based Cost Recovery Model22

5.3 Comparative-Based Cost Recovery Model.....23

6.0 Key Findings for a STRA Licensing By-law.....25

6.1 Legislative Basis25

Background Report

Town of Saugeen Shores Short-Term Rental Licensing Study

6.2 Definitions26

6.3 General Provisions31

6.4 Application Requirements.....33

6.5 Inspection.....35

6.6 License Issuance and Renewal36

6.7 License Terms and Conditions.....37

6.8 Fees.....38

6.9 Licenses Grounds for Refusal, Revocation, or Suspension38

6.10 Enforcement.....39

6.11 Orders41

6.12 Demerit Point System.....42

6.13 Administrative Monetary Penalties43

6.14 Appeals43

6.15 Severability44

6.16 Schedules45

7.0 Conclusions and Next Steps45

8.0 Appendix A: Case Study Review Comparison Tables49

8.1 Regulatory Aspects of Licensing Frameworks49

8.2 Enforcement Mechanisms55

8.2.1 Application Requirements.....56

9.0 Appendix B: Schedules to a Draft Short-Term Licensing By-law 1

9.1 Schedule A – Renter’s Code of Conduct..... 1

9.2 Schedule B – Demerit Point System..... 3

9.3 Schedule C – Responsible Person Consent Form..... 4

Background Report

Town of Saugeen Shores Short-Term Rental Licensing Study

1.0 Introduction

1.1 Short-Term Rental Accommodations (STRAs)

Short-term rental accommodations (STRAs) are private, residential dwellings that are rented for brief periods, typically less than 30 days, to provide temporary overnight accommodation to the traveling or vacationing public in lieu of more traditional forms of accommodation, such as hotels, motels, resorts, or bed and breakfast establishments. Much like hotels, motels, resorts, and bed and breakfast establishments, STRAs cater to tourists, business travelers, and temporary residents and can include entire dwellings, units in a condominium-apartment building, dwelling units in an accessory building, or even individual rooms in a dwelling.

STRAs are similar in nature to bed and breakfast establishments (B&Bs), with a few key distinctions. Although both STRAs and B&Bs provide temporary overnight accommodation to the traveling or vacationing public, the primary function of a B&B is as a primary residence for its owner and operator, with the B&B operation being a complementary or accessory use. In a B&B, typically the accommodation is not entirely self-contained, in that the bathroom and breakfast facilities may be shared with other guests and/or with the owner/operator of the B&B. In contrast, STRAs may be purpose built for tourist accommodation and sit vacant when not rented out. B&Bs function as a form of home-based business and therefore continue to serve a long-term residential purpose for their owner-operators even when not rented by the travelling or vacationing public. As such, B&Bs do not reduce the housing stock of a community in the same way that an STRA may.

In recent years, the popularity of STRAs has grown with the rise of online platforms such as Airbnb or VRBO which facilitate online bookings between guests and hosts. Unlike hotels, motels, resorts, or B&Bs which require business licenses to operate, in many jurisdictions, including Saugeen Shores, STRAs are allowed to operate unlicensed, meaning that anyone can act as a host and list their property without any additional oversight relating to guest safety, impact to neighbouring properties, or to a municipality's overall housing supply.

Municipal licensing of STRAs is primarily about balancing the benefits that STRAs can bring to a community with the potential impacts that STRAs can have on established residential neighbourhoods. While STRAs can boost local tourism and economic development, licensing ensures that this growth remains sustainable and avoids undermining available housing supply and neighbourhood stability. Whereas STRAs can lead to noise complaints, parking congestion, nuisance related to excessive garbage, or diminished community cohesion, licensing can:

- Provide a mechanism to track or limit the number of STRA operators,
- Geographically concentrate where STRAs are permitted,
- Require inspections to ensure guest safety, enforce regulations relating to guest occupancy, parking, and other aspects of STRA operations, and
- Penalize non-complying STRA operators.

Background Report

Town of Saugeen Shores Short-Term Rental Licensing Study

In turn, any revenue generated from licensing fees can support local services and tourism infrastructure to ensure overall sustainability in the long term.

2.0 STRAs in Saugeen Shores

2.1 The STRA Market in Saugeen Shores

The Town of Saugeen Shores is an attractive summer tourism destination in Ontario, and is influenced by the accommodation needs of nearby employers for temporary transient and/or seasonal workers. Temporary accommodations in hotels, motels, resorts, bed and breakfast establishments, campgrounds, vacation rentals, and STRAs are essential for providing the necessary capacity to accommodate these visitors.

The Town's accommodation market is composed of approximately 380 hotel and motel rooms, 163 unique STRA listings with 468 beds, and 4 campgrounds (excluding MacGregor Point Provincial Park). The majority of the hotel and motel rooms are located in the Port Elgin settlement area, while STRAs are found throughout both settlement areas and some agricultural reserve areas of the municipality.

The Town of Saugeen Shores is within Region 7 of the Ontario Ministry of Tourism, Culture and Gaming (MTCG), which includes the Bruce Peninsula, Southern Georgian Bay and Lake Simcoe. In 2025 for MTCG Region 7, the average rate for a hotel room was \$171 per night with an average occupancy rate of 66%. For STRAs in MTCG Region 7, the average rate was \$374 per night with an average occupancy rate of 38%.¹

Exposcape Limited undertook a more detailed inventory of all STRA listings in the Town as of December 2025. Data sources included Airbnb, Booking.com, individual proprietor listings on common internet search engines, and VRBO. The average rate for an STRA in the Town is \$300 per night for an entire home, or \$111 per night for a private bedroom (Table 1). Data provided by the Town would suggest an average occupancy rate of 59% for STRAs.

¹ Ontario Ministry of Tourism, Culture and Gaming. 2025. (Table). *Hotel and Short-Term Rental Statistics – October 2025*. Ontario Data Catalogue. Released January 13, 2026.

Background Report

Town of Saugeen Shores Short-Term Rental Licensing Study

Table 1 Summary of number of listings, average rate per night, and monthly revenue forecast by bedroom in the Town of Saugeen Shores, 2025

| Number of Bedrooms | Number of Listings | Average per Night | Monthly Revenue Forecast (Nightly Rate x Occupancy Rate) |
|---------------------------|---------------------------|--------------------------|---|
| 6+ bedrooms | 7 | \$535.56 | \$9,749.32 |
| 5 bedrooms | 10 | \$402.24 | \$7,119.57 |
| 4 bedrooms | 26 | \$432.87 | \$7,661.84 |
| 3 bedrooms | 48 | \$236.20 | \$4,180.76 |
| 2 bedrooms | 49 | \$210.82 | \$3,731.55 |
| 1 bedroom | 23 | \$212.39 | \$3,759.27 |
| Overall | 163 | \$300.03 | \$5,310.57 |

There are 6,905 total dwellings in the Town of Saugeen Shores .² Therefore, the 163 STRAs occupy 2% of the Town's housing stock, which is substantially higher than the Ontario average of 0.69% .³

2.2 Feedback from Municipal Staff

In November 2025, a survey was conducted among municipal staff to gather feedback and insights regarding STRA's in Saugeen Shores. Responses were collected from several staff members across different departments. The questions in the survey focused on the following themes:

- Goals and Objectives of a STRA Licensing By-law;
- Experience with issues and complaints of STRA's currently in the Town;
- Aspects to be regulated in a Licensing STRA By-law;
- Revenue Generation; and,
- Enforcement Mechanisms.

² Statistics Canada. 2023. (Table). *Census Profile*. 2021 Census of Population. Statistics Canada Catalogue no. 98-316-X2021001. Ottawa. Released November 15, 2023.

³ Statistics Canada. 2024. (Analysis in Brief). *Short-term rentals in the Canadian Housing Market*. Statistics Canada Catalogue no. 11-621-M. Ottawa. Released July 30, 2024.

Background Report

Town of Saugeen Shores Short-Term Rental Licensing Study

As part of the survey, seven different goals and objectives were identified and asked to be ranked based on most to least important. The identified goals and objectives are as follows, in order of their ranking by participants:

1. Safety and wellbeing of visitors and tenants;
2. Accountability of landlords, hosts, and owners;
3. Stable neighbourhoods for residents;
4. Adequate housing supply across a wide range of income level;
5. Flexible housing supply for temporary workforce;
6. Economic prosperity for businesses; and,
7. Outstanding tourism experience for visitors.

Responses from Staff outline safety and wellbeing of visitors and tenants as a top priority, (57%), with accountability of landlords, hosts and owners (29%) being a second priority for a licensing by-law. This outlines the importance of the STRA By-law to focus on the experience of short-term rentals, both for users and owners. Outstanding tourism experience for visitors (57%) was deemed the least important goal for a licensing by-law, indicating the need for the by-law to focus on regulating the use of STRAs. Other goals outlined by Staff not in the list above include offsetting administrative costs, adherence to existing regulations in Ontario (i.e.: Building Code and Fire Code) and balancing the needs of both residential growth and economic development through tourism.

In terms of Staff's experience with issues and complaints with current STRA's in the Town, generally staff heard issues arise monthly (67%) from these uses. The nature of the issues and complaints vary, including parking, noise, waste management and high occupancy of a single STRA. Generally, Staff have not noticed a geographic concentration of issues and/or complaints from STRA's but subjectively believe most complaints come from the older cottage areas in Saugeen Shores.

The survey also covered questions on the various aspects and methods of regulating STRA's. This included what standards should be regulated by a licensing by-law, whether STRA's should be limited to a specific housing type and if they should be limited to specific geographic area.

For standards that should be regulated by a licensing by-law, the top three answers were noise, parking and occupancy limits. These responses reflect the nature of the complaints received by Staff as mentioned above. Other popular answers included annual safety inspections and open air burning. Staff did not support the need to regulate the maximum number of stays per calendar year or require the presence of the host on site during the rental stay.

Background Report

Town of Saugeen Shores Short-Term Rental Licensing Study

The majority of responses from staff (85%) agreed that STRA's should be permitted in all housing types, with all respondents in support of not regulating where STRA's are permitted from a geographic perspective. This consensus demonstrates Staff are more focused on appropriate regulations and standards for STRAs than their specific geographic locations.

For the cost and revenue generation from a licensing program, there was no clear answer as to where the revenue from STRA licensing by-law should be used based on responses received. There was a moderate consensus (42%) of responses to ensure revenue covered the cost of the STRA program, which is reflective of concerns outlined by respondents as an additional goal and objective of the by-law. Staff note the existing limited time resources within the Town and their desire to have a program that can be easily implement and managed effectively.

Lastly, the survey provided the following list of mechanisms for enforcing the standards and regulations that are included in an STRA licencing by-law:

- Warning notice of an infraction;
- Demerit point system;
- Monetary fines;
- STRA License suspension;
- STRA License revocation;
- All of the above, depending on severity of offence;
- All of the above, depending on frequency of offence;
- All of the above, depending on severity and frequency of offence; and,
- Other (please specify)

The majority of responses, (57%) indicated that they are generally supportive of any and all measures (warnings, demerit points, monetary fines, license suspension and revocation) as tools implemented through a STRA licensing by-law, depending on the severity and frequency of the offence. Respondents did not outline any additional mechanisms that should be considered as part of the STRA licensing by-law.

Overall, the responses from staff outline the desire to implement a framework to manage STRAs within the Town. The needs of users and operators should be balanced, while ensuring proper enforcement and implementation of the program is carefully considered to increase the likelihood of long-term success for the STRA licensing program.

Background Report

Town of Saugeen Shores Short-Term Rental Licensing Study

2.3 Community Feedback

In July 2025, the Town initiated a public opinion survey to gather feedback and insights from the community regarding STRAs in Saugeen Shores, with responses collected from over 450 participants. The survey asked participants:

- Whether they were aware of or suspected STRA properties in their neighbourhood;
- About the nature of any nuisances they had experienced relating to STRAs in their neighbourhood;
- What benefits of STRAs were most important to them;
- How the Town should regulate STRAs; and,
- General comments and suggestions about STRAs from over 130 participants.

While many respondents were unsure as to whether there were any STRAs operating in their neighbourhood (29%), the majority indicated that they knew of (40%) or suspected at least one STRA property in their neighbourhood (13%). Only a few respondents (3%) indicated that they operated a STRA on their property.

Concerning the nuisances experienced by neighbours of STRA properties, the most commonly cited were related to:

- Excessive cars parked along roads or blocking access (28%);
- Loud noises from groups of people partying late at night (21%); and
- Excessive/loud dog barking (14%).

That said, the majority of respondents (53%) indicated that they hadn't experienced any nuisances related to a STRA property.⁴ Figure 1 below shows a visual summary of all responses collected regarding nuisances that residents have personally experienced in their neighbourhoods. "Other" nuisances reported related to:

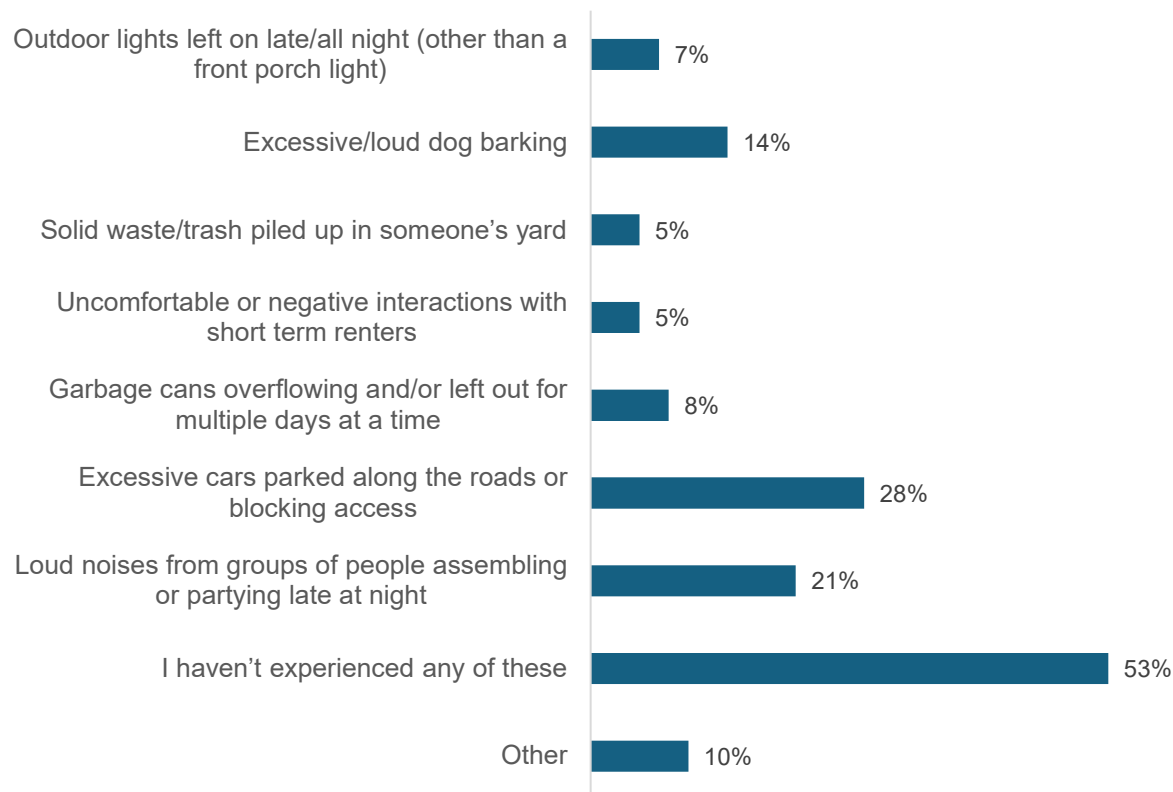
- Property and environmental issues (e.g., poor property maintenance, excessive removal of trees, outdoor fires left unattended);
- Safety and traffic concerns (e.g., reckless driving/speeding, ATV/motorcycle use on rail trails, excessive or illegal use of fireworks);
- Community and social impact (e.g., lack of ability to form community due to transient renters, contribution to housing shortages and affordability issues);
- Waste and cleanliness (e.g., trash dumping in public receptacles, empty alcohol containers in yards); and,
- Complaints related to unauthorized entry/trespassing onto private property.

⁴ Note that since respondents are able to select more than one option, these percentages will not total to 100%.

Background Report

Town of Saugeen Shores Short-Term Rental Licensing Study

Figure 1 Which of the following nuisances have you personally experienced in your neighbourhood, if any, from short term rentals? Choose all that apply.



As for the benefits of STRAs, those most important to respondents were:

- More visitors supporting local and small business (49%);
- Making property ownership more affordable to homeowners (31%); and,
- People having less expensive options to stay as visitors (28%).

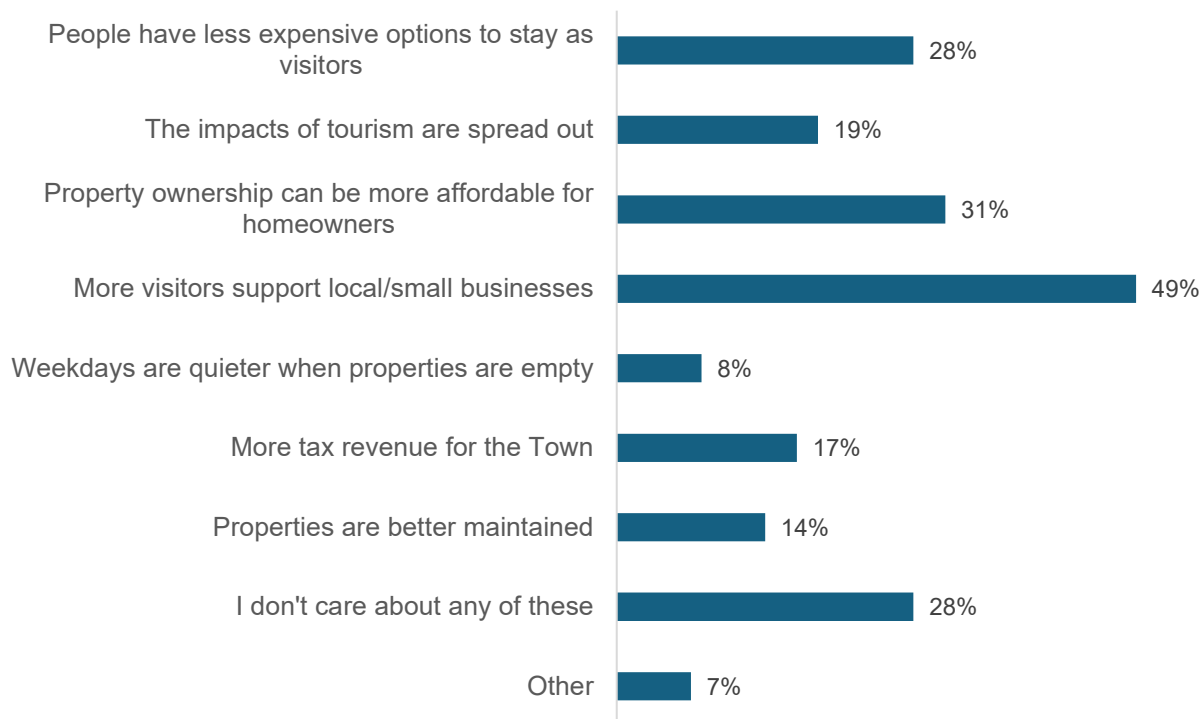
However, many respondents (28%) reported that there were no benefits to STRAs that were important to them.

Figure 2 provides a visual summary of all responses relating to the importance of select benefits of STRAs.

Background Report

Town of Saugeen Shores Short-Term Rental Licensing Study

Figure 2 Which of the following benefits of short-term rentals are most important to you, if any? (Choose up to 4, if any)



Regarding the Town's response to the regulating STRAs in Saugeen Shores, the most popular option was to require STRAs to be registered with an owner's phone number and complaint forms (52%). Other popular approaches included:

- Requiring STRAs to be permitted and subject to loss of STRA permit for a certain number of parking and other nuisance violations (43%); and,
- Limiting STRA parking to the number of off-street parking spots required for the use on the property (39%).

Figure 3 shows a visual representation of the support for various regulatory approaches to STRAs suggested.

Other regulatory approaches suggested in the survey responses related to:

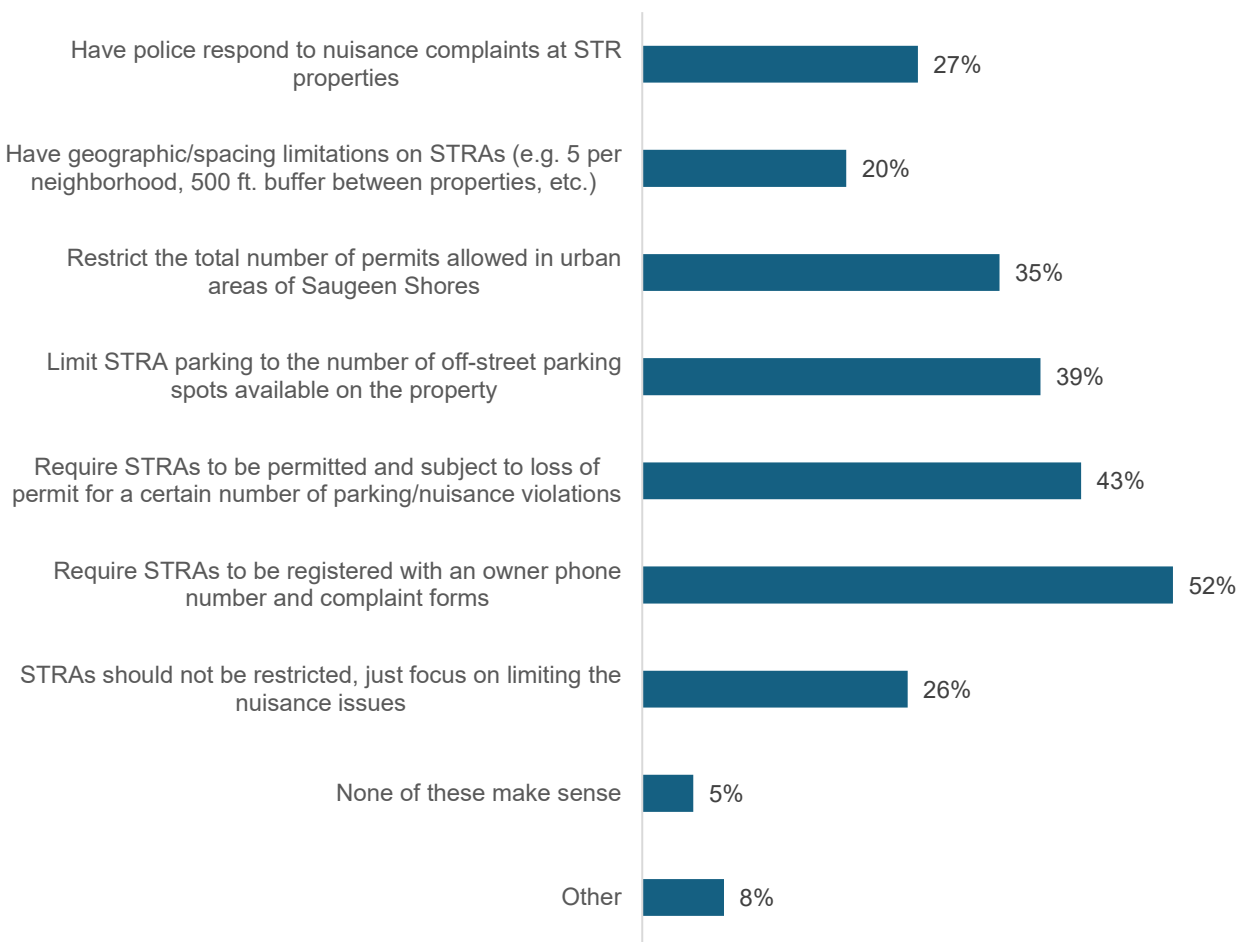
- Enforcement and penalties (e.g., fines for misuse of STRAs or nuisances affecting neighbours, consistent enforcement of parking and by-law violations, police involvement for road traffic violations, holding owners responsible for compliance);

Background Report

Town of Saugeen Shores Short-Term Rental Licensing Study

- Licensing/registration (e.g., high application fees for mandatory registration, requiring septic and fire code inspections as part of permitting, proof of liability insurance as part of permitting);
- Restrictions on location and occupancy (e.g., limiting STRAs to traditional cottage areas and excluding family neighbourhoods, permitting STRAs only in owner-occupied dwellings, regulating maximum guest occupancy, including pets); and,
- Taxation/revenue measures (e.g., municipal accommodation tax to fund affordable housing initiatives, vacancy tax for properties unused for more than 3 months per year, use of STRA revenue to lower municipal taxation rates).

Figure 3 If the Town of Saugeen Shores were to regulate short-term rental accommodations (STRAs), which do you believe would be the most appropriate? (Choose up to 4, if any)



The survey responses reveal a mix of concerns and support for STRAs in Saugeen Shores. Many residents cite issues such as excessive noise, fireworks, garbage overflow, poor property

Background Report

Town of Saugeen Shores Short-Term Rental Licensing Study

maintenance, and parking congestion related to STRAs operating in their neighbourhoods, particularly near beaches and residential areas. There is strong advocacy among survey respondents for stricter regulation, including:

- Mandatory registration;
- Fire code compliance;
- Regular inspections; and,
- Clear owner accountability, including having a local property manager available to respond to nuisances that may arise.

Suggested restrictions include:

- Minimum stays of at least one week;
- Limits on guest occupancy and rental frequency; and,
- Limiting STRAs to specific areas of the Town in the Zoning By-law.

Respondents also were supportive of municipal accommodation taxes to fund enforcement and affordable housing initiatives, as STRAs are widely perceived by survey respondents to reduce long-term rental availability and increase housing costs for local residents. While some view STRAs as detrimental to neighbourhood character and housing affordability, others emphasize their economic benefits, noting that tourism and workforce accommodations are vital for local economic sectors in the Town. Several comments also stressed the need for balanced policies, enforcement of existing by-laws, and learning from best practices in other communities. Overall, the feedback underscores a desire to manage STRAs responsibly without undermining tourism, temporary workforce accommodation, or use of private property.

3.0 Legislative and Policy Framework

3.1 Legislative Basis for STRA Licensing

In Ontario, the *Municipal Act* provides municipalities with broad powers to enact by-laws and govern activities within their jurisdiction, which includes some aspects related to STRAs such as business licensing, the health, safety, and well-being of persons, and the imposition of administrative penalties and fees to enforce by-law compliance. The *Planning Act* provides municipalities with the authority to regulate the use of land and the erection of buildings and structures through various planning tools, including the use of zoning to regulate permitted uses and apply development standards.

3.2 Current Policy Framework for STRAs

This section of the report examines the current state of regulation regarding STRAs in Saugeen Shores, with discussion of relevant policies of the Official Plans for the County of Bruce and the Town of Saugeen Shores, as well as how STRAs are addressed in the Zoning By-law.

Background Report

Town of Saugeen Shores Short-Term Rental Licensing Study

3.2.1 County of Bruce Official Plan

The Official Plan for the County of Bruce (the “County Official Plan”) was adopted by County Council in May 1997 and provides high-level policy direction governing land use planning and development across the County, including direction to the lower-tier municipalities for their respective land use planning policy frameworks. The in-effect County Official Plan was last comprehensively reviewed and approved by the Ministry of Municipal Affairs and Housing in June 2010 and is currently undergoing a subsequent comprehensive review for the planning horizon to 2046. At this time, a draft of the updated County Official Plan has been made publicly available and is currently being revised to address stakeholder feedback before a final version is presented to County Council for adoption. As such, both the in-effect and the draft County Official Plans are discussed in this section of the report.

Housing policies from the in-effect County Official Plan encourage the development of housing that is affordable to the residents of the County, requiring that housing developments must include all forms of housing required to meet the social, health, and well-being requirements of current and future residents, including special needs requirements. While the in-effect County Official Plan includes policies addressing garden suites and secondary suites, the latter of which could presumably be used for short-term accommodation, it remains silent on the regulation of STRAs by lower-tier municipalities. The draft County Official Plan addresses this gap by including the following policy regarding STRAs:

- 3.2.5 (6) *To support the maintenance of existing rental housing, local municipalities may:*
- (a) Use planning and licensing tools to appropriately regulate short term rental occupancy of residential units; and*
 - (b) Establish rental replacement by-laws that address matters such as temporary rehousing, offers to return tenants, and maintenance of rental rates, when properties with existing rental units are redeveloped.*

In addition to the above, permissions for STRAs as a commercial use are extended to the Rural Area designation of the draft County Official Plan as “tourism related commercial enterprises ... that cater to the travelling public [and] that are in close proximity to a tourism resource or attraction” (Section 4.3.3.2 (7)(b)). Discretion is granted to lower-tier municipalities as to the permitted uses of the Primary and Secondary Urban Communities Designation and the Hamlet Designation, considering the built form, compatibility, and availability of appropriate servicing and infrastructure in the case of the Hamlet Designation, and the planned function of the settlement area and a full range of uses consistent with existing or planned municipal servicing in the case of the Primary and Secondary Urban Communities Designations. Notably, STRAs are not established as a permitted use in the Agricultural Area Designation. While not explicitly permitted in the Shoreline and Seasonal Recreational Area Designation⁵, general policies

⁵ Permitted uses are limited to seasonal residential dwellings, year-round residential dwellings, additional residential units, public parks/open space, limited small-scale convenience commercial uses serving

Background Report

Town of Saugeen Shores Short-Term Rental Licensing Study

specific to this designation highlight these areas as the primary areas for tourism and recreation, including the residential accommodations required to support these uses. As such, any licensing by-law will need to reflect the areas of the Town where STRAs are a permitted use in the County Official Plan, including the Rural Area Designation, and subject to the above considerations and at the Town's discretion, the Hamlet Designation, the Primary and Secondary Urban Communities Designations, and the Shoreline and Seasonal Recreational Area Designation, notably excluding the Agricultural Area Designation.

Concerning temporary workforce housing, the in-effect County Official Plan notes an expected employment increase of temporary staff at Bruce Power during its reconstruction phase and heightened concerns regarding the resulting impact on the rental housing market. Policies in the in-effect County Official Plan encourage lower-tier municipalities in the vicinity of Bruce Power to work in partnership with Bruce Power officials, the County, and other housing groups to address and effectively resolve the short-term housing needs of the temporary Bruce Power employees, with these policies also carried forward in the draft County Official Plan. Enacting a regulatory framework to address STRAs is one mechanism the Town could employ to ensure the safety and adequacy of STRAs for temporary employees of Bruce Power, while mitigating any potential impact of such housing on the long-term rental housing market.

3.2.2 Town of Saugeen Shores Official Plan

The Official Plan for the Town of Saugeen Shores (the "Town Official Plan") sets out how land in Saugeen Shores will be used for the next 20 years and provides more detailed guidance regarding land use planning and development in the Town, following direction from the County Official Plan and provincial policy. The Town Official Plan was adopted by Town Council in December 2012 and approved by the County in March 2014.

As with the County Official Plan, the Town's general housing policies remain silent on STRAs.

The Town Official Plan contains two residential land use designations, which include the Residential and Shoreline Residential designations. The Town Official Plan does not explicitly permit STRAs in the Residential designation, though allows "other uses compatible with residential neighbourhoods" (Section 3.6.3.1), including bed and breakfast establishments among other uses as examples of such compatible uses. In the Shoreline Residential designation, the Town Official Plan stipulates that the predominant use shall be for detached residential units/buildings, both seasonal and permanent, recognizing, however, existing commercial uses, housekeeping cottages, and cabin rental establishments as permitted uses and requiring the establishment of new operations to complete a Planning Report and a Settlement Capability Study. STRA use does not appear to align with the permitted uses of any of the remaining settlement area designations, with the exception of the Recreational designation where low-density residential uses may be permitted where full municipal services

residential developments, home occupations, bed and breakfast establishments, places of worship, travel trailer parks, and commercial campgrounds.

Background Report

Town of Saugeen Shores Short-Term Rental Licensing Study

are provided to promote diversification of housing and efficient use of current recreational land, resources, infrastructure, and public service facilities, and support the use of active transportation. Subject to interpretation, STRAs may also be permitted in the Core Commercial designation where residential units accessory to a main floor commercial use are permitted and where medium- and high-density residential development is permitted.

Any future licensing by-law should be aligned with the Town Official Plan in terms of where STRAs may be sited as permitted uses, as discussed above. The Town may benefit from additional policy in its Official Plan to enable the licensing of STRAs before a by-law under the *Municipal Act* is passed, as well as clarification in existing policies regarding permitted uses in the above designations, recognizing STRAs as a unique case that existing policy has not yet explicitly considered (i.e., a quasi-residential, quasi-tourist commercial use).

3.2.3 Town of Saugeen Shores Zoning By-law

The Town of Saugeen Shores Zoning By-law No. 75-2006, as amended (the “Zoning By-law”) regulates land use, dictating what types of buildings are allowed, where they can be located, lot sizes and dimensions, parking requirements, building heights, property lines, and more. Any new development or redevelopment must be in compliance with the Zoning By-law in order to receive a building permit from the Town.

Currently, STRAs are not defined within the Zoning By-law, nor established as a permitted use in any zone. Should a licensing by-law be introduced in the Town, amendments to the Zoning By-law are required to both define what a STRA is and identify the zones in which STRAs are permitted, subject to the regulations of any future licensing by-law.

4.0 Case Study Review

Short-term rental accommodations are a Province-wide phenomenon, with many municipalities recently adopting regulatory frameworks tailored to their own unique circumstances and concerns, including escalating housing costs from constrained supply, availability of affordable housing and long-term rentals, and potential impacts on the existing hospitality industry (e.g. hotels, motels, and resorts). This section of the report discusses the regulatory approaches of other municipalities similar to the Town in terms of size and geographic context through a case study review. These approaches can serve as a benchmark for any future framework the Town may choose to adopt to regulate STRAs.

A total of six municipalities were selected for the case study review based on their similarity to the Town in terms of tourism potential, including:

- Town of Penetanguishene;
- Town of Blue Mountains;
- Township of Georgian Bluffs;
- Town of Huntsville;

Background Report

Town of Saugeen Shores Short-Term Rental Licensing Study

- Municipality of North Bruce Peninsula; and,
- Town of Kincardine.⁶

For each municipality, we conducted a desktop review of information available online to analyze and document the regulatory approach taken by each municipality to address STRAs, including review of the applicable Official Plan, Zoning By-law, and STRA by-law. Results of the desktop review were supplemented with informal interviews with municipal staff to better understand the administrative aspects of STRA regulation and highlight any successes and challenges to implementation and enforcement.

4.1 Policy Framework for STRAs

Table 2 below outlines the relevant components of each case study municipality’s policy framework and whether they address STRAs in their upper or lower tier Official Plan or Zoning By-law:

Table 2 Overview of case study review by municipality

| | Blue Mountains | Georgian Bluffs | Huntsville | Northern Bruce Peninsula | Kincardine | Penetanguishene |
|---|----------------|-----------------|------------------|--------------------------|--------------|-----------------|
| | Grey County | Grey County | Muskoka District | Bruce County | Bruce County | Simcoe County |
| Upper Tier Official Plan | Yes | Yes | Yes | No | No | No |
| Lower Tier Official Plan | Yes | No | No | No | No | No |
| Zoning By-law or Community Planning Permit By-law | Yes | No | Yes | No | Yes | Yes |

4.1.1 Official Plans

Although some upper-tier municipalities’ Official Plans contain policies regarding STRAs, largely with direction for lower-tier municipalities to establish regulatory frameworks, only the Town of

⁶ The Town of Kincardine is currently in the process of adopting a licensing by-law to regulate STRAs, having presented a draft by-law to Council for consideration in November 2025 and targeting an in-effect date of January 2026. Although their by-law has not yet been adopted by Council, the draft has been included in the case study review given that STRAs are addressing both local tourism and temporary workforce housing in Kincardine as in Saugeen Shores.

Background Report

Town of Saugeen Shores Short-Term Rental Licensing Study

Blue Mountains prescribes policy at the lower tier specific to STRA regulation. These policies in the Town of Blue Mountains Official Plan were adopted by the Town through amendment to their plan in August 2023 and establish STRAs as primarily commercial uses which have the potential to negatively affect adjacent residential properties. These policies further outline specific areas where STRAs are exclusively permitted, with the following criteria applied to all STRA uses:

- Prohibited in residential neighbourhoods;
- Directed toward a commercial or other appropriate designation;
- Appropriately zoned for a short-term accommodation use;
- Provide mitigation measures through compliance with zoning provisions, site performance standards, operational controls, and site works (e.g., noise control, waste management, servicing);
- Connect to municipal water and sewage services in accordance with the Official Plan;
- Subject to site plan control in accordance with the Official Plan; and,
- Require a business license for their operation.

The Town of Blue Mountains Official Plan provides further direction for the implementing Zoning By-law to establish appropriate provisions related to the scale of STRA uses, parking requirements, separation distances, setbacks, and buffering.

4.1.2 Zoning By-laws

Provisions regulating STRAs are found in most Zoning By-laws where a licensing framework is in place, with some establishing only permissions for STRAs in select zones while others also include general provisions establishing requirements for:

- Maximum guest occupancy;
- Minimum separation distances between STRAs;
- Site plan control;
- Planting strips adjacent to residential zones;
- Waste management;
- Connection to municipal water and sewage services;
- On-site parking;
- Location within single detached dwelling as principal building or in select zones in a residential unit above a ground floor commercial use; and,
- Prohibiting STRAs on lots with additional residential units, garden suites, group homes, boarding and rooming houses, bed and breakfast establishments, or home occupations.

4.2 Regulatory Aspects of STRAs

In terms of the operational aspects of an STRA which are regulated by each of the case study licensing by-laws, these generally address the following:

Background Report

Town of Saugeen Shores Short-Term Rental Licensing Study

- Advertising, operating, or using an STRA without a valid license or in contravention of the terms and conditions or approved floor plans/site plans of the issued license, or modifying or transferring a license to another person;
- Proof of ownership of the subject property, with some frameworks allowing tenants to operate an STRA with the owner's written consent and most allowing corporate ownership, provided proof that the corporation is legally entitled to operate in Ontario;
- Maximum guest occupancy, generally equivalent to two persons per designated bedroom plus two to four additional persons;
- Types of buildings where STRAs may be permitted, with most licensing frameworks prohibiting STRAs to be located within an accessory building or an additional residential unit;
- Identification of a Responsible Person who can be contacted within 30 minutes and available to respond on-site to the STRA within 60 minutes of contact by municipal staff, with most frameworks posting their contact information in an online registry and some others further requiring their contact information be posted on the subject property;
- Information packages for renters, including a Renters Code of Conduct in all licensing frameworks, as well as approved floor plans, information needed in case of emergency, and details regarding waste management and on-site parking;
- Written record keeping of guest stays, with information regarding renters, length of stays, testing of smoke alarms and CO monitors, and annual inspections for gas or wood fired appliances;
- Use of outdoor amenities, including outdoor fires, outdoor hot tubs, and outdoor pools; and,
- Maximum number of STRAs that may be permitted, with some establishing caps on the number of issued licenses across the municipality, others establishing caps on the number of STRAs that a single owner can operate across the municipality, and others only requiring that only one STRA may be permitted to operate per property

4.3 Administrative Frameworks

Further to the regulatory aspects of the STRA's operation, each licensing framework also details the application requirements that landowners must meet when establishing an STRA through a new license. Generally, across all licensing frameworks, this includes:

- Proof of property ownership (e.g., transfer/deed), and if a corporation, proof that the corporation is legally entitled to operate in Ontario;
- Proof of insurance, with most requiring a minimum of \$2 million in general liability, and some specifying commercial liability insurance;
- Renter's information package, with the Renters Code of Conduct, floor plans, information in case of emergency, and details regarding parking and waste management;
- Name and contact information for Responsible Person available to be contacted within 30 minutes and to respond on-site within 60 minutes;
- Floor plan, detailing guest bedrooms and occupancy loads, fixtures, entrances, exits, fire escape routes, appliances, smoke/CO alarms, fire extinguishers, etc.;

Background Report

Town of Saugeen Shores Short-Term Rental Licensing Study

- Site plan, detailing location/setbacks of all buildings and structures, including wells, septic systems, fire pits, exterior decks, parking areas, and shoreline amenity areas;
- Parking management plan;
- Waste management plan;
- Confirmation of adequate servicing (e.g., in case of private servicing, proof of septic system pump-out and inspection); and,
- Consent to disclose information on municipal website (e.g., address of STRA, name/contact information of owner and Responsible Person).

Once a complete application is submitted to the municipality, inspections are typically required by the Chief Building Official and Fire Official to ensure compliance with the Ontario Building Code and the *Fire Protection and Prevention Act*.

To administer the licensing framework, most municipalities have opted to utilize the CloudPermit platform for application intake, internal circulation between reviewing departments, communication with applicants, online payment of fees, and license issuance and renewal. This platform was favoured by municipal staff interviewed over available alternatives as many municipalities use the CloudPermit platform to manage planning and building permit applications and staff are already familiar with the interface.

Some municipalities reported initially using other software platforms to administer their licensing frameworks, including Granicus, citing their 24/7 hotline as a sought-after feature to respond to complaints after business hours. All of the municipalities who reported using Granicus reported concerns over the value and quality of the service they received through the Granicus platform and discontinued using this platform over these concerns. One municipality reported continuing to use Granicus' services for "scraping" online platforms (e.g., Airbnb or VRBO) for listings without valid licenses and found this service to be valuable to assist with their enforcement efforts, though most other available software platforms also offer this feature.

The administration of the STRA licensing program will require some form of software system to manage applications, complaints, inspections, and violations. There is a wide range of potential solutions of varying cost, complexity, and capability that could be implemented by the Town (Table 3). The appropriate software solution for the Town would depend upon existing software licenses, technical capability, and desired workflows within the by-law enforcement team. Further investigation by Town staff into available software platforms is recommended should Council opt to move forward with implementing an STRA licensing framework.

Background Report

Town of Saugeen Shores Short-Term Rental Licensing Study

Table 3 Summary of potential software solutions for managing the STRA licensing program⁷

| Software Solution | Cost | Complexity | Capability |
|-------------------|------------------------------|------------|------------|
| Accela | High | Low | High |
| CitizenServe | High | Moderate | Moderate |
| Cityview | High | Low | High |
| CloudPermit | High | Low | High |
| Deckard Tech | High | Moderate | Moderate |
| Esri | Low (if already licensed) | Moderate | High |
| Govbuilt | High | Low | High |
| Granicus | High | Moderate | High |
| iWorQ Systems | High | Moderate | Moderate |
| Nuemo (GovOS) | High | Low | Moderate |
| Office365 | Low (if already licensed) | High | Moderate |
| OpenGov | High | Low | Moderate |

4.4 Enforcement Mechanisms

Each municipality’s licensing framework for STRAs includes an enforcement mechanism which couples a demerit point or complaint system with a punitive fine for non-compliance with the licensing by-law or any of the municipality’s other by-laws (e.g., noise, fireworks, open burning, etc.).

Where demerit points are used in the licensing framework, they remain on file for a period of one or two years once issued and accumulate based on the severity of the offence, with most licensing frameworks establishing a threshold for a temporary suspension, and all licensing frameworks establishing an absolute threshold where a license would be revoked. In some

⁷ All cost, complexity, and capability ratings are based upon qualitative determinations by Exposcape Limited from preliminary reviews of publicly available information from each software solution’s vendor. Ratings will change upon further investigation and consultation with each vendor’s sales department.

Background Report

Town of Saugeen Shores Short-Term Rental Licensing Study

cases, the licensing by-law further establishes a one-year “black out” period once a license has been revoked whereby a new license cannot be applied for or issued.

The complaint-based system works similarly to the demerit point system, though the severity of the offence does not factor into when the license may be suspended or revoked. In most cases, complaints remain on file for a one-year period once confirmed by municipal staff, with some licensing frameworks establishing separate thresholds for license revocation within a 6-month period and a 1-year period, while most others specify only the maximum number of complaints confirmed against an STRA in a 1-year period before the license will be revoked.

In terms of the fines that may be levied alongside demerit points or complaints, some municipalities have opted to use an administrative monetary penalty (AMP) over the more traditional approach to enforce through the *Provincial Offences Act*. Where an AMP process is adopted by by-law, a punitive fine can be imposed by the municipality directly within the context of an administrative process, rather than a judicial process, as is the case with fines imposed under the *Provincial Offences Act*. In municipalities where the AMP process has been adopted in their licensing frameworks, municipal staff highlighted this as a key strength of their approach for its process efficiency and recommended it to others considering how to regulate STRAs.

In all cases, the licensing frameworks allow for an appeals process, where a hearing can be requested by the STRA owner/operator to challenge a demerit point or a fine imposed for non-compliance. Municipal staff highlighted this as a challenge when initially setting up the licensing framework, in needing to identify which staff or department would screen appeal requests, and where authority would rest to hear and decide on the merits of an appeal. In some cases, Council serves the role of the appeal hearing body, while others delegate this authority to staff (i.e., Chief Administrative Officer) or a third-party entity (e.g., Parliamentarian) external to the municipality.

5.0 Potential Cost Recovery Models

The management and enforcement of the potential STRA licensing by-law would create human resource and administrative costs for the Town. Some municipalities choose to recover a portion of or all the costs of an STRA licensing program, instead of incurring the costs through the general fund. Full cost recovery is an ideal approach for the Town, given the scale of STRAs in Saugeen Shores, the existing capacity of the Town’s human resources, and proposed approach to licensing described in this report.

This report only considers licensing application fees in the development of potential cost recovery models. However, should the Town generate any surplus from application fees generated through the STRA licensing program, this could be allocated into a general reserve to be spent on other aspects of the Town’s administration. Potential charges tied to specific contraventions of the proposed STRA licensing by-law through a yet-to-be established

Background Report

Town of Saugeen Shores Short-Term Rental Licensing Study

Administrative Monetary Penalty System (AMPS) or the traditional POA model in the Town is beyond the scope of this current engagement.

Municipal fees and charges can be set in one of three ways:

1. Activity-based, where licensing application fees are set based upon the costs to administer the licensing program;
2. Value capture-based, where licensing application fees are set based upon the applicant's ability to pay; or
3. Comparative-based, where licensing application fees are set based upon peer municipalities to maintain competitiveness.

5.1 Activity-Based Cost Recovery Model

The average annual cost for a by-law enforcement officer in Ontario is \$95,600 for salary, benefits, and resourcing costs.⁸ License management software and direct mileage associated with inspections could potentially cost an additional \$10,000 per year.

The administration and enforcement of the STRA licensing program would likely require the dedicated effort of one by-law enforcement officer. Therefore, evenly splitting the annual cost of \$105,600 per year to administer the licensing program across the 163 existing STRA properties would translate to a recommended licensing application and renewal fee of \$647.85 per year.

5.2 Value-Based Cost Recovery Model

Real estate investors typically use a “hurdle rate” or “internal rate of return (IRR)” of 15% profit to determine if a (STRA) property would be a sound investment. This IRR enables investors to recoup their original investment and support long-term maintenance and upkeep of the property. The value capture theory suggests that municipalities should sequester through licensing application fees a portion of the excess profit above 15% to recoup costs associated with STRAs, provide return investments to community infrastructure, while also discouraging real estate from becoming a speculative investment.

STRA revenue can be modelled as the average per night rate discounted by the average occupancy rate over 30 days. Revenue also typically varies by number of beds in an STRA, with larger dwellings typically commanding higher rates. Given the seasonality of the Town's tourism market, the average occupancy rate is set at 59% for 6 months during the high season (the Town-specific average), and 38% for 6 months during the low season (the MTCG Region 7 average).

⁸ Government of Canada. 2025. (Table). Labour market information – By-law Enforcement Officer in Canada. Job Bank. Released December 1, 2025.

Background Report

Town of Saugeen Shores Short-Term Rental Licensing Study

STRA costs can be modelled as the opportunity cost for the owner to rent a similarly sized unit as a long-term rental as per the prevailing market rate plus an escalation rate of 25% to account for higher cleaning and maintenance costs incurred by the owner.

Modelling the typical STRA revenue and costs in the Town, with an assumption that the licensing application and renewal fee should capture 10% of the potential excess profit of an STRA, suggests the Town should set a fee of \$1,565.61 per year (Table 4). This fee could be further varied by the number of beds within the STRA to account for differences in revenue potential and opportunity costs.

Table 4 Summary of potential revenue, costs, excess profit, and value capture licensing fee by number of beds for STRAs in the Town of Saugeen Shores

| Number of Bedrooms | Potential Revenue per year | Potential Costs per year | Excess Profit per year | Value Capture Licensing Fee |
|---------------------------|-----------------------------------|---------------------------------|-------------------------------|------------------------------------|
| 6+ bedrooms | \$95,128.22 | \$29,100.00 | \$48,905.14 | \$4,890.51 |
| 5 bedrooms | \$70,230.64 | \$29,100.00 | \$28,489.12 | \$2,848.91 |
| 4 bedrooms | \$75,579.35 | \$29,100.00 | \$32,875.07 | \$3,287.51 |
| 3 bedrooms | \$41,240.64 | \$29,100.00 | \$4,717.32 | \$471.73 |
| 2 bedrooms | \$36,809.39 | \$27,300.00 | \$2,883.70 | \$288.37 |
| 1 bedroom | \$37,083.10 | \$22,875.00 | \$7,533.14 | \$753.31 |
| Overall | \$52,385.47 | \$27,300.00 | \$15,656.09 | \$1,565.61 |

5.3 Comparative-Based Cost Recovery Model

The Town of Saugeen Shores operates in a competitive regional tourism market where other municipal approaches to STRAs may inform the cost recovery approach. Examining the comparative municipalities reviewed in this report, there are varying approaches to charging licensing and other fees to STRA operators (Table 5). The average licensing application fee across these municipalities is \$896.15 per year. The median fee is \$500 per year.

Background Report

Town of Saugeen Shores Short-Term Rental Licensing Study

Table 5 Summary of licensing and other relevant fees and charges for comparative municipalities

| Municipality | Licensing Fee (annual) | Other Relevant Fees |
|--------------------------|---|---|
| Blue Mountains | Initial Fee (Zoned) - \$2,500 Initial Fee (Legal Non-Conforming) - \$2,560 Initial Fee (B&Bs) - \$590 Renews at same fee after two years | License Eligibility Inquiry Fee - \$80 Application Submission Fee - \$60 Fire Safety Fee - \$490 License Decision Appeal Fee - \$570 |
| Georgian Bluffs | Primary Residence License - \$500 Secondary Residence License - \$750 Seasonal License - \$500 Accessory Structure License - \$200 | None |
| Huntsville | Business License - \$150 | Lodging Tax Rate – 9% Lodging Tax Surcharge - \$2 per night |
| Northern Bruce Peninsula | Registration (A/B) - \$500 Registration (C) - \$0 Renewal (A/B) - \$500 Renewal (C) - \$1,500 | Inspection Fee - \$500 Re-Inspection Fee - \$250 (every three years, of after failed inspection) Municipal Accommodation Tax – 4% |
| Penetanguishene | License (2 rooms or less) - \$500 License (3 rooms or more) - \$900 | License Decision Appeal Fee - \$500 |
| Kincardine | <i>Draft by-law under review</i> | <i>Draft by-law under review</i> |

Background Report

Town of Saugeen Shores Short-Term Rental Licensing Study

6.0 Key Findings for a STRA Licensing By-law

This section of the report outlines key aspects of a STRA licensing by-law based on the background research and case studies reviewed for the Town to consider should it move forward with implementing a licensing framework for STRAs. Within each section, sample wording is provided for reference.

6.1 Legislative Basis

The by-law should first establish the legislative basis for adopting a by-law to license and regulate short-term rental accommodations within the Town, citing the appropriate provisions of the *Municipal Act* and Council's intention to enact the By-law. For example:

WHEREAS Section 8 of the *Municipal Act*, 2001, 5.0. 2001, c.25, as amended hereinafter referred to as the "*Municipal Act*" provides that a municipality has the capacity, rights, powers, and privileges of a natural Person for the purpose of exercising the authority under the Act;

AND WHEREAS Section 8 (3) of the *Municipal Act*, authorizes a municipality to provide for a system of Licenses;

AND WHEREAS Section 9 of the *Municipal Act*, provides that Section 8 and Section 11 shall be interpreted broadly so as to confer broad authority on municipalities to:

- a) enable municipalities to govern their affairs as they consider appropriate; and
- b) enhance their ability to respond to municipal issues;

AND WHEREAS Section 11 (2), of the *Municipal Act*, provides that a lower-tier municipality may pass by-laws respecting the economic, social, and environmental well-being of the municipality, the health, safety, and well-being of Persons, and the protection of Persons and Property including consumer protection;

AND WHEREAS Section 151 of the *Municipal Act*, provides that a municipality may provide for a system of Licenses with respect to a business and may:

- a) prohibit the carrying on or engaging in the business without a License;
- b) refuse to grant a License or to revoke or suspend a License;
- c) impose conditions as a requirement of obtaining, continuing to hold or renewing a License; d) impose special conditions on a business in a class that have not been imposed on all the businesses in that class in order to obtain, continue to hold or renew a License;

Background Report

Town of Saugeen Shores Short-Term Rental Licensing Study

- d) impose conditions, including special conditions, as a requirement of continuing to hold a License at any time during the term of the License; and
- e) License, regulate or govern real and Personal Property used for the business and the Persons carrying it on or engaged in it;

AND WHEREAS Sections 390 to 400 of the *Municipal Act* enables a municipality to pass By-laws for imposing fees or charges to permits and services provided or done by them;

AND WHEREAS Section 436 of the *Municipal Act* permits a municipality to pass By-laws providing that the municipality may enter on land at any reasonable time for the purpose of carrying out an inspection to determine compliance with a By-law direction, order or license;

AND WHEREAS Section 434.1 of the *Municipal Act*, provides that a municipality may require a Person to pay an Administrative Monetary Penalty if the municipality is satisfied that the Person has failed to comply with a By-law of the municipality passed under the *Municipal Act*;

AND WHEREAS Section 23.1 of the *Municipal Act*, authorizes a municipality to delegate its powers and duties;

AND WHEREAS the Council of the Corporation of the Town of Saugeen Shores has deemed it necessary and expedient to regulate and License the Short-Term Rental of Property in the Town of Saugeen Shores;

AND WHEREAS the Town of Saugeen Shores has implemented a system to License the operation of Short Rental Properties in the Town of Saugeen Shores;

6.2 Definitions

For greater clarity in interpretation, the By-law should include definitions for commonly cited terms within the By-law. Definitions for these key terms should be matched to those provided in the Town's Zoning By-law, where defined, and otherwise can be modeled after definitions provided in the by-laws of the case study jurisdictions. The following definitions are recommended for key terms commonly cited in a STRA licensing by-law:

- (i) **"Accessory"** means a use, Building or structure subordinate, incidental and exclusively devoted to the principal use, Building or structure located on the same lot therewith and not designed or intended for human habitation;
- (ii) **"Administrative Monetary Penalty"** means a monetary penalty imposed for a contravention of this By-law and as set out in By-law _____ - ____, as amended;
- (iii) **"Agent"** means a Person authorized in writing by an Owner to act on the Owner's or group of Owner's behalf;

Background Report

Town of Saugeen Shores Short-Term Rental Licensing Study

- (iv) **"Applicant"** means a Person who files an application for a License;
- (v) **"Bed and Breakfast Establishment"** means an Owner-occupied detached Dwelling, containing not more than three (3) rooms available for sleeping accommodation of the vacationing or travelling public for not more than eight (8) persons in which breakfast may be offered. A Bed and Breakfast Establishment shall not include a restaurant, and the Owner/operator must occupy said Dwelling.
- (vi) **"Building"** means any structure other than a fence being a permanent edifice fixed to, or supported by the soil, and used or intended to be used for the shelter, accommodation or enclosure of persons, animals or chattels;
- (vii) **"Dwelling"** means a Building occupied or capable of being occupied exclusively as a home, residence or sleeping place by one or more persons but shall not include any mobile home, construction trailer, travel trailer, hotels, motels, a home for the aged, nursing home, hospital, or living quarters for a caretaker, watchman or other person or persons using living quarters which are accessory to a non-residential Building;
 - (a) **"Accessory Detached Dwelling"** shall mean a detached Dwelling subordinate and incidental to the principal use, Building or structure located on the same lot therewith.
 - (b) **"Apartment Dwelling"** means a Building consisting of three (3) or more Dwelling Units, each of which has an independent entrance either directly from the outside or through a common vestibule or through common halls.
 - (c) **"Converted Dwelling"** means an existing Dwelling constructed as a Single Detached Dwelling or Semi-Detached Dwelling on an existing lot in which the number of Dwelling Units has been increased without significant alteration to the exterior of the Building except for the required fire escapes, extra windows and entrances to a maximum of 10 percent (10%) of the Dwelling or 30 m², whichever is the lesser, and provided that the Building, when converted, complies with the provisions of the Zoning By-law.
 - (d) **"Single Detached Dwelling"** means a separate, free-standing Building designed for and containing only one Dwelling Unit, but does not include a mobile home as defined in the Zoning By-law.
 - (e) **"Duplex Dwelling"** means a Building that is divided horizontally into two separate Dwelling Units, each of which has an independent entrance either directly from the outside or through a common vestibule.
 - (f) **"Modular Dwelling"** means a prefabricated single unit Dwelling constructed or assembled such that the shortest side of such Dwelling is not less than 6.1 m in width.

Background Report

Town of Saugeen Shores Short-Term Rental Licensing Study

- (g) "**Multi-Unit Dwellings**" means Buildings located on one lot that collectively consist of three (3) or more Dwelling Units, and may include one or more of the following Dwellings: Single Detached Dwelling, Semi-Detached Dwelling, duplex Dwelling or Townhouse Dwelling.
- (h) "**Semi-Detached Dwelling**" means one of a pair of attached single Dwelling Units divided vertically for the full height of the Building by a common wall, each of which has an independent entrance.
- (i) "**Street Townhouse Dwelling**" means a Townhouse Dwelling with each unit on a separate lot and having legal frontage on a public street.
- (j) "**Townhouse Dwelling**" means a Building that is divided vertically into between a minimum of three (3) Dwelling Units and a maximum of six (6) Dwelling Units by common walls extending from the base of the foundation to the roof line, each of which has independent entrances to a yard immediately abutting the Dwelling Unit.
- (viii) "**Dwelling Unit**" shall mean a suite of two (2) or more complementary habitable rooms, occupied or capable of being occupied by one or more persons, in which sanitary conveniences are provided and in which facilities are provided for cooking or for the installation of cooking equipment, and with an independent entrance, either directly from outside the Building or from a common corridor inside the Building.
- (ix) "**Existing**" means existing as of the date this By-law takes effect;
- (x) "**Fee**" means fees set out in the Town of Saugeen Shores Fees and Charges By-law, as amended;
- (xi) "**Floor Plan**" means a drawing or sketch drawn to an appropriate scale that shows the room layout on each floor of a Building to be used as a Short-Term Rental Accommodation alongside appropriate measurements and shall identify primary uses of each room (e.g., bedroom, washroom, bathroom, kitchen, etc.), fixtures, appliances, and entrances and exits to/from said Building;
- (xii) "**Garden Suite**" means a one-unit detached residential structure containing bedroom and kitchen facilities that is ancillary to an existing residential structure, that is designed to be portable, and that is intended to meet the temporary housing needs of elderly parents, family members with special needs, or other similar individuals, on the same lot as the caregivers;
- (xiii) "**Guest Room**" means a room offered for Short-Term Rental Accommodation intended primarily for overnight occupation, which conforms to the standards for a bedroom, as set forth by the Ontario Building Code. A Guest Room shall not include any tent, trailer, boat, or any other similar structure;

Background Report

Town of Saugeen Shores Short-Term Rental Licensing Study

- (xiv) **"License"** means a License issued by the Town pursuant to this By-law;
- (xv) **"License Issuer"** means a Town employee delegated authority by Council as the Person responsible for issuing a License;
- (xvi) **"License Number"** means a number assigned to a License by the Town;
- (xvii) **"Licensee"** means a Person issued a current valid License pursuant to this By-law;
- (xviii) **"Non-Conforming Use"** shall mean a use of land, Building or structure Existing at the date of passing of this By-law which is used for purposes not permitted by this By-law;
- (xix) **"Nuisance"** means an activity or behavior that when consistent or repetitive causes a material inconvenience, discomfort, or damage to others, either to individuals and/or to the general public;
- (xx) **"Occupant Load"** is defined by the Ontario Building Code and will generally be taken as two (2) persons per designated bedroom and two (2) additional persons, where occupancy load shall not exceed eight (8) persons;
- (xxi) **"Officer"** means a police officer, Municipal Law Enforcement Officer, the Fire Chief, Chief Building Official, or other Person appointed by By-law to enforce the provisions of this By-law;
- (xxii) **"Owner"** means the registered owner of the lands or Premise or his or her authorized Agent that is in lawful control of the lands or Premise;
- (xxiii) **"Parking Area"** means an area provided for the parking of automobiles and includes aisles, parking spaces and related ingress and egress lanes but shall not include any part of a public street;
- (xxiv) **"Parking Management Plan"** means a plan completed by the Property Owner, a licensed professional engineer, architect, landscape architect, professional planner, surveyor, draftsperson, or equivalent, which shall include:
 - (a) the scale of the drawings in metres;
 - (b) the area that is designated for the parking of vehicles;
 - (c) the size of each parking space;
 - (d) the location of all driveways and access to the Premises; and,

Background Report

Town of Saugeen Shores Short-Term Rental Licensing Study

- (e) the lot lines of the Premises, including dimensions of the Premises.
- (xxv) **"Person"** any human being, association, firm or partnership, incorporated company, corporation, Agent or trustee, and the heirs, executors or other legal representatives of a person to whom the context can apply according to law;
- (xxvi) **"Premises"** means land, Property or any part thereof including any and all Buildings or other structures thereon;
- (xxvii) **"Property"** means the land upon which a Short-Term Rental Accommodation is operated, exclusive of Buildings or structures or any part thereof;
- (xxviii) **"Principal Residence"** means a Person's permanent lodging place to which, whenever absent he or she intends to return;
- (xxix) **"Renter"** means the Person responsible for the rental of the Premise by way of concession, permit, License, rental agreement or similar commercial arrangement;
- (xxx) **"Renter's Code of Conduct"** as set forth in Schedule "A" means a document that has been prepared by the Town that prescribes the roles and responsibilities of the Renter, including but not limited to: behavioral expectations as they relate to non-disturbance of neighbours; compliance with applicable Town By-laws, and adherence to the provisions of this By-law;
- (xxxi) **"Responsible Person"** means an Owner of a Short-Term Rental Accommodation, or a Person eighteen (18) years of age or older duly appointed by an Owner to act on their behalf, and being responsible for ensuring the Short-Term Rental Accommodation is operated in accordance with the provisions of this By-law, the License and any terms and conditions, and all applicable laws;
- (xxxii) **"Revoked"** shall mean a Licence that has been declared null and void by the Town or its designate;
- (xxxiii) **"Secondary Dwelling Unit"** means a Dwelling Unit wholly contained within a Single Detached Dwelling, Semi-Detached Dwelling or Townhouse Dwelling;
- (xxxiv) **"Short-Term Rental Accommodation"** means the use of any Dwelling or any part of a Dwelling as a place of temporary habitation, lodging, or occupancy under authority of a concession, permit, lease, license, rental agreement, or similar commercial arrangement authorizing such temporary habitation, lodging, or occupancy for a period equal to or less than thirty (30) consecutive calendar days, but does not include a motel, hotel, or Bed and Breakfast Establishment, as defined in the Zoning By-law;

Background Report

Town of Saugeen Shores Short-Term Rental Licensing Study

- (xxxv) **"Site Plan"** means a drawing or sketch made to an appropriate scale and that includes approximate measurements that depict the layout of the Premises on which a Short-Term Rental Accommodation operates, including areas for parking (showing maximum number of vehicles), areas of managed yard space, approximate Property limits, any approved fire pits or burning areas, and all Buildings and structures;
- (xxxvi) **"Suspended"** shall mean a Licence that is temporarily inactive until such time as set out by the Town or its designate;
- (xxxvii) **"Town"** means The Corporation of The Town Saugeen Shores or the land within the geographic limits of the Corporation of The Town of Saugeen Shores as the context requires;
- (xxxviii) **"Zoning By-law"** means any By-law administered by the Town passed pursuant to Section 34 of the *Planning Act* or a successor thereof, as may be amended from time to time.

Where defined terms appear in the by-law, it is recommended that they be capitalized to signal to the reader that the term carries a specific meaning as defined in the By-law.

6.3 General Provisions

The general provisions of the licensing by-law should outline the basic rules and requirements for operating an STRA. These provisions will address such matters as where and to what type of uses the by-law applies, parameters for advertising an STRA, maximum guest occupancy, information that must be supplied to renters, and other baseline expectations for operation, as below.

Although the by-law should apply equally throughout the Town, it is recommended that the Zoning By-law establish specific zones where STRAs are permitted to limit their impact on established residential neighbourhoods and available long-term housing supply.

- (i) This By-law shall apply throughout the whole of the Town.
- (ii) This By-law may be referred to as the "Short-Term Rental Licensing By-law".
- (iii) For greater clarity, the provisions of this By-law do not apply to:
 - (a) A hotel or motel;
 - (b) A Bed and Breakfast Establishment;
 - (c) Inn, resort, boarding, or lodging house;
 - (d) Hospital or hospice;
 - (e) Motor homes, caravans, travel trailers, or park model trailers;
 - (f) Mobile homes;

Background Report

Town of Saugeen Shores Short-Term Rental Licensing Study

- (g) Campgrounds;
- (h) Accommodations rented out to tenants where the provisions of the *Residential Tenancies Act*, S.O. 2006, c.17 apply.
- (iv) No Person shall operate or advertise a Short-Term Rental Accommodation other than in accordance with the terms and conditions of a Licence issued in accordance with this By-law.
- (v) No Person shall advertise a Short-Term Rental Accommodation without displaying the valid License Number in the advertisement.
- (vi) No Person shall operate more than one Short-Term Rental Accommodation per Property.
- (vii) No Person shall operate or advertise a Short-Term Rental Accommodation in:
 - (a) Any structure other than a Dwelling Unit;
 - (b) An Accessory Building or structure;
 - (c) A Secondary Dwelling Unit;
 - (d) A Garden Suite;
 - (e) Any Dwelling Unit that is not serviced, or is partially serviced, unheated, or insufficiently insulated;
 - (f) A motor vehicle or trailer;
 - (g) An unlawful residential unit;
 - (h) A docked boat;
 - (i) A shipping container; or,
 - (j) A Dwelling Unit where a License to operate a Short-Term Rental Accommodation has been Suspended or Revoked.
- (viii) In a Dwelling where a Secondary Dwelling Unit is a separate residential unit that is located within a Single Detached Dwelling, Semi-Detached Dwelling or Townhouse Dwelling, only the primary residence is eligible for a Short-Term Rental Accommodation. In the event that the primary residence receives a Short-Term Rental Accommodation Licence from the Licence Issuer, the Short-Term Rental Accommodation must remain in the primary residence and may not be moved into the Secondary Dwelling Unit.
- (ix) No Person shall alter or modify or permit the alteration or modification of a License.
- (x) No Person shall use, or attempt to use, a License issued to another Person or Property.
- (xi) No Person shall own, operate, or carry on any business or activity in any other name other than in the name that appears on the License.
- (xii) No Person shall cause or permit to be caused a Nuisance on a Premises.
- (xiii) No Person shall violate the provisions of the Renter's Code of Conduct attached as Schedule "A" to this By-law.

Background Report

Town of Saugeen Shores Short-Term Rental Licensing Study

- (xiv) No Licensee shall rent or advertise any Guest Room in a Short-Term Rental Accommodation Dwelling other than a Guest Room that was identified and approved as such on the Floor Plans submitted with the Application for the Short-Term Rental Accommodation License.
- (xv) The maximum number of Persons, including but not limited to residents or occupants, permitted to stay overnight lodging on any License Premises, shall be restricted to two (2) Persons per Guest Room delineated on the approved Floor Plans plus two (2) additional Persons. Licensees shall not operate with occupancy loads greater than eight (8) Persons.
- (xvi) No Person/Occupant shall allow additional Occupant(s) for overnight accommodation beyond the approved Occupant Load.
- (xvii) No Licensee shall advertise a larger number of occupants than the approved Occupant Load stated on the License.
- (xviii) No Person shall offer a Short-Term Rental Accommodation to any Renter without making available to the Renter:
 - (a) A copy of the current Short-Term Rental Accommodation License, displayed on the interior or the Dwelling Unit in a conspicuous place;
 - (b) A copy of the approved Site Plan;
 - (c) A copy of the Parking Management Plan;
 - (d) A copy of the waste management plan;
 - (e) A copy of the approved Floor Plans identifying the designated Guest Rooms and also showing exits and fire escape routes;
 - (f) Clear instructions for calling emergency services, including the location of the Short-Term Rental Accommodation printed and posted in a conspicuous location;
 - (g) Name and contact information of the Responsible Person; and
 - (h) A copy of the Renters' Code of Conduct.
- (xix) Every Person who knowingly makes a false statement in an application, declaration, affidavit or paper writing required by this By-Law or the Town is guilty of an offence.
- (xx) No Person who is issued a License pursuant to this By-law shall contravene any provision set out in this By-law, any other municipal By-law, federal or provincial Act, Statute, or any other legislation applicable to a Licensed Premise or Activity.

6.4 Application Requirements

This section of the by-law should identify the basic processes an applicant must go through to apply for and obtain a license from the Town to operate an STRA, including the documentation and other materials that the applicant must provide to the Town in their consideration of the license application. For example:

Background Report

Town of Saugeen Shores Short-Term Rental Licensing Study

- (i) A Person making an application for a License or for a renewal of a License shall submit the following:
 - (a) A complete application in the form provided by the Town;
 - (b) Documents required as evidence of Property ownership;
 - (c) Proof of insurance which includes a liability limit of no less than two million dollars (\$2,000,000.00) per occurrence for property damage and bodily injury and that identifies that a Short-Term Rental Accommodation is being operated on the Property;
 - (d) Where applicable, the business name registration and/or articles of incorporation obtained from the applicable provincial or federal ministry;
 - (e) The municipal address of the Short-Term Rental Accommodation Property;
 - (f) A Floor Plan identifying:
 - (1) What parts of the Property will be used as a Short-Term Rental Accommodation;
 - (2) Location of all fixtures and appliances;
 - (3) Location of Guest Rooms;
 - (4) Total Occupant Load based on number of Guest Rooms;
 - (5) All entrances and exits;
 - (6) Location of smoke alarms and carbon monoxide alarms; and,
 - (7) Location of all fire extinguishers.
 - (g) A Site Plan identifying:
 - (1) Approximate Property lines;
 - (2) Location of all Buildings and structures on the Property, including setbacks from Property lines;
 - (3) Exterior decks, docks, fire pits, and related site amenities;
 - (4) Location, layout, and dimensions of the Parking Area;
 - (5) Location of well and septic tank and bed, if applicable, including setback to Property lines; and,
 - (6) Location and details of any shoreline amenity areas.
 - (h) A Parking Management Plan;
 - (i) A waste management plan that includes self-contained storage for waste and recycling at the Short-Term Rental Accommodation and clear instructions for waste disposal including the schedule and methods for recycling;
 - (j) Where the Dwelling Unit containing the Short-Term Rental Accommodation is serviced by private well and/or septic, proof must be provided, to the satisfaction of

Background Report

Town of Saugeen Shores Short-Term Rental Licensing Study

- the Town, that the private water and septic system are of an adequate capacity to accommodate the occupancy load of the unit and further, that such private services comply with all Provincial standards for potable water and septic systems;
- (k) Name and contact information of Responsible Person who can be available at all times to respond to issues at the Short-Term Rental Accommodation within a period of no greater than one (1) hour from time of contact by telephone or email by an Officer;
 - (l) Indemnity in favour of the Town from and against claims, demands, losses, costs, damages, actions, suits, or proceedings that arise out of, or are attributable to, the Short-Term Rental Accommodation, which will be in a form satisfactory to the Town;
 - (m) Acknowledgement and consent to the posting of the following information on the Town's website:
 - (1) The municipal address and legal description of the Premises; and,
 - (2) Contact information for the Owner and Responsible Person.
 - (n) Payment of the applicable Fees as noted within the Town's Fees and Charges By-law, as may be amended; and,
 - (o) Any other information or documents required by the Town.

6.5 Inspection

In order to ensure that the dwelling unit is capable of providing safe accommodation to guests and is a permitted use in its respective zone, it is recommended that the by-law contain provisions which allow for the premises to be inspected by Town staff upon receipt of a license application to verify compliance with the provisions of the licensing by-law as well as the Ontario Building Code, *Fire Protection and Prevention Act*, Property Standards By-law, and Zoning By-law. For example:

- (i) It is the responsibility of any Person applying for a License to contact the Town for an inspection, which shall ensure compliance with the following where applicable:
 - (a) Provisions of this by-law;
 - (b) *Ontario Building Code Act*, 1992, S.O. 1992
 - (c) *Ontario Fire Protection and Prevention Act*, S.O. 1997, c.4;
 - (d) Property Standards By-law;
 - (e) Zoning By-law;
 - (f) Any other municipal by-laws or provincial legislation that may affect the status of the application.
- (ii) During the inspection process, all relevant departments of the Town may provide comment on any known matters that would assist with determination of License eligibility.

Background Report

Town of Saugeen Shores Short-Term Rental Licensing Study

- (iii) An Officer may at any reasonable time inspect a Premises where a License has been issued under this By-law to determine compliance to this By-law.

6.6 License Issuance and Renewal

The by-law should detail provisions which establish a term for a license's validity and expiry upon issuance, and further detail processes by which licenses may be issued and renewed. For example:

- (i) The Licensing Issuer shall have the authority to issue, refuse to issue, or renew a License, or to impose terms and conditions on a License that in the opinion of the Licence Issuer are reasonable and taking into consideration:
 - (a) the health, safety and well-being of Persons;
 - (b) the impact on a neighbouring Property or neighbouring Property owner;
 - (c) the past conduct of an Applicant or Licensee;
 - (d) the impact to the Town;
 - (e) the need within the Town; and,
 - (f) the Policies and or By-laws and directions from Council.
- (ii) A Licence issued pursuant to this By-law shall expire upon the earliest of the following events:
 - (a) One year (365 days) after the License has been issued;
 - (b) Upon the sale or transfer of the Short-Term Rental Accommodation Dwelling to a Person other than the Licensee; or,
 - (c) Revocation of the License in accordance with the provisions of this By-law.
- (iii) The term of every License shall be indicated on the License after which time the License shall become null and void.
- (iv) Upon the expiration of a Licence, the Property Owner must submit a renewal application within one (1) month of the expiration date to retain their original Short-term Accommodation Licence Permit Number. If the renewal application is not submitted within this timeframe, the application process shall be reinitiated, and a new licence application must be submitted in its entirety.
- (v) No Person shall enjoy a vested right in any Licence or the continuance of any Licence.
- (vi) A License issued by the Town is not transferable.
- (vii) Every License shall remain at all times the Property of the Town.
- (viii) A Licence shall be issued by the Licence Issuer:
 - (a) upon the requirements of this By-law being met;

Background Report

Town of Saugeen Shores Short-Term Rental Licensing Study

- (b) upon submission of the documents to the Town's satisfaction as required by this By-law;
- (c) upon obtaining the required approvals and inspections to the Town's satisfaction as required by this By-law; and,
- (d) upon payment of all Fees and administrative costs as required by this By-law.
- (ix) The Licence Issuer shall not issue a Licence if the Owner(s) or Applicant(s) have any outstanding complaints, fines, penalties, legal costs, disbursements, Property taxes and late payment charges owing to the Town for the Property subject to the Licence application.
- (x) A Licence issued shall include the following information:
 - (a) The municipal address;
 - (b) Licence number;
 - (c) Effective date and expiry date of the Licence;
 - (d) Licensee name and contact information; and,
 - (e) Responsible Person name and contact information.
- (xi) Licenses issued by the License Issuer will be posted in a registry on the Town's website, including License Number, municipal address of the Short-Term Rental Accommodation, name and contact information of the Owner, and name and contact information of the Responsible Person.

6.7 License Terms and Conditions

Upon a license being issued to an STRA operator, there are certain administrative terms and conditions that must be followed by the operator that should be explicitly outlined in the by-law, as below:

- (i) A Licensee shall notify the Town within fifteen (15) days of any changes to the:
 - (a) business name;
 - (b) location of the business Premise;
 - (c) ownership of the business; or,
 - (d) a change in the Licensee's policy of liability insurance;

and such changes shall be subject to submission of the necessary documentation to the Town.

- (ii) A Licensee shall be responsible for the act(s) and omission(s) of its employees, representatives and Agents in the carrying on of the business in the same manner and to the same extent as though the Licensee did the act(s) or omission(s).
- (iii) Any record required by this By-law shall be produced by the Licensee upon request of an Officer.

Background Report

Town of Saugeen Shores Short-Term Rental Licensing Study

6.8 Fees

In submitting an application for a new STRA license or renewal of an existing STRA license, there are certain fees that must be collected to account for Town staff's time in reviewing the license application, completing an inspection, communicating with the applicant, and making a consideration as to whether or not to issue the license. As such, the by-law should outline that such fees are required to be paid in full before a license shall be issued. It is recommended that the application and inspections fees be cross-referenced to the Town's Fees and Charges By-law so they may be reviewed on a regular basis and updated accordingly without further amendment to the STRA licensing by-law. For example:

- (i) The Fees for any License application, inspections, and approvals required pursuant to this By-law shall be as prescribed in the Town's Fees and Charges By-law and are payable upon submission of an application.

6.9 Licenses Grounds for Refusal, Revocation, or Suspension

In addition to the general provisions which outline the basic rules and requirements for operating an STRA, the by-law should further detail the grounds by which a license may be refused to be issued, revoked, or suspended, including a "waiting period" between when a license is revoked, refused, or suspended and when an applicant can be issued a new license upon reapplication and approval. For example:

- (i) The Licensing Officer may refuse to issue or renew a License where:
 - (a) if, in the opinion of the Licensing Officer in their absolute discretion, that the use of the Property for Short Term Rental Accommodation is likely to cause a significant public Nuisance due to excessive noise, violations of applicable property standards or property maintenance, or other reasons;
 - (b) A License has been previously Revoked, Suspended, or made subject to terms and conditions;
 - (c) the Applicant or Licensee has failed to comply with any term, condition or direction of the License Issuer or Officer or has failed to permit any investigation by the License Issuer or Officer;
 - (d) the Applicant or Licensee has failed to comply with the requirements set out in this By-law;
 - (e) the Applicant or Licensee has submitted an application or other documents to the Town containing false statements, incorrect, incomplete, or misleading information;
 - (f) A Person applying for a License has presented a history of contravention with this By-law or other Town By-laws;
 - (g) The Renters' Code of Conduct (Schedule "A") has been violated;
 - (h) The proposed use of the Premises is not permitted by the Zoning By-law;

Background Report

Town of Saugeen Shores Short-Term Rental Licensing Study

- (i) The Owner is indebted to the Town in respect of fines, penalties, judgements, or any other amounts owing, including awarding of legal costs, disbursements, outstanding Property taxes and late payment charges, against an Owner's Property;
- (j) The Property to be used for the Short-Term Rental Accommodation does not with applicable federal and provincial law and regulations or municipal by-laws, including, but not limited to, the Zoning By-law, Property Standards By-law, the *Building Code Act*, S.O. 1992, c. 23, the *Fire Protection and Prevention Act*, S.O. 1997, c. 4, and the *Electricity Act*, S.O. 1998, c. 15.
- (ii) The Licence Issuer may revoke, suspend or refuse to issue a Licence, where the Applicant or Licensee would not be entitled to a Licence on any grounds set out in this By-law.
- (iii) The Licensing Officer, if satisfied that the continuation of a License poses a danger to the health or safety of any Person, may, for the time and such conditions as are considered appropriate, suspend a License for not more the fourteen (14) days. If after this period, the Licensing Officer is satisfied that the continuation of a License will continue to pose a danger to the health or safety of any Person, they may further suspend for not more than fourteen (14) days or revoke a License.
- (iv) Before any suspension is imposed, the Town shall provide the Licensee with the reasons for the suspension, either orally or in writing, and an opportunity to respond to them.
- (v) Any suspension imposed under this section shall be effective immediately upon notification being given to the Licensee, and the Licensee having been given an opportunity to respond, and such suspension may be lifted at the discretion of the Town, upon receipt of the Licensee's response.
- (vi) Where the Licensee's policy of liability insurance expires, is cancelled, or is otherwise terminated, then the applicable License shall be automatically Suspended effective on the date of such expiration, cancellation, or termination and shall remain so until such insurance has been reinstated.
- (vii) The Licensing Officer may revoke a License if it was issued in error or granted based on incorrect or false information.
- (viii) Where the application for a License has been Revoked, Suspended, or cancelled, the Fees paid by the Applicant or Licensee, in the respect of the License, shall not be refunded.
- (ix) A minimum one (1) year term will be enforced by the Licence Issuer for Licences which have been Revoked, refused, Suspended or cancelled.

6.10 Enforcement

To enforce the provisions of the by-law, it is recommended that a combination of demerit points and administration monetary penalties be applied to address activities which contravene the provisions of the by-law. General enforcement and penalty provisions are also recommended

Background Report

Town of Saugeen Shores Short-Term Rental Licensing Study

which stipulate how enforcement is to be conducted by the Town's officers to determine whether a contravention has occurred. For example:

- (i) The enforcement of this By-law shall be conducted by an Officer.
- (ii) An Officer may enter on the Premises at any reasonable time for the purpose of carrying out an inspection to determine whether or not:
 - (a) the By-law is complied with;
 - (b) the License, or the term or condition of a License, or the term or condition of this By-law is complied with;
 - (c) the approved plans are complied with; or,
 - (d) a direction or order made under the *Municipal Act*, S.O. 2001, c. 25, or this By-law is complied with.
- (iii) A Person exercising a power of entry on behalf of the Town under this By-law may be accompanied by any Person under their direction including Law Enforcement Services.
- (iv) For the purposes of an inspection under this By-law, an Officer may:
 - (a) require the production for inspection of documents or things relevant to the inspection;
 - (b) inspect and remove documents or things relevant to the inspection for the purpose of making copies or extracts;
 - (c) require information from any Person concerning a matter related to the inspection; and
 - (d) alone or in conjunction with a Person possessing special or expert knowledge, make examinations or take tests, samples or photographs necessary for the purposes of the inspection.
- (v) All documents and records shall be kept in a good and business-like manner for review by the Officer at their request.
- (vi) A receipt shall be provided for any document or thing removed under this By-law and the document or thing shall be promptly returned after the copies or extracts are made.
- (vii) Every Person who contravenes any provision of the By-law is guilty of an offence and upon conviction, is liable to the penalty specified by the *Provincial Offences Act*, R.S.O. 1990, c. P. 33, as amended.
- (viii) For the purposes of this By-law, each day of a continuing offence shall be deemed to be a separate offence.
- (ix) No Person shall hinder or obstruct, or attempt to hinder or obstruct, any Officer exercising a power or performing a duty under this By-law.

Background Report

Town of Saugeen Shores Short-Term Rental Licensing Study

- (x) Every Person who is alleged to have contravened any of the provisions of this By-law, shall identify themselves to an Officer upon request, failure to do so shall be deemed to have hindered or obstructed an Officer in the execution of his or her duties.
- (xi) Upon conviction any penalty imposed under this By-law may be collected under the authority of the *Provincial Offences Act*, R.S.O. 1990, c. P. 33, as amended.
- (xii) If a Person is convicted of an offence under this By-law, the court in which the conviction has been entered and any court of competent jurisdiction may, in addition to any other remedy and to any penalty imposed, make an order prohibiting the continuation or repetition of the offence by the Person convicted.

6.11 Orders

Following the by-law's general provisions for enforcement, the by-law should further detail how orders to comply may be issued to correct contraventions before a demerit point or administrative monetary penalty is imposed. In this sense, the order acts as a formal notice which clearly states which provisions of the STRA licensing by-law that have been violated, lists any specific corrective action that must be taken, provides a timeline for completing the required actions, and outlines the penalties for continued non-compliance beyond the established timeline. For example:

- (i) Where an Officer has reasonable grounds to believe that a contravention of this By-law has occurred, the Officer may make an Order requiring the Person who contravened this By-law, or who has caused or permitted the contravention, or the Owner or Licensee of the Premises on which the contravention has occurred, to discontinue the contravening activity.
- (ii) If an Officer is satisfied that a contravention of this By-law has occurred, the Officer may make an Order requiring the Person who contravened this By-law, or the Owner of the Property where the contravention occurred, to take action to correct the contravention.
- (iii) In the event of a default of such work being done, the Officer shall direct the work to be done at the Owner's expense, and the Town shall recover the expense in the same manner as municipal taxes.
- (iv) An Order made under this section may be served Personally, registered mail to the last known address or by email transmission to:
 - (a) the Person the Officer believes contravened this By-law; and
 - (b) such other Persons affected by the Order as the Officer making the Order determines.
- (v) The Order shall be deemed to have been served on the fifth (5th) day after the date of mailing or on the date of Personal delivery or email transmission.
- (vi) An Officer who is unable to effect service of an Order pursuant to this By-law shall place a placard containing the Order in a conspicuous place on the Premise and the placing of

Background Report

Town of Saugeen Shores Short-Term Rental Licensing Study

the placard shall be deemed to be sufficient service. The placing of the placard contained the Order shall be deemed to be served on the date of placing the placard.

- (vii) An Order under Section ___ (i) or (ii) shall set out:
 - (a) reasonable particulars of the contravention adequate to identify the contravention;
 - (b) the location of the Premise on which the contravention occurred; and
 - (c) the date by which there must be compliance with the Order.
- (viii) Once an Order has been served in accordance with this By-law, an Order shall remain in effect on a Property until the Order has been complied with.
- (ix) An Order under this By-law may require action be taken even though the facts which constitute the contravention of this By-law were present before this By-law making them a contravention came into force.
- (x) Any Person who contravenes an Order under this by-law is guilty of an offence and may be subject to an Administrative Monetary Penalty.

6.12 Demerit Point System

For the demerit point system, the by-law should detail how demerit points may be accrued, the duration for which demerit points remain in place, and the thresholds by which licenses may be suspended or revoked. For example:

- (i) The Demerit Point System set out in Schedule “B” is established without prejudice to options otherwise available to enforce this and other Town By-laws and provincial statutes and regulations.
- (ii) The Demerit Point System established in Schedule “B” to this By-law shall be used in the consideration of the issuing, issuing with conditions, suspension, refusal to issue and revocation of a License.
- (iii) A Licensee may be assessed demerit points as outlined in Schedule “B” to this By-law for a contravention of this By-law or as a result of an Administrative Monetary Penalty imposed by the Town or a fine or conviction imposed by a Court for a breach of this By-law, or a By-law as identified in Schedule “B”.
- (iv) A Licensee shall be given Notice forthwith upon any Demerit Points being issued against their Property. Any Demerit points issued pursuant to this By-law may be appealed in accordance with this By-law.
- (v) Demerit points accumulated by a Licensee shall remain in place against the Licensee for a period of two (2) years from the date the demerit points were imposed.
- (vi) A Licence may be Suspended for a period of not longer than six (6) months if the total Demerit points in effect respecting a Licence is greater than seven (7).
- (vii) A Licence may be Revoked if the total of all Demerit points in effect respecting a License is greater than fifteen (15).

Background Report

Town of Saugeen Shores Short-Term Rental Licensing Study

- (viii) Notice of a suspension or revocation under this section shall be provided to the Owner or Licensee and an Owner or Licensee may appeal the suspension or revocation in accordance with this By-law.

6.13 Administrative Monetary Penalties

For the administrative monetary penalties, it is recommended that a separate by-law establishes the Town's framework for administrative monetary penalties across not only this STRA licensing by-law, but also the Town's other by-laws to which an administrative monetary penalty may be imposed. Once an administrative monetary penalties by-law is in place, this STRA licensing by-law may then make cross-reference to the by-law and avoid duplication of effort should future updates be needed to the Town's administrative monetary penalties framework. For example:

- (i) Administrative Monetary Penalty By-law _____ - ____, as amended, applies to this By-law.
- (ii) Every Person who contravenes a provision of this By-law shall upon the issuing of a Penalty Notice under Administrative Monetary Penalty By-law _____ - ____ is liable to pay the Town an Administrative Monetary Penalty for a first contravention, second contravention, and any contravention thereafter as set out it in the Administrative Monetary Penalty By-law _____ - ____.
- (iii) Any Person who is issued a Penalty Notice for a contravention of this By-law under the Administrative Monetary Penalty By-law _____ - ____, as amended, shall not be charged under the *Provincial Offences Act*, R.S.O. 1990, c. P.33, for the same contravention.

6.14 Appeals

In the interest of fairness of process to applicants, STRA operators and their guests, the by-law should incorporate a process by which a third party can hear appeals to the refusal to issue or renew a license, the suspension or revocation of a license, or the issuance of a demerit point or administrative monetary penalty. The by-law should therefore outline the general administrative processes involved with filing an appeal, the authority granted to the Town's representative hearing the appeal, and the outcomes that may follow an appeals hearing. For example:

- (i) Where the Licensing Officer has denied an Applicant a License, a renewal of a License, or has Suspended or Revoked a License, the Licensing Officer shall inform the Applicant or Licensee by way of written notice.
- (ii) Notice shall be served to the Applicant's or Licensee's last known address or email address filed with the Town and shall:
 - (a) contain sufficient information to specify the nature of, or reason for, any recommendation;
 - (b) inform the Applicant or Licensee of entitlement to a hearing before the Appeals Officer; and,

Background Report

Town of Saugeen Shores Short-Term Rental Licensing Study

- (c) inform the Applicant or Licensee that if no written request is received, the Appeals Officer may proceed and make any decision with respect to the License.
- (iii) A request for an appeal shall be made in writing to the Appeals Officer, setting forth the reasons for the appeal, within 14 business days after service of the written notice and payment of the required appeal Fee.
- (iv) Where no request for an appeal is received in accordance with subsection (iii), the decision of the Licensing Officer shall be final and binding.
- (v) Where a request for an appeal is received, a hearing shall be convened, and the Applicant or Licensee shall be provided reasonable written notice thereof.
- (vi) After such opportunity to be heard is afforded, the Appeals Officer shall make a decision. When making its decision the Appeals Officer may consider any matter pertaining to this by-law, or other matter that relates to the general welfare, health or safety of the public. When making their decision, the Appeals Officer may:
 - (a) Refuse to issue or renew a License;
 - (b) Revoke a License;
 - (c) Suspend a License; or,
 - (d) Impose any condition to a License.The Appeals Officer's decision is final and binding and shall not be subject to review.
- (vii) Where the Appeals Officer conducts a hearing, the rules set in the *Statutory Powers Procedure Act*, R.S.O. 1990, c.S.22 shall apply.
- (viii) When a Person who has been given written notice of a hearing does not attend at the appointed time and place, the Appeals Officer may proceed with the hearing in their absence, and the Person shall not be entitled to any further notice of the proceedings.
- (ix) The Clerk shall no later than ten (10) days from the making of the decision, send one (1) copy of the decision to:
 - (a) The Applicant or Licensee; and,
 - (b) Each Person who appeared in person at the hearing and who filed with the Clerk a written request for notice of the decision.
- (x) Service of any notice on the Applicant or Licensee under this By-law shall be made by Personal delivery, ordinary mail, or email transmission. The notice shall be deemed to have been served on the fifth (5th) day after the day of mailing or on the date of Personal service or on the date the email is sent.

6.15 Severability

In the event that any section of the licensing by-law is challenged in court, it is important to include severability provisions that allow the remainder of the by-law to continue in full force and effect. For example:

Background Report

Town of Saugeen Shores Short-Term Rental Licensing Study

- (i) If a court of competent jurisdiction should declare any section or part of a section of this By-law to be invalid such section or part of a section shall not be construed as having persuaded or influenced Council to pass the remainder of this By-law and it is hereby declared that the remainder of this By-law shall be valid and shall remain in force.

6.16 Schedules

To support the STRA licensing by-law, a number of schedules should be included to provide additional detail, including, at a minimum:

- Renter's Code of Conduct
- Demerit Point System
- Responsible Person's Consent Form

Examples of these schedules have been drafted based on the by-laws of each case study jurisdiction reviewed and are included as Appendix B to this report.

7.0 Conclusions and Next Steps

The review of Short-Term Rental Accommodations (STRAs) in Saugeen Shores highlights the complex interplay between tourism, housing supply, community well-being, and municipal regulation. STRAs have become increasingly prevalent due to the rise of online booking platforms, offering economic benefits such as increased tourism and support for local businesses, as well as providing homeowners with additional sources of income to offset rising housing costs. However, community feedback and the case study analysis reveal concerns regarding the potential impacts of STRAs on neighbourhood nuisances, parking congestion, noise, and the potential erosion of long-term housing stock.

The legislative framework in Ontario empowers municipalities to regulate STRAs through licensing, zoning, and enforcement mechanisms. Both the County of Bruce and the Town of Saugeen Shores Official Plans provide direction for housing diversity and tourism accommodation, but currently lack explicit policies for STRAs. The Town's Zoning By-law similarly remains silent on what constitutes an STRA in Saugeen Shores, where in the Town it may be permitted, and any regulatory parameters that guide their establishment or operation.

Case studies from comparable municipalities demonstrate that successful STRA regulation requires a balanced approach that protects neighbourhood character and housing affordability while enabling responsible tourism. Key elements include mandatory licensing, clear operational standards, robust enforcement (including demerit point and complaint systems and administrative monetary penalties), and transparent administrative processes. The integration of a Renter's Code of Conduct, Responsible Person requirements, and public registries for licensed STRAs further enhances accountability, transparency, and responsiveness.

Background Report

Town of Saugeen Shores Short-Term Rental Licensing Study

Moving forward, should Saugeen Shores consider adopting a licensing framework for STRAs, a comprehensive STRA licensing by-law should:

- Define STRAs distinctly from other accommodation types (e.g., bed and breakfast establishments, hotels, motels, campgrounds, etc.);
- Establish clear application, inspection, and renewal procedures;
- Implement fair and effective enforcement and appeals mechanisms; and,
- Support community objectives for housing, safety, and tourism sustainability.

Furthermore, the Town should consider adopting a separate by-law that establishes a framework for administrative monetary penalties that can be cross-referenced in a STRA licensing by-law and any of the Town's other by-laws that may benefit from the use of administrative monetary penalties as an enforcement mechanism. The administrative monetary penalties framework should be in place at the same time or before any STRA licensing by-law is adopted to ensure that STRA licensing can be properly enforced.

It is further recommended that complementary provisions be included in the Town's Zoning By-law to define STRAs as permitted uses in select zones where tourism potential is greatest and the potential impact to established residential neighbourhoods is least.. Beyond defining STRAs and establishing them as permitted uses, the Zoning By-law should remain silent on regulating how STRAs operate in the Town to avoid duplication with any STRA licensing by-law.

Should Council decide to move forward with next steps, it is strongly recommended that the Town undertake comprehensive community engagement. This process should include transparent communication to ensure that the perspectives of residents, STRA operators, local businesses, and other affected parties are fully considered and reflected in any future by-law that is brought before Council for consideration. Community engagement will help identify local priorities, address concerns, and build consensus around the regulatory framework for STRAs, increasing the likelihood of successful implementation and compliance. A complementary public education campaign is also recommended should a licensing by-law for STRAs be adopted, ensuring that the processes for obtaining a license and operating an STRA in accordance with the licensing framework are made clear to key stakeholders.

By learning from best practices and tailoring the regulatory framework to local needs, Saugeen Shores can foster a responsible STRA sector that benefits residents, the local short-term workforce, tourists, operators, and the broader community.

Should you have any questions or require any additional information, please contact the undersigned.

Background Report

Town of Saugeen Shores Short-Term Rental Licensing Study

J.L. RICHARDS & ASSOCIATES LIMITED

Prepared by:



Rebecca Elphick, RPP, MCIP, MPL
Planner

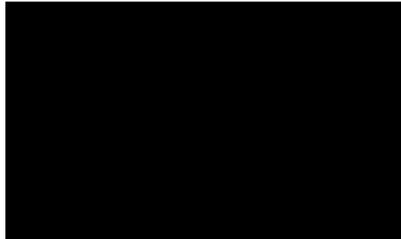
Reviewed by:



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Senior Planner

EXPOSCAPE LIMITED

Prepared and Reviewed by:



Alexander "AJ" Wray, PhD,
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President

Background Report

Town of Saugeen Shores Short-Term Rental Licensing Study

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Background Report

Town of Saugeen Shores Short-Term Rental Licensing Study

8.0 Appendix A: Case Study Review Comparison Tables

8.1 Regulatory Aspects of Licensing Frameworks

| | Blue Mountains | Georgian Bluffs | Huntsville | Northern Bruce Peninsula | Penetanguishene | Kincardine |
|----------------------------------|--|---|---|---|---|--|
| Operation without License | Cannot own, operate, carry on business of STRA without a license, operate STRA in contravention of terms and conditions of issued license, or while license is suspended | Cannot operate an STRA without possessing valid license, in contravention of approved floor plans or site plan, or in contravention of terms and conditions of issued license | Cannot use or operate STRA without possessing valid license, or in contravention of approved floor plans | Cannot own, operate, carry on business of STRA without a license, or operate STRA in contravention of terms and conditions of issued license, or while license is suspended | Cannot use or operate STRA without a license, or use or operate STRA while license is suspended | Cannot operate STRA without current license |
| Bed and Breakfast Establishments | Licensing applies to B&Bs under "Type D" license terms/conditions | Licensing applies only to B&Bs operating in a residential zone | Does not apply to B&Bs | Does not apply to B&Bs | Does not apply to B&Bs | Does not apply to B&Bs |
| Advertisement | Cannot advertise, promote, or offer for rent STRA without a license / fail to include license number on advertisements, | Cannot operate STRA without valid license and without displaying license number on all advertisements | Cannot advertise an STRA without possessing valid license or in contravention of approved floor plans or approved occupant load | Cannot operate STRA without valid license and without displaying license number on all advertisements | Cannot advertise a STRA without a license, or without displaying license number on all advertisements | Cannot advertise STRA or offer for rent or use without license |

Background Report

Town of Saugeen Shores Short-Term Rental Licensing Study

| | Blue Mountains | Georgian Bluffs | Huntsville | Northern Bruce Peninsula | Penetanguishene | Kincardine |
|--|--|--|---|--|--|--|
| | websites, rental agreements | | | | | |
| License Modification / Transferability | Cannot modify/alter a license or use a license issued to another person | Not specified | Cannot modify/alter a license or use a license issued to another person | Cannot modify/alter a license or use a license issued to another person | Cannot transfer or assign an issued license | Cannot transfer or assign an issued license |
| Property Ownership | | Owner or tenant with owner's written consent | Property must be in ownership for a minimum of 12 months | Registered property owner | Registered property owner | |
| Maximum Guest Occupancy | Type A 2 persons/bedroom + 4 additional persons Type B 2 persons/bedroom + 4 additional persons or per ZBL Type C | 2 persons per designated bedroom plus 2 additional persons or per review of servicing capacity | 2 persons per guest room, up to maximum of 10 persons | Class A & B 8 occupants per unit, plus 2 children aged 12 or under Class C (Legal Non-Complying) 12 occupants per unit | 2 persons per guest room, up to maximum of 8 persons | 2 persons per bedroom plus additional 2 people |

Background Report

Town of Saugeen Shores Short-Term Rental Licensing Study

| | Blue Mountains | Georgian Bluffs | Huntsville | Northern Bruce Peninsula | Penetanguishene | Kincardine |
|------------------------------|---|--|--|--|-----------------|--|
| | Per Town review of legal non-compliance Type D Per ZBL | | | | | |
| Maximum Days Rented per Year | None | None | None | Class A & B 180 days rented per year | None | |
| Accessory Buildings | Not specified | STRA may be located in accessory building in compliance with OBC and ZBL | STRAs cannot be located in accessory buildings | STRAs cannot be located in accessory buildings or additional residential units | Not specified | STRAs cannot be located in accessory buildings |
| Waste Management | Provide adequate measures for waste storage and disposal | None | None | Garbage must be stored in enclosed area at all times | None | |
| Lighting | Provide sufficient illumination to facilitate safe passage of occupants | None | None | None | None | |

Background Report

Town of Saugeen Shores Short-Term Rental Licensing Study

| | Blue Mountains | Georgian Bluffs | Huntsville | Northern Bruce Peninsula | Penetanguishene | Kincardine |
|-------------------------------------|---|---|---|--|---|---|
| Nuisance | Not make, cause, or permit disturbance or nuisance | None | None | None | None | |
| Renter's Code / Information Package | Provide all renters with copy of approved Renter's Code | Provide occupants with information package (see application requirements) | Provide all renters with copy of Renter's Code of Conduct | Display operations manual in STRA (see application requirements) | Provide all renters with copy of Renter's Code of Conduct | Provide renters with information package (see application requirements) |
| Written records | Keep written records for a 2-year period detailing date of entry, length of stay, renter home address, confirm receipt of Renter's Code, test dates for smoke alarms, CO monitors, exit/emergency lighting, annual inspections for gas or wood fired appliances | None | None | Maintain transaction records for a 3-year period and provide to the municipality within 30 days upon request | None | |

Background Report

Town of Saugeen Shores Short-Term Rental Licensing Study

| | Blue Mountains | Georgian Bluffs | Huntsville | Northern Bruce Peninsula | Penetanguishene | Kincardine |
|----------------------------|--|--|--|--|--|---|
| Fire Extinguisher | Not specified | Must be located in all indoor cooking areas and means of extinguishment accessible for all outdoor fire pits | All STRAs must provide fire extinguisher in any cooking area and on each floor of the unit | None | All STRAs must provide fire extinguisher in any cooking area and on each floor of the unit | Fire extinguisher must be located on each floor of the dwelling |
| Noise Detection System | At least 1 indoor and 1 outdoor noise detection system operational and monitored at all times | None | None | None | None | |
| Outdoor Hot Tubs and Pools | Not permit use of outdoor hot tubs or outdoor pools outside hours of 7am to 11pm | None | None | None | None | |
| Outdoor Fires | Not permit outdoor fires other than approved BBQ for cooking food unless authorized by issued permit | None | None | None | None | |
| Responsible Person | Must be available by phone/email 24/7 to attend | Must be available at all times to respond within 1 | Must be available to contact within 30 mins and | Must be available 24h/day when rented and within | Must be available to contact within 30 mins and | Must be available to contact within 30 mins and |

Background Report

Town of Saugeen Shores Short-Term Rental Licensing Study

| | Blue Mountains | Georgian Bluffs | Huntsville | Northern Bruce Peninsula | Penetanguishene | Kincardine |
|---------------------------|--|--|--|--|---|---|
| | premises within 30 mins of contact by Town Officer | hour of contact by Twp Officer | respond on site within 60 mins | 1 hour of STRA to respond to complaints Contact information must be posted at end of laneway at all times | respond on site within 60 mins | respond on site within 60 mins |
| Maximum Number of Permits | None | Up to 3 STRAs throughout Twp per owner | None | No more than one STRA per property Maximum of 400 STRA licenses will be issued | None | No more than one STRA per dwelling |
| License Term | | Annual Jan 1 to Dec 31 | Annual Jan 1 to Dec 31 Renewal period Nov to first weekend of Feb | 365 days from license issuance Application to renew submitted within 1 month of license expiry | Annual Ending April 30 th Application to renew submitted within 90 days of renewal date | 3-year license term Owner must submit declaration each year before May 1 st confirming continued compliance |

Background Report

Town of Saugeen Shores Short-Term Rental Licensing Study

8.2 Enforcement Mechanisms

| | Blue Mountains | Georgian Bluffs | Huntsville | Northern Bruce Peninsula | Penetanguishene | Kincardine |
|--|--|--|---|---|--|--|
| Administrative Suspensions | Up to 14 days for immediate danger to health and safety | | Up to 14 days for immediate danger to health and safety | Up to 14 days for immediate danger to health and safety | Up to 14 days for immediate danger to health and safety | |
| Demerit Point / Complaint System | Over 2-year period: 7 points = 6-month suspension 15 points = license revocation | Over 2-year period: 7 points = 6-month suspension 15 points = license revocation | Over 2-year period: 3 demerits = license revocation | Over 1-year period: 3 registered complaints = license revocation for 1-year term | 3 complaints within 6 months / 4 complaints within 12 months = license revocation | Over 1-year period: 3 demerits = license revocation for 1-year term |
| Administrative Monetary Penalties (AMPs) | Min = \$250 Max = \$2500 | | | | Min: \$500 Max: \$2000 | |
| Provincial Offences Act (POA) Fines | | No fine schedule appended | Min: \$350 Max: \$500 | Min: \$300 Max: \$900 | Min: \$500 Max: \$500 | Min: \$500 Max: \$900 |
| Other | Automatic suspension upon expiration of liability insurance | | | Automatic suspension upon expiration of liability insurance | | May deny STRA license application for an unlicensed property that has |

Background Report

Town of Saugeen Shores Short-Term Rental Licensing Study

| | Blue Mountains | Georgian Bluffs | Huntsville | Northern Bruce Peninsula | Penetanguishene | Kincardine |
|--|----------------|-----------------|------------|---|-----------------|--------------------------------|
| | | | | Complaint investigation fee (\$1000) for establishing the second registered complaint | | received 3 verified complaints |

8.2.1 Application Requirements

| | Blue Mountains | Georgian Bluffs | Huntsville | Northern Bruce Peninsula | Penetanguishene | Kincardine |
|--------------------------------|--|--|--|--|--|--|
| Approved Building Inspection | None | Inspection completed by Chief Building Official per OBC | Inspection completed by Chief Building Official per OBC | Inspection completed by Chief Building Official per OBC | Inspection completed by Chief Building Official per OBC | Inspection completed by Chief Building Official per OBC |
| Approved Fire Inspection | Approved fire inspection report can be from previous two years | Inspection completed by Fire Official per Fire Protection and Prevention Act | Inspection completed by Fire Official per Fire Protection and Prevention Act | Inspection completed by Fire Official per Fire Protection and Prevention Act | Inspection completed by Fire Official per Fire Protection and Prevention Act | Inspection completed by Fire Official per Fire Protection and Prevention Act |
| Approved Electrical Inspection | Certificate from Licensed Electrician confirming compliance with | None | None | None | None | None |

Background Report

Town of Saugeen Shores Short-Term Rental Licensing Study

| | Blue Mountains | Georgian Bluffs | Huntsville | Northern Bruce Peninsula | Penetanguishene | Kincardine |
|-----------------------------|--|--|---|--|--|---|
| | Electrical Safety Code | | | | | |
| Proof of Ownership | None | Evidence of property ownership and/or written consent of owner (if tenant) | Proof of ownership If a corporation, proof that legally entitles to conduct business in ON | Copy of transfer/deed proving ownership If corporation, business name registration and/or articles of incorporation | Proof of ownership If a corporation, proof that legally entitles to conduct business in ON | Proof of ownership If a condo unit, proof that STRA is permitted by condo corporation |
| Proof of Insurance | Minimum limit of \$2 million in commercial general liability | Minimum limit of \$2 million in public or general liability, identifying STRA in operation on property | None | Minimum limit of \$2 million per occurrence for property damage and bodily injury | Minimum limit of \$2 million per occurrence for property damage and bodily injury, identifying STRA in operation on property | Commercial general liability of not less than \$1 million per occurrence with an aggregate of not less than \$2 million |
| Indemnity | None | Indemnity in favour of Twp from claims/losses etc. attributable to STRA operation | None | None | None | Indemnity in favour of Town from claims, losses etc. attributable to STRA operation |
| Photograph of STRA Property | None | None | None | None | None | Photograph of front of STRA property |

Background Report

Town of Saugeen Shores Short-Term Rental Licensing Study

| | Blue Mountains | Georgian Bluffs | Huntsville | Northern Bruce Peninsula | Penetanguishene | Kincardine |
|----------------------------|----------------|--|---|--|--|---|
| Renter's Code of Conduct | Yes | Signed Good Neighbour Acknowledgement | Yes | Yes | Yes | Yes |
| Renter Information Package | | Name and contact information for Responsible Person, floor plan, health and emergency contacts, information for waste management, instructions for parking, copy of Good Neighbour Acknowledgement | Copy of current license, copy of relevant bylaws (e.g., noise, fireworks, burn), copy of site plan, copy of floor plan, copy of Renters Code of Conduct | Operations Manual, including Renters Code of Conduct, fire safety/exit plan (including location of all smoke and CO alarms, fire extinguishers and escape plans), emergency contact information for owner and responsible person, and all pertinent information for STRA | Copy of current license, current noise by-law, current parking provisions per ZBL, approved floor plans (showing exits and fire escape rooms), and Renters Code of Conduct | Copy of current license, site plan showing parking area, waste management plan, approved floor plan (identifying exits and fire escape routes), contact information for emergency services, name and contact information of Responsible Person, copy of Renters Code of Conduct |
| Responsible Person | | Name and contact information for Responsible Person to respond to property within an hour upon request by Twp | Name and contact information for Responsible Person who can be contacted within 30 mins and respond on | Responsible person contact information posted at end of laneway at all times Must be available 24h a day during | Name and contact information for Responsible Person who can be contacted within 30 mins and respond on | |

Background Report

Town of Saugeen Shores Short-Term Rental Licensing Study

| | Blue Mountains | Georgian Bluffs | Huntsville | Northern Bruce Peninsula | Penetanguishene | Kincardine |
|------------|----------------|---|---|---|---|--|
| | | | site within 60 mins | rental periods and located within 1 hour of STRA | site within 60 mins | |
| Floor Plan | No | Parts of property used as STRA, location of fixtures, bedrooms and occupant loads, entrances, exits, fuel-fired appliances, smoke alarms, fire extinguishers, CO alarms | Use of each room, location of smoke detectors/early warning devices, fire extinguishers, and all entrances and exits to/from building | Yes | Use of each room, location of smoke detectors/early warning devices, fire extinguishers, and all entrances and exits to/from building | Location of bedrooms (including exits and fire escape routes within bedrooms), fixtures, smoke/CO alarms and early warning devices, fire extinguishers, gas and electric appliances, fireplaces, fuel burning appliances, entrances and exits to/from building, exterior decks |
| Site Plan | No | Property lines, location and setbacks of all buildings and structures, including decks, docks, firepits, well, | Location of all buildings and structures, including exterior decks, parking, and related site amenities | Site plan of premises including parking and garbage disposal area, location of septic tank, tile bed, well, fire pit, | Location of all buildings and structures on property, including exterior decks, parking, and related site | Property lines, location of all buildings and structures, wells, septic systems, what part of property to be |

Background Report

Town of Saugeen Shores Short-Term Rental Licensing Study

| | Blue Mountains | Georgian Bluffs | Huntsville | Northern Bruce Peninsula | Penetanguishene | Kincardine |
|-------------------------|----------------|--|---|--|--|--|
| | | septic tank and bed, location and details of shoreline amenity areas | | and all structures on property | amenities, septic system and well | used as STRA, related site amenities, location of parking area, fire pit, and details of shoreline amenity areas |
| Parking Management Plan | Yes | In Information Package for Renters | In approved site plan | In approved site plan | In approved site plan Must be hard-surfaced driveway | |
| Waste Management Plan | | | | In approved site plan | | Self contained storage for waste and recycling and clear instructions for waste disposal |
| WETT Report | | | | | | If wood burning appliance, a WETT report dated within 5 years by a certified inspector |
| Servicing | | Proof of septic system pump-out and inspection within last 5 years | Properties older than 25 years, site report from qualified professional detailing current | Must provide information related to occupancy and potential sewage load and details of | Proof that private water and septic system are of adequate capacity to accommodate maximum | |

Background Report

Town of Saugeen Shores Short-Term Rental Licensing Study

| | Blue Mountains | Georgian Bluffs | Huntsville | Northern Bruce Peninsula | Penetanguishene | Kincardine |
|---|---|---|--|---|--|---|
| | | | state of septic system | sewage system to confirm capacity Must maintain record of system pump outs and maintenance, and demonstrate that septic tank has been pumped out and inspected in last 3 years when renewing license application | occupancy of STRA and comply with all provincial standards | |
| Consent to Disclose Info on Municipal Website | Information about the subject property and owner/operator | Issued licenses posted in a registry on municipal website including license # and municipal address | Applications and issued licenses posted on Town website with information about subject property, owner, and responsible person | Issued licenses posted in public registry with maximum occupant load, owner name and contact information, officer contact information for reporting complaints | Applications and issued licenses posted on Town website with information about subject property, owner, and responsible person | Issued licenses posted on Town website with information about subject property, owner, and responsible person |

Background Report

Town of Saugeen Shores Short-Term Rental Licensing Study

9.0 Appendix B: Schedules to a Draft Short-Term Licensing By-law

9.1 Schedule A – Renter’s Code of Conduct

1) Purpose of the Code

The purpose of the Renter’s Code of Conduct is to acknowledge that Short-Term Rental Accommodation Premises are permitted in residential neighbourhoods and that the permanent residents of these neighbourhoods have the right to enjoy their own properties without Nuisance. It also outlines specific requirements for Short-Term Rental Accommodations and imposes responsibilities for both Owners and Renters of such properties and that Owners bear the primary responsibility of conveying this information to Renters of their Property.

2) Objectives of the Code

The Objective of this Code is to establish acceptable standards of behaviour for hosts and Renters to minimize any adverse impacts on their neighbours and the neighbourhood.

3) Residential Area

The Renter acknowledges for themselves and on behalf of others that they will be occupying a Short-Term Rental Accommodation that is located in a residential area.

4) Guiding Principles

The guiding principles for Short-Term Rental Accommodation Renters are:

- The premise that you are occupying is a home;
- Treat the premise as your own;
- Respect your neighbours; and
- Leave it as you find it.

5) Maximum Number of Occupants

The maximum number of occupants permitted at a Short-Term Rental Accommodation Premises shall be limited as per Section 2(xv) of this By-law.

6) Noise and Residential Amenity

Occupants and their guests are not permitted to disturb neighbours or interfere with their enjoyment of their Premises, or the public realm. Failure to comply with the conditions of the Town Noise By-law may result in legal action being taken.

Examples of noise that is deemed to be a disturbance include:

Background Report

Town of Saugeen Shores Short-Term Rental Licensing Study

- Loud music;
- Outdoor speakers;
- Outdoor or backyard gatherings involving excessive noise;
- Fireworks;
- Late or early hour disturbances;
- Exceeding occupancy limits; and,
- Yelling, shouting, chanting, and loud conversations.

7) Access and Parking

Please familiarize yourself and your guests with the Parking Management Plan for the Premises to ensure ease of access with minimum disturbance to neighbours.

All Short-Term Rental Accommodation Premises have vehicle parking requirements as part of the licensing process. Please refer to the approved Premises Parking Management Plan.

8) Recycling and Garbage

Please familiarize yourself and your guests with the Waste Management Plan.

Please dispose all garbage and recycling to designated garbage area. Ensure that garbage and recycling is sealed shut and not overflowing.

Acknowledgement of Code of Conduct

I _____ CERTIFY THAT:
(Print Name)

I have entered into a rental agreement for a Short-Term Rental Accommodation located at _____, Town of Saugeen Shores, ON, and acknowledge that I have been provided a copy of the Renter's Code of Conduct and confirm that all guests will comply with the terms conditions found within the Code of Conduct, all municipal by-laws of the Town of Saugeen Shores and any applicable Ontario Provincial Statutes.

Signature

Date

Background Report

Town of Saugeen Shores Short-Term Rental Licensing Study

9.2 Schedule B – Demerit Point System

| Item | Short-Form Wording | Provision Creating or Defining Offence | Demerit Point |
|------|---|--|---------------|
| 1) | Exceed maximum permitted occupancy between 10:00pm and 7:00am | | 3 |
| 2) | Second or subsequent offence for exceeding maximum permitted occupancy between 10:00pm and 7:00am | | 8 |
| 3) | Non-availability of Responsible Person | | 5 |
| 4) | <i>Building Code Act</i> conviction related to Premises | | 7 |
| 5) | <i>Fire Protection and Prevention Act</i> conviction related to Premises | | 15 |
| 6) | Clean Yards By-law conviction related to Premises | | 5 |
| 7) | Burning By-law conviction related to Premises | | 5 |
| 8) | Fireworks By-law conviction related to Premises | | 5 |
| 9) | Noise By-law conviction related to Premises | | 5 |
| 10) | Property Standards By-law conviction related to Premises | | 5 |
| 11) | Second or subsequent conviction related to Premises under the Clean Yards, Burning, Fireworks, Noise, or Property Standards By-laws | | 10 |
| 12) | Failure to post License | | 3 |
| 13) | Advertising without a Town License Number included in advertisement | | 3 |
| 14) | Permitting an activity that causes a Nuisance | | 1 |
| 15) | Using or permitting Premises to be used contrary to an approved Parking Management Plan | | 3 |
| 16) | Failure to comply with an Order | | 10 |

Background Report

Town of Saugeen Shores Short-Term Rental Licensing Study

9.3 Schedule C – Responsible Person Consent Form

As required by the Short Term Rental Licensing By-law, the Owner of a Short-Term Rental Accommodation shall ensure that there is a Responsible Person available to respond to a complaint or contravention within **30 minutes** and to attend the Short-Term Rental Accommodation Premises at all times within a period of no greater than **60 minutes** from the time of contact by way of telephone or email.

This By-law defines a “Responsible Person” as an Owner of a Short-Term Rental Accommodation, or a person eighteen (18) years of age or older duly appointed by an Owner to act on their behalf, and being responsible for ensuring the Short-Term Rental Accommodation is operated in accordance with the provisions of this By-law, the license and any applicable terms and conditions, and all applicable laws.

Responsible Person Consent

I _____ CERTIFY AND ACKNOWLEDGE THAT:
(Print Name)

I have been appointed by the Owner as a “Responsible Person” in accordance with the licensing requirements to operate a Short-Term Rental Accommodation at _____, Town of Saugeen Shores, Ontario.

I understand and consent that my name, phone number and e-mail address will be published on the Town of Saugeen Shores website and available to the general public.

I further confirm that when contacted by telephone or e-mail by a member of the public, Town of Saugeen Shores, enforcement officer/agency or the Ontario Provincial Police, I will be available to attend the Short-Term Rental Accommodation within one (1) hour of being contacted to ensure its operation is in compliance with the licence and applicable municipal and provincial law.

Signature

Date

Ottawa

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