To whom it may concern,

My name is Krystin Coyle, owner and operator of a property management company. I have been involved in the residential rental industry in Winnipeg for 4 years. I am fully licensed with the Manitoba Securities Commission and also a licensed realtor.

With my experience in Winnipeg real estate, I feel I am uniquely positioned to speak about the benefits short-term rentals bring to the city and dispel some of the myths surrounding them.

I am aware of a proposal to limit short-term rentals in Winnipeg, and to be clear - I fully support sensible and effective regulation of this business in our city. I believe, however, that the current proposal is an overreach, constituting hard and fast rules intended to satisfy the concerns of a few; rather than a genuine effort to engage owners like myself and improve standards across the industry.

I have been attentive to recent presentations by delegates at city council meetings and I feel it is important to address a few concerns that have been brought forward.

1. Majority of delegates against short-term rentals are residents of a single downtown building located on Hargrave.

It is typically the same cast of 2 or 3 people that are repeatedly present. It is excessive to ban short-term rentals due to complaints from a few outspoken and persistent residents from a single property. I manage 10 units in this building and have for, on average, 3 years. During this tenure I have had 2 issues that would be considered major; one of which was a long-term renter. The overwhelming majority of my guests are business travelers, film crew, families, couples, etc. who are respectful and pleasant guests. To be fair, there are problems in this building and legitimate concerns. The majority stem from a single, unregulated property manager; a handful of delinquent owners, and an unwillingness from owners, and the condo board to engage in meaningful change. Many of these issues could simply be addressed by reasonable rules that have been successfully implemented in other buildings.

While complaints are occasionally brought forward from other buildings, they are at much lower rates and with much less conviction.

2. Stories presented are frequently exaggerated, and sometimes misrepresentations.

While there are often factual elements within stories, important facts and details are typically omitted or exaggerated for dramatic effect.

For example, a recent (and recurring) submission from a resident describes an incident involving a security guard being assaulted and stabbed. This was a horrible incident, and nobody (property manager, renter, or owner) would disagree that these events should not take place. The story is presented in discussions about short-term rentals and safety concerns with implications they are related.

The truth of this story is quite different. The perpetrator is, in fact, a man that broke into the building by cutting realtor lockboxes. He then proceeded to break into the building locker rooms in an attempt at a robbery. Security engaged to remove him and he proceeded to stab the guard. Fortunately, the guard was wearing a vest and there were no serious injuries. Below is a link to the media report. This individual had a history of breaking into other buildings that

same week. This incident had nothing to do with short-term renters yet it is consistently presented as a short-term rental problem. Furthermore, the resident(s) who continue to propagate this myth, were made aware of the details of the incident shortly after it occurred. They have continued to intentionally misrepresent this incident in an attempt to blame short-term rentals and create a false narrative.

There are numerous examples of similar, albeit less serious, events, including descriptions of minor infractions such as noise complaints and parties, to more serious police raids and drug busts - with a single unifying theme: when the facts become known, they are often related to long term renters.

Link: https://www.cbc.ca/news/canada/manitoba/police-break-enter-suspect-caught-1.6302006

3. Repetition of the same events

The same handful of people presenting are also repeating the same repertoire of incidents; many from 2-4 years ago. They are repeating the same hyperbolic stories from years ago because; there are no new stories. Responsible property managers take safety seriously. They also want to work with residents, owners, and condo boards to make sure buildings are safe. In my business, I have adopted rules and vetting processes over the years that have led to a consistent downward trend in problematic stays. These are often overly simplistic and tantamount to common sense, yet their enactment has been inconsistent across buildings, most notably, a condo building located on Hargrave.

4. A lack of objective evidence.

There is one consistent truth in all presentations on this subject I have seen - all evidence provided is anecdotal. This is made worse, as I have described above because the majority are presented as either gross exaggeration, or deliberate misrepresentation and malicious lies.

The fundamental issue is a paucity of evidence that short-term renters cause more issues than long-term renters (or owner-occupied units for that matter). It is fundamentally unfair to eliminate this business model without proof of wrongdoing.

How is it justifiable to condemn me, my business, and the owners I represent based on these unproven allegations? I know the number of incidents in my units has been exceedingly small, typically of a minor infraction and promptly addressed, and would wager at a much lower rate than is often the case of many long-term rentals and unregulated short-term rental properties.

5. The pandemic was unique and difficult.

Not only was the pandemic difficult for rentals, but it was also difficult for the entire city. Tourism and travel dropped to zero overnight. Many people and operators, including myself, tried to take to longer-term renters and increased vetting of local tourists (staycation). Ironically, I had the hardest time in my business dealing with this and the problems it brought. A select operator, however, lowered standards to fill vacancies and had a commensurate increase in problems. Thankfully, as travel has resumed, this has largely normalized.

6. Buildings that have implemented rules have largely mitigated resident complaints.

Unfortunately, certain buildings have not implemented rules to address issues. Common sense such as limited access to local (Winnipeg residents), minimum night stays over weekends, a limited number of guests based on unit size, prohibiting unregistered guests, and minimum nightly rates.

A small number of hosts advertise one-bedroom apartments for 6 guests, accepting low nightly rates, for a single night on a weekend; and accept local residents. This is beyond reprehensible and leads to problems.

Guest identification, implementation of noise sensors, and engagement of building security to identify potential problems before incidents occur are paramount.

I had the pleasure of working on a committee with a downtown building that continues to have problems. The rules suggested were largely supported; however, discussions were sidetracked and ultimately derailed by a pair of condo board members /owners that refused to work together. Each is untrusting of the other and ultimately refuses to implement any rules at all. Somewhat ironically, the most vocal and self-anointed leader of the "anti short term rental" crusade was a condo board member involved. He adamantly refused to implement rules fearing this would somehow undermine his ability to further regulate in the future - counterproductive and perpetuated the problem.

Also, I own a unit at xxx Market Ave and have been on their condo board for years. I have not seen a single complaint brought forward from this building. Nor have I seen a delegate submitting complaints / presenting at council meetings. This building has approximately 20 short-term rental units and has simple rules which have proven to be effective. It is a great example of how short-term rentals can continue to operate successfully.

In Summary, the highly restrictive rules that would effectively ban short-term rentals in the city are being considered under (largely) pretenses, by a small group of vocal activists, in the absence of objective evidence. My experience is that effective engagement of operators coupled with improved regulation would alleviate the majority of concerns and prove the appropriate and more beneficial path forward. I would be happy to work with the city, condo boards, and other interested parties toward these goals.

Thank you for your time in reading this submission,

With sincere thanks,

- Krystin