Licensing and registration model for short-term rentals, and short-term rental companies in Toronto - key regulations

Short Term Rental Operators

1. Short-term rentals must be registered in the City of Toronto.
2. City issued registration number must be included in the listing or advertisement.
3. Short-term rentals can only be in people's principal residence – this is the home people stay in and the address they use for bills, identification, taxes, and insurance.
4. You can be a homeowner or a renter in any housing type, for example: house, apartment, condominium or etc. Ensure that you are allowed by your condominium or landlord to short-term rent your residence.
5. Your home must be in a residential area in the city.
6. You can rent up to three bedrooms in your principal residence for an unlimited number of nights per year or the entire home for a maximum of 180 nights per year.
7. You can host a short-term rental in a secondary suite or laneway suite, as long as the suite is your principal residence.
8. People who operate short-term rentals shall not discriminate people based on race, place of origin, ethnic origin, citizenship, sex, sexual orientation, gender identity, gender expression, age, marital status, family status, or disability.
9. People short-term renting their homes cannot refuse service to any person with a disability. This includes a person accompanied by a service animal.
10. The host must provide you with a contact information of a person available during the rental period.
11. Must provide a diagram of all exits from the building where your short-term rental is located.
12. Be a good neighbor and respect rules around noise, parking, garbage and recycling.
13. Collect and remit a four per cent (4%) Municipal Accommodation Tax on all rentals that are less than 28 consecutive days.

Short Term Rental Companies/Platforms

1. Short-term rental companies facilitating short term rental reservations, they must obtain a license before they can operate in Toronto.
2. Communicate City's bylaws to all operators listing or advertising their short-term rentals
3. Keep specific records and provide to the City in a secure format
4. Provide a process for removing listings that do not have a valid registration number, and a process for dealing with problematic operators and responding to complaints.
5. Ensure all listings have a valid registration number.
6. Short-term rental companies can sign a Voluntary Collection Agreement with the City of Toronto to collect and remit the Municipal Accommodations Tax on behalf of operators.

Proposed Regulatory Items for Short-Term Rental Accommodations

Pillars	Winnipeg Proposed Regulatory Items: STRA Licence Requirements	Winnipeg Proposed Regulatory Items: Platform Licence Requirements	Primary Residence	Non- Primary Residence	Toronto Model	Calgary Model
Community Safety	License number must be in all advertisements		Yes	Yes	Yes	Yes
	Criminal Records check or Record Reveiws		Yes	Yes	No*	No
	Must list short-term rentals through a licenced platform		Yes	Yes	No	No
	Must keep records of guests		Yes	Yes	Yes	Yes
	Separate licence for each property rented		N/A	Yes	No	Yes
	Lability Insurance required		No	No	No	No
		Platform Licence required	Yes	Yes	Yes	Yes
		Provide listing of properties on their platform if requested	Yes	Yes	Yes**	Yes
		Provide a process for removing listings that do not have a valid business licence	Yes	Yes	Yes	No
		Provide a plan on how to address complaints associated with STRA with their platforms	Yes	Yes	Yes	No
		Companies based outside Winnipeg must provide an address for service.	N/A	Yes	Yes***	No
Consumer Safety	Floor plans with emergency exits		Yes	Yes	Yes	Yes
	Maintain/Install Smoke detectors		Yes	Yes	No	Yes
	Maintain/Install carbon monoxide detectors		Yes	Yes	No	Yes
	Maintain/Install Fire extinguishers		Yes	Yes	No	No
	Provide a safety plan		Yes	Yes	Yes	Yes
	Must not operate outside of the address listed on the license		Yes	Yes	Yes	Yes
	Provide guest with emergency contact informationand be available 24/7 to respond during the rental period		Yes	Yes	Yes	Yes
Neighbourhood Accountability	Unless owner/primary tenant is in residence, contact info must be posted in a conspicuous location at the entrance to the STRA while it is being rented		Yes	Yes	Yes	No
	Contact number provided to all renters		Yes	Yes	Yes	Yes
	If you rent the residence a letter from the property owner or condomindiam board would be required giving permission		Yes	Yes	No****	No*
Promoting Economic Development & equity in accommodations industry	An individual may obtain a maximum of two licences – one for the individual's primary residence and one for another dwelling place. Non-individuals (partnerships and corporations) may obtain only one licence – for a non-primary residence		N/A	Yes	No Limit of 1	Yes Limit of 2

Toronto Model

*Although not mandatory, it is part of the screening criteria to review conviction history (which can ultimately impede the decision to grant STR registration)

**Must provide listing as well as enter a Data Sharing Agreement (DSA) with the City. Data is linked to Open Data Portal where all rental properties can be found.

***Note: Companies based in another country still need to provide an Ontario address as part of the licensing process. This is because the City needs to ensure that there is an address of record in case any legal documents or letters need to be served.

Rows #17-19 Not required by STR regualtions/bylaws but may be a requiremment of condominium bylaws

****Not required by the City but may be a requirement of condominium bylaws

Calgary Model

Rows 17-18 Recommendation by the city not mandatory

* Required to only **inform** the property association, not necessarily by letter

	Proposed Regulatory Items for Short-Term Rental Accommodations									
Pillars	**Winnipeg Proposed Regulatory Items** STRA License Requirements	Platform License Requirements	**Primary Residence**	**Non- Primary Residence**	**Ottawa**	**Mississauga**	**Edmonton**	**Kelowna**	**Vancouver**	**Victoria**
Community Safety	License number must be in all advertisements		Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	Criminal Records check or Records Reveiw		Yes	Yes	Yes	Yes	No	No	No	No
	Must list short-term rental through platform		Yes	Yes	Yes	No	No	No	No	No
	Must keep records of guests		Yes	Yes	No*	Yes	No	Yes	No*	No
	Separate licence for each property rented		N/A	Yes	Yes	Yes (1 License)	Yes	Yes	Yes (1 License)	Yes (1 License)
	Lability Insurance required		No	No	Yes	Yes	No	No	No	No
		Platform Licence required	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes
		Provide listing of properties on their platform if requested	Yes	Yes	Yes	No	No	No	Yes	No
		Provide a process for removing listings that do not have a valid business licence	Yes	Yes	Yes**	Yes**	No	No	Yes**	No
		Provide a plan on how to address complaints associated with STR with their platforms	Yes	Yes	Yes	No	No	No	No	No
		Companies based outside Winnipeg must provide an address for service.	N/A	Yes	Yes	No	No	No	No	No
Consumer Safety	Floor plans with emergency exits		Yes	Yes	Yes	Yes	No	Yes	Yes	No
	Maintain/Install Smoke detectors		Yes	Yes	Yes	Yes	No	Yes	Yes	No
	Maintain/Install carbon monoxide detectors		Yes	Yes	Yes	Yes	No	Yes	Yes	No
	Maintain/Install Fire extinguishers		Yes	Yes	Yes	Yes	No	Yes	Yes	No
	Provide a Safety plan		Yes	Yes	Yes	Yes	No	Yes	Yes	No
	Must not operate outside of the address listed on the license		Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	Provide guest with emergency contact informationand be available 24/7 to respond during the rental period		Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Neighbourhood Accountability	Unless owner/primary tenant is in residence, contact info must be posted in a conspicuous location at the entrance to the STRA while it is being rented		No	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	Contact provided to all renters		Yes	Yes	No	No	No	No	No	Yes, within
	If you rent the residence a letter from the property owner to Condo board would be required giving permission		Yes	Yes	Yes	Yes***	No	Yes***	Yes	Yes
Promoting Economic Development & equity in accommodations industry	An individual may obtain a maximum of two licences – one for the individual's primary residence and one for another dwelling place. Non-individuals (partnerships and corporations) may obtain only one licence – for a non-primary residence		Yes	Yes	Yes Limit 2	No Limit 1	Yes Limit 2	Yes Limit 2	No Limit 1	No Limit 1

* Must keep record of number of **nights** used, not the number of **guests/guest information**

**Generic Process- When notified by Chief License Inspector/city, STR must be removed from all mediums within a certain time frame sometimes by the host not necessarily the platform

Row 24- Must be posted in rental unit but not necessarily in the entrance

*** A "letter" is not specifically listed, but permission IS required (ie: through an online digital form etc.)