As a resident of the downtown core area and condo owner, and I want to express my support for regulation of the short-term rental industry. I however several concerns regarding the proposal being presented to the Executive Policy Committee that fail address the primary risks voiced by our condo community that are imposed when STR businesses are established in residential condo buildings.

My biggest concern is with the City of Winnipeg is becoming overly dependent on the services of the Winnipeg Police Service with their proposed solution by requiring the police with establishing records of problem suites such as those with noise violations for the purpose of evaluating whether a short-term rental license should be removed. Currently, the demands for the services of the Winnipeg Police Service exceed their capabilities.

The police may have time to enforce noise by-laws in the suburbs but the police in the downtown area do not have the capabilities to take on this extra responsibility. In the downtown core, police are dispatched based on immediate safety risks and do not have the capabilities or the resources to police short-term rental licenses and municipal by-laws. Calls for noise complaints for downtown apartments and condos will not be addressed as the police as they will not be able to respond to our building. The Winnipeg Police Service in our neighborhood is frequently needed to be dispatched for incidents that present an immediate threat to life or safety such as those that involve weapons such as a gun or a knife. We have had incidents in STRs in our building that have fit that criteria but are less frequent than the out-of-control parties which can occur on any night. On the weekend, the police are frequently unable to respond to assaults if the person has been able to secure themselves safely in their unit as the immediate threat is no longer present. On a busy night, the police may arrive the next morning to take a statement and provide a police report number.

While we experienced some of our worst experiences being neighbours with STRs during the pandemic when STR operators were renting their suites to host COVID parties, the City of Winnipeg frequently recommended the solution that residents call Public Health to enforce the health measures which could shut down the parties. Public Health however never showed a presence in our building to stop or even act as deterrence for COVID parties. City employees with new positions created for the purpose of regulation could fill that function, but they need to be available 24 hours a day as most problems occur in the more inconvenient times such as in the later evening and early morning.

For limits and rules to having effectiveness and, to have meaning, those limits need to be enforceable. If the city through licensing is to put a cap on the number of adults per bedroom, this rule will only help if the City of Winnipeg provides the staffing and manpower to enforce the rules in their regulation proposal. As this is not a matter involving the criminal code, the police will not be enforcing this and will have zero effectiveness to stop the kind of guests that cause the biggest problems for the neighbours next to these STR businesses.

I also feel that by allowing condo boards the power to grant approvals for STRs to operate in our buildings undermines our municipal levels of democracy. Each condo unit represents 1 vote so in a condo such as ours, the developing corporation from Toronto holds roughly 30 votes based on unsold units and rental properties and do not share the same interests and values as the people actually living condo units. As well, the individuals renting in long-term rental suites, do not have voting rights with condo boards, the same way they would with municipal elections. Our municipal elections function on 1 vote per constituent and voting power should not be dictated by a person's personal wealth. Companies such as Urban Capital however have no voting rights in our municipal elections as they operate out of

Toronto. Our condo board used to be resident based but when residents attempted to improve safety in the building that interfered with profit levels, they dissolved our board and established their own paid employee to operate and hold the balance of power as resident interests were in conflict with potential STR investors. This is one of the many reasons that you will see so many submissions to City Council as the developer has used their economic strength to undermine any sense democratic voice within our community. It would be a mistake for the city to undermine the constituents in this manner by handing over discretion to powers that cannot even vote in Winnipeg municipal elections.

Creating a direct line for STR operators can only be meaningful if the City of Winnipeg actually has a way to measure and follow-up that operators are monitoring their phone lines to manage their problems. It however does not hold operators to a level of responsibility where problems would be prevented. STR operators are only reacting to complaints but not preventing incidents from happening. As neighbours, we have no investment in these businesses and it shouldn't be our responsibility to monitor and police their suites as this takes time away from our family and our own personal pursuits.

The City of Winnipeg should also establish a Code of Conduct for STR operators on how they manage disputes and complaints. In one situation, we had an STR operator inform one of their customers that my wife called the police on a domestic violence incident that made her fear to leave our home for a week as they had no idea when they were checking out of the suite. The City of Winnipeg needs to monitor and ensure that the complaints are being resolved in an appropriate manner, otherwise the City of Winnipeg is leaving it to the discretion of the STR operator to determine what is addressed, how they monitor their phones and to what time frame problems need to be addressed. These problems with STRs however could simply be prevented drastically improving the community's sense of safety and quality of life if the City of Winnipeg followed more progressive solutions such as those being used by New York City where operators are not allowed to rent their suite on an STR platform unless they are present in the suite during rental.

Our family's most recent incident requiring police assistance that occurred in late summer progressed over a 5-hour period from my first call to 9-11 until when the police finally arrived. The incident started with 6 people in a 1-bedroom suite presenting as aggressive and heavily under the influence. Several individuals were swearing uncontrollably and throwing beer cans off the balcony while only separated by a floor to ceiling glass window only a meter away from our 3-year-old niece's bedroom which prevented her from being able to be put down for bedtime. Attempts were made to ask the STR renters to behave and the owner of the STR was contacted whose only solution was to send messages through the Airbnb app to instructing their renters to manage their behaviour. The STR operator provided no presence or follow-up and the STR renter's behaviors escalated and placed the burden on the neighbours residing on the floor to monitor, assess and intervene.

I determined it was necessary to call the police based on that the STR renters were throwing beer cans and objects at the cars and people passing below the balcony. The police demand was too high to respond as there was a murder several blocks away that resulted from a gang assault. The incident next door was only resolved as it escalated to the point where one individual started to throw the metal and wood patio furniture and the STR renter began to kick and head but the divider between our suites presenting a threat to our safety if he potentially breached onto our property. The ground of on my side of the balcony was getting covered in glass from the objects the STR renters were smashing against our balcony dividers. We called the police again and the police came to the building and managed the

situation removing the people from the building. This problem became every neighbour's problem as well as the police but could have been resolved 5 hours earlier if the STR operators were required to be present living up to their title of host to manage their guests. This business however would rather simply collect money remotely as passive income but not labour involved.

Incidents such as the last one described are something that everyone living in our building has experienced at some time. We feel vulnerable that one of our neighbours are eventually going to be hurt by the activities in these STR businesses. We also feel like we are being held hostage as we our sense of safety and quality of life can be impacted at any time. Living in a multi-level condo, when incidents are bad, we can't leave our suite as we have to use the same hallways and elevators that problem STR guests use and we can't sleep when our sense of safety has been violated by some of the conduct hosts allow when supervision is not present.

I appreciate the time many of those in City Council have taken with investigating how to resolve this issue. Please take into account our experiences when making your decision and regarding the regulation of the Short-Term Rental industry.

Thank you.

Craig Penner

Downtown Resident and Condo Owner