



Short-Term Rental Operator's Handbook

city
of north
vancouver



CITY OF NORTH VANCOUVER

**SHORT TERM RENTAL (STR)
OPERATOR'S HANDBOOK**

Questions?

Visit cnv.org/ShortTermRentals

Contact us:

licence@cnv.org

604-982-9675

Summary
Key Things to Know about Short Term Rentals
in the City of North Vancouver

- A short term rental (STR) is the rental of a furnished bedroom or a self-contained residence (includes a toilet, bathroom, sleeping and living area, and a cooking facility) for less than 90 consecutive days.
- The Province introduced new regulations for STRs in late 2023. As of May 1, 2024, the Province has restricted STRs to an operator's principal residence, plus one additional rental unit (e.g., an authorized secondary suite or a coach house) on the same property.
- A principal residence is a residence in which you reside for at least 183 days per 12-month business licensing period.
- STRs cannot be operated outside of your principal residence.
- Effective December 1, 2024, you are required to have a City of North Vancouver Business Licence before listing, advertising or renting your STR.
- The City licences 3 types of STR:
 - A.) *Short Term Boarding:*
Rental of one or more furnished bedrooms without any cooking facilities.
 - Annual Business Licence fee: \$250
 - B.) *Short Term Residential Rental:*
Rental of an entire self-contained residence (includes a toilet, bathroom, sleeping and living area, and a cooking facility).
 - Annual Business Licence fee: \$550
 - C.) *Bed and Breakfast:*
Rental of one or more furnished bedrooms with breakfast provided.
 - Annual Business Licence fee: \$19 / room
- STR Business Licence application forms can be found online (cnv.org/ShortTermRentals) or at City Hall.
- The Business Services team at City Hall can provide you with guidance and information as needed.
- Email licence@cnv.org or call 604-982-9675. Details about licencing STRs are available online at cnv.org/ShortTermRentals.

1.) Being a Responsible Short Term Rental (STR) Operator

The City of North Vancouver (the City) takes a balanced approach to regulating STRs. The approach aligns with changes mandated by the Province under the [Short Term Rental Accommodations Act](#), while taking into consideration community needs and a diversity of short term accommodation users.

A valid Business Licence issued by the City will be required for all operators by December 1, 2024. To become an STR operator in the City, before December 1, 2024 you are required to obtain a Business Licence prior to listing, advertising or renting your property for short term purposes. The following requirements for obtaining a Business Licence must be met:

- Eligibility requirements for operating an STR as required under Provincial regulations, and City of North Vancouver Bylaws (see Section 5 of this handbook); and
- Abide by guidelines for a responsible operator (see Section 12 of this handbook).

2.) What is a Short Term Rental?

An STR is the rental of a furnished bedroom or a self-contained residence (includes a toilet, bathroom, sleeping and living area, and a cooking facility), for less than 90 consecutive days. STR listings are commonly found on online platforms, such as, Airbnb, Vrbo, FlipKey, Booking.com, Craigslist, and Facebook Marketplace amongst other advertising and listing mediums.

3.) Who is impacted?

Effective May 1, 2024, the Province enacted regulations which restrict STRs to a resident's principal residence, plus either a secondary suite or a coach house on the same property. To align with the new Provincial legislation, the City requires STR operators to have a Business Licence by December 1, 2024. These changes impact everyone who intends to operate an STR on a residential premises.

4.) City's Principal Residence Requirements

Principal residence means that it is your residence, and that you are able to prove that you live there for at least 183 days per 12-month licensing period. STRs can only be operated in your own residence, plus one additional rental unit (e.g., an authorized secondary suite, or a coach house) on the same property.

STRs are not permitted outside of your principal residence. The City will only consider granting a Business Licence if you comply with the eligibility requirements.

5.) Eligibility Requirements

To be eligible for a Business Licence, you must meet the following conditions:

- ❑ Comply with the Provincial [Short Term Rental Accommodations Act](#).
- ❑ Comply with the City's [Zoning Bylaw 1995, No. 6700](#). The City will review each application and determine compliance with the Zoning Bylaw.
- ❑ Operate an STR solely in your residence. This may include your own residence, plus if applicable, one additional rental unit (e.g., an authorized secondary suite, or a coach house) on the same property. This means that you are permitted to operate not more than two STRs on the same property.
- ❑ Your residence complies with the City's building and life safety requirements (see Section 6 of this handbook).
- ❑ If you are a tenant, you have the written authorization from the property owner to operate an STR. The authorization form is available online at cnv.org/ShortTermRentals.
- ❑ If your residence is part of a Strata Corporation, you have the written authorization of the Strata Corporation to operate an STR. The authorization form is available online at cnv.org/ShortTermRentals.
- ❑ Commit to maintain and provide to the City upon request a list of the dates, duration, and number of patrons accommodated in your STR. The STR operation records template is available online at cnv.org/ShortTermRentals.

6.) Building and Life Safety Requirements

- Fire extinguisher(s) of not less than a five pound ABC class be mounted in a visible area of the kitchen, with annual maintenance recorded.
- An evacuation and floor plan including the contact information for the Responsible Site Contact for the rental unit (accessible 24/7), displayed visibly to patrons from inside the main entrances and exits.
- Smoke alarms (interconnected) installed with annual testing recorded. Carbon monoxide detectors must also be installed if there are any gas appliances on the premises.
- Windows are operational for emergency exit.

"Life Safety Guidelines for Rental Units" is available online at cnv.org/ShortTermRentals.

7.) Apply for a Business Licence: Required Materials

- STR Business Licence application form.
- Updated floor plan for your residence.
- Written authorization from the property owner, if applicable.
- Written authorization from Strata Corporation, if applicable.

The forms and templates are available online at cnv.org/ShortTermRentals.

8.) Business Licence Application Process

Business Licence application forms and information are available online (cnv.org/ShortTermRentals), and at City Hall.

The following outlines the key steps to obtain a Business Licence:

1. The applicant completes and submits the STR Business Licence application form via email (licence@cnv.org). The printed application form can also be submitted in person at City Hall.
2. The City reviews the application form to confirm that it is full and complete.
3. The applicant pays a \$50 non-refundable application fee. Payment can be made on CityServe (Guidelines to create a [CityServe](#) account).
4. The City reviews all documentation to ensure compliance with:
 - a) Principal residence requirement;
 - b) Property use approvals, if applicable;
 - c) Zoning requirements for the property;
 - d) Building and life safety requirements; and
 - e) Bylaws, regulations, and policies of the City.
5. The City issues an invoice for the Business Licence fee if the applicant meets all requirements.
6. The applicant pays the annual fee for a Business Licence:
 - Accessory Boarding – Short Term: \$250
 - Residential Rental – Short Term: \$550
 - Accessory Bed & Breakfast: \$19 / room
7. The City issues a Business Licence to the applicant. Note: the City may conduct a physical inspection of the rental unit used for STR operation.

9.) STR operation in a Secondary Suite

STRs cannot be operated in an unauthorized secondary suite. If you have an unauthorized secondary suite, follow the Building Permit application process to legalize your secondary suite.

- A. The Building Permit guidelines and Application Form can be found [here](#).
- B. You will be required to provide architectural drawings to show the entire secondary suite layout, along with having all areas and fixtures clearly labeled.

On the site plan:

- Distance of all building setbacks measured perpendicular to the property lines.
- Suite's parking spot location/ size.

On floor plans:

- Show all dimensions for doors.
- Show which area is the secondary suite.
- Type and location of fixtures, heating and venting equipment.
- Show kitchen and bathroom layout with equipment labeled.
- Fire separation assembly between suite and the main house.
- Show how window opens (for example, slider, casement).
- Egress Window area (size).

Provide elevations:

- Show spatial separation calculations, as well as all door and window sizes.

10.) STR Operation in a Coach House

STRs cannot be operated in an unauthorized coach house. If you have an unauthorized coach house, follow this process to legalize your coach house.

- A. Submit a Coach House [Development Permit Application](#). Please review the [Coach House information handout](#).
- B. Submit a Building Permit Application and adhere to the [application guidelines](#).

11.) Compliance and Enforcement

The City requires STR operators to have a Business Licence by December 1, 2024. Starting December 1, 2024, the City will issue notices of non-compliance to STR operators that do not have a valid Business Licence. STR operators that are non-compliant will be given no more than five days to contact the City and establish a pathway to become compliant. The City will notify the Province to remove STR listings that do not comply with the City's business licensing requirements from all online platforms.

In addition, operating an STR without a valid Business Licence may result in a penalty of \$400. This penalty can be issued daily until the bylaw contravention is resolved. Contravening the conditions for operating an STR may also result in suspension or cancellation of a Business Licence.

12.) Be a Responsible STR Operator: Information for Your STR Patrons

Noise

Noise generated by STR patrons, including yelling, loud or amplified music must not cause an unreasonable disturbance to the neighbours. Dogs, birds or other pets should not cause excessive or an unreasonable amount of noise. Continuous or sporadic animal noise in excess of 30 minutes is considered an objectionable or disturbing sound.

Reference: [Overview of the City's Noise Control Bylaw](#)

Parking

Ensure that your STR patrons understand where they are permitted to park. In general, patrons should park in your driveway or your designated parking stall.

Reference: [Parking Guidelines for the City](#)

Garbage and Recycling

Ensure that there are proper bins for your residence for disposal of organic/ food scraps, recyclable waste, and general garbage, respectively.

Reference: [Green Can / Food Scraps](#)

Dogs

The City encourages and supports responsible pet ownership to protect and safeguard the health of its community. Please be respectful and keep your dog on-leash at all times (except in off-leash areas).

Reference: [Animal Control in the City](#)