**Short-Term Rental Accommodation Survey – What We Heard Document**

In response to interest from the media, public, and Council, City of Whitehorse Administration conducted an online survey regarding short-term rental accommodations (STR). The survey was open from June 18th to July 28th, 2019. A total of 577 responses were collected.

The following information is a summary of survey results. Open-ended responses have been condensed to illustrate basic themes and are not verbatim as they were submitted.

**Question #1: Do you currently operate a short-term rental accommodation (either through AirBnB or another platform) within Whitehorse?**

![Respondent Mix](chart)

**Question #2 (STR Operators Only): In which Whitehorse neighbourhood is the short term rental accommodation located?**

![Existing STR Locations](chart)
Question #3 (STR Operators Only): What dwelling type is the short-term rental accommodation operated within?

![Existing STR Types]

- Single detached/Duplex: 45%
- Secondary suite (living/garden suite): 16%
- Condo/Apartment: 12%
- Townhouse: 19%
- Other: 5%
- Not Specified: 3%

Question #4 (STR Operators Only): Is the short-term rental accommodation located at your principal residence/property (where you reside on a daily basis)?

![Principal vs Secondary Residence]

- Principal Residence: 71%
- Non-Principal Residence: 19%
- Not Specified: 10%

Question #5 (STR Operators Only): How long have you been operating the short-term rental accommodation?

![STR Operating History]

- Less than 6 months: 24%
- 6 months to 1 year: 15%
- 1 to 2 years: 12%
- More than 2 years: 9%
- Not Specified: 30%
Question #6 (STR Operators Only): In a typical month, how many nights is your short-term rental accommodation occupied by guests?

**Rental Frequency for STR per Year**

- 0-5 nights: 5%
- 5-10 nights: 11%
- 10-20 nights: 18%
- >20 nights: 25%
- Other (please specify): 25%
- Not Specified: 16%

Question #7: Not including short-term rentals, are you involved in, or employed by, the tourism industry?

**Relation to Tourism Industry**

- Tourism Industry Employee: 47%
- Non-Tourism Industry Employee: 53%
Question #8: Which of the following dwelling types do you think short-term rental accommodations should be permitted in (check as many as apply)?

![Appropriate Location for STR (557 respondents)](image)

- Entire principal residences only (ie. while out of town) - 75%
- Bedroom in principal residence (single detached/Duplex) - 83%
- Bedroom in principal residence (townhouse/apartment) - 80%
- Secondary suites (living suite in principal residence/garden suite on principal property) - 82%
- Income properties (secondary residence owned only for purpose of short term rental) - 60%

Question #9: Applicants for short-term rental should be required to (check all that apply):

![Support for Regulatory/Permit Requirements (557 respondents)](image)

- Acquire a business license ($160/year) - 45%
- Acquire a home-based business permit ($30) - 50%
- Post licensing information in advertisements - 35%
- Provide authorization from condo corp (if applicable) - 51%
- Inspection by a City official ($75) - 41%
- None of the above - 27%
- Other (please specify) - 14%
Other Responses:
- Appropriate licensing
- Appropriate safety requirements
- City taxation
- Either development permit or business license
- Fire inspections
- Higher sewer/water/garbage/compost fees
- Inspections
- Insurance requirements
- Licensing categories based on frequency
- Licensing categories based on primary or secondary
- Limit on days available for rental
- Mortgage helpers
- No standalone rentals
- Not allowed at all
- Not allowed in secondary suites
- Not regulated at all
- Notification to neighbours
- No additional fees
- Only for secondary properties
- Parking requirements
- Permit similar to hotels
- Policy toolkit
- Primary residence only
- Property upkeep
- Proper insurance
- Proper safety equipment
- Same regulations as traditional bed and breakfasts

Question #10: Do you think non-compliant short-term rental accommodations should be subject to fines (approximately $500, similar to other jurisdictions)?

Support for Non-Compliance Fines (approximately $500)

- 38% Yes
- 62% No

Support for Non-Compliance Fines (Operators of STR only)

- 7% Yes
- 33% No
- 60% Not Specified

Question #11: Should the City explore additional fees and/or taxes on short-term rental accommodations?

Additional Fees/Taxes on STR

- 16% Yes
- 30% No
- 54% Uncertain

Additional Fees/Taxes on STR (Operators of STR only)

- 16% Yes
- 9% No
- 75% Uncertain
Question #12: How has the growth of short-term rental accommodations in Whitehorse impacted the rental housing market?

**Impact on Local Rental Market**

(Non-STR Operators Only)

- 18% Negative
- 33% Positive
- 35% Uncertain
- 14% Other (please specify)

(Operators of STR only)

- 28% Negative
- 25% Positive
- 38% Uncertain
- 9% Other (Please Specify)

**Other Comments (Non-STR Operators Only):**

- Different market so no impact
- Eliminated housesitting economy
- Improved market for seasonal workers
- Increases cost of affordable rentals
- Increasing costs by removing inventory
- Long term rental (LTR) would stay empty due to owner preference
- No impact

**Other Comments (Operators of STR Only):**

- Not property owners responsibility to provide rental housing
- Provides different market
- Provides transitional housing
- Reduced home ownership cost
- Reduced rental prices
- Removes rental housing from market

Question #13: How has the growth of short-term rental accommodations in Whitehorse impacted the local economy?

**Impact on Local Economy**

(Non-STR Operator Only)

- 7% Negative
- 13% Positive
- 31% Uncertain
- 49% Other (please specify)

(Operators of STR only)

- 2% Negative
- 12% Positive
- 9% Uncertain
- 77% Other (Please Specify)
Other Comments (Non-STR Operators Only):
- Any additions to the economy are positive
- Diversifies income opportunities
- Increased gap in have/have nots
- Increased housing costs
- Increased tourism capacity
- Lack of consistency in tourism accommodation - hotels, hostels, etc.
- Negatively impacted affordability
- No impact
- Provides options for non-Whitehorse Yukoners
- Range of options for tourists
- Reduced overall housing units for employees

Other Comments (STR Operators Only):
- Better experience for tourists
- Hotels are full so STR supplements market
- Options for out of town Yukoners
- Options for short term contractors/professionals
- Provided options for tourists
- Issues with condo regulations and insurance
- Limit frequency
- Limit number of rentals per property
- Limit the overall number of STR permitted
- LTR is more important than STR
- No regulations
- Not in apartments or townhouses
- Notification to neighbourhood
- Only allow in principal residence
- Only create regulations that are enforceable
- Only impacts hotel owners
- Owners won't make units available for LTR anyways
- Principal residences only
- Provides options for seasonal/temporary workers
- Provides options for tourists
- Reduces available rental units on the market
- Reduces rentals downtown creating traffic/parking issues
- Regulate similar to hotels
- Regulations should consider impact on neighbourhood
- Removes housing stock from market
- Seems like a City money grab

Question #14: Do you have any further comments on short-term rental accommodations?

Non-STR Operators only
- Regulation will result in empty units
- Additional revenue for City through fees
- Anything that increases rental units is positive
- Creates economic and tourism prosperity
- Creates traffic, noise, and crime issues in residential neighbourhoods
- Creates without cause evictions for LT renters
- Develop and enforce appropriate regulations
- Develop incentives for LTR
- Differentiate between a home owner and a business
- Do not allow AirBnb in Whitehorse
- Don’t create more barriers
- Ensure proper safety standards are met
- Find other solutions to affordable housing issues
- Focus on other City priorities
- Hotels have limited availability
- Implement a hotel tax
- Improve rental affordability before allowing STR
- Increases unaffordability of housing
- Industry is regulated through reviews and ratings already
- Insurance issues
- Principal residences only
- Provides options for tourists
- Reduces available rental units on the market
- Reduces rentals downtown creating traffic/parking issues
- Regulate similar to hotels
- Regulations should consider impact on neighbourhood
- Removes housing stock from market
- Seems like a City money grab
• Should be paying income tax on revenue
• Should be subject to proper zoning and enforcement with high fines
• Should not be allowed in residential areas
• Some owners don’t want to rent long term
• Some regulations are appropriate
• Tax, regulate similar to other businesses

• There are more STR than LTR available
• Treat as a commercial venture
• Unfair to properly permitted tourist accommodation
• Uphold original intent of AirBnB
• Waste of City resources to regulate

STR Operators Only
• AirBnB platform already has proper requirements
• Implement appropriate safety regulations
• Cost to set up a home (bills/services) for 2-3 months is very high
• Don’t regulate
• Find other solutions to housing affordability
• Income generator for retirees on limited budget
• Lack of available land is a bigger issue than STR
• Lack of suitable tenants
• Limit number of days rooms/residences can be rented for STR
• LTR more likely to damage property
• More appropriate for families than hotels
• No regulations unless it impacts neighbours

• Numerous temporary workers in Whitehorse need STR
• Only non-primary residences subject to fees
• Provides options for seasonal workers
• Providing additional tourist accommodation when hotels are full
• Secondary suites and secondary properties should be regulated
• Seems like a cash grab by the City
• Small fee and registry to track locations is appropriate
• Treat bedrooms differently than suites or secondary properties
• YG should update Hotel Act
• Properties receiving incentive should not be STR
• Required to afford mortgage
• Same rules as other tourism accommodation