

# Short Term Rental (STR) Pilot Program Engagement Committee of the Whole Presentation

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# Presentation Purpose

## **The purpose of this presentation is to:**

- Provide an overview of the STR Pilot Program Engagement and objectives
- Review communications and engagement activities completed
- Review key themes and feedback provided by the community and stakeholders
- Provide opportunities for questions and comments from Council

# Engagement Overview and Objectives

## Engagement Overview and Purpose

- To implement a Council resolution to conduct community engagement on the proposed STR Pilot Program
- To focus engagement on reviewing STR bylaw amendments (proposed) and provincial STR requirements
- To clarify the use and occupation of several resort style condominiums and developments

## Engagement Objectives

- **Inform and Educate:** with clear, relevant, and accessible information to the public and stakeholders
- **Raise Awareness:** within the community on Pilot Program engagement opportunities
- **Understand Community Perspectives:** by collecting meaningful feedback from a broad range of residents and stakeholders
- **Build Trust and Transparency:** by recording community input to support the decision-making process

# Project Communications and Notices

**Information on the STR Pilot Program Draft Bylaws and engagement opportunities was provided through:**

- Project specific webpage (on Town website)
- eNews updates provided to Town's subscribers
- Newspaper (Times Chronicle)
- Eventbrite (RSVP platform)
- STR Brochure

## Short term rental information sessions this week

Posted by Times Chronicle | Mar 10, 2025 | Council, Featured, Osoyoos | 0



The screenshot shows the Osoyoos Town website. The header includes the Osoyoos logo with the tagline "Canada's warmest welcome" and a navigation menu with links for Emergency and municipal notifications, eNews, Lake Levels, Job Opportunities, Search the site, Community, Planning & Development, Town Hall, Services, and Capital Projects. The main content area features a "Keep current" button and a section titled "Short-Term Rental Regulation Review".

**Short-Term Rental Regulation Review**

**PLEASE NOTE:** Short-term rental accommodation uses are currently prohibited in most zones within the Town, with the exception of those within a "resort residential building" within the Resort Commercial (CT4) Zone (subject to the issuance of a business license). A business license cannot be issued for a use that is not permitted by zoning. Please review the information below relating to the on-going Short-Term Rental Regulation Review project, which may result in changes to the regulations relating to short-term rental accommodation uses within the Town.

**OVERVIEW**

The Town of Osoyoos is undertaking a review of the regulations that are applied to short-term rental accommodations.

**WHAT ARE SHORT-TERM RENTAL ACCOMMODATIONS?**

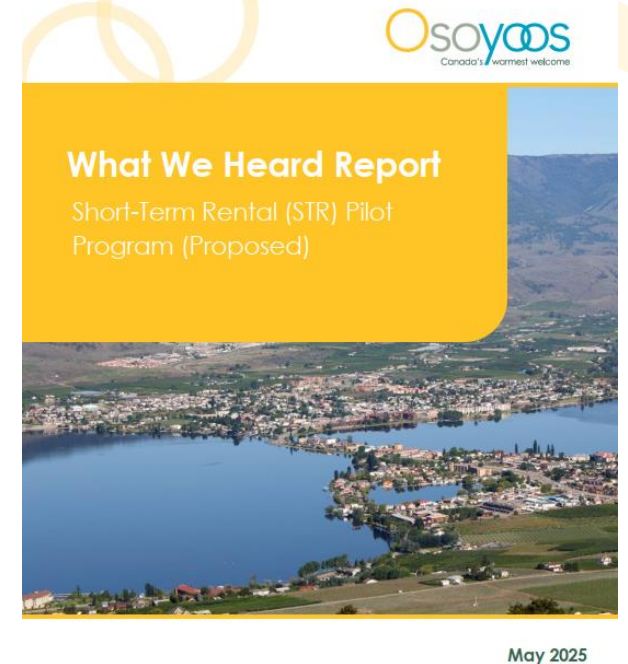
Short-term rental accommodations (STRs) are dwelling units used for providing vacation or recreational accommodation for a specific period of time, usually facilitated through an online platform such as Airbnb or VRBO (Vacation Rental By Owner).

# Engagement Activities

**The following engagement activities were completed as part of the STR Pilot Program engagement:**

- Community Survey (online and hard copy)
- Public Information Meetings (in-person and online)
- Virtual Stakeholder Meeting
- Feedback Form and Stakeholder Survey

In total, over 400 participants were involved in engagement activities. Results of the engagement activities are summarized in the “What We Heard Report”.



# Community Survey

- Run from March 6 to April 4, 2025
- Questions included several topics including;
  - Connection to tourism and STRs (e.g. owner/operator)
  - Perspectives on STRs and Pilot Program draft bylaws
  - General support for the proposed Pilot Program

**308**  
Total  
responses

## Town of Osoyoos Short-Term Rental Accommodation (STRs) Survey

The Town of Osoyoos is currently undertaking a review of the regulations that are applied to short-term rental accommodations (STRs).

While short-term rentals play an important role in the Town's vibrant tourism industry as a resort municipality, they can also pose challenges to the community as it relates to balancing these demands and year-round housing needs.

The Town is seeking community feedback on a proposed STR Pilot Program and related draft bylaw amendments to inform the Project's implementation.

By exploring strategies to regulate short term rentals, this project aims to ensure long-term housing stock is protected, while also offering diverse and flexible accommodation options.

The deadline to complete this survey is **April 4, 2025 at 11:59 P.M. PST.**

Thank you for your participation, your input is greatly appreciated!

To learn more about the Short-Term Rental Regulation Review, please visit: <https://www.osoyoos.ca/node/1375>



### What are Short-Term Rental Accommodations?

Short-term rental accommodations (STRs) are dwelling units used for providing vacation or recreational accommodation for a specific period of time, usually facilitated through an online platform such as Airbnb or VRBO (Vacation Rental By Owner).

### How are STRs Currently Regulated in Osoyoos?

Short-term rentals are currently prohibited in all residential zones and are only allowed on a limited basis on the Resort Commercial (CT4) Zone, within a "resort residential building," subject to the issuance of a business license(s).

# Public Information Meetings

- In-person (March 11) and virtual (March 12) meetings
- In-person included information poster boards and facilitation from project team members
- Virtual meeting included a presentation and Q&A period

**80+**  
Total  
participants



# Virtual Stakeholder Meeting

- Virtual meeting (March 25) for unit owners and managers
- Presentation and Q&A that included the following topics:
  - Clarifying provincial STR requirements and applicability in Osoyoos
  - Applicability of provincial and Town (proposed) STR requirements in the Resort Commercial (CT4) and other strata-titled tourist accommodations

**35+**  
Total  
participants

## OSOYOOS PROPERTY OWNERS' INFORMATION & INPUT SESSION

Short-Term Rental (STR) Regulations and Proposed STR Pilot Program Review

Tuesday, March 25 · 6:30 – 8:30 pm PDT





# Engagement Key Themes

The following key themes that emerged from the community survey results and the virtual and in-person meetings.

**General  
Support for  
Short-Term  
Rentals**

**General  
Support for  
Proposed STR  
Pilot Program**

**Tourism and  
Economic  
Impacts**

**Enforcement  
and  
Administration**

**Principal  
Residence  
Requirements**

**Understanding  
of STR Pilot  
Program**

# Engagement Key Themes

## General Support for Short-Term Rentals

**Key Takeaway:** There was an overwhelming majority of support from participants for the allowance of STRs in Osoyoos with some form of regulation.

## General Support for Proposed STR Pilot Program

**Key Takeaway:** There was a smaller majority of support from participants regarding the proposed STR Pilot Project and related amendment bylaws.

## Tourism and Economic Impacts

**Key Takeaway:** Many participants noted the impact of STRs on the Osoyoos economy, both positive (supporting tourism) and negative (reducing housing availability and impacts on low/fixed-income households, families, and workers).

### Public Support for STRs Over Time

- In 2023, 67% of respondents supported allowing short-term rentals (STRs) in either all or some residential areas.
- In 2025, 87% supported permitting STRs in some form, though views varied on how strictly they should be regulated.
- While the questions differed slightly between years, results suggest growing support for STRs—particularly when paired with appropriate regulations.

# Engagement Key Themes

## Enforcement and Administration

**Key Takeaway:** A key discussion/question topic that emerged from participants regarded the ability and cost for the Town to implement, administer, and enforce the STR Pilot Program.

## Principal Residence Requirement

**Key Takeaway:** There was mixed support for the Town maintain the principal residence requirement. Supportive participants noted the ability to better enforce and regulate STRs while those who were unsupportive noted it as a barrier for STR operation.

## Awareness and Understanding of STR Pilot Program

**Key Takeaway:** There was confusion from some participants on the proposed STR Pilot Program, principal residency requirements and related draft amendment bylaws. There was demand for more simple guides and resources to help explain the STR process and requirements for prospective operators if the program is implemented.

"Remove principal residence requirement. Osoyoos is my summer home and short term rental would allow me to use it for the months I am there. With principal residence requirement, I would NOT rent out the home at all."- *Community Survey Respondent*

"I feel that an owner must be on site for any short term rental. Condo buildings should not be able to have short term rental of any kind. It is disruptive to owners that live full time in the buildings. - *Community Survey Respondent*

# Summary – Key Takeaways

- High degree of community participation and engagement in activities completed
- Engagement results and feedback themes largely reflect past efforts (e.g. 2023)
- Broader support for STR's but recognition of need to have varying degrees of regulation
- Many comments on implementation, enforcement, and cost-recovery for Town
- Many “clarifying questions” from individuals seeking to better understand provincial regulations

***\*The themes and results summarized in the “What We Heard Report” are based on feedback and input heard from the community and not our own professional opinions or recommendations.***

# Closing

## Questions or Comments?

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