



**SHORT TERM RENTAL (STR)**

**FREQUENTLY ASKED QUESTIONS**

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**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 October 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](http://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](mailto:licence@cnv.org) or call 604-982-9675. Details about licencing STRs are available online at [cnv.org/ShortTermRentals](http://cnv.org/ShortTermRentals).

# SECTION 1

## A.) ABOUT SHORT TERM RENTALS

### 1. 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.

### 2. Why is the City creating a Business Licence for STRs? 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 regulations, the City requires STR operators to have a Business Licence by October 1, 2024. These changes impact individuals who wish to operate an STR on a residential premises.

This means that you can operate an STR in your residence if you live there for at least 183 days per 12-month licensing period.

### 3. What measures are in place to mitigate any impact to neighbourhoods due to STRs?

Licensed STR operators must comply with the conditions for operating in the City, which include abiding by guidelines for a responsible operator (available online at [cnv.org/ShortTermRentals](http://cnv.org/ShortTermRentals)). Contravening the operating conditions (Section 5 of the Operator's Handbook) provided in the Business Licence Bylaw for STRs will result in the issuance of fines, and the possible suspension of a Business Licence. The City will be notifying the Province to remove STR listings that do not have a Business Licence to operate in the City.

## B.) ELIGIBILITY REQUIREMENTS

### 1. What is a principal residence?

A principal residence is a residence in which you reside for at least 183 days per 12-month licensing period.

### 2. Who is an STR operator?

An STR operator is the host of a short term rental in the principal residence. An STR operator may be the owner of a residence, or the long-term tenant of a residence.

If the host is a long-term tenant, a written authorization is required from the property owner to operate an STR.

### **3. What are the key operating conditions for STRs in the City?**

- 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. "Life Safety Guidelines for Rental Units" is available online at [cnv.org/ShortTermRentals](http://cnv.org/ShortTermRentals).
- 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](http://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](http://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](http://cnv.org/ShortTermRentals).

### **4. Where can I operate an STR?**

An STR can only be operated in your own residence, plus in one additional rental unit (e.g., an authorized secondary suite, or a coach house) on the same property.

### **5. Can I operate an STR outside of my principal residence?**

No. In accordance with Provincial regulations, operating an STR outside of your principal residence is prohibited.

### **6. Can I live in an accessory unit, and operate an STR in another unit located on the same property?**

Yes. In accordance with Provincial regulations, this is permitted. As an example, you may live in your secondary suite, while operating an STR in the main unit on the same property.

### **7. Am I permitted to operate an STR in another rental unit on the same property without operating an STR in my own residence?**

Yes. In accordance with Provincial regulations, this is permitted.

**8. Where can an Accessory Bed & Breakfast (B&B) be operated?**

In accordance with Zoning regulations, a B&B can be operated on a One-Unit Residential premises; however, B&B is prohibited in a building with a secondary suite. Subject to Zoning regulations, a B&B operator may operate an STR in the Coach House.

**9. Can my entire residence be used for STR purposes?**

Yes. This is permitted on the basis that you live in your residence for at least 183 days per 12-month licensing period. A "Residential Rental – Short Term" Business Licence issued by the City is required.

**10. Can an unauthorized secondary suite or coach house be eligible for STRs?**

STRs cannot be operated in an unauthorized secondary suite or unauthorized coach house. If you have an unauthorized secondary suite or unauthorized coach house, the Building Permit application process must be followed to legalize a [secondary suite](#) or [coach house](#).

**11. Is there a restriction for the number of guests for an STR?**

There are restrictions in place for limiting guest numbers for "Accessory Boarding – Short Term" use. This information can be found in Section 507 (9) "Accessory Boarding Use" of the [Zoning Bylaw](#). There are no guest limitations in place for "Residential Rental – Short Term".

**12. Is there a restriction for the number of nights permitted for operating an STR in a year?**

Yes. The restriction is applicable to STR of your entire principal residence for not more than 182 days per 12-month licensing period.

**13. Is off-street parking required to operate an STR?**

Subject to Zoning regulations, off-street parking is required to operate an "Accessory Boarding – Short Term", and an "Accessory Bed and Breakfast" – generally applicable for one-unit residential and two-unit residential. Off-street parking is also required by the Zoning Bylaw for accessory units, such as a secondary suite and/or a coach house. The City will review each application and determine compliance with the Zoning Bylaw.

**14. I live in a strata unit (e.g., condo, townhouse). Can I operate an STR?**

You can operate an STR if you have written authorization from your Strata Corporation.

The authorization form is available online at [cnv.org/ShortTermRentals](http://cnv.org/ShortTermRentals).

**15. I am the long-term tenant of a residence. Can I operate an STR?**

You can operate an STR if you have written authorization from your property owner.

The authorization form is available online at [cnv.org/ShortTermRentals](http://cnv.org/ShortTermRentals).

**16. I live in a non-market rental housing unit. Can I operate an STR?**

Non-market housing units may have restrictions on short-term rentals in the lease, strata bylaws, and other agreements and each tenant should consult with their landlord in this regard.

**17. Can I operate an STR on a residential premises with a child care facility?**

No. STRs are prohibited in a residential premises with a child care facility.

## SECTION 2

### A.) BUSINESS LICENCING: APPLICATION

#### 1. What is the difference between “Accessory Boarding – Short Term”, “Residential Rental – Short Term”, and “Accessory Bed & Breakfast”?

“Accessory Boarding – Short Term” refers to renting of a room or rooms without cooking facilities for less than 90 consecutive days.

“Residential Rental – Short Term” refers to renting of a self-contained residence (includes a toilet, bathroom, sleeping and living area, and a cooking facility), for less than 90 consecutive days.

“Accessory Bed & Breakfast” refers to renting of a room or rooms including breakfast provided to patrons as part of the service, for less than 90 consecutive days.

#### 2. What is a “Doing Business As” (DBA)?

A DBA is a name that a business owner uses for trading, marketing, or branding purposes. A DBA is separate from a business owner’s legal name. It should be noted that a DBA is not the name of an STR platform, such as Airbnb, Vrbo, FlipKey, Booking.com, Craigslist, or Facebook Marketplace.

Example: John Doe applied for an STR Business Licence under his legal name (“John Doe”). This application also includes a DBA name (“Comfy Stay”) that John Doe uses for trading and marketing purposes. If approved by the City, the Business Licence will indicate issuance to both “John Doe” and “Comfy Stay”.

#### 3. What email address should I use for applying an STR Business Licence?

You should provide an email address that you use for receiving messages related to your STR operation. It should be noted that this is the same email address that you use for creating a [CityServe](#) online account to pay for business licensing fees (i.e., application fee, annual Business Licence fee).

#### 4. Who is a “Responsible Site Contact”?

A responsible site contact is someone who is accessible twenty-four hours a day, seven days a week (24/7) with respect to responding to inquiries or issues related to a licenced STR operation. A responsible site contact may be the STR operator, or another person or business with responsibility for listing/ advertising/ renting an STR, and responding to inquiries or issues related to an STR operation.

## **5. Can a Business Licence be issued to an incorporated entity?**

No. A Business Licence cannot be issued to an incorporated entity.

Subject to meeting the STR business licencing eligibility requirements, which include fulfilling principal residence requirements, a Business Licence can only be issued to an individual (person).

## **6. Who will the Business Licence be issued to?**

The Business Licence will be issued to the STR operator. The Business Licence will include the licence number, operator's legal name, Doing Business As name (if applicable), address of the short-term rental, and licence issuance and expiration date.

## **7. What are the Business Licence fees for STRs?**

- Application fee for a Business Licence: \$50
- Accessory Boarding – Short Term: \$250 annually
- Residential Rental – Short Term: \$550 annually
- Accessory Bed & Breakfast: \$19 / room

## **B.) BUSINESS LICENSING: REQUIREMENTS**

### **1. Do I need to get a Business Licence to operate an STR in the City?**

Yes. It is a requirement to have a Business Licence to operate an STR in the City.

### **2. Do I need a Business Licence to offer a rental of my residence that is for more than 90 consecutive days?**

A Business Licence is required if you have more than one rental unit for rent for 90 or more consecutive days. You do not need a Business Licence if you have only one rental unit for rent for 90 or more consecutive days.

### **3. How do I prove Principal Residence Requirements?**

The Province will validate whether an STR operator meets principal residence requirements. The City will work with the Province to ensure compliance with the principal residence requirements. The City will also validate that an STR operator resides at the declared principal residence for at least 183 days per 12-month licensing period.



#### **4. How many STR Business Licences am I eligible for?**

Each eligible residence can have only one STR Business Licence. A property with more than one rental unit cannot have more than two STR Business Licences.

Example 1: You may have an "Accessory Boarding – Short Term" licence to rent out furnished bedroom(s) in your own residence, plus if applicable, you may have a "Residential Rental – Short Term" licence to rent out a self-contained rental unit (i.e., an authorized secondary suite or a coach house) on the same property.

Example 2: You may have a "Residential Rental – Short Term" licence to rent out your own residence for not more than 182 days per 12-month licensing period, plus if applicable, you may have another "Residential Rental – Short Term" licence to rent out a self-contained rental unit (i.e., an authorized secondary suite or a coach house) on the same property.

#### **5. Can I hold a licence for STR and Long-Term Rental, respectively, on the same property?**

Yes. This is permitted.

#### **6. What if I do not have a Business Licence to operate an STR by October 1, 2024?**

Effective October 1, 2024, you must have a Business Licence to operate an STR. You are required to obtain a Business Licence prior to listing, advertising or renting your residence for short term purposes.

Operating an STR without a Business Licence may result in a penalty of \$400. This penalty may be issued daily until the bylaw contravention is resolved.

#### **7. When can I apply for a Business Licence, and when will the application be available?**

Starting July 2024, the STR Business Licence application forms will be available online at the City's website ([cnv.org/ShortTermRentals](http://cnv.org/ShortTermRentals)). Printed application forms will also be available at City Hall.

The Business Services team at City Hall will be available to provide applicants with support where needed. Also, further details will be available online to guide applicants.

#### **8. How long will it take the City to approve my application for a Business Licence?**

Processing of applications will be done on a first-come first-served basis. The review process for each application can only commence once a complete

application is submitted, and depending on the complexity of a residence, it may take 2 to 6 weeks or longer.

**9. Do I have to meet all the City’s Business Licence requirements by the time of my application, including building and life safety requirements for my premises?**

Yes. The issuance of a Business Licence requires confirmation of all operating conditions, such as building and life safety requirements, in accordance with the Business Licence Bylaw.

**10. Am I required to have host liability insurance in order to obtain a Business Licence?**

No. You are not required to have host liability insurance in order to obtain a Business Licence; however, it is recommended to ensure that you have host liability insurance for operating an STR in your residence.

**11. Can I advertise an STR without a Business Licence?**

No. As of October 1, 2024, advertising STRs without a Business Licence is prohibited.

## **C.) COMPLIANCE AND ENFORCEMENT**

**1. Will the City be inspecting my STR premises?**

In accordance with the Business Licence Bylaw, inspection of STR premises will be carried out by the Business Licence Inspector or City Bylaws staff.

**2. What are the penalties for not complying with the licencing regulations?**

Operating an STR without a Business Licence may result in a penalty of \$400. This penalty may be issued daily until the bylaw contravention is resolved. An STR operator must comply with the conditions for operating in the City. Contravening the conditions for operating an STR may also result in suspension of a Business Licence.

**3. How do I know who has a Business Licence to operate an STR?**

Effective October 1, 2024, STR operators will be required to display a valid Business Licence number on their listings.

Contact the City via [bylaw@cnv.org](mailto:bylaw@cnv.org)

**4. How can I register any concerns about an STR operation?**

Submit any concern to [bylaw@cnv.org](mailto:bylaw@cnv.org) for follow-up.

Submit any other questions about the STR business licencing process to [licence@cnv.org](mailto:licence@cnv.org)