



Short-term accommodations online survey What we heard summary

An online survey was conducted from March 5 to March 26, 2018 on the City's "Get Involved Kingston" web platform. This survey included questions asking participants' perceptions on the topic of short-term accommodations (STAs), including whether or not they should be permitted in the City, how they should be permitted, and what regulations should or should not be applied to them. 262 people completed the survey, of which 61, or roughly 26% operate, have operated, or are interested in operating an STA in the City. Additionally, over half (52%) of survey respondents have stayed in an STA before and 17% said they live near a STA in Kingston. 25% don't have personal experiences with STAs. For those with personal experience, participants were invited to describe their own experiences with STAs, both in Kingston, and in other communities, and all participants were given the opportunity to answer open ended questions to explain their opinions, or concerns.

Next Steps

All comments received from this survey have been reviewed, and all statistical data has been analyzed. This document provides a snapshot of the survey results. In conjunction with the results of the introductory public discussion, staff will now begin drafting an information report for Planning Committee to consider and will include the survey findings as part of this report.

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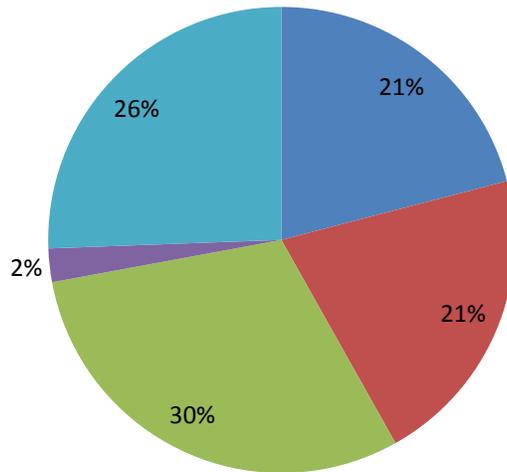
At a glance summary

- 43% have had "Extremely Positive" and 11% had "Extremely Negative" experiences with STAs in general
- The most common concern regarding STAs was related to parking and excessive noise (roughly 33% of responses)
- Only 22% of respondents believed it was not important for dwelling units to be used throughout the year.
- 78% identified supporting tourism and providing additional accommodation options for visitors as important benefits of STAs.
- More than half of all respondents (54%) believe that STAs should not be restricted by type of dwelling



- 61% of respondents believe single-room STAs should be permitted everywhere in Kingston

Level of support for STAs



- Yes, as long as the dwelling unit is used as a residence most of the time
- Yes, as long as the principal resident is there during their stay and shares the unit with them
- Yes, I fully support the use of dwelling units for short-term rentals for any amount of time
- No, I believe paying guests should use the dwelling as their place of residence for the time that they are there
- No, I don't agree with having paying guests who are not members of the household

Where and How Should STAs Be Permitted?

* Single-Room STA

	All Zones	Some Zones
No licensing	29%	2%
Licensing	23%	22%

Whole-Unit STA

	All Zones	Some Zones
No licensing	23%	2%
Licensing	26%	17%

*percentages do not include "Don't Know" and "No Opinion" responses, and therefore do not total to 100

Of those that operate or are interested in operating an STA...

- 100% support some form of STA, with 60% in support of STAs for any amount of time
- 64% prefer to allow in all zones, 17% with a license and 47% without a license
- Over half of those operating or interested in operating STAs would rent an entire dwelling unit or secondary suite
- There was a fairly even split of rental types between entire dwelling units that are and are not used as principle residents, entire secondary suites and shared units where operator is present during the guest's stay (Q11)



- All dwelling types would be considered, with the highest interest in detached dwellings (35%) and apartments (22%)
- Approximately a quarter (28%) would use the space to rent to a long-term tenant, and 19% would live there, if it wasn't used for short-term accommodation. A further 18% said the space would be vacant.

Of those that live near a STA in Kingston...

- 77% support some form of STA
- 28% support allowing in all zones (16% say without a license and 12% with a license)
- The most common response (at least 59%) of those living near STAs was “no issues to date / no impact” for all commonly reported challenges including parking, noise, property damage, safety concerns, road traffic and safety concerns of rental unit condition
- The highest response for “On-going issues that occur frequently” was for Parking (14%), followed by safety concerns of rental unit condition (13%)
- 18% of those living near STAs reported “On-going issues that occur occasionally” for parking, excessive noise, and road traffic
- 21% reported “Personal safety concerns” as “On-going issues that occur occasionally”

Some of the following survey results are compared between four sub-groups:

- those that self-identified as operating or interested in operating an STA and as living near an STA (i.e. operator / living near STA)
- those that self-identified as operating or interested in operating an STA and not living near an STA (i.e. operator / not living near STA)
- those that self-identified as living near an STA and did not self-identify as operating or interesting in operating an STA (i.e. living near STA / non-operator)
- those that did not self-identify any of the above (i.e. not living near STA / non-operator)

Next Steps

We would like to thank all of the respondents who participated in the short term accommodation survey, and who have expressed an interest in this issue. While we continue to process the information received, additional comments and thoughts are welcome. Please continue to visit this webpage for further updates.