

# SHORT-TERM RENTAL (STR) – FAQ



This Frequently Asked Questions (FAQ) document is split into the 4 following sections:

- [Section 1 – FAQ For Licence Holders](#)
- [Section 2 – FAQ For Neighbours](#)
- [Section 3 – FAQ For Prospective STR Operator \(s\)](#)
- [Section 4 – FAQ For Visitors of the City](#)

## Section 1 – FAQ For Licence Holders:

### 1. Can anyone log a formal complaint against my STR?

Yes - anyone can log a formal complaint against a STR. The purpose of a formal complaint is to create a record and allow City Staff to investigate. An online complaint form can be found on [northbay.ca/str](http://northbay.ca/str).

### 2. What are the occupancy limits for STRs?

The occupancy limits are a total of 8 guests (2 per guest room) excluding children under the age of 10.

### 3. What is the 'Short-Term Rental Code of Conduct'?

The 'Short-Term Rental Code of Conduct' is a document prepared by the City that prescribes the roles and responsibilities of the guest and owner/operator. This includes but is not limited to:

- Behavioral expectations as they relate to non-disturbance of neighbours
- Compliance with applicable City by-laws
- Adherence to the provisions of the Short-Term Rental By-law

This document must be always made available to guests of the STR.

### 4. Can STR operators rent individual guest rooms or are they required to rent their entire dwelling?

Eligible STR operators may be permitted to rent both individual guest rooms (as a partial unit rental) or entire dwellings (as an entire unit rental) depending on which STR licence they are able to obtain.

### 5. What is the difference between a 'Principal Dwelling Unit STR' and a Non-Principal Dwelling Unit STR'?

A 'Principal Dwelling Unit STR' means that the STR operator lives in the dwelling (as their primary residence). This is a true form of home sharing.

A 'Non-Principal Dwelling Unit STR' means a STR that is not someone's principal dwelling unit. In other words, no one lives in the dwelling permanently. This is not a true form of home sharing and functions as a commercial use, like a hotel.

### 6. How many consecutive days can a guest stay at a STR?

A guest can stay at an STR for a maximum of 28 consecutive days during any single stay.

**7. Are STRs in the City of North Bay required to include their official STR licence number on all their listings?**

Yes - STR operators are required to include their approved STR licence number on all online listings.

**8. Can STRs be used for commercial purposes (i.e., selling merchandise, filming media content etc.)?**

STRs cannot be used for any commercial activity other than their operation as a STR.

**9. Can STR listings include non-licence approved guest rooms?**

No - listings can only advertise the bedrooms approved through the licencing process. For example, if 3 bedrooms were originally approved through the licensing process, a 4th bedroom cannot be advertised on the listing and cannot be used for the purposes of the STR.

A person holding a licence may have the ability to make changes to their licence through an updated floor plan. Changes such as these will be at the discretion of the licence issuer.

**10. Are STR operators required to supply guests with any information about the premises?**

Yes - STR operators are required to provide the following:

- A list of information posted within 1m from the main entrance
- Information package for guests

**11. Is insurance required to operate a STR?**

Yes- the owner and/or operator of a STR must maintain a minimum of two million dollars of commercial general liability insurance.

**12. How many parking spaces are required for STRs?**

Parking on site must be in accordance with the parking requirements for the applicable zone of the property and permitted use according to the Zoning By-law.

To determine the parking required on your property, please contact [zoning@northbay.ca](mailto:zoning@northbay.ca) or call (705)-474-0400 ext. 2414.

**13. What are the response requirements for STR operators (i.e., response times for complaints, questions or any issues related to the premises)?**

An owner, agent or dedicated responsible person must respond to phone calls and/or emails and attend the short-term rental premises within 60 minutes to an emergency or contravention of any City of North Bay by-law.

**14. Are there any septic system requirements for STRs not on municipal services?**

For any STR not on municipal services, the applicant is required to provide proof, in the form of a 'valid permit of record' provided by the North Bay-Mattawa Conservation Authority of an installed septic system and its capacity to support the use.

Please contact [septic.northbay@nbmca.ca](mailto:septic.northbay@nbmca.ca) or call (705)-474-5420 for more information concerning a valid permit of record.

**15. Are STR operators permitted to make changes to their existing licence?**

The licence holder must inform the City in writing of any changes to the approved information contained within the licence application or any deviation to the approved plans within 7 days of a change or deviation.

**16. If I own a property and operate a STR on it and decide to sell the property – what happens to the licence?**

In the event of a property sale, the licence is no longer valid, licences are non-transferable.

**17. Does my STR licence need to be renewed?**

Yes - a licence expires one year from the date it was issued. The fee for a licence renewal is \$275.

**18. What is the Demerit Point System?**

The Demerit Point System is used to maintain compliance with the Short-Term Rental By-law.

See Schedule 'A' of the [Short-Term Rental By-law](#) for more information.

**19. If the City refuses to issue or renew a licence, is there a way to appeal the decision?**

Yes - there is an appeal process. Please see Part 6 of the [Short-Term Rental By-law](#) for more information.

**20. Can tenants operate a STR?**

Tenants are permitted to operate a STR but only with the written permission from the property owner. During the application process, the tenant and property owner must sign the applicable forms included on the STR application. See [northbay.ca/str](http://northbay.ca/str) for more.

**21. Can STRs be operated on a full-time basis (i.e., not requiring a permanent tenant)?**

Only properties eligible for a Class C - Non-Principal Dwelling Unit STR can operate a STR on a full-time basis. Properties zoned C1 (General Commercial Inner Core) and C7 (Tourist Commercial) are eligible for this type of STR licence.

For zoning inquiries, please email [zoning@northbay.ca](mailto:zoning@northbay.ca) or call (705)-474-0400 ext. 2414.

**22. If I have a secondary dwelling unit on my property, can I rent it as a STR?**

Yes - but with certain conditions. If the property is only eligible for a 'Principal Dwelling Unit STR', the secondary dwelling unit must have a permanent resident living in the dwelling. If the permanent resident is a tenant, this tenant must obtain written permission from the property owner to operate a Principal Dwelling Unit STR.

## Section 2 – FAQ For Neighbours:

### 1. Where can STRs be operated?

'Principal Dwelling Unit STRs' are permitted to operate in most residential zones, rural zones and limited commercial zones.

'Non-Principal Dwelling Unit STRs' are only permitted to operate in 2 commercial zones.

For definitions of 'Principal Dwelling Unit STR' and 'Non-Principal Dwelling Unit STR', see Section 1.9 of the [Short-Term Rental By-law](#). For information on zones where STRs are permitted, see Section 3.1 of the Short-Term Rental By-law and/or email [zoning@northbay.ca](mailto:zoning@northbay.ca) or call (705)-474-0400 ext. 2414.

### 2. What are the differences between a Short-Term Rental and a Bed and Breakfast?

	Short-Term Rental	Bed and Breakfast
<b>Period of stay</b>	Anything less than 28 consecutive days	Anything less than 28 consecutive days
<b>Housing Type Permitted (i.e., Single Detached, Semi Detached, Apartment etc.)</b>	Any housing type	Single Detached Dwelling Only
<b>Breakfast Provided</b>	Not Required	Required
<b>Principal Residence Requirement</b>	Principal and Non-Principal are permitted depending on licence class issued	Principal Residence Only

### 3. Is there a way to log a formal complaint against a STR operator?

Yes – City Staff has prepared an online complaint form for the purposes of formal complaints. Please note that a respectful dialog with the property owner/operator prior to filling out a complaint form is always encouraged. See [northbay.ca/str](http://northbay.ca/str) for more information.

**4. Are STRs required to include their official STR licence number on all their listings?**

Yes - STR operators are required to include their approved STR licence number on all listings. City Staff has created an online complaint form and recommends that the public utilizes it to notify City Staff of STRs that may be operating illegally.

**5. What is the difference between a 'Principal Dwelling Unit STR' and a 'Non-Principal Dwelling Unit STR'?**

A 'Principal Dwelling Unit STR' means that the STR operator lives in the dwelling, it is their primary residence. This is a true form of home sharing.

A 'Non-Principal Dwelling Unit STR' means a STR that is not someone's principal dwelling unit. In other words, no one lives in the dwelling permanently. This is not true form of home sharing and functions as a commercial use, like a hotel.

**6. How many consecutive days can a guest stay at a STR?**

A guest can stay at an STR for a maximum of 28 consecutive days during any single stay.

**7. Can STR operators rent individual guest rooms or are they required to rent their entire dwelling?**

Eligible STR operators may be permitted to rent both individual guest rooms (as a partial unit rental) or entire dwellings (as an entire unit rental) depending on which STR licence they obtain.

**8. Can STRs be used for commercial purposes (i.e., selling merchandise, filming media content etc.)?**

STRs cannot be used for any commercial activity other than the operation as a STR.

**9. What are the occupancy limits for STRs?**

The occupancy limits are a total of 8 guests (2 per guest room) excluding children under the age of 10.

**10. Can STR listings include non-licence approved guest rooms?**

No - listings can only advertise the bedrooms approved through the licencing process. For example, if 3 bedrooms were originally approved, a 4th bedroom cannot be advertised on the listing or used as part of the STR.

A person holding a licence may have the ability to make changes to their licence through an updated floor plan. Changes such as these will be at the discretion of the licence issuer.



**11. What is the Demerit Point System?**

The Demerit Point System is used to maintain compliance with the Short-Term Rental By-law.

**12. Is insurance required to operate a STR?**

The owner and/or operator of a STR must maintain a minimum of two million dollars of commercial general liability insurance.

**13. What are the response requirements for STRs operators (i.e., response times for complaints, questions or any issues related to the premises)?**

An owner, agent or dedicated responsible person must respond to phone calls and/or emails and attend the short-term rental premises within 60 minutes to an emergency or contravention of any City of North Bay by-law. All licenced STRs, including applicable contact information will be listed on the City's website.

### Section 3 – FAQ For Prospective STR Operator (s):

**1. Where can STRs be operated?**

'Principal Dwelling Unit STRs' are permitted to operate in most residential zones, rural zones and limited commercial zones.

'Non-Principal Dwelling Unit STRs' are only permitted to operate in 2 commercial zones.

For definitions of 'Principal Dwelling Unit STR' and Non-Principal Dwelling Unit STR', see Section 1.9 of the Short-Term Rental By-law. For information on zones where STRs are permitted, see Section 3.1 of the Short-Term Rental By-law.

**2. What are the differences between a Short-Term Rental and a Bed and Breakfast?**

	Short-Term Rental	Bed and Breakfast
<b>Period of stay</b>	Anything less than 28 consecutive days	Anything less than 28 consecutive days
<b>Housing Type Permitted (i.e., Single Detached, Semi Detached, Apartment etc.)</b>	Any housing type	Single Detached Dwelling Only
<b>Breakfast Provided</b>	Not Required	Required
<b>Principal Residence Requirement</b>	Principal and Non-Principal are permitted depending on licence class issued	Principal Residence Only

**3. Can STR operators rent individual guest rooms or are they required to rent their entire dwelling?**

Eligible STR operators may be permitted to rent individual guest rooms (as a partial unit rental) or the entire dwelling (as an entire unit rental) depending on which STR licence they obtain.

**4. How much does it cost to operate a STR?**

The cost to apply for a new STR licence is \$600. The cost to renew an existing licence is \$275 annually.

**5. Are there different licence classes?**

Yes - there are three different licence classes:

- Class A – Principal Dwelling Unit Short-Term Rental (Partial Unit Rental)
- Class B – Principal Dwelling Unit Short-Term Rental (Entire Unit Rental)
- Class C – Non-Principal Dwelling Unit Short-Term Rental

For more information on licence classes, see Part 3 of the [Short-Term Rental By-law](#).

**6. What is the difference between a ‘Principal Dwelling Unit STR’ and a ‘Non-Principal Dwelling Unit STR’?**

A 'Principal Dwelling Unit STR' means that the STR operator lives in the dwelling, it is their primary residence. This is a true form of home sharing.

A 'Non-Principal Dwelling Unit STR' means a STR that is not someone's principal dwelling unit. In other words, no one lives in the dwelling permanently. This is not true form of home sharing and functions as a commercial use, like a hotel.

**7. How many consecutive days can a guest stay at a STR?**

A guest can stay at an STR for a maximum of 28 consecutive days during any single stay.

**8. Are STRs in the City of North Bay required to include their official STR licence number on all their listings?**

Yes - STR operators are required to include their approved STR licence number on all online listings.

**9. Can STRs be used for commercial purposes (i.e., selling merchandise, filming media content etc.)?**

STRs cannot be used for any commercial activity other than the operation as a STR.

**10. Can STR listings include non-licence approved guest rooms?**

No - listings can only advertise the bedrooms approved through the licencing process. For example, if 3 bedrooms were originally approved, a 4th bedroom cannot be advertised on the listing or be used as part of the STR.

A person holding a licence may have the ability to make changes to their licence through an updated floor plan. Changes such as these will be at the discretion of the licence issuer.

**11. What is the 'Short-Term Rental Code of Conduct'?**

The 'Short-Term Rental Code of Conduct' is a document prepared by the City that prescribes the roles and responsibilities of the guest and owner/operator. This includes but is not limited to:

- Behavioral expectations as they relate to non-disturbance of neighbours
- Compliance with applicable City by-laws
- Adherence to the provisions Short-Term Rental By-law

This document must be always made available to guests.

**12. Are STR operators required to supply guests with information about the premises?**

Yes - STR operators are required to provide:

- A list of information posted within 1m from the main entrance
- Information package for guests

**13. What are the occupancy limits for STRs?**

The occupancy limits are a total of 8 guests (2 per guest room) excluding children under the age of 10.

**14. Is insurance required to operate a STR?**

The owner and/or operator of a STR must maintain a minimum of two million dollars of commercial general liability insurance.

**15. How many parking spaces are required for STRs?**

Parking on site must be in accordance with the parking requirement for the applicable zone of the property and permitted use according to the Zoning By-law.

To determine the amount of parking that would be required on your property, please contact [zoning@northbay.ca](mailto:zoning@northbay.ca) or call (705)-474-0400 ext. 2414.

**16. What are the response requirements for STR operators (i.e., response times for complaints, questions or any issues related to the premises)?**

An owner, agent or dedicated responsible person must respond to phone calls and/or emails and attend the short-term rental premises within 60 minutes to an emergency or contravention of any City of North Bay by-law.

**17. Are there any septic system requirements for STRs not on municipal services?**

For any STR not on municipal services, the applicant is required to provide proof, in the form of a 'valid permit of record' provided by the North Bay-Mattawa Conservation Authority of an installed septic system and its capacity to support the use.

Please contact [septic.northbay@nbmca.ca](mailto:septic.northbay@nbmca.ca) or call (705)-474-5420 for more information concerning a valid permit of record.

**18. Are STR operators permitted to make changes to their existing licence?**

The licence holder must inform the City in writing of any changes to the approved information contained within the licence application or any deviation to the approved plans within 7 days of a change or deviation.

**19. If I own a property and operate a STR on it and decide to sell the property – what happens to the licence?**

In the event of a property sale, the licence is no longer valid, licences are non-transferable.

**20. Does my STR licence need to be renewed?**

Yes - a licence expires one year from the date it was issued. The fee for a licence renewal is \$275.

**21. What is the Demerit Point System?**

The Demerit Point System is used to maintain compliance with the Short-Term Rental By-law.

See Schedule 'A' of the [Short-Term Rental By-law](#) for more information.

**23. Can tenants operate a STR?**

Tenants are permitted to operate a STR but only with the written permission from the property owner. During the application process, the tenant and property owner must sign the applicable forms included in the STR Application Package.

**24. Can STRs be operated on a full-time basis (i.e., not requiring a permanent tenant)**

Only properties eligible for a Class C - Non-Principal Dwelling Unit STR licence can operate a STR on a full-time basis. Properties zoned C1 (General Commercial Inner Core) and C7 (Tourist Commercial) are eligible for this STR licence.

For zoning inquiries, please email [zoning@northbay.ca](mailto:zoning@northbay.ca) or call (705)-474-0400 ext. 2414.

**25. If I have a secondary dwelling unit on my property, can I rent it as a STR?**

Yes - but with certain conditions. If the property is only eligible for a 'Principal Dwelling Unit STR', the secondary dwelling unit must have a permanent resident living in the dwelling. If the permanent resident is a tenant, this tenant must obtain written permission from the property owner to operate a Principal Dwelling Unit STR.

## Section 4 – FAQ For Visitors of the City

### 1. Is there a way to log a formal complaint against a STR operator?

Yes - anyone can log a formal complaint against a STR. The purpose of formal complaints is to create a record and allow City Staff to investigate the complaint. See [northbay.ca/str](http://northbay.ca/str) for more information.

### How many consecutive days can a guest stay at a STR?

A guest can stay at an STR for a maximum of 28 consecutive days during any single stay.

### 3. Are STRs in the City of North Bay required to include their official STR licence number on all their listings?

Yes - STR operators are required to include their approved STR licence number on all online listings. If the STR operator does not have a licence number on their listing, it may not be a legal STR.

If this is the case, we encourage you to fill out the applicable complaint form. See [northbay.ca/str](http://northbay.ca/str) for more.

### 4. Can STRs be used for commercial purposes (i.e., selling merchandise, filming media content etc.)?

No - STRs cannot be used for any commercial activity other than the operation as a STR.

### 5. What is the 'Short-Term Rental Code of Conduct'?

The 'Short-Term Rental Code of Conduct' is a document prepared by the City that prescribes the roles and responsibilities of the guest and owner/operator. This includes but is not limited to:

- Behavioral expectations as they relate to non-disturbance of neighbours
- Compliance with applicable City by-laws
- Adherence to the provisions Short-Term Rental By-law

This document must be always made available to guests staying in a STR.

### 6. What are the occupancy limits for STRs?

The occupancy limits are a total of 8 guests (2 per guest room) excluding children under the age of 10.

**7. Can STR listings include non-licence approved guest rooms?**

No - listings can only advertise the bedrooms approved through the licencing process. For example, if 3 bedrooms were originally approved, a 4th bedroom cannot be advertised on the listing or be used as part of the STR.

A person holding a licence may have the ability to make changes to their licence through an updated floor plan. Changes such as these will be at the discretion of the licence issuer.

**8. What are the response requirements for STRs operators (i.e., response times for complaints, questions or any issues related to the premises)?**

An owner, agent or dedicated responsible person must respond to phone calls and/or emails and attend the short-term rental premises within 60 minutes to an emergency or contravention of any City of North Bay by-law.

**9. Are STR operators required to supply guests with information about the premises?**

Yes - STR operators are required to provide:

- A list of information posted within 1m from the main entrance
- Information package for guests

**10. What is the difference between a 'Principal Dwelling Unit STR' and a Non-Principal Dwelling Unit STR'?**

A 'Principal Dwelling Unit STR' means that the STR operator lives in the dwelling (primary residence). This is a true form of home sharing.

A 'Non-Principal Dwelling Unit STR' means a STR that is not someone's principal dwelling unit. In other words, no one lives in the dwelling permanently. This is not true form of home sharing and functions as a commercial use, like a hotel.