Good Host GUIDE

SHORT-TERM ACCOMMODATION RENTAL (STAR)

Sylvan Lake
BRILLIANT ALL YEAR

VISIT Sylvan Lake

Short-Term Accommodation Rentals STAR

This Guide is intended to inform a Short-Term Accommodation Rental (STAR) host of relevant bylaws and recommended good neighbour and home safety practices. Hosts are required to follow the regulations set out in the STAR Bylaw. The bylaw identifies what is and is not considered a STAR property, the application process, and the safety requirements STAR operators are required to meet. See the full bylaw at sylvanlake.ca for complete details.

WHO IS REQUIRED TO OBTAIN A STAR LICENSE?

The Town of Sylvan Lake requires all STAR operators to be licensed. This helps ensure the safety of rental properties, fosters good neighbour relations, and helps both guests and hosts prepare for what to expect from the STAR experience.

IS YOUR PROPERTY ELIGIBLE FOR A STAR?

- If your property is part of a condo association, homeowners association or property management company or the like you must have written permission from the affiliations to apply.
- You must be the owner to make application for a STAR. Business, societies, corporations, partnerships, limited or sole proprietorships are not permitted to apply.

creating great stays

The Town of Sylvan Lake requires all short-term accommodation rentals (STARs) to be licensed. Licensing helps ensure the quality and safety of accommodations for visitors and provides guidance for hosts.

What is a STAR?

The business of offering a home, or a portion of, to a guest for a stay of 28 days or less.

OCCUPANCY

- Maximum of 2 adults per bedroom
- children under the age of 18 years does not calculate into the occupancy
- Maximum of 1 additional sleeping space with 2 adults maximum
- Parking is based on the number of bedrooms applied for

THINGS TO KNOW WHAT IS...

GFCI - A ground fault circuit interrupter (GFCI) is a type of circuit breaker that is designed to quickly shut-off electric power in the event of a ground-fault.

POTABLE WATER - water that is fit and suitable for drinking

ALBERTA BUILDING CODE - design and construction standards, including barrier-free access in new buildings and energy efficiency for housing and small buildings.

MY ALBERTA HEALTH - is a website from the Government of Alberta for personal health management. https://myhealth.alberta.ca/

Short-Term Accommodation Rentals STAR

HOME SAFETY & EVACUATION FLOOR PLAN

The plan must contain all exits and be displayed in each bedroom, sleeping space and in the entryway of the STAR. The plan must identify:

- all rooms (bedrooms, kitchen, livingroom, etc)
- the location of a sleeping space is you are applying for one
- all the doors and windows
- all fire extinguishers and their location
- the fire exit from the STAR for each bedroom and sleeping space

SLEEPING PLAN

The plan must identify the following:

- each bedroom
- number of beds per bedroom
- the location of a sleeping space (if applied for)

PARKING PLAN

Parking is based on the type of house, and the number of bedrooms applied for and approved. Your parking plan must show:

- the property
- location of the parking stalls
- dimensions of the stalls
- surfacing of the stalls.

Parking spaces inside a garage can count towards meeting the parking requirements only if you plan to make them accessible to your guests.

What you need for the STAR application

Before starting your online application for a STAR ensure you have the following items ready for the application

Home Safety & Evacuation Floor Plan

Sleeping Plan

Parking Plan

Current Certificate of Title (no older than 30 days) *for a new purchase you can provide the legal documents from the lawyer showing ownership

Approval of the condo association, homeowners association or property management company if you belong to one. The letter must include:

- **permission**
- **address**
- **allocated parking for the property**

Photos of the property

- **outside - front & back**
- **parking**
- **bedrooms**
- **sleeping space (if applied for)**
- **maximum of 12 photos**

CURRENT CERTIFICATE OF TITLE MUST BE WITHIN 30 DAYS

A current certificate of title, issued within 30 days is required. If you do not have a current certificate you can purchase one from the provincial registry office or you can opt for the Town to provide the certificate for a fee of $20.

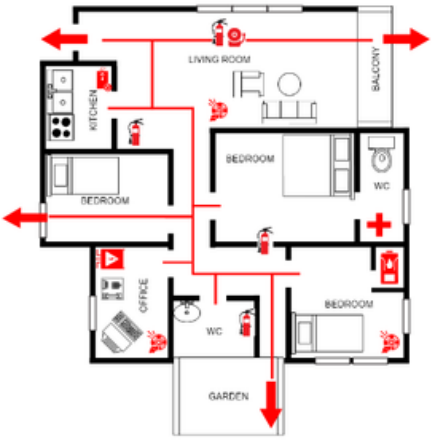
APPROVAL

If your property is part of a condominium association, home owners association or property management company you must provide written approval from the company allowing the STAR. The letter must contain:

- civic address of the STAR
- parking specific to the STAR

peace of mind

STAR properties are required to be maintained for the basics of life and safety. Ensuring that your property meets safety requirements protects both your property and guests in the event of an emergency.



Property Requirements

HOME SAFETY & EVACUATION FLOOR PLAN

The plan must be displayed in each bedroom, sleeping space and in the entryway of the STAR.

POSTED INFORMATION

Telephone number of the owner which is accessible 24 hours a day, the occupancy count and license number must be posted inside the main entrance of the STAR.

PARKING

Parking is based on the number of bedrooms. Approved parking must be made available to your guests.

NUMBER OF GUESTS

Occupancy is based on the number of bedrooms and can include one (1) sleeping space.

The maximum occupancy per bedroom and sleeping space is 2 adults per.

Children under the age of 18 years are not included in the calculation of occupancy.

SLEEPING SPACE

A sleeping space must have clear and easy egress from the dwelling.

MARKETING

All marking must include the license number and approved occupancy issued by the Town.

OVERLAPPING BOOKINGS

No more than one booking is permitted in a STAR at one time.

SAFETY INFORMATION

Ensure all smoke alarms, carbon monoxide detectors and fire extinguishers are in working order and not expired.

parking

how many parking stalls do you need?

ENTIRE DWELLING UNIT (DETACHED, DUPLEX, MANUFACTURED HOME, ROW HOUSING, TRIPLEX, FOUR-PLEX)

- 1 to 3 bedrooms – existing requirement for the dwelling unit (total 2)
- 4 bedrooms – one (1) additional parking stall (total 3)
- 5 to 6 bedrooms – two (2) additional parking stalls (total 4)

SECONDARY SUITE

- 1 to 2 bedrooms – existing requirement for the dwelling unit (total 3)

GARAGE SUITE

- 1 to 2 bedrooms – existing requirement for the dwelling unit (total 3)
- 3 to 4 bedrooms – one (1) additional parking stall (total 4)

APARTMENTS AND STACKED ROW HOUSING

- 1 – 2 bedroom – one (1) parking stall
- 3 bedrooms - two (2) parking stalls

A PORTION OF A DWELLING UNIT (DETACHED, DUPLEX, MANUFACTURED HOME, ROW HOUSING, TRIPLEX, FOUR-PLEX)

- 1 to 3 bedrooms – one (1) additional parking stall (total 3)
- 4 bedrooms – two (2) additional parking stalls (total 4)
- 5 to 6 bedrooms – three (3) additional parking stalls (total 5)

parking

what are the dimensions of a parking stalls?

PARKING ANGLE (IN DEGREES)	MINIMUM STALL WIDTH	MINIMUM STALL LENGTH
0	2.6M 8.5FT	9.0M 29.53FT
45	2.6M 8.5FT	5.7M 18.17FT
60	2.6M 8.5FT	6.0M 19.69FT
90	2.6M 8.5FT	5.5M 18.0FT

ADDITIONAL PARKING INFORMATION

- Parking areas must be hard surfaced if access is gained directly from or to a paved road with the exception of a lane
- Parking areas must be hard surfaced or contain all weather surfaces (gravel) if access is gained directly from a lane
- No relaxation to the parking requirements will be considered
- Tandem parking may be considered at the discretion of the Licensing Inspector
- All parking stalls must be contained on the property
- On street parking will not be considered to meet the parking requirements
- Parking allowance from another property is not permitted
- One (1) additional parking stall for every one (1) bedroom added thereafter

planning for safe stays

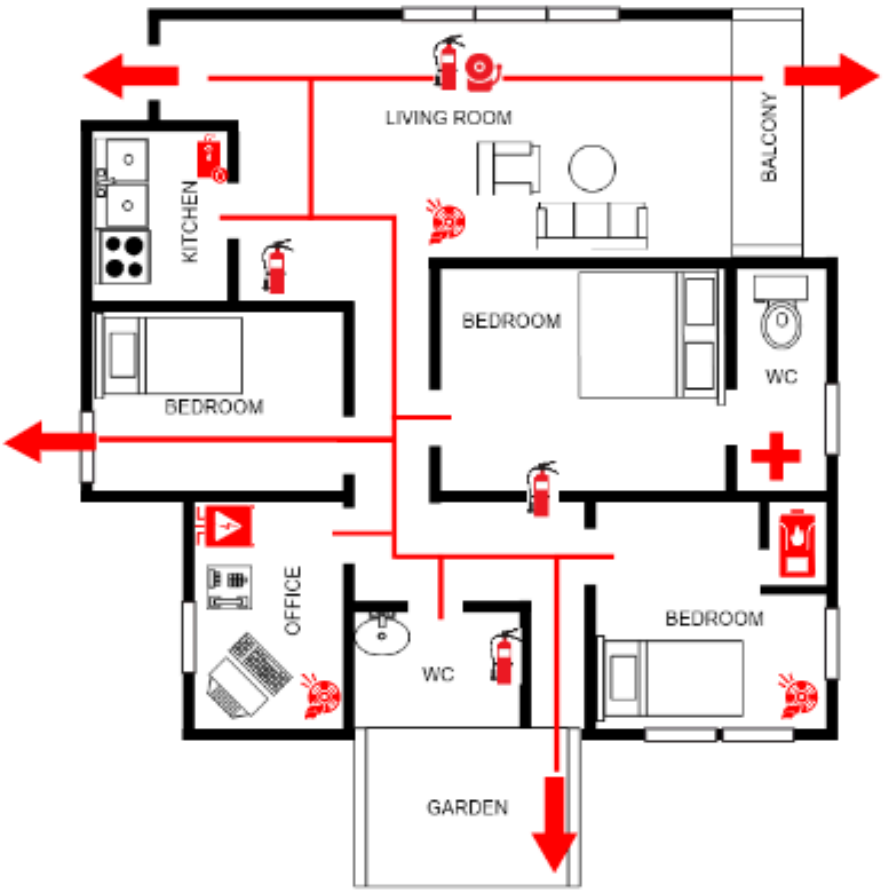
Home Escape Plan - Sleeping Plan

HOME ESCAPE PLAN

1. You can print the grid on the next page or use a floor plan you already have of the property that includes all doors and windows
2. Draw two ways out of every room, either a door or a window
3. Pick a meeting place outside where everyone should gather in case of an emergency. This can be an easily recognizable nearby landmark like a neighbour's house, tree, or telephone pole
4. Remember to never go back into a burning building

SLEEPING PLAN

1. You can print the grid on the next page or use a floor plan you already have of the property that includes all bedrooms and one (1)sleeping space if applied for
2. Indicate how many beds in each bedroom



planning for safe stays

Home Escape Plan - Sleeping Plan

frequently asked questions

Can I operate a STAR within a secondary suite?

Yes, a STAR is a permitted use in secondary suites and garage suites. Please note that only one (1) STAR can operate per parcel.

If I live in my house, can I rent out a bedroom or two as a STAR?

Yes, a portion of a house can be rented as a STAR if you are the homeowner. Please note that:

- there can be no overlapping bookings
- if the basement is being rented it must have free flowing access to the house
- there **cannot** be locking doors between the entrance to each floor

Can I operate a STAR if I don't own my home?

No, the operator of the STAR must be the property owner.

If I rent my house for more than 30 days is it still a STAR?

No, a STAR is for stays for 28 days or less.

What are non-compliance points for a STAR?

The non-compliance points are a warning system to let hosts know that there is a problem with the operation of the STAR. They are similar to the driver's license demerit points. If you are a good driver, you received no points. The non-compliance points can be removed after 2 years.

I live in a condo, do I need the permission of the condo board?

Yes, a letter from the condo board authorizing the property to be used as a STAR is required. The letter must also contain the parking that is provided for your condo.

Can parking on the road be considered to qualify for the parking requirements?

No, parking must be contained on the property to qualify.

good hosts are good neighbours

Property and Community Guidelines

Town of Sylvan Lake bylaws are in place to ensure good neighbour relations and help keep communities safe and enjoyable for everyone. Understand the bylaws and provide your guests with the regulations so they are aware. These may include Town of Sylvan Lake Community Standards Bylaw, Animal Control Bylaw, etc. If your property is part of a condominium association, be sure to check the association's bylaws.

STARs are often located within residential neighbourhoods. Guest noise, traffic, and negative behavious can negatively impact neighbouring residents. We encourage hosts to provided the Good Guest Guidebook and to ask the guest to be good neighbours.

The Town recently introduced a visitor pay parking program to improve parking availability along the waterfront, and generate revenue to help with waterfront park upkeep. Your guests can visit the Visitor Pay Parking Page for more information: sylvanlake.ca/public-services/parking or call 403 887 2199.

Garbage and Recycling
Black carts with blue lids ("Blue Carts"), are for recycling, and black carts with black lids are for regular garbage.

- Place waste out by 8:00 AM on your collection day;
- All bagged garbage must fit neatly in your cart, with the lid closed;

For more information go to: sylvanlake.ca/public-services/garbage-recycling

Dogs must be leashed, and in control at all times, except in the designated off-leash Dog Park. Dog owners must pick up after their dog.

For more information go to the Responsible Animal Ownership Bylaw: sylvanlake.ca/your-government/bylaws-and-policies/municipal-enforcement
Animal Services

non-compliance points

What are non-compliance points?

Non-compliance points are a warning system for the host in the operation of the STAR when there are contraventions of the bylaw.

What is the maximum number of points you can receive?

7 points. Then you receive a letter immediately revoking your STAR license.

How long are points on my file?

Points remain on your file for 2 years.

SECTION	OFFENCE	NON-COMPLIANCE POINTS
25 (e) – (k)	Breach of conditions of a short-term accommodation rental licensing requirements	7
33	Marketing a short-term accommodation rental that does not include a valid license number	3
33	Marketing a short-term accommodation rental that does not includes the approved occupancy	3
34	Fail to display in each bedroom, sleeping space and in the entryway of the short-term rental, a home safety and evacuation plan	3
36	Fail to display the license number, occupancy count and the contact telephone number of the owner directly inside the main entrance of the short-term accommodation rental with the document supplied by the Licensing Inspector.	3
37	Fail to facilitate a periodic inspection within a 72 hour notice of the short-term accommodation rental property as requested and conducted by the Licensing Inspector	7
38	Fail to cooperate with the Licensing Inspector, RCMP, Municipal Enforcement, Sylvan Lake Fire Department or Alberta Health Services during an investigation of any complaint associated with the short-term accommodation rental	7
40	Fail to ensure that the guests of the short-term rental are in compliance with the Town's Community Standards Bylaw	3
42	Permitting more than one booking at a time in a short-term accommodation rental	3
43	Permitting an accommodation within a recreational vehicle, tent or an accessory building that is not an approved garage suite.	5
44	Permitting the use of a bedroom that is not identified and approved	5
45	Permitting a bedroom to exceed the approved occupancy for that bedroom	5

Advertise Your Property

Being a licensed STAR gives your property the greatest reach to attract guests. The Town of Sylvan Lake offers several advertising opportunities to licensed STAR providers.

All licensed businesses are included in the Town of Sylvan Lake online business directory at https://geo.sylvanlake.ca/businessdirectory/

Get involved with tourism! Licensed tourism businesses are encouraged to register for the Tourism Partnership Program at sylvanlake.ca/business-development/tourism-development. As a Tourism Partner, your property is listed on the visitsylvanlake.ca visitor website and map.

visitsylvanlake.ca provides visitor information and destination marketing from the Town of Sylvan Lake. Connect on social media by tagging your posts @visitsylvanlake for the chance to be shared.

As a licensed STAR, your property can also be directly recommended through the Town of Sylvan Lake's visitor information services.

Remember

When advertising your STAR you must include:

- license number
- occupancy count issued by the Town

next steps

The Good Host Guide provides an overview of the STAR licensing process and what to consider before you get started. The next step is to complete the license application form online with all the details about your property.

FOR MORE INFORMATION CONTACT BUSINESS LICENSING

Rae-Anne Ornella, Business Licensing Inspector
Town of Sylvan Lake
403 864 5663
bl@sylvanlake.ca
sylvanlake.ca/licensing

find amazing guests

Tips for Successful Hosting

Create great visitor stays by providing your guests with information, assistance and resources to build an amazing, memorable vacation in Sylvan Lake.

Have visitor information brochures available in the property for guests. These could include maps and promotional material from attractions or restaurants you love and would recommend, and highlight the best things to do in the area.

Connect your guests with Visit Sylvan Lake, the Town of Sylvan Lake's umbrella for visitor information services. Your guests can find the best experiences, restaurants and shops, and direct assistance for any questions at visitsylvanlake.ca or on all social media @visitsylvanlake. In-person or phone assistance for visitor inquiries is also provided through the NexSource Centre's reception desk at 403 887 1192.

Fill in the blank information areas in the Good Guest guide and leave a copy for your guests. The Good Guest Guide lets your guests know what to expect from the STAR experience and connects them with visitor attractions and services.