

# OPERATIONAL PLAN

## GUEST MANAGEMENT FOR SHORT-TERM HOME RENTALS

Bylaw 20002 – Business Licence Bylaw

The logo for the City of Edmonton, featuring the word "Edmonton" in white text on a black rectangular background.

The purpose of this Operational Plan is to educate business owners and operators on relevant requirements for operating a short-term home rental, and to support businesses in adopting business practices that help to ensure the safety and security of guests, neighbours, and the surrounding community.

Bylaw 20002 – Business Licence Bylaw requires all businesses licensed under the Residential Rental Accommodation (Short-Term) category to have, and follow an approved Operational Plan **for each short-term rental property**. You must complete this Operational Plan when applying for a new business licence. Your licence cannot be issued until your Operational Plan has been reviewed and approved by the City of Edmonton. You must also submit an updated Operational Plan if the information you supplied in your approved plan is no longer up-to-date, even if your licence is still valid..

### How to complete your Operational Plan:

Here are some things you can do to complete your plan successfully:

1. Give yourself enough time to work through each of the questions.
2. Read the questions carefully and be specific in your answers. Make sure you have fully answered each question.
3. Consider measures that are appropriate for your short-term home rental. Each short-term home rental is different, and what works for one may not work for another.
4. Avoid committing to measures that you won't be able to follow. You must follow your approved plan, so it's important to specify measures that are reasonable and realistic.

### How to submit your Operational Plan:

To avoid delays in processing your business licence application, we suggest that you submit your completed plan when you pay your business licence fees, or earlier. If your licence has already been issued, you must submit an updated plan as soon as you become aware of changes to your business operations that affect the contents of your approved plan.

You can submit your completed Operational Plan:

- By email to [businesslicenceapplications@edmonton.ca](mailto:businesslicenceapplications@edmonton.ca)
- By mail or in person to 2nd Floor, 10111 – 104 Avenue, Edmonton AB T5J0J4

### After you submit your Operational Plan:

A staff member will review your Operational Plan and will work with you to ensure you have appropriate guest management measures in place. Staff may contact you for clarification, to suggest changes to your plan, or to discuss concerns with your plan. If staff are not able to approve your plan, it will be escalated to the Business Licensing Program Manager for further review.

### Privacy statement

Personal information is collected for the purpose of administration of Edmonton Bylaw 20002 – Business Licence Bylaw and will be used to assess all matters relevant to your application for this licence, including issuance, expiry, ongoing renewal and review of your licence. Collection is authorized under section 33(c) of the Freedom of Information and Protection of Privacy (FOIP) Act and is managed and protected in accordance with the Act. The information in this form may be shared with other applicable government bodies or enforcement agencies for the purposes of notifying the affected entities of your application for a business licence, or for requesting input from the affected entities to assess your application for, or determine appropriate conditions, if any, for a business licence. Questions about the collection? Please contact Service Advisor, Edmonton Service Centre, 2nd floor, 10111 – 104 Avenue NW, Edmonton, AB, T5J0J4, or [businesslicenceapplications@edmonton.ca](mailto:businesslicenceapplications@edmonton.ca).

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## PART A – BUSINESS INFORMATION

### Business address

Business licence number (if known)

Business name (if applicable)

**Legal entity name** – *This can be found on your corporate registration documents.* **Leave this empty if your business is an unregistered sole proprietorship or an unregistered partnership.**

**Owner or responsible partner** – “Owner” means the person who owns and operates a business as an unregistered sole proprietorship. “Responsible partner” means one of the partners in an unregistered partnership who assumes responsibility for the business licence. **Leave this empty if your business is a corporation or other registered business organization.**

Owner or responsible partner first name

Owner or responsible partner last name

### Business contact information

Contact first name

Contact last name

Phone number

Email address

## PART B – PROPERTY INFORMATION

**1. What type of property will you be renting to guests? Check one.**

House                      Townhouse                      Duplex                      Basement or secondary suite

Other:

**2. How will guests be able to rent your property? Check all that apply.**

Whole-home rental – *Guests will have exclusive use of the property.*

Shared-home rental – *Guests will share the property with a host or other guests.*

**If shared-home rental:**

In accordance with Bylaw 12800 – Zoning Bylaw, if a host lives in the short-term rental property while it is rented to guests, a maximum of two (2) bedrooms may be rented with no more than two (2) guests in each bedroom.

**Initial**

**a. Will a host live in the short-term rental property at any time while it is rented to guests?**

Yes                      No

**3. What is the maximum number of guests who will be able to stay at your property at one time?**

**4. How many bedrooms and bathrooms are available to guests?**

Bedrooms

Bathrooms

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## PART C – GUEST CHECK-IN AND CHECK-OUT

*Recommendations for checking in and checking out guests:*

- Explain your check-in and check-out procedures to guests before they arrive so they know what to expect.
- Discourage late check-ins to avoid disturbing neighbouring residents.
- Provide guests with clear directions to the property, including any special instructions for accessing the property.
- Greet your guests in person so you know who is staying on your property. Use this opportunity to clarify expectations and answer any questions your guests may have.
- If you are not able to greet your guests in person, provide clear and reliable instructions for self check-in so guests can access the property without disturbing neighbouring residents.
- Check guests out in person whenever possible, or inspect the property immediately after each check-out.

**1. How will your check-in and check-out procedures be explained to guests before they arrive?**

***Check-in procedures***

Bylaw 20002 – Business Licence Bylaw requires a host to give an up-to-date copy of the Short-Term Residential Rental Accommodation Information for Guests guide to all guests who rent accommodation on the property. Visit [edmonton.ca/shorttermhomerentals](http://edmonton.ca/shorttermhomerentals) to access the information guide.

**Initial**

**2. Describe your guest check-in procedures.**

**3. Will a host meet your guests in person when they check in?**

Yes                      No

If no:

a. How will you ensure your guests are able to access the property without disturbing neighbouring residents?

b. How will you provide the City's information guide to your guests?

***Check-out procedures***

**4. Describe your guest check-out procedures.**

**5. Will a host meet your guests in person when they check out?**

Yes

No

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**PART D – CARE AND CONTROL OF THE PROPERTY**

**Host information**

A host is a person designated by the licensee to ensure guests follow the required rules and regulations while they rent accommodation on the property, and to assist guests during their stay. A host may be the business owner / licensee, or an employee or contractor of the business.

Bylaw 20002 – Business Licence Bylaw requires a phone number that a host can be reached at to be posted on the property where it is accessible to guests. A host is not required to be physically present when the property is occupied by guests.

**Initial**

**1. Provide the name and phone number of the host(s) that will be available to assist your guests.**

Host #1 name

Host #1 phone number

Host #2 name

Host #2 phone number

Host #3 name

Host #3 phone number

**2. How far away will a host be while the property is occupied by guests? Check one.**

On the same property

On a neighbouring property

Within the Edmonton area

Within Alberta

Within Canada

Outside of Canada

**Noise**

In accordance with Bylaw 14600 – Community Standards Bylaw, a host must ensure that guests:

- Do not make noise that exceeds 65 dB(A) at the property line between 7:00 a.m. and 10:00 p.m.;
- Do not make noise that exceeds 50 dB(A) at the property line before 7:00 a.m. or after 10:00 p.m.; and
- Do not make noise that disturbs the peace of another person, whether or not the sound limit has been exceeded.

For reference, 60 dB(A) is about the same volume as a normal conversation.

**Initial**

*Recommendations for preventing excessive noise:*

- Greet guests in person and remind them of the rules regarding noise.
- Be aware of other noise requirements that may apply to your property (e.g. condominium or homeowner association bylaws).
- Avoid renting to large groups, or for gatherings or parties that are likely to make noise.
- Establish noise provisions in your house rules. Examples may include no loud music and "quiet hours" after 10:00 p.m.
- Follow up with guests during their stay.

**3. How will you ensure that your guests do not make excessive noise?**

***Waste disposal***

In accordance with Bylaw 18590 – Waste Services Bylaw:

- Recyclable items must be placed in a blue bag or blue bin;
- For properties with a green collection cart provided by the City, compostable materials must be placed in the green cart;
- For properties without a green cart, compostable material must be placed in the garbage;
- Waste materials must not be disposed of on someone else's property without the property owner's permission;
- Waste materials may not be collected if they are set out after 7:00 a.m. on collection day;
- Waste materials may not be set out for collection before 4:00 p.m. on the day before collection day or after 12:00 p.m. on the day after collection; and
- Each waste container or bag must not weigh more than 20 kilograms or 44 pounds.

**Initial**

*Recommendations for disposing of waste correctly:*

- Provide appropriate waste bags and containers for your guests.
- If your guests are responsible for placing garbage and recyclables out for collection, ensure they know the collection day and all collection requirements.
- Post a What Goes Where poster on the property to help your guests sort waste correctly.
- Visit [edmonton.ca/waste](http://edmonton.ca/waste) for more information

**4. How will you ensure that waste materials are sorted and disposed of properly?**

## PART E – PARKING

In accordance with Bylaw 5560 – Traffic Bylaw:

- Vehicles parked illegally on private or public property may be ticketed and towed; and
- Vehicles parked on public property must be moved every 72 hours, even if they are otherwise parked legally.

Initial

*Recommendations for disposing of waste correctly:*

- Provide parking information to guests before they arrive.
- If your property has dedicated parking for your guests, provide clear instructions for where and how to park.
- If your guests are parking on public property (including street parking), advise them to watch for signs and to ensure they move their vehicles at least once every 72 hours.
- Provide information on the applicable parking options and regulations in the area, including payment, permit, or event parking information.
- Visit [edmonton.ca/parking](http://edmonton.ca/parking) for more information.

### 1. Does your property have dedicated parking spaces for your guests to use?

Yes                      No

**If yes:**

**a. How many parking stalls are provided for guests?**

**If no:**

**b. What parking options are available for your guests?**

### 2. How will you help your guests to follow parking regulations?

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## PART F – OTHER REQUIREMENTS FOR SHORT-TERM HOME RENTALS

### ***Approved Operational Plan***

Bylaw 20002 – Business Licence Bylaw requires the licensee to comply with the approved version of this Operational Plan. A copy of this approved plan must be made available to all hosts.

Initial

**Advertising**

Bylaw 20002 – Business Licence Bylaw requires the City of Edmonton business licence number to be displayed on all short-term rental advertisements. This includes, but is not limited to advertisements on home-sharing apps or websites, online classifieds, and print advertisements.

If multiple properties are listed on a single advertisement, the licence number for each property must be displayed on the advertisement.

**Initial**

- 1. How will you advertise the property for short-term rental?** List the specific rental platforms or any other sources you intend to use.

**Commercial activity**

In accordance with Bylaw 20002 – Business Licence Bylaw, a host must not allow a guest to operate a business on the property unless the guest has a valid business licence for the type of business being operated. This includes, but is not limited to activities like selling, manufacturing, or storing goods; or providing services to customers on the premises.

**Initial**

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**PART F – OTHER REQUIREMENTS FOR SHORT-TERM HOME RENTALS**

I have reviewed, understood, and agree to abide by the contents of this Operational Plan once it is approved by the City of Edmonton (the "City"). I understand that if I do not follow the rules and procedures in this document or the most current approved version of this document, the City may issue a fine for each day the plan is not followed. I acknowledge that I must immediately notify the City at [businesslicenceapplications@edmonton.ca](mailto:businesslicenceapplications@edmonton.ca) of any changes to my business operations that require a change to this Operational Plan, or the City may issue a fine. Fines issued under Bylaw 20002 – Business Licence Bylaw start at a minimum of \$250 and are specified under Schedule C of the Bylaw.

I understand that this operational plan does not amount to a waiver of, or limit on any of the City's powers, including enforcement powers. I acknowledge that if I violate City of Edmonton bylaws, including, but not limited to the offences outlined in this document, the City may issue a fine for each offence. This includes violations that occur while the rules and procedures in this document are being followed.

I understand that in addition to, or in place of the fines described above, the City may impose conditions, cancel, suspend, or refuse to issue my business licence in accordance with section 24 of Bylaw 20002 – Business Licence Bylaw.

Licensee name

Licensee signature

Date



## Tips for being a good short-term home rental host

There are many other ways your short-term home rental can operate safely and responsibly. Here are some additional suggestions you may want to consider:

- Make sure you understand any other rules or regulations that affect your short-term home rental. For example:
  - Some condominium or homeowner association bylaws do not allow short-term home rentals; and
  - Short-term rental platforms may have rules of their own that users must follow.
- Ensure your property is safe and compliant with Building and Fire Codes, including:
  - A home occupancy permit;
  - Working smoke and carbon monoxide detectors;
  - A working fire extinguisher; and
  - Accessible and functional fire exits.
- Contact your insurance provider to make sure you have adequate insurance coverage. Your homeowner policy may not cover short-term home rentals.
- Keep the inside and outside of your property clean and in good repair.
- Post a list of important contact numbers on the property. In addition to the host's phone number (required), consider posting the following:
  - Emergency: 911 (police, fire, or ambulance)
  - Police non-emergency line: 780-423-4567
  - Health Link: 811 (non-emergency health advice from a registered nurse)
  - City of Edmonton: 311 or 780-442-5311 (non-emergency information about City programs and services)
- Establish "house rules" to prevent noise, nuisance behaviour, and other disruptions to neighbours. Make sure your guests understand the house rules before they arrive.
- Greet your guests in person when they check-in. Ensure the guests checking in are the same people you were expecting.
- Follow up with your guests part-way through their stay.
- Have a plan to deal with excessive noise, nuisance behaviour, or criminal activity on the property before it happens.
- Respond to your guests' inquiries quickly.
- Visit [edmonton.ca/shorttermhomerentals](http://edmonton.ca/shorttermhomerentals) for more information.
- Seek independent legal advice if you are not sure that you understand all of the regulations that apply to your business.

**OFFICE USE ONLY**

Plan reviewed by (staff name)

Recommendation / outcome

Approved     Refused

Date

Staff signature

**NEED HELP?**

Phone: **780-442-5054**

**INFORMATION**

For additional information,  
visit: **[edmonton.ca/businesslicences](http://edmonton.ca/businesslicences)**  
or **[edmonton.ca/shorttermhomerentals](http://edmonton.ca/shorttermhomerentals)**

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