

2020 North Pender STVR Policy Review: STVR Operators Survey

Below are the answers to a survey emailed to STVR operators that have TUPs. There were six respondents. Responses 5 and 6 appear to be from the same household. There are currently 11 TUPs for STVRs on North Pender Island.

1. Are you a fulltime resident of North Pender Island? If not, how much time do you spend on the island?

1. 50% time on Pender
2. I am a fulltime resident.
3. Not full-time at this time. Approx. 25%
4. No - approx 50 days per year
5. No. 100 days a year
6. No. Our extended family is on the property every month.

2. How long have you owned your property?

1. 4 years, but I have been coming to the island for 30 years through other family.
2. Since January 2008.
3. 47 years.
4. 2 years
5. 2 years
6. 30+ years

3. How long have you been running your STVR?

1. 2 years
2. My TUP was issued in November 2017.
3. Since May 2, 2018
4. 1 year
5. 1 year
6. Since receiving our permit

4. For how much time in a year is your property operating as an STVR?

1. 20% approximately on average (more in the summer, a lot less in the winter)
(note that I could rent it as much as I wanted in the summer, there is huge demand, but we like to use the cottage a lot in the summer also)
2. 10 weeks per year. In 2020 it will be virtually zero due to COVID 19
3. Very little because of Covid-19. There had been great interest.
4. 100 days
5. 8 weeks
6. 25-20% of the year

5. How has running your STVR benefited you?

1. Financially – it helps cover some expenses and part of the mortgage.
Makes us add more function and services to the property: we added a hot tub -for instance.

We pay local island people to help with property maintenance and things like cleaning that we never did before.

2. It has allowed me to afford the rising costs of home ownership, including, but not limited to, property taxes, utility upgrades such as the water and wastewater municipal levies, BC hydro cost increases, cable cost increases, home maintenance and repairs such as painting, roof and gutter repairs, tree maintenance, appliance repairs and maintenance, electrical and plumbing upgrades etc. It has also helped to cover the rising costs of island goods and services as well as transportation including increased ferry costs and fuel costs.
3. It is a terrific benefit and something I thank the Islands Trust for. When we are not there, it means that someone can be there enjoying the home and the island! Furthermore, it was beginning to provide needed income.
4. Financial income, sharing the cottage/Island with friends and family, helping local businesses that benefit directly from tourism.
5. Financially (obviously). But also in that it allows us to share our cottage with friends and family, who are happy to help us financially and get to stay on Pender. Helping local businesses to benefit from tourism.
6. It makes it possible for us to maintain and keep the property in good repair.

6. *Have you ever had problems with STVR renters? How were those problems dealt with?*

1. 98% of guests are amazing, helpful, nice, easy guests. Most are small families with young kids who love the lake. We have had less than a handful of challenging ones that might have brought more guests than contracted, or have broken something without replacing it. We have had no real noise issues, no significant damage, no negative feedback from neighbours.

We have a web enabled video camera, that is noted on the listing, that looks at the driveway outside. We can tell how many guests arrive. We would also be able to hear if it was very loud outside. We have confronted only 1 set of guests about extra people. They were only there for a short time and agreed to pay extra for the guests and to keep any extra noise down. Simple solution.

4. No, I have not had any problems with STVR renters. In fact, our neighbours have commented on multiple occasions that our guests are very quiet and respectful.
5. We have not had any problems since our permit was granted! The tenants we deal with are very responsible, honest and respectful. And most people really like the islands and want to return!

6. No
7. We have not had any problems with any STVR renters. In fact, every guest who has stayed has commented how much they enjoyed the cottage and the island.
8. Not a problem!

7. How frequently do you and your friends and your family use your property?

1. Our property is used by our family about 50%
2. I enjoy my property most of the rest of the time when it is not occupied by guests.
3. During Covid-19, we have not been able to. Otherwise, 25% of time perhaps.
4. Two to three weekends per month, with a few week-long trips during the summer
5. 3 times per month
6. Every month- this is important to us.

8. Have you had any experiences with long-term renters?

1. Yes, years ago. Sadly, they did not maintain the property and damaged things. Breached rules around pets. Were more of a noise issue with neighbours than STVRs guests. Also the rent level they expected did not cover the mortgage and bills. Plus, then we were unable to use the property.
2. Yes, at the beginning I had a one year lease with a couple from the island. Unfortunately, it was not a good situation. The couple were both smokers and exhibited some unfavourable behavior. I have a non-smoking property due to the many trees and dry brush so when the couple asked to break their lease early to move away, I was relieved. I have not had any issues with any STVR guests.
3. No experience of paying long-term renters for our property.
4. No
5. No. We've tried to find long term renters but could not find suitable.
6. No- we want to use our property

9. Would you ever consider renting to long-term renters? Why or why not?

1. See above. Primarily because we love our cottage and we like to be here half time so we can't take renters.
2. I would not consider going back to renting to long-term renters due to the problems I had to deal with when I had a long term renter as noted above.
3. I would not want to rent my home to long-term renters because we want to go to our home. Furthermore, I want to share our home and Pender with different people, rather than have the exclusive use by one party. Also, a long-term renting can be a problem if tenants do not pay rent or become disrespectful towards the community. I do not want to

take that risk. Finally, I see home stays as a different way for guests to enjoy the islands in addition to hotels and camping -- each form has its benefits.

4. No. We prefer to use our cottage/property when we'd like.
5. No. We want to be able to use our cottage at least every month
6. NO- for reasons stated above.

10. Is there anything else you would like North Pender Island Trustees to know about your experience operating an STVR with a TUP?

1. There are thousands of residents on the island, I don't think having about a dozen STVR worth of guests on the island has a negative impact. Many of them come to attend weddings or visit with other residents. But almost all of them go to the grocery store, eat at Joes or the pub, visit the cidery or golf course, rent kayaks etc. They also mean we can pay for cleaning help, hot tub cleaning help, and other maintenance work from other locals. However, I regularly hear locals complaining about renters on the island in the summer clogging up their ferry etc...

I think it is great that you have a permit process.

I am glad my neighbours know I have a STVR

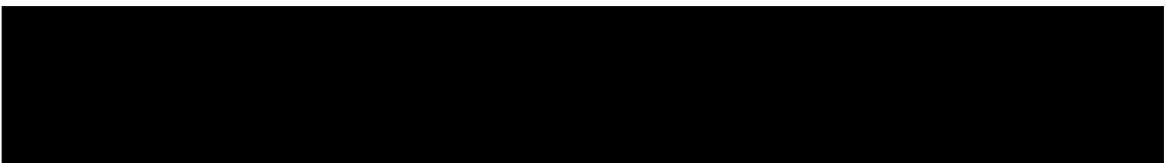
The TUP process (when I went through it) was very confusing and challenging to figure out, and I think it could be much clearer. I also found the fee to be very high (about the same as my mortgage for the month), but maybe it is more administratively intense that I think it is? -I support enforcement of non-permitted STVRs. They don't inform their neighbours or go through the application, and that isn't fair.

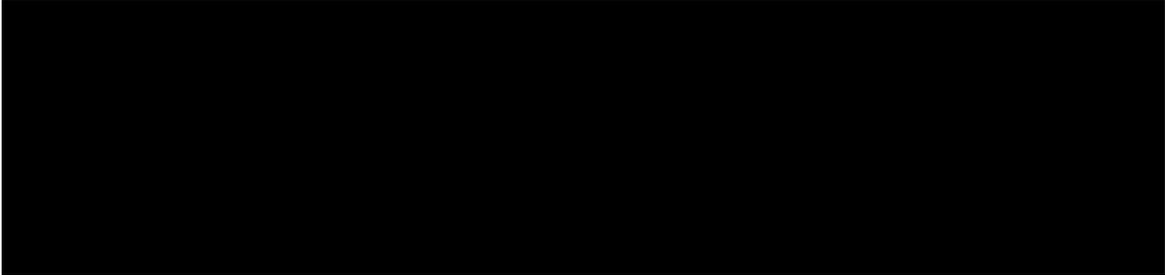
There is a lot of push back and concern about renters mistreating the lake, forests, or wasting water. We do our best to inform guests about these things and have never had an issue.

The concern about increased water use is a NIMBY complaint. If we didn't have guests here then we might be here more, and therefor the same amount of water is used. There are so many empty homes on the island using no water, and people complain that they should be used more or rented out, well that would be even more water use.

The most challenging thing I have had is specific neighbours who don't know the law or drop comments or express concerns that are unfounded. Examples:

I have had a neighbour call me to complain about the noise coming from guests at my cottage. I appreciate the neighbour calling me and have given my number out to all my neighbours.



Overall my neighbours have been positive or neutral about the guests and the STVR. Some of them have had friends or relatives of theirs stay at our cottage when they didn't have space at their place.

Thank you for surveying the community and especially thank you for sending a unique survey to the STVR owners so we can express our views.

2. I have had no issue complying with the requirements of the TUP.
I would encourage the North Pender Island Trustees to not put a higher weight on the loud voices of those owners (full and part time residents) that speak out against STVR's due to the fact that they don't directly benefit from STVR's. STVR's provide much needed jobs for young people and people of all ages. I hire local islander's to do the wide ranges of services that support my STVR like cleaning before and after guests, gutter cleaning, yard work, repairs and maintenance etc. For a vibrant community to thrive, we need to provide the support for our retail merchants, restaurants and the other service providers that make their home on Pender Island. Please ensure that this program and the current processes continue.
3. I am grateful to the Island Trusts for their support in STVRs. I think this is a tremendous benefit for the islands, especially as the economy will need income to repay increasing debts. My only regret is that we have not been able to take full advantage of our privilege so far – We could not spread the word in 2018 sufficiently until we had a permit. 2019 started bringing in income and happy guests! 2020 was looking really promising but now all reservations have been cancelled for understandable reasons due to Covid.
4. We feel that we are responsible, aim to limit the number and type of guests (two adults or small families) to those who would be welcomed on the Island. We don't allow large groups, parties, or anything that would jeopardize our cottage. We've put a lot of time, effort, and money into taking a run-down home into a lovely cottage that has only brought value to our street. We make an effort to promote local businesses, conserve water, and observe the rules set out for us by Islands Trust.

With that being said, our street is quite quiet and as a young family with nieces, nephews, and friends, we feel that **any** noise (mostly coming from children playing) has been complained about as “noisy guests”.

5. There are many properties in Magic lake estates that have absentee owners who do not operate STVR's, this does nothing to build up the community. I would way rather see houses used for STVR's than sit empty year after year. STVR's bring financial benefit to the area, but also help to create a better community.
6. It has been wonderful way for us to share our home with wonderful families and groups that would otherwise not have access to the Gulf Islands.