

## NOTICE

THE MAYOR HAS CALLED  
A SPECIAL MEETING OF COUNCIL  
AT 5:00 P.M.

***TUESDAY, JUNE 22, 2021***

TO DISCUSS THE FOLLOWING:

- UNDER THE BUSINESS CORPORATIONS ACT - WELLAND HYDRO-ELECTRIC HOLDING CORPORATION;
  - *Welland Hydro-Electric Holdings Corporation Annual General Meeting - Election and Confirmation of Directors, and Directors Remuneration.*

AND IN OPEN SESSION

TO CONSIDER ANY CORRESPONDENCE, REPORTS, AND BY-LAWS

***Due to COVID-19 and the closure of the Civic Square  
All Electronic Meetings can be viewed at:***

**City of Welland website: <https://www.welland.ca/Council/LiveStream.asp>**

Tara Stephens,  
City Clerk



## **SPECIAL COUNCIL MEETING**

**Tuesday, June 22, 2021**

**Due to COVID-19 and the closure of the Civic Square**

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1. **COMMITTEE-OF-THE-WHOLE (IN-CAMERA) (5:00 p.m.)**  
(See yellow tab)
  - Under the Business Corporations Act - Welland Hydro-Electric Holding Corporation.  
- *Welland Hydro-Electric Holdings Corporation Annual General Meeting - Election and Confirmation of Directors, and Directors Remuneration.*
  
2. **ARISE FROM COMMITTEE-OF-THE-WHOLE (IN-CAMERA)**
  
3. **OPEN SPECIAL COUNCIL MEETING**
  - 3.1 **CALL UPON THE CITY CLERK TO REVIEW COMMITTEE-OF-THE-WHOLE ITEMS (IN-CAMERA) TO BE ADDED TO BLOCK**
  
  - 3.2 **ADDITIONS/DELETIONS TO AGENDA**
  
  - 3.3 **DISCLOSURES OF INTEREST**
  
  - 3.4 **COUNCILLORS TO DETERMINE AGENDA ITEMS AND BY-LAWS TO BE REMOVED FROM BLOCK FOR DISCUSSION IN COMMITTEE-OF-THE-WHOLE (OPEN) (See pink tab)**

(Recess the Special Council Meeting to hold the Annual Shareholder Meeting of Welland Hydro-Electric Holding Corporation).

4. **ORAL REPORTS AND DELEGATIONS – Nil**
  
5. **BY-LAWS (SEE AGENDA INDEX) – Nil**
  
6. **CONFIRMATORY BY-LAW**

A By-law to adopt, ratify and confirm proceedings of the Council of the Corporation of the City of Welland at its meeting held on the 22<sup>nd</sup> day of June, 2021. Ref. No. 21-1

7. **ADJOURNMENT**



## **SPECIAL COUNCIL MEETING**

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Page No.

### **AGENDA BLOCK**

1. **BUSINESS ARISING FROM MINUTES, PREVIOUS MEETINGS AND OTHER ITEMS REFERRED FROM COUNCIL FOR DISCUSSION: Nil**

2. **COMMITTEE AND STAFF REPORTS**

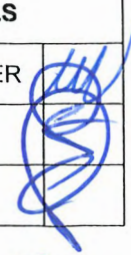
1. **Business Arising from Committee-of-the-Whole (closed) - Nil**

2. **Staff Reports**

1 - 52      **P&B-2021-30** Director of Planning and Development Services, G. Munday - Regulation of Short-Term Rentals. Ref. No. 19-122

3. **NEW BUSINESS - Nil**

3. **BY-LAWS - Nil**

APPROVALS	
GENERAL MANAGER	
CFO	
CAO	

19-122

**COUNCIL**  
**PLANNING AND DEVELOPMENT SERVICES**

**REPORT P&B-2021-30**  
**JUNE 22, 2021**

**SUBJECT: REGULATION OF SHORT-TERM RENTALS**

**AUTHOR: NICOLAS AIELLO  
POLICY PLANNER**

**APPROVING SUPERVISOR: RACHELLE LAROCQUE, BES, M.Sc., MCIP, RPP  
MANAGER OF PLANNING**

**APPROVING DIRECTOR: GRANT MUNDAY, B.A.A., MCIP, RPP  
DIRECTOR OF PLANNING AND DEVELOPMENT SERVICES**

**RECOMMENDATION:**

THAT THE COUNCIL OF THE CITY OF WELLAND receives Report P&B-2021-30 for information.

THAT Welland City Council direct staff to commence the process of amending the City's Zoning By-law 2017-117 to consider short-term rental use, including but not limited to short-term rental of rooms in a dwelling unit, and short-term rental of entire dwelling units.

THAT Welland City Council direct staff to commence the process of developing a Short-Term Rental Licensing By-law

**ORIGIN AND BACKGROUND:**

On December 17, 2019, Council passed a number of motions related to the regulation of short-term rentals:

2019 - 814

19-122

Moved by Spinosa and Larouche (in block)

THAT THE COUNCIL OF THE CITY OF WELLAND directs staff to prepare a By-law that deals with short term rentals and all associated licensing and administration; and further THAT staff host a public meeting prior to final council consideration.

.....

19-122

Moved by McLeod and Spinosa

THAT THE COUNCIL OF THE CITY OF WELLAND amends the motion to include "report and".

CARRIED

8

December 17, 2019.

19-122

Moved by Speck and Grimaldi

THAT THE COUNCIL OF THE CITY OF WELLAND refers the request regarding short term rentals to staff for a report to be recommended to council.

CARRIED

2019 - 815

The purpose of this report is to provide information about:

- short-term rentals in the City
- feedback received from public engagement
- impacts associated with short-term rentals
- possible options available for regulating short-term rentals, and
- considerations that are required when contemplating making amendments to the City's current permissions and regulations

### **COMMENTS AND ANALYSIS:**

Staff have done extensive background research on the issues surrounding short-term rental accommodation in Cities throughout Ontario and the different ways they are regulated. Staff have recently completed an online public engagement campaign on the City's Your Channel Page consisting of an online survey, comment board, and the sharing of relevant documentation.

A short-term rental is all or part of a dwelling unit that offers short-term accommodation in exchange for payment and where the owner does not reside in the same dwelling. This includes units such as those advertised on various online platforms like Airbnb, VRBO and Flipkey, but excludes hotels and motels.

Short-term rentals are currently not permitted in the City of Welland; however, Bed and Breakfasts are, as are accessory apartments. Bed and Breakfasts are similar to short-term rentals in that they offer short-term accommodation; however, owners/operators remain on-site during the rental period, renting individual rooms to patrons.

Short-term rentals have become a popular means of accommodation and are featured in a growing range of websites that offer bookings. Despite not being permitted, staff are aware of several short-term rentals operating in the City, with complaints raised about only a few particular properties.

Currently without policy or enforcement in place, short-term rentals could take any of the following forms:

- Rental of a part of a dwelling unit with the resident present during the rental period;
- Rental of an entire dwelling unit while the resident is away; or,
- Rental of an entire dwelling unit that does not have a resident, and operates primarily as a short-term rental.

### **Public Engagement**

To gain a better understanding of thoughts surrounding short-term rentals use in Welland, staff created a Your Channel page and conducted a survey from April 12, 2021 to May 16, 2021. The survey and Short-Term Rental Your Channel Page was advertised using various social media platforms, the City website, and local media. The survey consisted of 22 questions and received a total of 57 responses. In addition, a comment board has been active on the Your Channel Page since April 12 to allow stakeholders to provide feedback on the topic.

Following Council's decision regarding this report, staff will begin formulating draft policy as well as host a Public Information Meeting to outline the proposed policy regarding short-term rentals, giving the public and stakeholders a further opportunity share their comments and viewpoints. Staff will consider the findings gathered from the Public Information Meeting and incorporate the information into the draft policy, where applicable. Preceding a final report and approval of draft policies, a Statutory Public Meeting regarding the Zoning By-law Amendment will then be hosted as per the requirements of the Planning Act.

### **Survey**

The City's survey, found in Appendix 1, indicated that 7 of the 57 respondents (representing 12.3%) had listed a unit or room on a short-term rental website and an additional 5 respondents (8.8%) indicated they would consider doing so under certain conditions.

Nearly 25% of those who completed the survey indicated that they would be comfortable with short-term rentals in their neighbourhood and an additional 19.3% said they would be comfortable under certain conditions, such as licensing or owner presence during the rental term.

Respondents were asked if they thought hosts should be required to have a license to operate short-term rentals. 36.8% of respondents thought that a license should

be required, 17.5% thought that that it should not. 8.8% were unsure while the remaining 36.8% of respondents did not support short-term rentals.

Respondents were also asked if the short-term rental unit should be required to be the primary residence of the host (the host does not have to be on site during the rental period). 24.6% of respondents indicated that it should be a primary residence, 29.8% indicated that being a primary residence should not be required.

36.8% of respondents thought short-term rentals should not be limited to certain zones within the City. Of the 12.3% that did, 5 indicated that they should be limited to commercial zones where residential uses are permitted, 3 indicated that they should be permitted in rural zones, and 2 indicated that they should be limited to low density residential zones.

73.7% of respondents had never experienced an issue with a short-term rental in their neighbourhood. Of the 26.3% that did, the majority indicated that it was the result of noise and unruly behaviours.

#### Public Submissions

A total of 3 submissions have been received to date on the Your Channel Comments Board and are included on Council's Agenda for consideration. Two correspondence reflected support for short-term rentals and one provided input regarding short-term rental registration.

#### **Property Assessment**

With regards to the property assessment of short-term rentals, the Municipal Property Assessment Corporation (MPAC) currently has no definition or tax classification specific to short-term rental accommodations. If it is a house, MPAC values and classifies it as a house. MPAC currently does not track properties or units within a property that are used as a short-term rental. Short-term rentals typically fall under residential (less than 7 contained units), multi-residential (more than 7 contained units), or commercial (Hotel) property classifications.

#### **Regulating Short-term rentals**

There are a variety of regulatory controls that can be utilized to address short-term rental use and enforcement:

#### Licensing

Some municipalities have introduced a licensing program requiring hosts to demonstrate compliance with various requirements prior to operating as a short-term rental. Requirements can include, but are not limited to:

- Zoning compliance
- Site plan
- By-laws inspection
- Building inspection
- Fire safety declaration, and checklist and/or Fire inspection

- Fire safety plan
- Primary and secondary contact information in the event of a complaint

Licenses can then be used as a tool for enforcement to determine whether a short-term rental is operating legally or not. Many programs include administrative penalties and a demerit points system where complaints against licensed short-term rentals are documented as demerit points. After receiving a set amount of points, an operator's license can be suspended.

In a few cases, municipalities require hosts to include their municipal license number in their online advertisement. Staff then build in capability to enforce based on listings and not requiring demonstration of the use taking place.

While a licensing program could require additional resources to monitor and regulate, including reviewing applications, conducting inspections and investigating complaints, it provides the opportunity for staff to establish requirements beyond land use permissions. Licensing also provides the City the opportunity to better understand the number of short-term rentals that are operating and how they are used.

#### Zoning Restrictions

Land use provisions that can be used to limit short-term rentals include but are not limited to:

- Restricting short-term rentals to appropriate zones
- Restricting what types of dwellings can be used as short-term rentals
- Requiring that short-term rentals are the principal residence of the host
- Parking requirements
- Limiting number of rooms to be used for short-term rental

#### **Other Municipalities**

Several municipalities were surveyed for their approach to regulating short-term rentals. The highlighted findings are as follows:

##### City of St. Catharines

- Permits rental of entire dwelling unit as a home based business
- Must be based out of Primary Residence
- Allowed in any dwelling type
- Regulates short-term rentals through Zoning by-law Amendment and Licensing By-law

##### Town of Pelham

- Permits bed and breakfast establishments and short term rentals of entire dwelling units in the Agricultural, Special Rural, Neighbourhood Commercial, General Commercial and Commercial Rural zones
- Only permitted in Single Detached Dwellings



- Regulates short-term rentals through Zoning by-law Amendment, Official Plan Amendment and Licensing By-law

#### Town of Fort Erie

- Allows for primary short-term rental use in any type of dwelling.
- Regulates short-term rentals through Licensing By-law, not mentioned in Town Zoning By-law

#### City of Niagara Falls

- Short-term rentals are permitted as of right in Tourist Commercial (TC), Central Business Commercial (CB) and General Commercial (GC) Zones.
- Short-term rentals are only permitted by zoning by-law amendments in other zones (such as residential).
- Regulates short-term rentals through Zoning by-law Amendment and Licensing By-law

#### Town of Niagara on the Lake

- Permits short-term rentals and Bed and Breakfasts, with up to 3 bedrooms or guest rooms, as of right on Residential, Commercial and Rural designated lands and related zones.
- Regulates short-term rentals through a Licensing By-law. The Town's Zoning By-law defines different types of short-term rentals which are permitted in different zones.

### **Options**

There are many ways to consider short-term rentals and many different options and combinations of limitations that can be implemented through zoning and licensing. Staff have narrowed down the processes in which the City can regulate short-term rentals to three different options:

#### Option 1 – Maintain Status Quo

Short-term rentals are currently not permitted in the City of Welland; however, Bed and Breakfasts are, as are accessory apartments. That being said, staff have received very few complaints involving short-term rentals of which regarded a few particular properties. Short-term rentals would continue to not be permitted in the City by maintaining the existing permissions however would leave staff without the tools to enforce this.

#### Option 2 – Licensing Only

Like other municipalities, the City could develop and implement a licensing program. Implementing a licensing program would require the development of application process and associated fees as well as the development of a penalty system for non-compliance and the associated administrative fines.

While licensing cannot regulate guest behaviour, the structure of the by-law would be as such that it holds the unit owner responsible for hosting irresponsible and/or disrespectful guests.

A Short-term Rental Licensing Program would operate in a similar manner to the City's Business Licensing Program and application process could include requirements such as:

- a zoning compliance review (dependent of use of Option 3)
- site plan submission
- by-law inspection,
- a fire safety declaration and checklist and/or fire inspection
- evacuation plan
- application fee/renewal fee
- evidence of ownership or landlord permission

Further details regarding the licensing application requirements and Short-Term Rentals Licensing By-law requirements would be provided to Council in the draft policy reports after staff have conducted further public consultation.

While licensing and fees will provide staff with a significant form of control over short-term rentals, it does not provide for the regulation of land use permissions such as permitted zones, number of bedrooms, dwelling type, parking, and principal use of the residence.

### Option 3 – Zoning and Licensing

In addition and in collaboration with the above mentioned Licencing Program, staff can implement zoning provisions for short-term rentals through a Zoning By-law Amendment. A short-term rental would be added as a new use in the City's Zoning By-law (2017-117) which would allow any dwelling unit to be used as a short-term rental.

Staff recommends requiring short term rental accommodations in residential, agricultural, and institutional zones where residential uses are permitted to be located within a principal residence only. Staff would permit short-term rentals in dwellings and accessory dwellings in these zones as the secondary use to the principal residential use. Requiring that short-term rentals are within a principle residence will remove pressures on housing availability and restrict investors and businesses from using a dwelling strictly for short-term accommodation. Limiting short term rentals to principal residences will also reduce concerns regarding neighbourhood compatibility and allow the dwelling to maintain its residential nature.

That being said, staff would permit short-term rentals as the principal use of the dwelling in commercial zones that allow residential uses such as the Downtown Mixed Use Centre Zone (DMC), Community Commercial Node Zone (CC1), Community Commercial Corridor Zone (CC2), and Neighbourhood Commercial

Zone (NC). Therefore, allowing for full time short-term rental accommodations in these zones. This will also aid in diverting short-term rentals away from the other zones that permit residential use.

Other zoning provisions would also be enforced related to the maximum number of bedrooms, occupancy limits, and parking requirements. These details would be provided to council in the draft policy reports after staff have conducted further public consultation.

### **Recommended Option**

Staff are supportive of implementing zoning provisions and a licencing program (Option 3) to aid in the regulation of short-term rentals within the City. These approaches will aid in mitigating the potential nuisances associated with these types of rentals including but not limited to noise, parking, and the protection of housing supply. Conversely, this approach will not completely prohibit short-term rentals which act as a source of supplementary income for residents and a means of accommodation for visitors and residents seeking temporary accommodation. Should Council wish to move forward with Option 3, a Zoning By-law Amendment as well as the development of Short-term Rental Licencing By-law would be required.

As part of the Licencing By-law, a Short-term Rental Licence Application process will also be developed along with associated fees. Staff have predetermined that a short-term rental application fee will cost \$1,029.50 inclusive of HST and a yearly renewal fee of \$357.50 inclusive of HST.

The application fee consists of:

- \$500.00 for the by-law review of required documents such as floor plans, proof of insurance, proof of ownership, principle contact information, and other required documents, City By-laws inspection, as well as the required monitoring of short-term rentals in the City for licences and compliance.
- \$282.50 for the review of the fire safety declaration and safety checklist which verifies working smoke and carbon monoxide alarms exist in the home, in addition to a portable fire extinguisher and evacuation plan review.
- \$247.00 for a zoning and parking compliance review and associated compliance letter.

The yearly renewal fee consists of:

- \$75.00 for a by-law review to verify that the short-term rental is maintaining compliance with the licencing requirements.
- \$282.50 for the review of operator provided test and check records of their fire and life safety devices.

License application fees vary between other municipalities. The below table provides examples of these fees compared to Welland's proposed fee.

<b>Municipality</b>	<b>Application Fee</b>	<b>Renewal Fee</b>	<b>Term</b>
St. Catharines	\$500.00	\$400.00	2 years
Pelham	\$300.00	\$300.00	1 year
Fort Erie	\$300.00	\$300.00	1 year
Niagara Falls	\$1000.00	\$500.00	1 year
Niagara on the Lake	\$175/room	\$175/room	4 years
<b>Welland</b>	<b>\$1029.50</b>	<b>\$312.50</b>	<b>1 year</b>

**FINANCIAL CONSIDERATION:**

No additional staff resources are required to implement the proposed Zoning By-law Amendment. Given the current low number of short-term rentals currently in the City, staff anticipate the proposed licensing fees will cover the cost of administration and enforcement of the proposed Licensing By-law.

**OTHER DEPARTMENT IMPLICATIONS:**

Other City Divisions will be involved in this process including Finance, By-laws Fire, and Economic Development

**SUMMARY AND CONCLUSION:**

Staff have been working on Council's approved motion concerning the regulation of short-term rentals in the City. To date, an extensive background review on the issues surrounding short-term rental accommodation in Cities and the different ways they are regulated has been conducted. Staff have recently completed an online public engagement campaign on the City's Your Channel Page consisting of an online survey, comment board, and the sharing of relevant documentation.

Staff are recommending that Council direct staff to commence the process of preparing a Licensing By-law and Zoning By-law Amendment to regulate short-term rentals within the City (Proposed Option 3).

A Licensing By-law will focus on the components required to demonstrate that a short-term rental unit is adequately equipped to maintain safety, complies with zoning and will operate within a residential neighbourhood without negatively impacting the surrounding community.

The Zoning By-law Amendment would incorporate provisions for short-term rentals related to the maximum number of bedrooms, and parking requirements as well as only permit short-term rentals as the principal use of dwellings in commercial zones that permit residential uses and as the secondary use of dwellings in residential, agricultural, and institutional zones that permit residential uses.

Should Council approve staff's recommendation regarding this report, staff will begin formulating a draft Zoning By-law Amendment and Draft Licensing By-law as well as host a Public Information Meeting regarding the draft policy. Preceding a final report and approval of draft policies, a Statutory Public Meeting regarding

the Zoning By-law Amendment will then be hosted as per the requirements of the Planning Act.

**ATTACHMENTS:**

- Appendix I - Public Engagement Reports
- Appendix II - MPAC Correspondence

# Short Term Rental Survey

## SURVEY RESPONSE REPORT

11 April 2021 – 17 May 2021

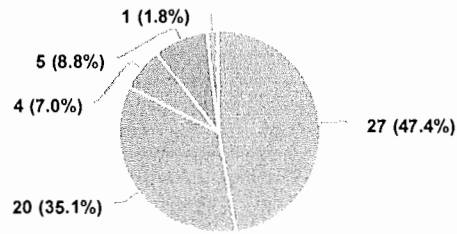
### PROJECT NAME:

Short Term Rentals





**Q1 Which of the following statements apply to you?**



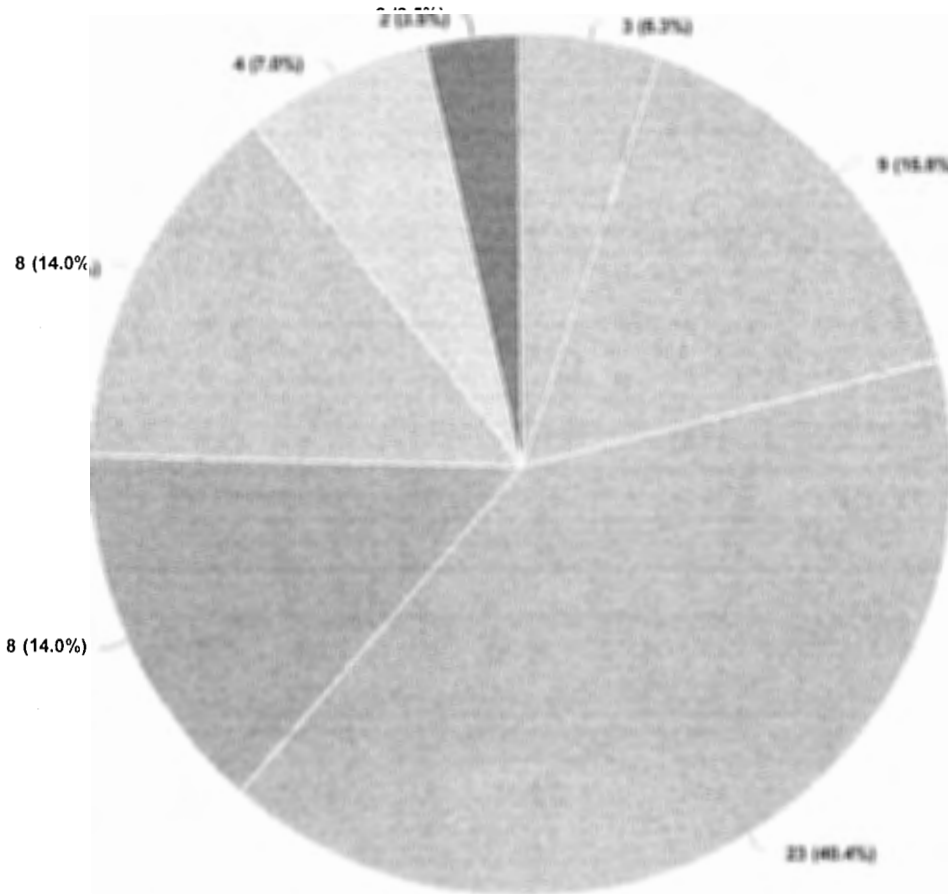
**Question options**

- I am a resident in Welland
- I own residential property/properties in Welland
- I rent residential property/properties in Welland
- I own, operate and/or facilitate short-term accommodations such as a bed and breakfast, hotel, motel or short term rental platform (i.e. Airbnb, VRBO, Flipkey, etc.)
- The statements above do not apply to me, but I have an interest in short-term rentals

*Mandatory Question (57 response(s))*  
*Question type: Radio Button Question*



**Q2 Ward Map** Please select the ward in which you reside



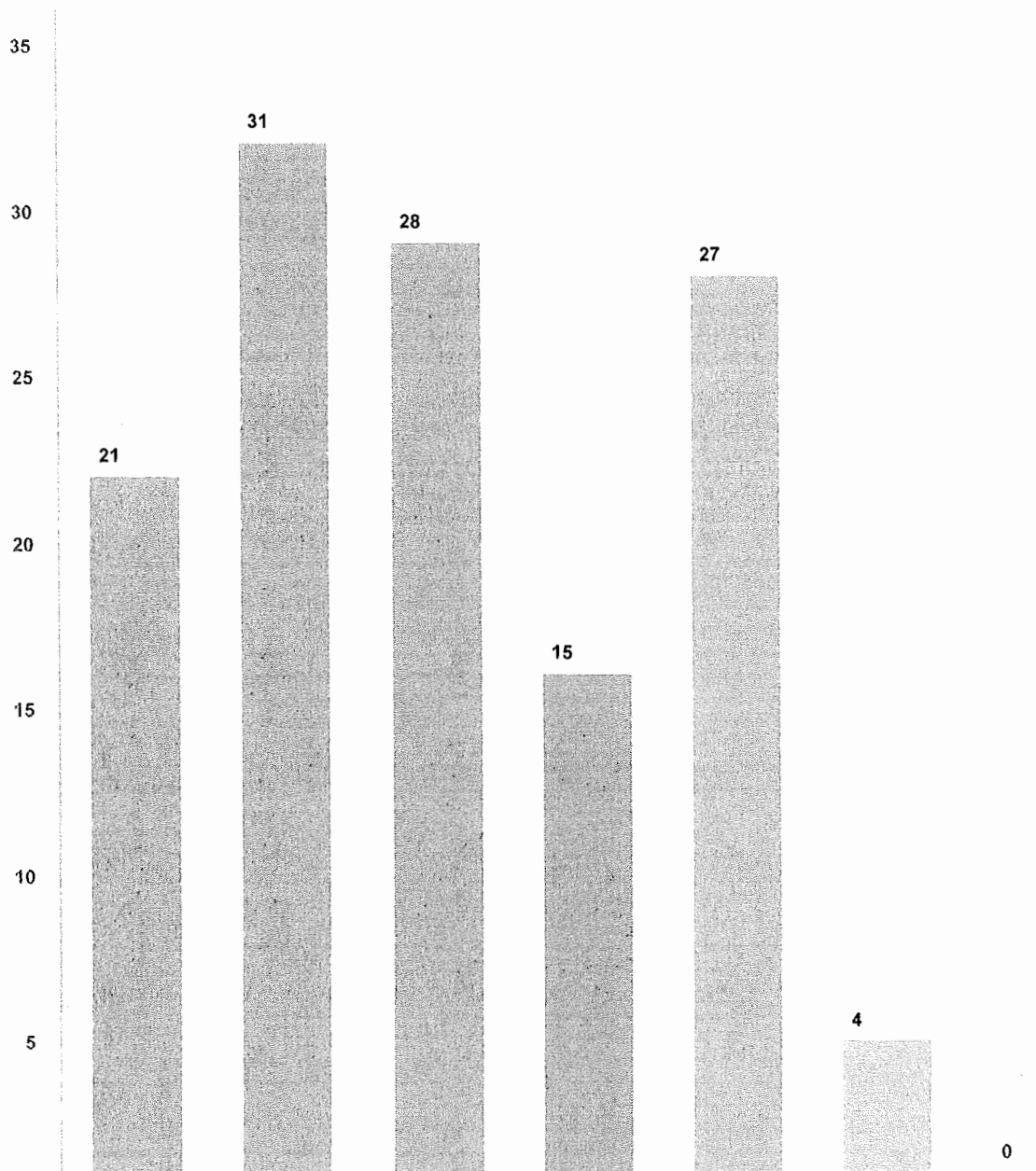
**Question options**

- Ward 1
- Ward 2
- Ward 3
- Ward 4
- Ward 5
- Ward 6
- I do not live in Welland

*Mandatory Question (57 response(s))*

*Question type: Radio Button Question*

**Q3 In what way(s) do you think short-term rentals benefit the community?**



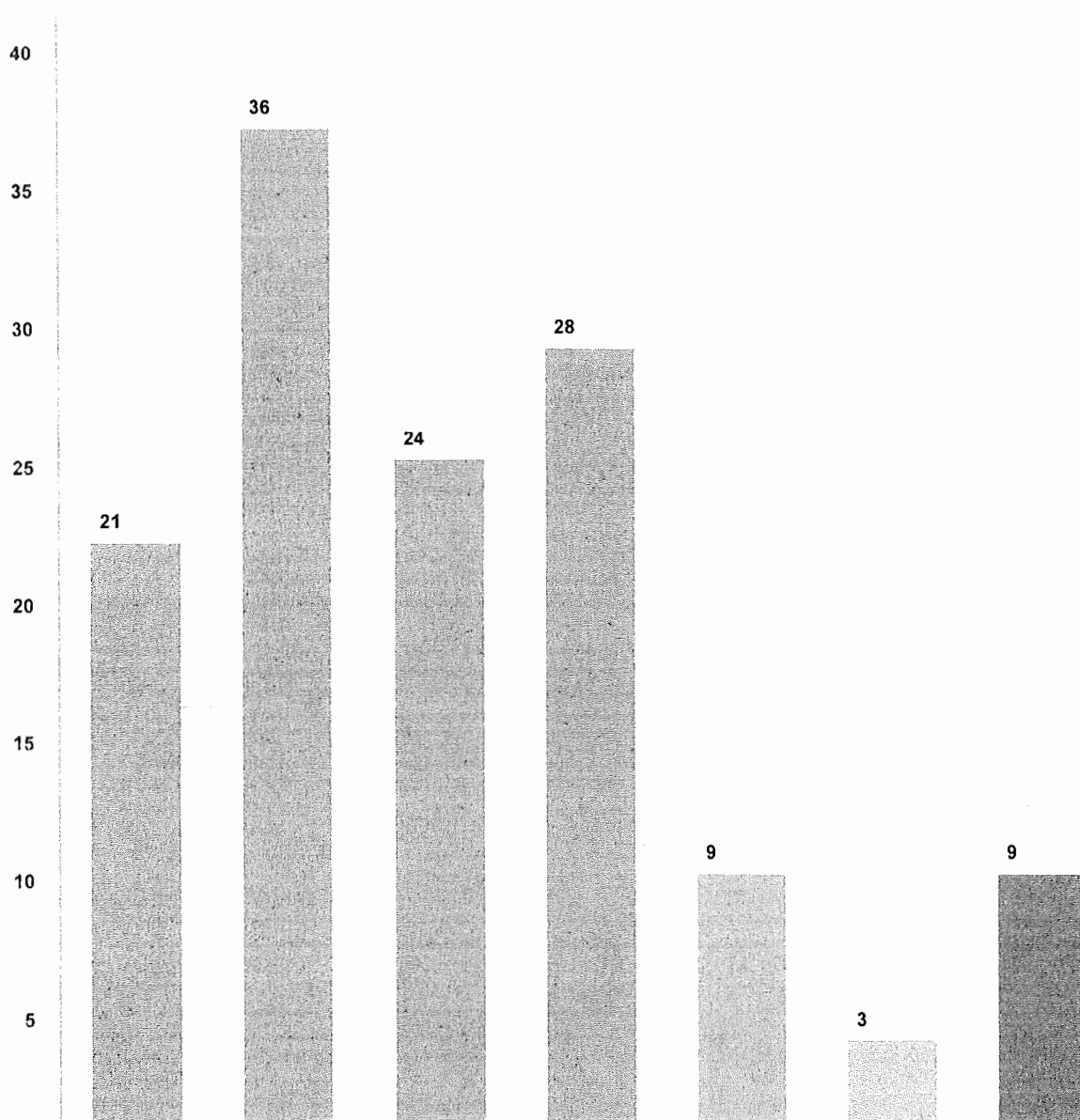
**Question options**

- No benefit
- Provides additional income for the owner or occupant of the dwelling unit
- Supports spending of tourist dollars in the community to support local businesses
- Offers an alternative form of accommodation for tourists and visitors to the City
- Makes use of underutilized residential dwellings
- Other (please specify)
- Unsure

Mandatory Question (57 response(s))

Question type: Checkbox Question

**Q4 In what way(s) do you think short-term rentals negatively affect the community?**



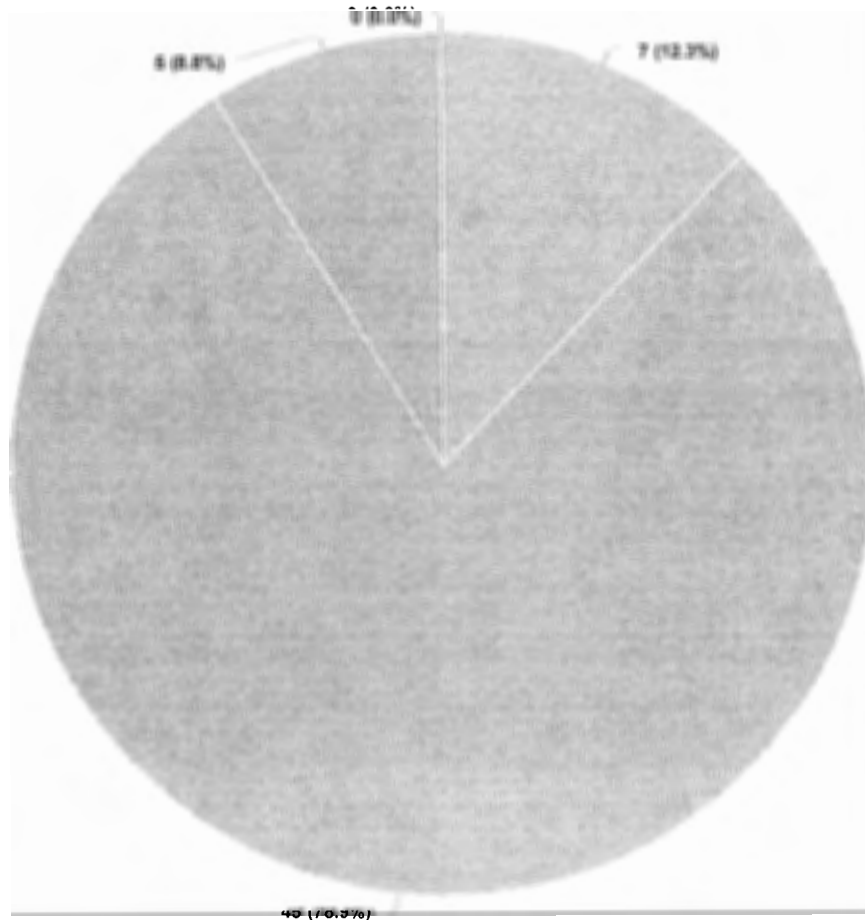
**Question options**

- Reduces the inventory of units available for long-term rental
- Short-term renters can be noisy neighbours (special event gatherings, parties etc.)
- Short-term renters use on street parking that is otherwise available to permanent residents
- Short-term renters do not maintain a property the same way permanent residents do
- No negative effect
- Unsure
- Other (please specify)

*Mandatory Question (57 response(s))*

*Question type: Checkbox Question*

**Q5** Have you ever listed your home or a room on a short-term rental website (i.e. Airbnb)?



**Question options**

Yes  No  No - but I would consider doing so under certain conditions  I'd prefer not to say

*Mandatory Question (57 response(s))*

*Question type: Radio Button Question*

**Q6 Under what conditions would you list your home or room on a short-term rental website?****dory**

3/12/2021 01:29 PM

After the pandemic, during busy  
tourist season.**Pidge**

4/14/2021 07:32 AM

Only for large events happening in  
the City or adjacent municipalities ei  
Olympics**StrongJones99**

4/18/2021 11:09 AM

Being property set up for such a  
business**rainasun**

4/15/2021 04:24 PM

I have extra time besides work and  
family**cbyfirez**

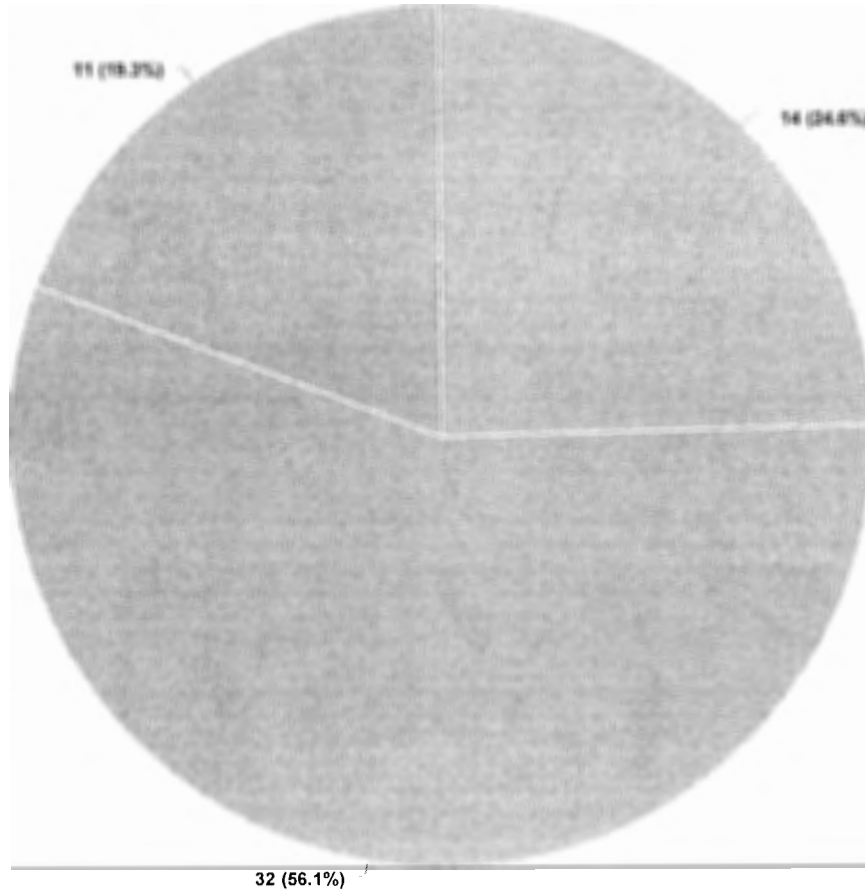
4/16/2021 12:08 PM

if it was not prohibited by the city

Optional question (5 response(s), 52 skipped)

Question type: Essay Question

**Q7** | Would you be comfortable with short-term rentals in your neighbourhood?



**Question options**

- Yes
- No
- Yes, under certain conditions

*Mandatory Question (57 response(s))*  
*Question type: Radio Button Question*

### Q8 Under what conditions would you be comfortable with short-term rentals in your neighbourhood?

**Lbryan9**

4/12/2021 08:06 AM

Only if the rental were something like a basement apartment and the owner lived above. The key thing is the presence of the owner and the owner's ability to control what happens in the rental.

**pbryan3**

4/12/2021 08:54 AM

The ONLY condition under which short term rentals should be allowed is if the property owner is onsite during the rental term.

**Piklbair**

4/12/2021 09:10 AM

That the owner is onsite for the rental duration.

**Anna Macpherson**

4/12/2021 10:37 AM

Close watch by owner always. Rental to families. Rentals run by reputable owners or agencies that are honest and held accountable for their actions.

**dory**

4/12/2021 01:29 PM

If the owner also resides in the property.

**Alexandrina Plopp**

4/12/2021 11:09 PM

Some restrictions pertaining to my answers to q4

**Pidge**

4/14/2021 07:12 AM

The owner is home and there is sufficient parking on street or driveway

**Happy to help**

4/15/2021 09:48 AM

Maintain a level of neighbourly pride with well maintained property and always be accessible with contact information

**scottkv25**

4/16/2021 12:10 PM

Adhering to a noise bylaw, no later than 11 p.m. Maximum number of guests at 4-6. No parties.

**lynn**

4/17/2021 11:58 AM

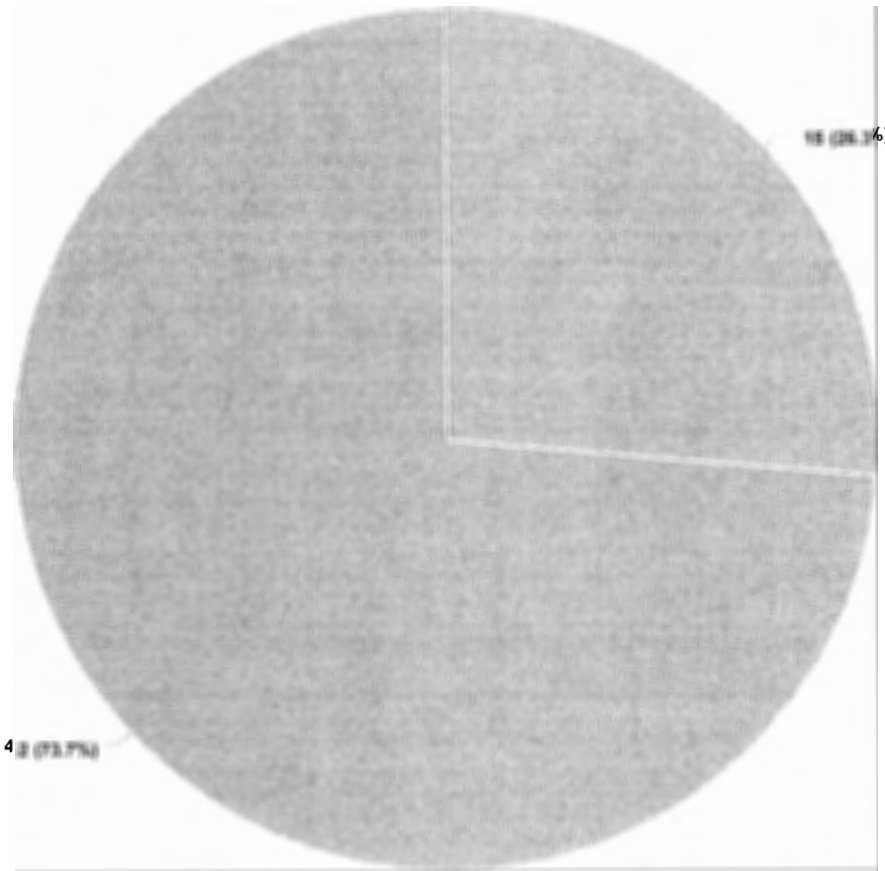
Window of the unit has a phone number to call the property owner if there are any issues with noise, garbage, parking, etc.

Optional question (10 response(s), 47 skipped)

Question type: Essay Question



**Q9** Have you ever experienced an issue related to a short-term rental in your neighbourhood?



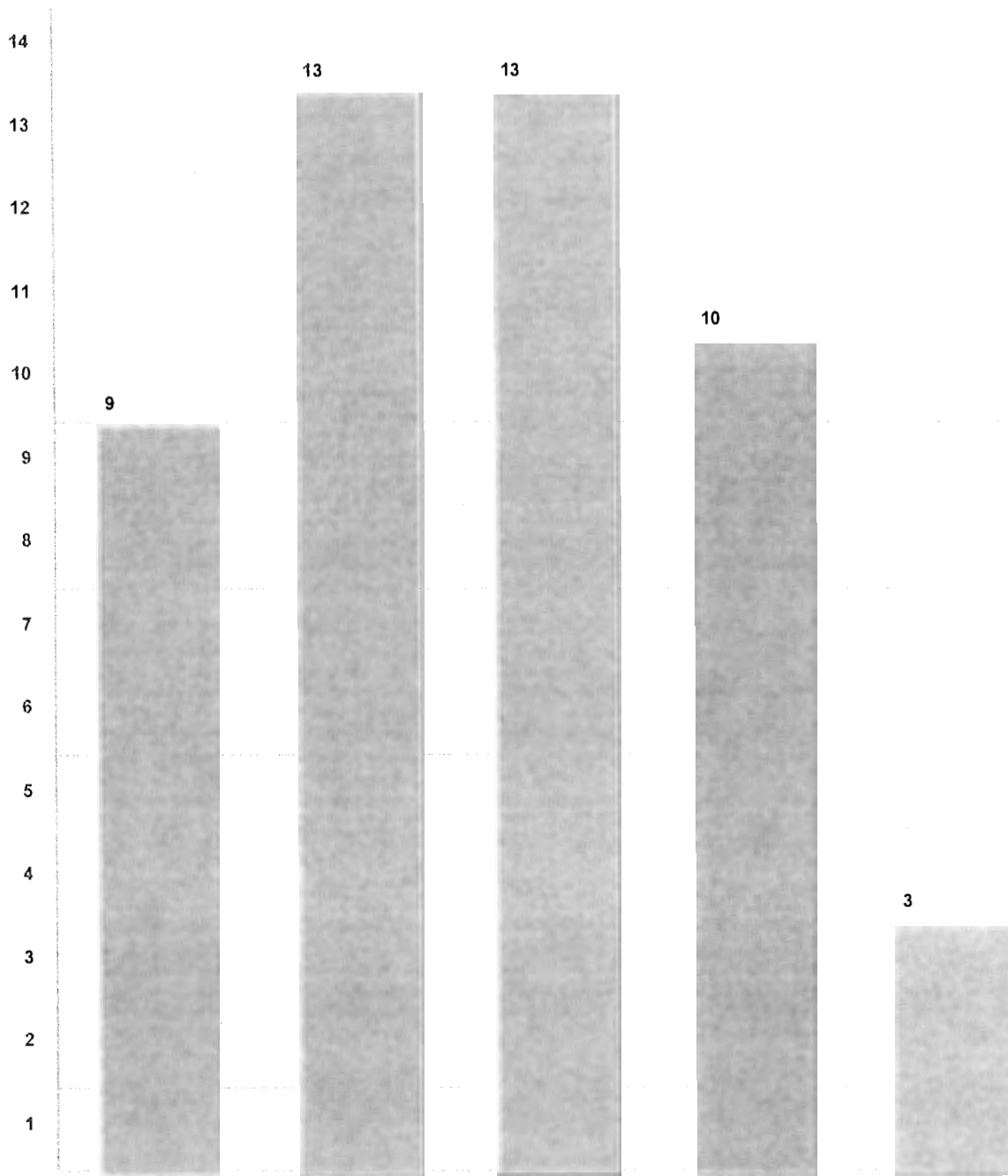
**Question options**

- Yes
- No

*Mandatory Question (57 response(s))*

*Question type: Radio Button Question*

**Q10** If you have experienced issues related to short-term rentals; check all that apply



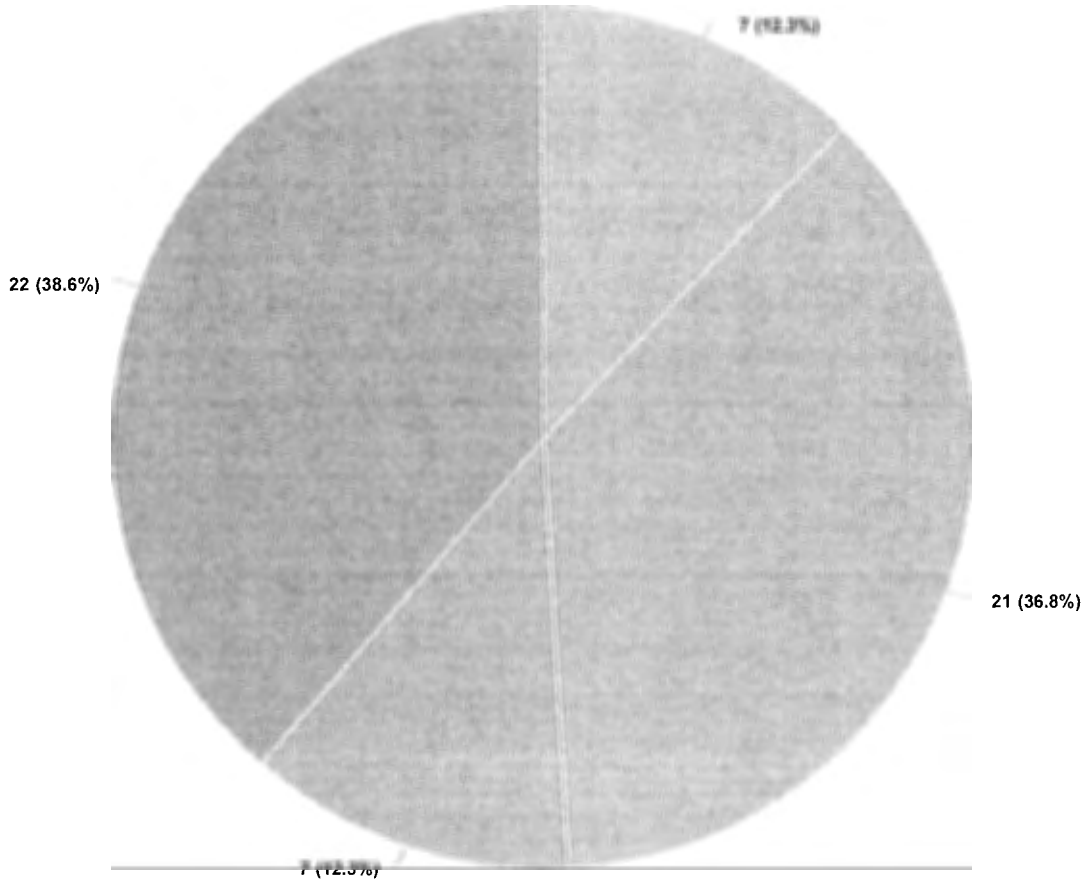
**Question options**

- Parking
- Noise
- Unruly behaviours
- Safety Concerns
- Other (please specify)

Optional question (15 response(s), 42 skipped)

Question type: Checkbox Question

**Q11** Do you think short-term rentals should only be limited to certain zones within the City?

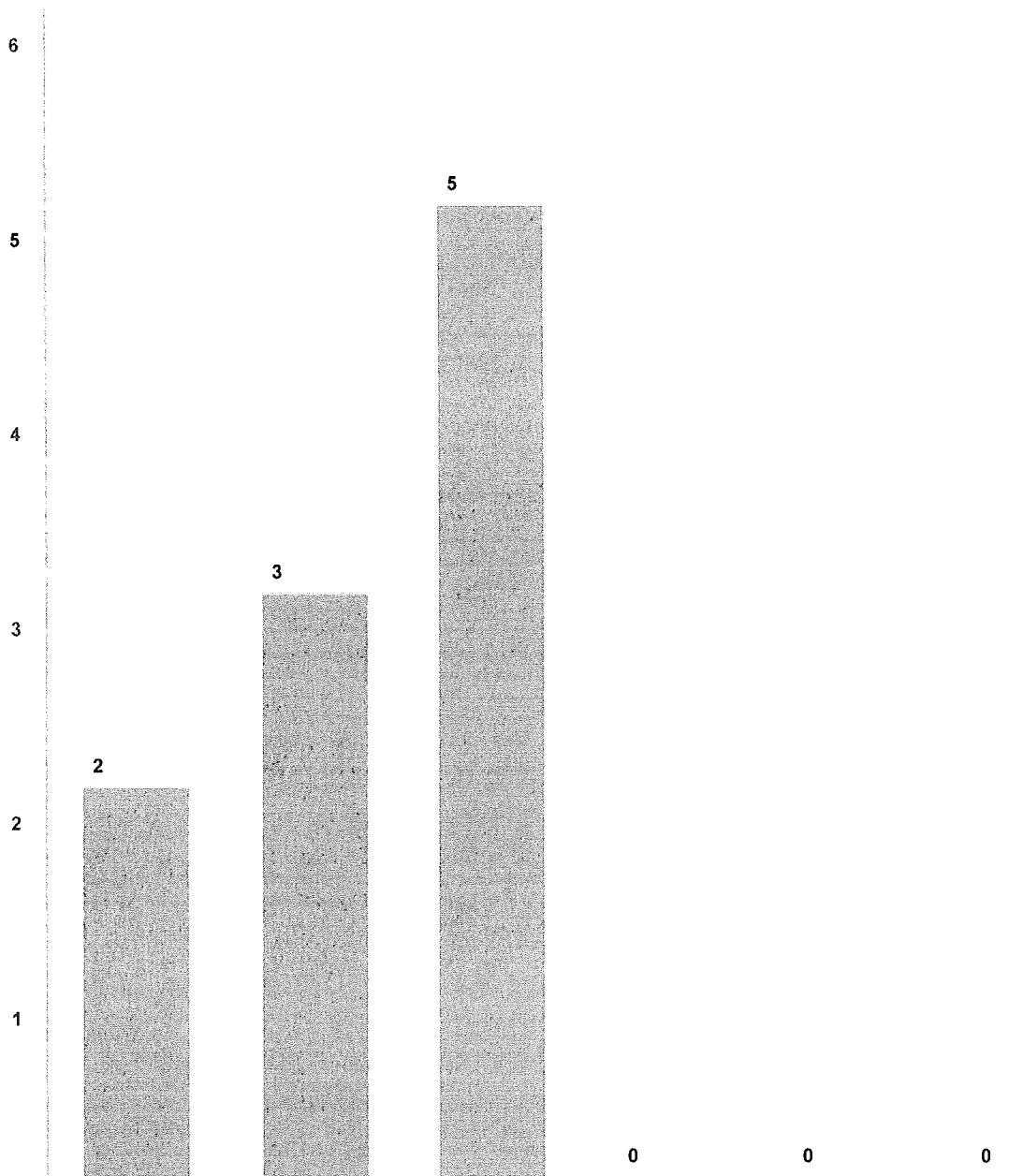


**Question options**

- Yes
- No
- Unsure
- None of the above - I do NOT support short-term rentals

*Mandatory Question (57 response(s))*  
*Question type: Radio Button Question*

**Q12 What designated zones should they be permitted in?**

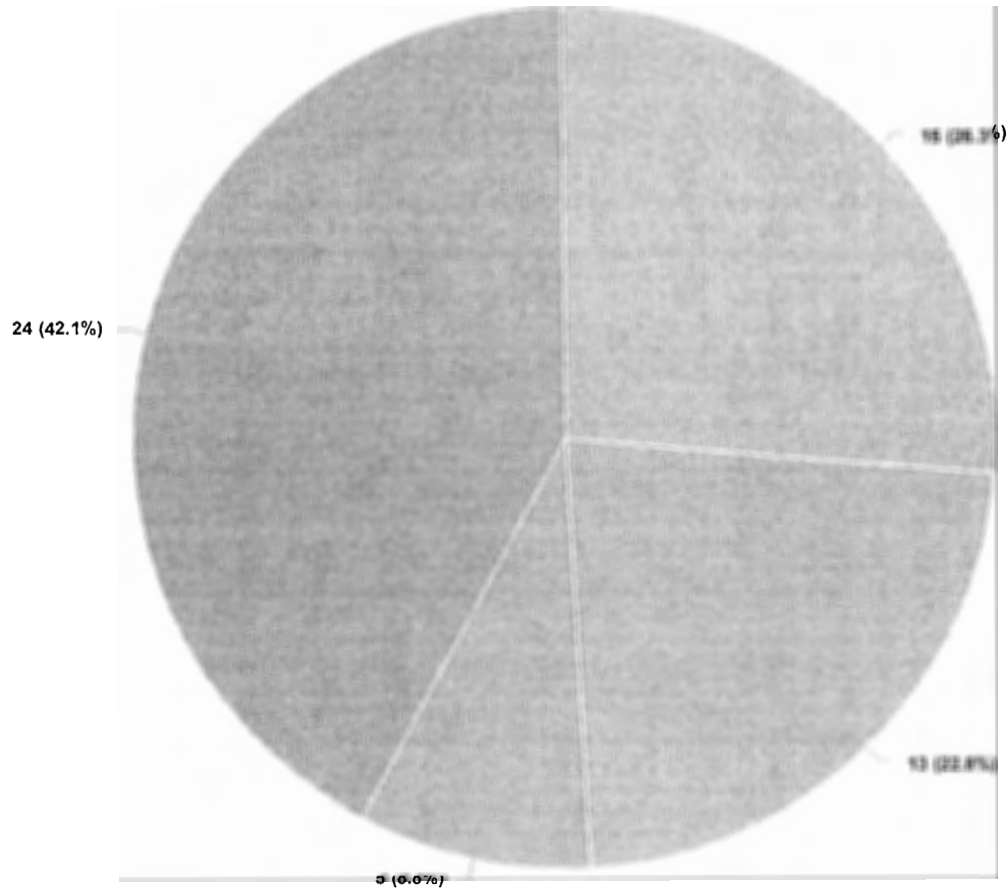


**Question options**

- Residential Low Density
- Commercial zones (where residential uses are permitted)
- Residential Medium Density
- Residential High Density
- Rural zones (where residential uses are permitted)
- Other (please specify)

*Mandatory Question (7 response(s))*  
 Question type: *Checkbox Question*

**Q13** Do you think the number of bedrooms at a short-term rental should be limited?



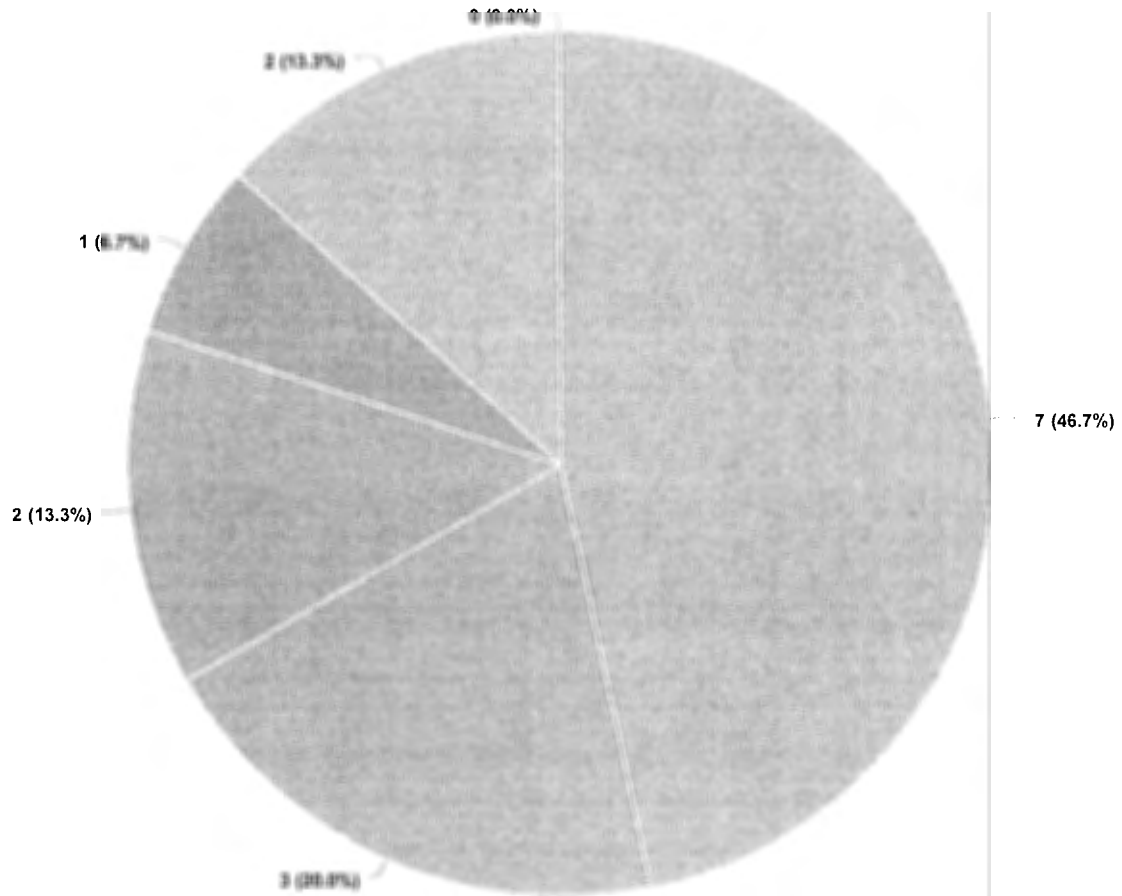
**Question options**

Yes  No  Unsure  None of the above - I do NOT support short-term rentals

*Mandatory Question (57 response(s))*

*Question type: Radio Button Question*

**Q14** What number of bedrooms would be appropriate?



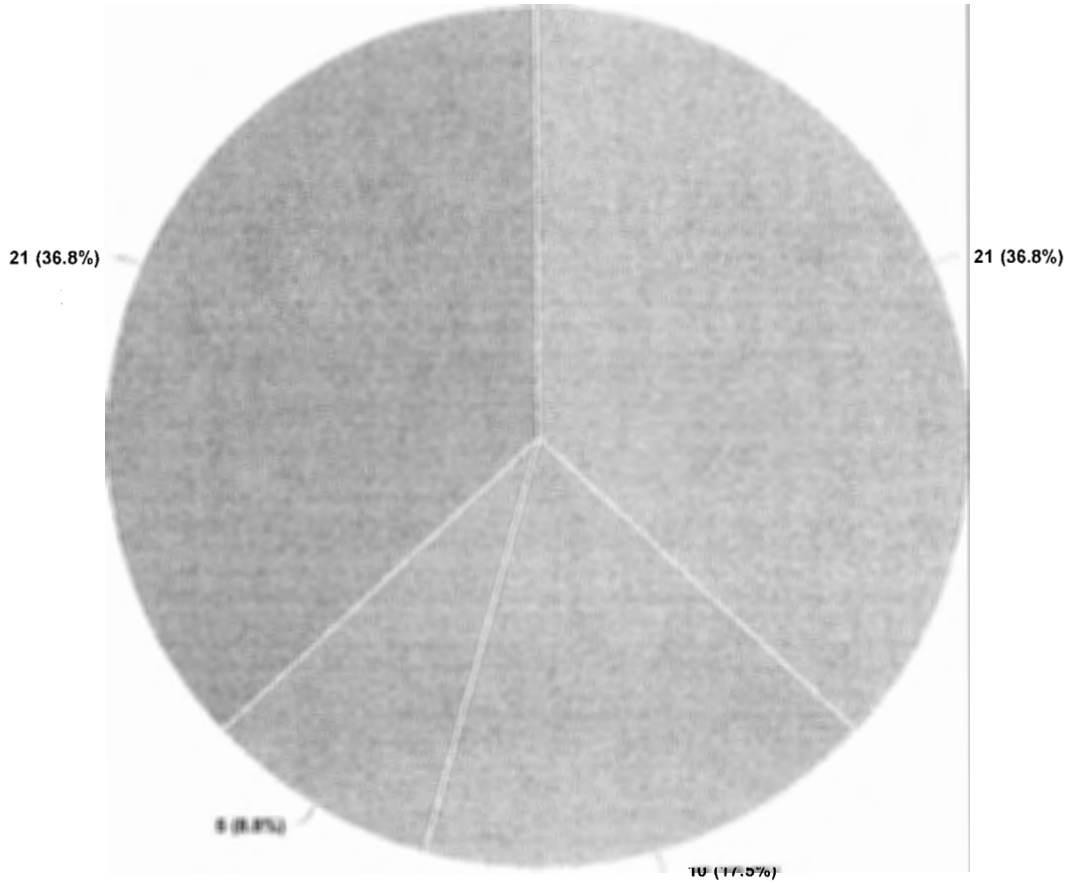
**Question options**

- 2 or less
- 3 or less
- 4 or less
- 5 or less
- Other (please specify)
- 6 or less

Optional question (15 response(s), 42 skipped)

Question type: Radio Button Question

**Q15** Do you think hosts should be required to have a license to operate short-term rentals?

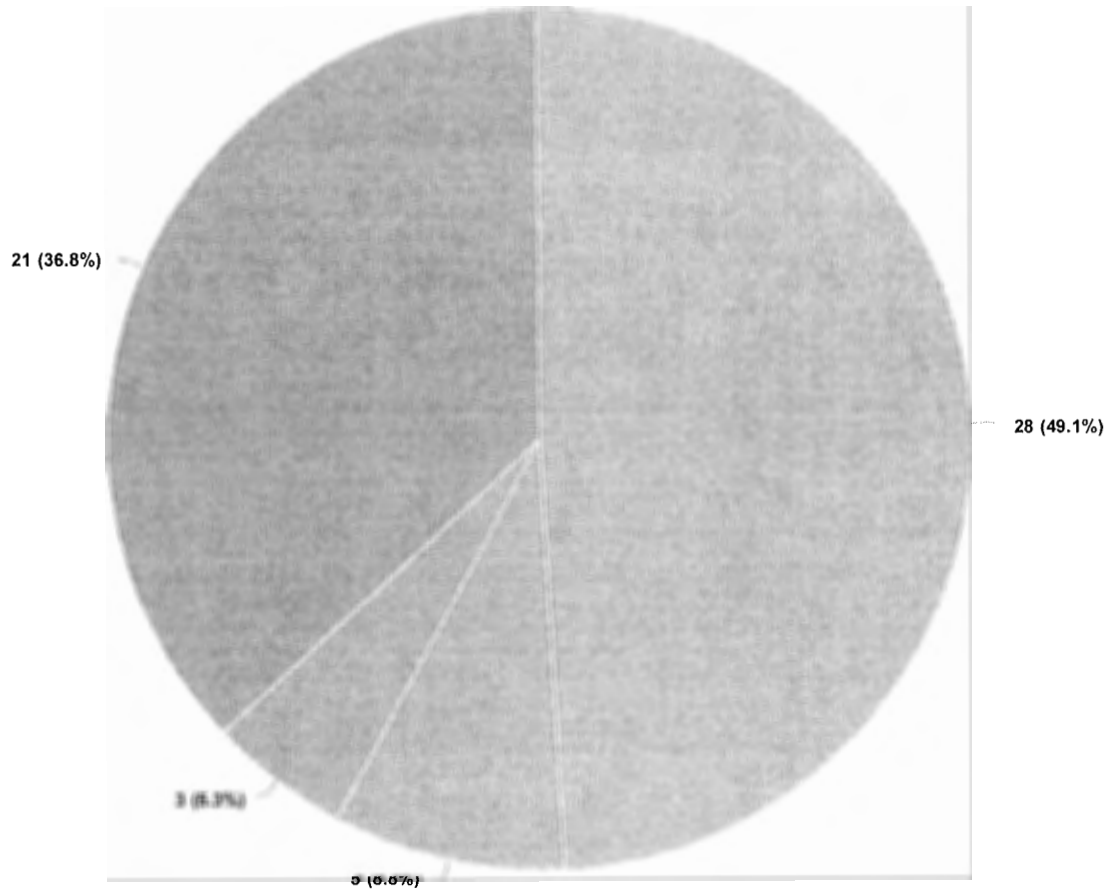


**Question options**

- Yes
- No
- Unsure
- None of the above - I do NOT support short-term rentals

*Mandatory Question (57 response(s))*  
*Question type: Radio Button Question*

**Q16** Do you think the number of occupants staying at a short-term rental should be limited?



**Question options**

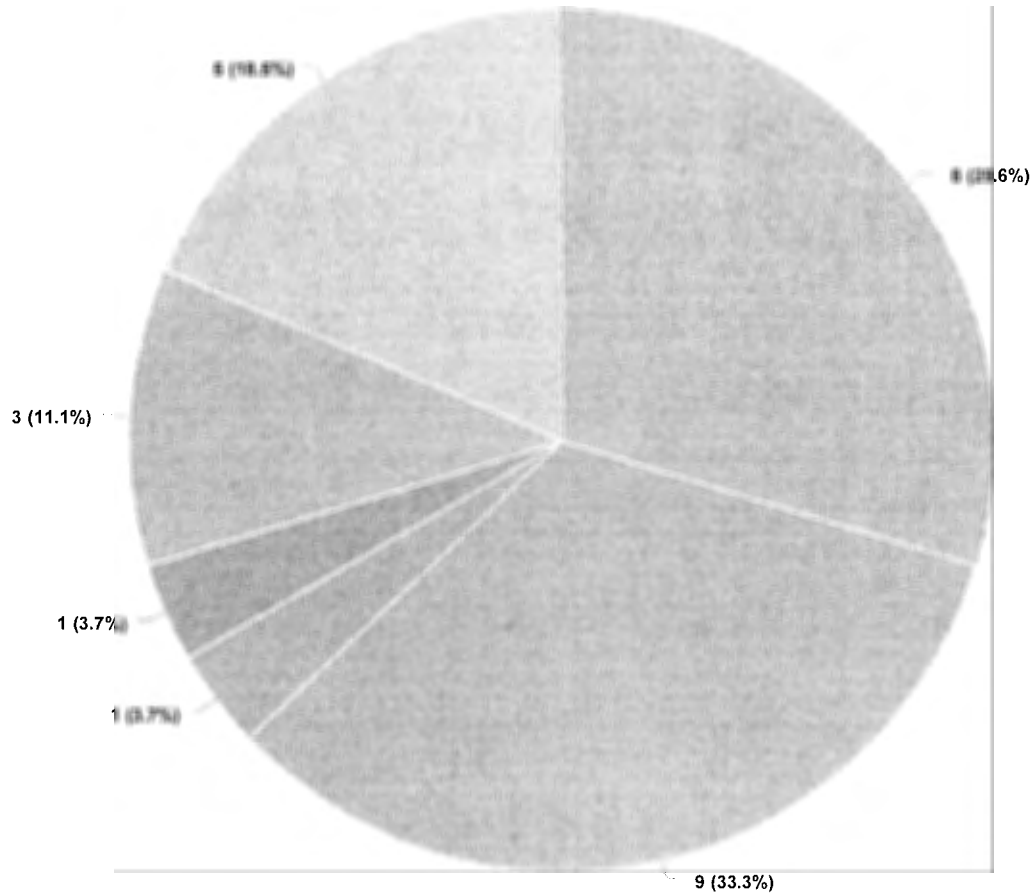
Yes  No  Unsure  None of the above - I do NOT support short-term rentals

*Mandatory Question (57 response(s))*

*Question type: Radio Button Question*



**Q17** What number of occupants would be appropriate?



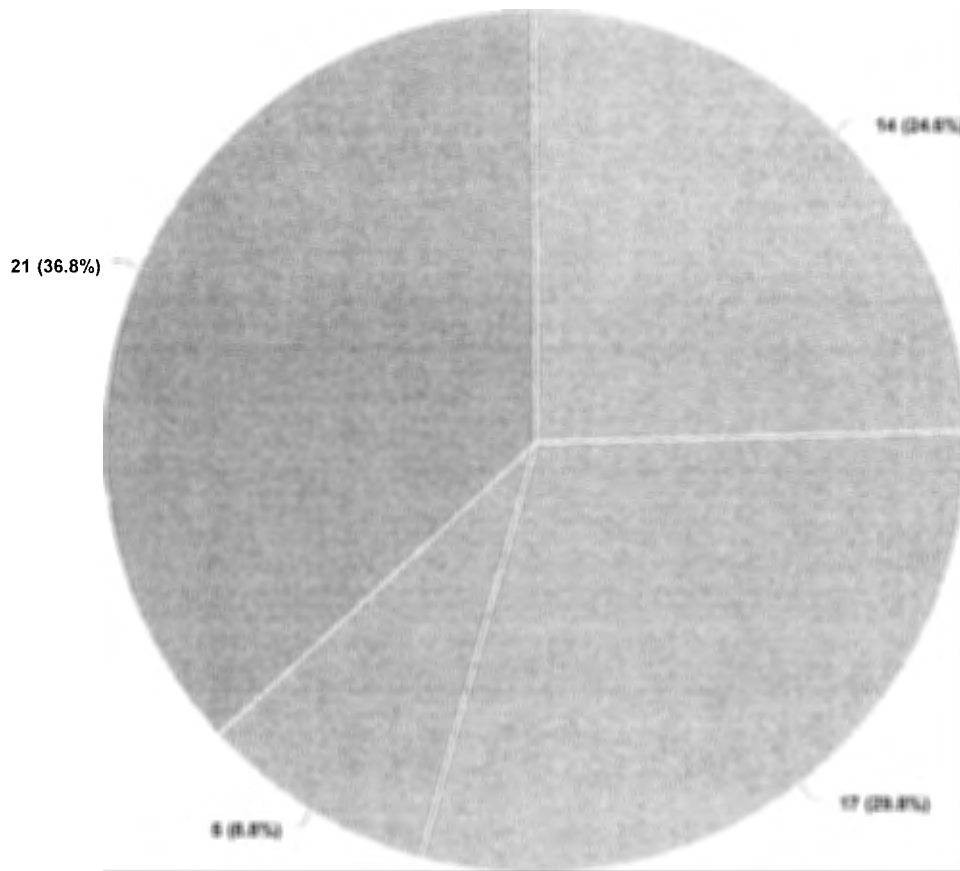
**Question options**

- 3 or less
- 5 or less
- 8 or less
- 10 or less
- 12 or less
- Other (please specify)

*Optional question (27 response(s), 30 skipped)*

*Question type: Radio Button Question*

**Q18** Do you think the short-term rental unit should be required to be the primary residence of the host? (the host does not have to be on site during the rental period)



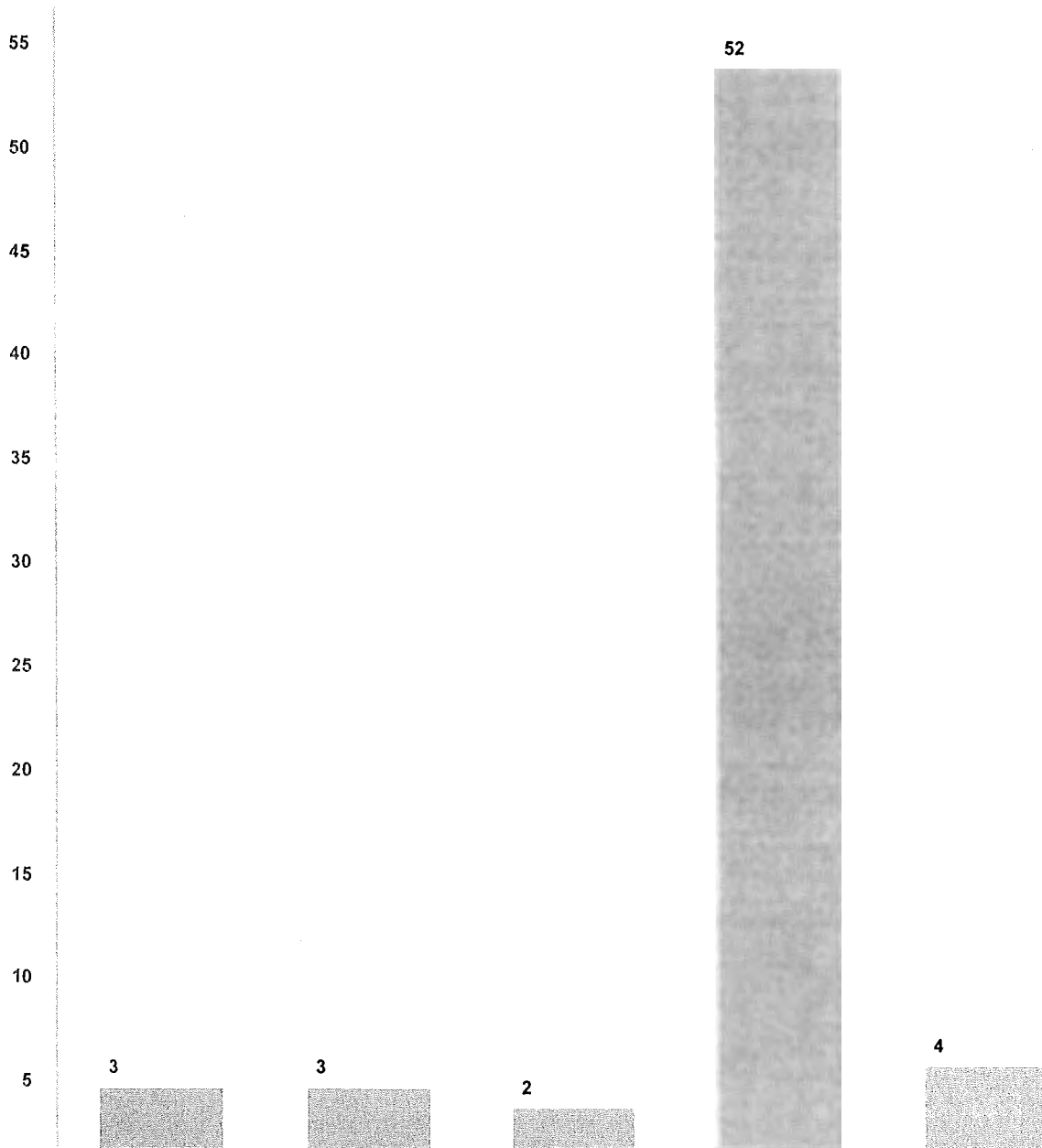
**Question options**

Yes  No  Unsure  None of the above - I do NOT support short-term rentals

*Mandatory Question (57 response(s))*

*Question type: Radio Button Question*

**Q19** If you have ever stayed in a short-term rental in Welland, what was the purpose of your stay?



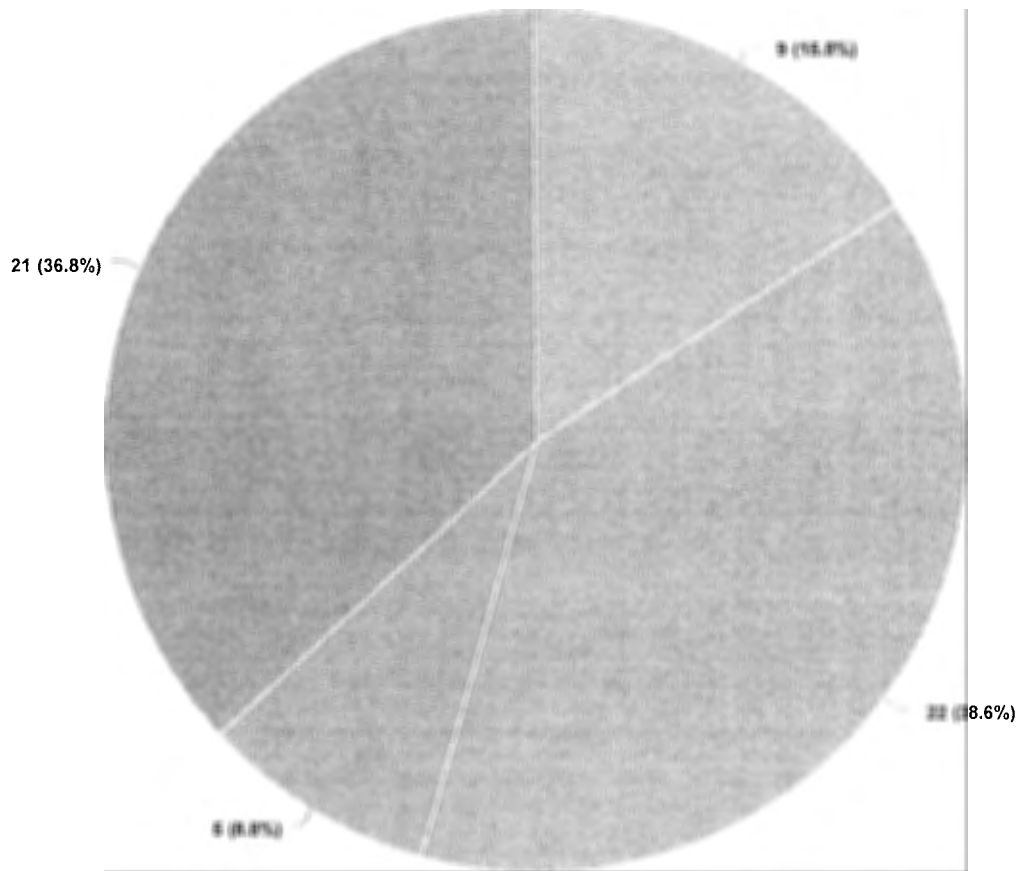
**Question options**

- Attending a special event (e.g. sports, concert, theatre, craft show)
- Visiting friends and/or family (e.g. wedding)
- Site seeing (Niagara Falls, Welland Canal, wineries and vineyards, craft breweries etc.)
- I have never stayed in a short-term rental in Welland
- Other (please specify)

**Mandatory Question (57 response(s))**

Question type: Checkbox Question

**Q20** Should renters be permitted to list their unit for short-term rental with the landlord's permission?



**Question options**

- Yes
- No
- Unsure
- None of the above - I do NOT support short-term rentals

*Mandatory Question (57 response(s))*

*Question type: Radio Button Question*

**Q21 | Do you have any additional comments you would like to share about short-term rental accommodations?****DawnCE**

4/12/2021 08:36 AM

With Welland being promoted as a 'sporting' town (rowing, paddling...), I would consider (post Covid) renting out space so, this topic is of interest to me.

**Lbryan9**

4/12/2021 08:46 AM

Our only experience with this was renting a basement apartment for six days in Winnipeg. It was perfect for our needs, and the owner lived upstairs with her child. She was friendly but not intrusive, and it all worked well. Of course, we didn't cause the owner any problems, and she earned a fair bit from us. When it works like this, Airbnb or equivalent can bring money in to the city. When it doesn't work, it can cause terrible problems. We've seen this with student rentals in our neighbourhood. On-the-spot supervision is the key, I think. Pilot project in order?

**Douglas Smith**

4/12/2021 08:53 AM

They should not be place in a residential area, and follow up on permits on exactly what they are suppose to be.

**pbryan3**

4/12/2021 08:54 AM

Regarding question 16, I believe that the owner **MUST** be on-site. Owners should **NOT** be allowed to rent out their properties while they travel to another location.

**Mamabutterfly**

4/12/2021 09:03 AM

For the purpose of Covid-19 I do not think short-term rental accommodations should be restricted. Property owners should still be able to rent or lease their properties as they are private unlike the large hotels that publicly share restaurants, entrances, elevators etc. Having responsible people act responsibly is not what is spreading

Covid-19. The protocol should only be set to adhere to the regular rules of protocol ie: proof of residence, bubble size, even vaccinations. Whatever the case be there may be a need for the short term rental and the property owners shouldn't be penalized for it if they are following the rules.

**mgrocholsky**

4/12/2021 09:03 AM

I do not see a benefit to short term rentals being permitted in residential zones. It encourages investors to further buy up housing that could otherwise be occupied by Welland community members.

**Barry Rolph**

4/12/2021 10:12 AM

I live next door to a short-term rental in Welland. It has no bedrooms and large groups show up to party on weekends. As a Welland business owner as well I see no benefit locally as they show up from out of town with their groceries already purchased. I believe short term rentals are purchased, in my case, by out of town investors that have no interest or care in how their rental impacts their neighbours. The renters are not covered by the Landlord and Tenant act and use up housing that would otherwise be available for long term local renters. I'm not against owner-occupied short or long-term rentals as they are a great benefit to students etc and any noise issues wouldn't exist with the owner on-site.

**JoanneLysiak**

4/12/2021 10:18 AM

As a host myself since 2015, I have never had an issue with noise, parties, trashing etc. As a local realtor, I see much need for temporary accommodation for different reasons....I turn down other realtor requests for short term rentals all the time because I am usually fully booked with families who are in temporary need of housing for various reasons.... such as the clients

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houses have closed and they are building or in between houses, folks who are renovating their own homes and need somewhere furnished to live other than a hotel room, insurance claimants who are temporarily displaced because of fire etc.(I've had several of these who have stayed from 6 months to 13 months), folks who are in Welland (or area) on contract work for various reasons (I've had a preacher and his wife for 2 months, GE plant foreman here from the US for months, forestry workers, short term teaching contracts at Niagara College ( for a week or more) international student families (not individuals) for up to 6 months. I've had families who have been visiting other family in the area over a weekend or longer. I've also had many bookings through Airbnb, VRBO, Flipkey during local rowing events, dragon boat races, PanAm games, war games events, model car racing events. Families prefer to stay in a house where they can cook, watch tv, bbq etc all together rather than a hotel room. In 2020 I hosted a family from Italy who was stranded in Canada due to COVID 19. In past years I've also had guests who have come as tourists, or for weddings or funerals. I have been very diligent of keeping my two places 5- star and my neighbours happy. I often ask the neighbours for feedback as to how the guests are. Some of them have become friends. I have NEVER had a complaint. As a host, I've made sure that my houses are insured with specific Short term rental insurance (different from regular residential insurance), are up to code as far as all electrical, fire extinguishers etc. I know other short term rental owners who do the same. It would be a

shame to see these eliminated due to a few bad apples. Create a hefty fine for violations. Have hosts show proof of proper insurance etc. I'd be happy to speak to anybody in person about this if it would be helpful

**oakcrestswede**

4/12/2021 10:32 AM

Short-term rentals may be accepted for properties in low-density (rural) areas. The hosts (property owner) should have a license to operate considering the rental is taxable income, there are safety concerns, fire hazards, fire/smoke/CO detection, emergency exits, compliance with codes/standards, etc. etc.

**cashmorep**

4/12/2021 10:34 AM

It appears to me that lately the downside of short-term rentals totally overwhelms the benefits. Maybe this is a result of media attention focussing on the 'party' examples. These examples definitely do not help tourism.

**Anna Macpherson**

4/12/2021 10:37 AM

Thank you for this opportunity. In January 2020 my American family booked a place to stay here in Welland for our July family reunion. The booking went through Niagara Smart Stays. My family cancelled in May due to the pandemic and border closure. They used a debit card on a Canadian account my sister has here in Welland at TDCT bank. To date this money has NEVER been refunded!!!! We have been trying for over a year. They took the deposit and balance all in January, totals \$675.75. Niagara Smart Stays says the refund went to the bank, the bank has investigated extensively for months to help us and this refund has not arrived. I can't reach Niagara Smart Stay by phone, I have left numerous messages and no one calls me back. My niece from the US has sent many, many emails as well.

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	<p>I see online that there are others who have had bad experiences with this company. Is there anyway you can help us? And please be sure that this never happens to anyone else using short term rentals. Thanks for this chance to ask for help. Please, if you have any suggestions let me know.</p>
<p><b>Tmurre</b> 4/12/2021 10:42 AM</p>	<p>Ontario as a whole and especially Niagara are in a housing crisis. House owners using their secondary properties as short term rentals is a contributing factor to this crisis.</p>
<p><b>william downie</b> 4/12/2021 11:04 AM</p>	<p>Renters are enough trouble; without having a short term in the mix.</p>
<p><b>Majic</b> 4/12/2021 12:32 PM</p>	<p>I do not support Air BnB type places where the host is not on site. I support BnB where the owner/host is present during the rental.</p>
<p><b>dory</b> 4/12/2021 01:29 PM</p>	<p>Renters of a long-term rental should not be permitted to list their unit for short-term rental.</p>
<p><b>Kdickson1</b> 4/12/2021 04:58 PM</p>	<p>There is already a limited supply of long term and affordable housing in Welland. Short term rentals may put people who are looking for homes out on the street. In addition, It is already difficult to live with the tenants in my neighbouring unit, short term rentals would make it worse.</p>
<p><b>Weatherman</b> 4/12/2021 11:42 PM</p>	<p>Welland already is a major embarrassment with its handling of Off Campus Student Housing. Without proper licencing and a specific controlling by-law you are in a position of no control or consequences. You want to licence Short Term Rentals because of a few parties and some disruptive noise... Take a good look at Off Campus Student Housing 4,000-</p>

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5,000 Students jammed into 400-500 homes (some with 20 students)... over the years we have had several home invasion with weapons and injuries, several fire, one just recently, we had a stabbing, emergency vehicles are commonplace, drugs, crimes are higher in these wards closest to the college, there have been very large parties, parking is poorly managed and the houses are poorly maintain and it goes on ...and here we live in a city that wants to allow a few short term rentals in our already compromised subdivisions. Save your energy .. combine the initiatives and make Welland a place that is welcoming and safe so people want to come here like it was when I moved in 42 years ago.. there is the alternative, status quo, managed by a draconian system that we suffer with today ... I hope you make the right choices

**24bmeredith**

4/13/2021 06:07 AM

All short term rentals should be registered --check by city(for safety etc) -check to verify homeowner lives on site -sign posted so neighbors know that there are strangers in their neighborhood and a business is being operated(like how a b&b is posted on lawn) Neighbors make an accepting to noisy occasions-- birthday, BBQ odd time but when airbnb is a constant issue(because the airbnb customers are not accountable to the neighbor--do their "thing" and leave Niagara region has great hotels,motel and b&b(especially the wineries)let them have the business--they need it. I believe I heard a counselor state that 85% of jobs in Niagara Region was tourist based--so let them have the business!

**wirman**

4/13/2021 08:50 AM

2 women killed in Netherby at short term rental on parkway. Loud partys will anger close residence and use police resources

**VJ**

4/13/2021 07:27 AM

It has been hell living next door to an Airbnb , with loud music, unruly behavior including sex trades. (prostitutions) Every weekend especially during the warmer weather anxiety and anger increases not knowing what to expect in our residential area. My sleep has been interrupted with noise and fireworks I In addition when visitors have missed the driveway to the Airbnb they just turned around by driving over my lawn. They also park in the bus stop or the middle of the intersection. I have had pimps parked in my driveway after they have dropped off prostitutes to a parties. I have not been able to walk my dog down the street during the daylight because of unwanted and abusive comments. As a home owner I have felt that we have had little recourse The owners of the Airbnb do not live or reside in Welland but seem to have more rights than actual owners. I have been in contact with my ward 3 councilors and the mayor's office

**kimmer**

4/13/2021 09:21 AM

They are flop houses we have enough motels available in this City which are cleaned maintained and they have rules and regulations

**Mike Allen**

4/13/2021 12:05 PM

Short term rentals VRBO air b&b will bring the value of homes in the general area down yet my taxes continue to rise. We have hotels for a reason!!!!

**Allyson Rolph**

4/13/2021 12:44 PM

Our next door neighbour is a short term rental. As a result, we have had to put up with loud party groups of 10 or more every weekend in the nice weather last year. They are very loud

at all hours and have no respect for the people around them. We are not able to enjoy our own property because of it, and have a hard time getting to sleep at night as well. It is horrible having to put up with this, it should not be allowed. Where is our rights!!!

**DB**

4/13/2021 06:48 PM

This is a real Pandora's box. Once council allows short term rentals this will cause hardship for neighbors. Who will answer the bylaws phone at 2am because of noise complaints.

**Pierrette**

4/13/2021 07:19 AM

During special events ex. Flatwater or triathlon exceptions may be in place too keep tourists in our city.

**Pidge**

4/14/2021 07:32 AM

There should be interim b & b where owners while being at home can rent up to 2 rooms during large events.

**Shari Toth**

4/14/2021 09:55 AM

My sister and I are local realtors. We screen and monitor our short term rentals as we both live within .5 km of them. We have never had any issues with short term tenants.. Our neighbours fully support our professional approach to our properties and that we take pride in the maintenance and quality of the service we have to offer. We are very respectful of our neighbourhood and have Superhost status on the rental sites such as AirBnB to solidify our keen attention to help people in need. We also accommodate contract workers whom are professionals coming to the area. In my opinion if there are reports of trouble short term rentals in the city they should be respectfully dealt with on an individual basis. Our business and efforts are top notch and are an asset to the community as a whole. We care about who we deal with.

**Sean Rolph**

4/14/2021 11:39 AM

The housing market is already unobtainable for us, a dual income

**Happy to help**

4/15/2021 09:40 AM

young family. If rental properties are further limited, I don't know what we'll do.

Short term rental accomodations should have a list of recommendations to follow and guidance in their respective cities. Guidelines make it easier for everyone. We are all on the same page

**StrongJones99**

4/15/2021 11:09 AM

Tenants should not be able to rent out short term as this affects the type of insurance required/liability coverage. This also affects the type of financial mortgages you are eligible for.

**Justin Turner**

4/15/2021 03:43 PM

Short term rentals are not a damaging part of the community, are beneficial to the home owner both financially and with little risk of "bad tenant" situations such as not paying rent and loss of income due to extremely lengthy eviction periods. Also short term renters are usually more respectful to the property because there are real consequences (negative reviews, damage deposits, Airbnb interventions) and contractual obligations that the guests have to adhere to or they will be denied further bookings. On the flip side (as a super host) my wife and I maintain a very strict cleaning regiment and provide a house that is more comfortable than any hotel in the region. You are welcome to check our reviews any time and see what our guest are saying about our place. [https://www.airbnb.ca/rooms/22491425?guests=1&adults=1&s=67&unique\\_share\\_id=5113c11b-cdbc-4140-8f1d-4df15f4d7312](https://www.airbnb.ca/rooms/22491425?guests=1&adults=1&s=67&unique_share_id=5113c11b-cdbc-4140-8f1d-4df15f4d7312)

**cbyfirez**

let people do what they want with

4/16/2021 12:09 PM

their own properties. stop restricting every basic freedom people have because of a few complainers. The people prone to complaining about short term rentals would probably complain about whoever the permanent resident would be alternatively as well.

**Felix Vortsman**

4/23/2021 08:53 PM

Short term rentals supports needs of local Welland residents by providing them with more affordable housing options that actually meet their housing needs where hotels, motels and bed and breakfast do not. For example, those local Welland residents who require housing as a result of insurance claims and consequently temporary and/or lengthy housing requirements as a result of fires and floods of their existing homes and/or construction delays (i.e. resident sold their home but new home builder is delayed on completing their new home hence exposing locals to becoming homeless in the interim). Short term rentals also offers more affordable housing need for out of town workers who require accomodations of several weeks or even months whereby regular hotels, motels and bed and breakfast establishments would are unable to meet their requirements or their budgets (i.e. contractor needs to come to work in Welland for a month and brings their family with them and/or team of contractors requiring accomodations for a month where a fully stocked and furnished short term rental provides full kitchens, bathrooms and multiple bedrooms, where most hotels/motels do not offer these and/or require team of contractors to book several hotel rooms instead for lengthy periods of time, which is cost prohibitive and even then do not

meet their mid-term housing needs. Tourists also prefer the more superior accommodation options conducive to visiting Welland and Niagara Region with their families and young children with accommodations that may include multiple bedrooms, full kitchens, laundry facilities, outdoor spaces, BBQ's, etc., whereas most hotels do not offer these and/or are too small to accommodate their needs and/or to cost prohibitive to what such tourists require. Simply put, short term rentals provide options to displaced locals in need of temporary and/or mid-term housing, out of town travelers and contractors and yes, tourists as well. Indeed, most tourist accommodations are limited to the summer months almost exclusively, whereas few come to the city for the other 8 months of the year. Conversely, displaced locals and contractors, divorcee's, residents impacted by insurance claims and constructions delays all require more affordable housing alternatives not offered by traditional hotels and/or motels throughout the year, which is why there is substantial need for short and mid-term rental accommodations alternatives to the traditional hotels/motels are in high demand by both locals and out of towners alike. Any of the potential common negative assumptions and impacts of short term rentals, most from my personal experience as simply not factual to begin with, are for the most part mitigated by short term rental hosts doing their proper screening prior to accepting any reservation. Indeed, there is no guarantee that the same negative consequences such as parties, excessive noise, etc. cannot also be perpetrated by

residents themselves or their neighbours. In fact, on the very rare occasions where such negative occur at short term rentals these issues are much more expediently and efficiently dealt with by the hosts. Conversely, if these negative actions were perpetrated by local owners, no one can insist that they sell their home or move out. If these were to be perpetrated by local long term straight rental tenants, given LTB and Residential Tenancy Act rules, these issues would take months to resolve. With short term rentals the issue gets resolved almost immediately. Furthermore, I highly recommend that the city obtain further insight and comment from Welland local and Niagara police departments as well, who will attest that they deal with by far more with local owners/straight renter tenant issues with respect to parties, loud noise, disrespectful neighbours, etc., than all short term rental units in the city combined each and every year. The reality is, that all the potential negatives most people assume with short term rentals are rare exceptions rather than the rule, as the vast majority of short term rental hosts are committed to being good neighbours themselves, respecting their neighbours and indeed the last thing they would ever want is to host to guest who would disturb the peace, cause damage to either their property (their own investment after all) or a neighbours property. As a result, the last thing that short term rental operators want is hosting any party animal guests who are either disrespectful of their properties (their investments) or the neighbours around them. Furthermore, short term rental units do not reduce



available for long term rentals. Short term rentals serve a niche portion of the market that is currently underserved or unable to be served by traditional hotel/motel accomodation options and are typically more affordable and superior (actually meet travellers and locals temporary housing needs) to those other traditional hotel/motel accomodations.

**Wendy W**

8/05/2021 10:36 AM

I don't feel the direction the city of welland is going is not positive. Not a class of people you want to be around and all this city does is continue to cater to them. Put them to work and maybe clean up this city. Short term rentals are only going to destroy neighbourhoods that are currently still half assed. They only blow in and blow out with no regard for anyone but themselves.

Essay Question

Optional question (34 response(s), 23

**Q22** Please provide your email

skipped)

Question type:





Optional question (50 response(s), 7 skipped)

Question type: Email Question

**IDEAS**

**Comment Board**

<b>Visitors</b> 	<b>Contributors</b> 	<b>CONTRIBUTIONS</b> 
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<p>05 June 21</p> <p><b>Kowski</b></p> <p>VOTES  UNVOTES </p>	<p><b>LANDLORD IDENTIFICATION REQUIRED</b></p> <p>The problem with short term rentals is that anyone having an issue with the tenant cannot contact the owner/landlord to complain. The city should require and make a publicly accessible the rental property address list with the name and contact number for the landlord or short term rental property manager.</p>
<p>19 May 21</p> <p><b>scottkv25</b></p> <p>VOTES  UNVOTES </p>	<p><b>Not opposed to short term rentals</b></p> <p>As long as they are regulated and include a good sized damage deposit.</p>

## IDEAS

### Comment Board

04 May 21

Felix Vortsman

VOTES

UNVOTES

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### Short and mid term rentals are a necessity in Welland

Short term rentals supports needs of local Welland residents by providing them with more affordable housing options that actually meet their housing needs where hotels, motels and bed and breakfast do not. For example, those local Welland residents who require housing as a result of insurance claims and consequently temporary and/or lengthy housing requirements as a result of fires and floods of their existing homes and/or construction delays (i.e. resident sold their home but new home builder is delayed on completing their new home and/or closing date of their new home where they will be moving too is a couple of days/weeks/months after closing of their current home) hence exposing locals to becoming homeless in the interim. Short term rentals also offers more affordable housing needs for out of town workers who require accommodations of several days, weeks or even months whereby regular hotels, motels and bed and breakfast establishments are unable to meet their requirements or their budgets (i.e. contractor needs to come to work in Welland for a month and brings their family with them and/or team of contractors requiring housing for a month where a fully stocked and furnished short term rental provides full kitchens, bathrooms and multiple bedrooms, whereas most hotels/motels do not offer these. Also short term rentals meet groups/teams of contractors to book several hotel rooms instead of what they need (a larger unit that can accommodate all of them at once) for lengthy periods of time, thereby making hotel stays cost prohibitive and even then do not meet their mid-term housing needs. Tourists also prefer the more superior accommodation options when visiting Welland and Niagara Region with their families and young children. Short term rentals best meets their needs as many such accommodations include multiple bedrooms (for privacy), fully stocked kitchens, laundry facilities, outdoor spaces, BBQ's, etc., whereas most motels/hotels do not offer most, if any, of these and/or are too small to accommodate their needs and/or to cost prohibitive to what such tourists require. Furthermore, most visitors would favour staying in nice family oriented neighbourhoods while in Welland, rather than the downtown core and/or industrial and/or areas further away from residential zones of the city where motels/hotels are typically located, some of which are sketchy areas and neighbourhoods. Visitors to the city would highly likely and unanimously favour staying in a safe place/neighbourhood that they can call their home away from home (such as residential zones) while visiting the city and all it has to offer. Limiting short term rentals to only designated city downtown core areas is therefore a bad idea. Providing tourists and short term guests to Welland with short term rental options, especially where traditional hotels and motels are ill equipped or just too expensive to meet their needs, would therefore make Welland more attractive as a destination bringing more business to Welland local businesses and would further facilitate growth to Welland's economy. Simply put, short term rentals provide options to displaced locals in need of temporary and/or mid-term housing, out of town travelers and contractors and yes, tourists as well. Indeed, most tourist accommodations are limited to the summer months almost exclusively, whereas few come to the city for the other 8 months of the year. Conversely, displaced locals and contractors, divorcees, residents impacted by insurance claims and construction delays all require more affordable housing alternatives not offered by traditional hotels and/or motels throughout the year, which is why there is substantial need for short and mid-term rental accommodations alternatives to the traditional hotels/motels accommodation options and these are in high demand by both locals and out of towners alike. Any of the potential negative impacts indicated above are mainly mitigated by short term rental hosts doing their proper screening prior to accepting any reservation. Indeed, the last thing that short term rental operators want is hosting any party animal guests who are either disrespectful of their properties (their investments) or the neighbours around them. Furthermore, short term rental units do not reduce availability for long term rentals (this is just one of the myths rather than facts that people assume with short term rentals). They only serve a niche portion of the market that is currently underserved or unable to be served by traditional hotel/motel accommodation options. I would highly encourage City of Welland staff to obtain feedback from the local police and fire departments who will undoubtedly attest that they receive substantially less complaints from short term rental operations than long term rental and owner occupied properties. Indeed, complaints from local residents and neighbours of short term rental operators in close proximity to their own homes tend to be rare and exceptions to the rule rather than being rooted in any facts or any semblance of reality. Indeed, unlike long term/straight rentals or even owner occupied residences, since short term rentals are not governed under the residential tenancy act, any issues that could arise can be much more expediently dealt with and resolved. Whereas as with long term rental tenants, landlords are bound and find themselves at the mercy of the Landlord Tenant Board, lengthy delays in getting hearings and/or any resolution with respect to potentially disruptive and/or irresponsible and/or dangerous long term tenants/owner occupied neighbours who the city or the authorities cannot simply ask to move or put their homes on the market.

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Conversely, with short term rentals, these all such issues can be resolved within only a couple of hours or less, 24 hours, since local police and fire departments have the power to enforce such discretions immediately as opposed to potentially several months as long term rental landlord are bound under the residential tenancy act and have no choice but to deal with the rules and process outlined thereon, not to mention the typical lengthy delays when dealing with the Landlord Tenant Board with respect to long term tenants which are considered civil matters that can take months if not years to resolve. And good luck trying to get a disruptive/disrespectful owner occupied resident to move out and sell their home. Short term rentals also do not increase affordable housing supply (which is also a common myth). Indeed, short term rental operators are not competing with long term rental operators, nor are short term rentals expected to replace long term rentals. Short term rentals only accommodate a niche in the marketplace that neither long term rentals, motels, hotels and/or B&B's simply either do not or are unable to provide. Indeed, for most short term rental operators, it would make no sense in running their properties as anything other than short term rentals as they would not be able to make a business case of operating them as long term rentals. As such, especially given property real estate prices today, there is no decrease to affordable housing stock (yet another myth) as a result of short term rental operators, since short term rental operations, cost and business dynamics are very different from long term rental provider operations and business dynamics. Comparing one to the other is like comparing apples to oranges and if the city decides to outlaw short term rentals it should not expect any increase to long term affordable rental stock in the city whatsoever as a result. If the city wishes to outlaw or restrict short term rental accommodations they should then also look to outlaw long term straight rentals as well, as that is where the bulk of all neighbor complaints and issues are. Many people have their opinions with respect to short term rentals. The key is to focus on facts rather than any fiction/personal opinions which are not based on facts. The city should instead look at allowing and regulating short term rentals to both facilitate a peaceful and harmonious co-existence of short term rentals, long term rentals and owner occupied residents alike while offering a boost to the local economy, local businesses and providing all types of temporary, long term and permanent housing options and needs of residents and visitors alike.

**Nicolas Aiello**

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**From:** Cunningham, Lynne <Lynne.Cunningham@mpac.ca>  
**Sent:** May 31, 2021 3:04 PM  
**To:** Nicolas Aiello  
**Cc:** Grant Munday; MR18Enquiry  
**Subject:** Short Term Rentals

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Good afternoon Nicolas,

Here is what I know about Short Term Rentals and MPAC's considerations however currently there is no definition or tax classification specific to short-term rental accommodations. If it is a house, MPAC values and classifies it as a house. MPAC currently does not track properties or units within a property that are used as an Airbnb

The Assessment Act requires MPAC to value and classify all properties in Ontario.

Typically short-term accommodations fall within 3 of the 7 property classifications....residential, Multi-residential or Commercial.

The majority of Short Term rentals would fall under the residential property class (typically houses and cottages). So this would be land used for residential purposes having less than seven self-contained units. Or it would be Seasonal tourist businesses such as cottage rentals and campgrounds. If 7 or more units (like an apartment, it would be multi-residential. If

Hotels are included in the commercial property class, and no other class, under section 17 of O. Reg. 282/98. There are two definitions of a hotel for classification purposes:

A hotel as defined in the *Hotel Registration of Guests Act*.

Requirements include a minimum of 6 bedrooms and the provision of food in addition to furnished sleeping accommodations.

Excludes boarding houses, apartment houses and private hotels. (these would be RT)

**OR**

Land with seven or more furnished self-contained units (or at least one furnished self-contained condominium unit) managed as rentals for minimum periods of less than 30 days.

With Bed and Breakfasts;

Generally, the primary function of a B&B property is a single family dwelling in which the B&B operation is a complementary use.

There is no change warranted to the classification of a property that is used primarily as a residence with such a complementary B&B operation.

Inconsistent use; while some may rent all or part of a residential property for 1-2 weeks per year others may rent it out weekly for 52 weeks a year. Some even offer longer stay in off season, accommodating longer term rentals for 6-8 months at a time These are all at RT classification.

MPAC does identify B&Bs with a unique property code identifier, and where licensed (Stratford, NOTL, Niagara Falls), we are able to derive values for these property types that reflect the number of operating rooms.

When Assessing short term rental data...MPAC must not use the use/non-use of online rental services/platforms such as Airbnb to advertise and book guests instead of alternatives (including traditional methods) is not a determinative consideration.

A change in the use of a particular method for advertising and booking guests does not constitute a change in the use of the property.

When gathering information for assessment purposes, MPAC must consider what is authorized and that does not inequitably target users of a particular platform/service.

Amendments to the *Municipal Act, 2001* in April 2017 allowing municipalities to pass by-laws to impose a hotel tax

- municipalities can impose a transient accommodation tax on short-term rental accommodations where adopted, the new tax would also apply to rentals facilitated through online platforms such as Airbnb
- Some municipalities have agreements with Airbnb to collect a 4% Municipal Accommodation Tax through online guest reservations Example: Barrie, Brockville, Greater Sudbury, Mississauga, Ottawa and Windsor
- The City of Toronto approved short-term rental regulations in 2018, which haven't yet come into effect.

What we've heard from other municipalities: there is work involved with Collecting maintaining an inventory of short-term rental properties, Licensing for short-term rentals

And some municipalities are considering policies to address short-term rentals

By-law enforcement initiatives may include, noise (restrictions for amplified sound), fire and health safety (smoke detectors, fire safety plans etc), water/boating safety enforcement

MPAC will continue to analyze short term rental accommodation, specifically where there are licenses in place. The licenses will help us to document specifically the use of the property so we can determine if the property value is affected.

Hope this information is helpful,

Lynne

**From:** Nicolas Aiello <[nicolas.aiello@welland.ca](mailto:nicolas.aiello@welland.ca)>  
**Sent:** Friday, May 28, 2021 9:11 AM  
**To:** Cunningham, Lynne <[Lynne.Cunningham@mpac.ca](mailto:Lynne.Cunningham@mpac.ca)>  
**Cc:** Grant Munday <[grant.munday@welland.ca](mailto:grant.munday@welland.ca)>  
**Subject:** Short Term Rentals

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Good morning Lynne,

I am a policy planner with the City of Welland and we are currently in the process of developing planning and licencing policy in regards to Short Term Rentals (VRBO, Air BnB) in areas of the City that permit residential uses.

I was hoping that you could answer the below questions:

- Is the assessment of a property affected if it is being used as a Short Term Rental Unit?
- If so, would the property assessment still be affected if the host still used the dwelling as a principal residence and the Short Term Rental was a secondary use?

Your help would be greatly appreciated.

Kind Regards,



**Nicolas Aiello**

Policy Planner

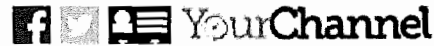
Development and Building Services

Corporation of the City of Welland

60 East Main Street, Welland, Ontario L3B 3X4

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## GENERAL COMMITTEE

Tuesday, June 22, 2021

Meeting Number 2021 – 06

*Due to COVID-19 and the closure of the Civic Square  
All Electronic Meetings can be viewed at:*

City of Welland website: <https://www.welland.ca/Council/LiveStream.asp>

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1. OPEN GENERAL COMMITTEE MEETING FOLLOWING THE SPECIAL COUNCIL MEETING.
  - 1.1 CALL TO ORDER BY VICE MAYOR MARY ANN GRIMALDI
  - 1.2 ADDITIONS/DELETIONS TO AGENDA
  - 1.3 DISCLOSURES OF INTEREST
  - 1.4 ADOPTION OF MINUTES  

General Committee Meeting of June 8, 2021.
  - 1.5 ITEMS TO BE REMOVED FROM BLOCK FOR DISCUSSION IN COMMITTEE-OF-THE-WHOLE (OPEN) (See blue tab)
2. VERBAL REPORTS AND DELEGATIONS
  - 2.1 PRESENTATIONS  

**09-159** Sherri-Marie Millar, Director of Infrastructure Services re: Dain City Inflow & Infiltration Investigation and Remediation Action Plan.  
**(Background information included in Council member's packages).**
  - 2.2 DELEGATIONS (MAXIMUM 5/10/5 RULE) - Nil
  - 2.3 AGENCIES, BOARDS, COMMISSIONS AND COMMITTEES REPORT(S) - Nil
3. COMMITTEE-OF-THE-WHOLE (OPEN)  
(Discuss items removed from Agenda Block)
4. ADJOURNMENT





## GENERAL COMMITTEE

Tuesday, June 22, 2021

Meeting Number 2021 – 06

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Page No.

### AGENDA BLOCK

1. BUSINESS ARISING FROM MINUTES, PREVIOUS MEETINGS AND OTHER ITEMS REFERRED FROM COUNCIL FOR DISCUSSION - Nil

2. STAFF REPORTS

INFRASTRUCTURE & DEVELOPMENT SERVICES – L. Van Vliet, Chair




INFRASTRUCTURE SERVICES

1 - 26  
Remove From  
Block

ENG-2021-13 Director of Infrastructure Services, SM. Millar - Technical Memorandum -  
Dain City Inflow & Infiltration Investigation and Remediation Action Plan.  
Ref. No. 09-159

3. NEW BUSINESS - Nil

**COUNCIL**  
**INFRASTRUCTURE AND DEVELOPMENT SERVICES**  
**ENGINEERING DIVISION**

APPROVALS	
Director	
CFO	
CAO	

**REPORT ENG-2021-13**  
**June 22, 2021**

**SUBJECT: TECHNICAL MEMORANDUM - DAIN CITY INFLOW & INFILTRATION INVESTIGATION AND REMEDIATION ACTION PLAN**

**AUTHOR: MATTHEW MAIN, P.ENG.  
 INFRASTRUCTURE AND ASSET MANAGER**

**APPROVING MANAGER: LIVIA MCEACHERN, P.ENG.  
 MANAGER OF ENGINEERING**

**APPROVING G.M.: SHERRI-MARIE MILLAR, P.ENG.  
 DIRECTOR OF INFRASTRUCTURE SERVICES**

**RECOMMENDATIONS:**

1. THAT COUNCIL receives for information the report ENG 2021-13 Technical Memorandum – Dain City Inflow & Infiltration Investigation and Remediation Action Plan.

**ORIGIN AND BACKGROUND:**

A multi-day rain on snow precipitation even on April 16, 2018 caused an extensive basement flooding event in the Dain City neighbourhood. Basement flooding was generally widespread including properties on and south of Forks Road. Multiple factors contributed to the flooding event including the existing sewer infrastructure and inflow and infiltration (I&I) of storm water into the sanitary sewer system.

In 2020, the engineering consultant GM BluePlan was retained to conduct an I&I investigation and develop a remediation program for the Dain City neighbourhood. The objective of the investigation was to confirm the likely sources of I&I and to develop remediation strategies to reduce I&I entering the sanitary sewer system.

**COMMENTS AND ANALYSIS:**

A phased work plan was used to investigate the sources of I&I in the area. Sewer flow monitoring data was collected and analyzed. Also, field investigation was conducted which included a site survey, residential survey, review of CCTV data and videos, and smoke testing.

A three (3) phase remediation action plan was developed first focusing on and exhausting all opportunities for I&I reduction in the road right of way and "quick wins".

Below is a table outlining each phase of the proposed remediation phase:

Phase	Remedial Action	Estimated Impact on I/I Reduction	Additional Investigation Required
Phase 1	Rehabilitation of Mainline Sanitary Sewers	10%	Review CCTV videos and develop program
	Rehabilitation of Sanitary Manholes	10%	Collect condition data, develop program, seal priority manholes
	Various Potential Sources of Inflow	5-15%	Confirmation of sources through dye testing, drawings, CCTV
Phase 2	Improve Drainage through new Storm Sewer Network	20-30%	<ul style="list-style-type: none"> <li>▪ Considerations for adjacent foundation disconnections</li> <li>▪ Considerations for rehabilitation of adjacent sanitary sewers</li> </ul>
	Rehabilitation of Laterals	15-25%	Collect condition data, develop program, rehabilitate priority laterals <ul style="list-style-type: none"> <li>▪ Considerations for repair of inspection tees</li> <li>▪ Considerations for property disconnection</li> </ul>
Phase 3	Disconnection of Private Properties (foundations)	10-20%	*TBD after implementation of Phase 1 and Phase 2

Phase 1 work is scheduled to start summer of 2021. Parts of the work in phase two will be included with the future reconstruction of Forks Road and will be budgeted in the 2022 and 2023 capital budget.

Sewer flow monitoring is proposed to be completed after phase 1 and 2 to verify the effectiveness and necessity of future works.

**FINANCIAL CONSIDERATION:**

Below is a breakdown of preliminary cost estimate for the recommended remedial action plan:

Remedial Action		Commentary	Cost (000s)	
Phase 1	Rehabilitation of Sanitary Sewers	Rehabilitation Program	*pricing will depend on quantities put forth \$250 - \$350	
	Rehabilitation of Manholes	Data Collection + Program Development	130 manholes \$50	
		Sealing Program	*assumed 20 manholes \$25	
				<b>\$325 - \$425</b>
	Removal of Various Sources of Inflow	Investigation	*placeholder \$10	
		Removal	*placeholder \$10 - 25	
			<b>\$20 - \$35</b>	
<b>Total Phase 1</b>			<b>\$345 - \$460</b>	
Phase 2	Flow Monitor Survey	Data Analysis and Reporting	*data is collected as part of Flow Monitoring Program \$10	
	New Storm Network	Stage 1 – 1,200m (existing recommendation)	Cost from Stormwater Risk Assessment Report \$10	
		Stage 2 – 900m (remaining Crescent Dr area)	*Calculated based on unit cost of Phase 1 \$2,660	
		Stage 3 – 800m (Thornton Ave)	*Calculated based on unit cost of Phase 1 \$1,800	
				<b>\$1,600</b>
	Rehabilitation of Laterals	Data Collection + Program Development	200 laterals in priority areas \$50	
		Lining Program	*assumed 50 laterals to be lined \$75	
			<b>\$125</b>	
<b>Total Phase 2</b>			<b>\$6,185</b>	
Phase 3	Private Side Disconnection Program	*from \$5,000 - \$15,000 per foundation depending on difficulty and available	TBD	

Funds approved by Council in the 2021 Capital Budget will be used to complete the proposed remediation work in Phase 1. Part of the works in phase two will be included with the future reconstruction of Forks Road and will be budgeted in the 2022 and 2023 capital budget.

**OTHER DEPARTMENT IMPLICATIONS:**

None currently. All future tendering, and agreements to execute the recommended action plan will be kept in compliance with the agreed practices of the Finance, Clerks and Legal Services departments.

**SUMMARY AND CONCLUSION:**

On April 16, 2018 a multi-day rain on snow precipitation event caused an extensive basement flooding event in the Dain City neighbourhood. Basement flooding was widespread including properties on and south of Forks Road. Multiple factors contributed to the flooding including I&I of storm water into the sanitary sewer system.

GM BluePlan investigated the sources of I&I in the area and developed a three-phase remediation plan to reduce I&I.

*Background Material*

*To*

*Council Members'*

*Agenda*



## Dain City Inflow and Infiltration Investigation and Remediation Action Plan



### Wastewater Terminology – Inflow and Infiltration



**What is Inflow and Infiltration?**  
 Groundwater and stormwater that enters the sanitary sewer system through cross connections with the stormwater system or through cracks and other imperfections within the sanitary system

- Is Inflow and Infiltration Expected in the City's Infrastructure?**
- Inflow and infiltration is a normal component of municipal sanitary sewer systems
  - Municipalities allow for a certain rate of inflow and infiltration in the design of sanitary infrastructure
  - The goal is to minimize inflow and infiltration in order to:
    - Minimize additional cost of pumping and treating the extraneous flows
    - Maximize the existing capacity of sanitary infrastructure

## Dain City System Overview

3

- South of Townline Tunnel and Railway
- Tributary to Regional Dain City Sewage Pumping Station
- Area Developed in Stages



## Works and Studies Context

4

1972 - Dain City SPS

1997 - Pollution Prevention Control Plan

1999 - 1,200 m<sup>3</sup> Storage Tank

2003 - Pollution Prevention Control Plan

2018 - Dain City Flooding Investigation

2018-2021 - Flow Monitoring (Ongoing)

2019-2021 - Dain City Forcemain Replacement (Ongoing)

2020 - Dain City Stormwater Risk Assessment

2019-2021 - Pollution Prevention Control Plan Update (Ongoing)

2021 - Dain City Inflow and Infiltration Investigation and Remediation Action Plan



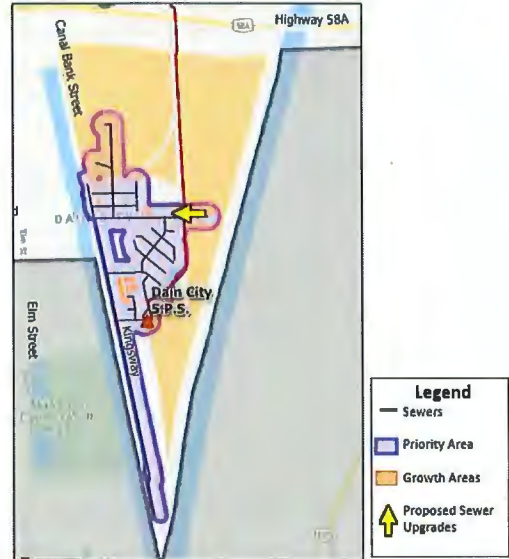
# Dain City Wastewater System Challenge (Draft PPCP)

## System Challenges

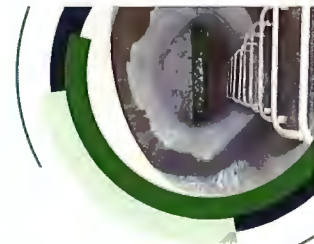
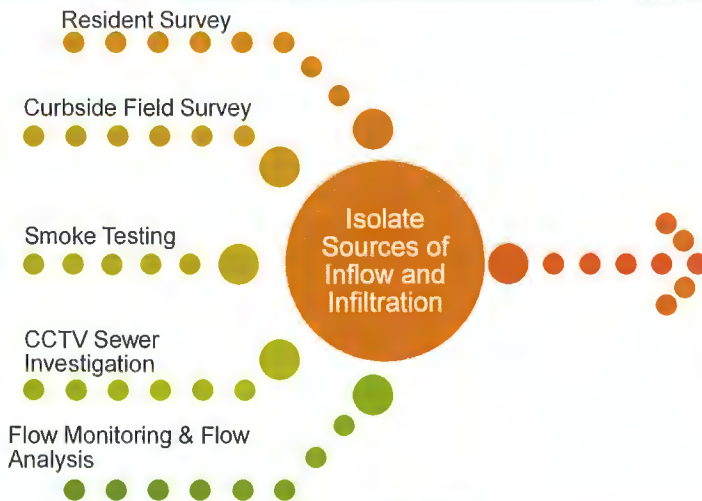
- High Inflow and Infiltration
- Increased Risk of Flooding if Unaddressed
- Substantial Growth Pressures

## PPCP Recommendations

- Reduce inflow/infiltration
- Sewer upgrade on Forks Rd East to support new developments
- Prioritize and coordinate sewer upgrades
- Optimize storage tank at sewage pump station
- Potential Pump Station Upgrades (to be confirmed in the Region MSP)



# Investigation and Remediation Action Plan



Technical Memorandum  
**Dain City Inflow & Infiltration Investigation and Remediation Action Plan**



Bryan Burdette, P. Eng.  
 Bryan.Burdette@blueplan.ca  
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 Stoney Creek, ON, L3R 9Y5



CMSP Project # 201110  
 June 2011



BluePlan  
 1235 South Service Rd, Unit C3-1  
 Stoney Creek, ON, L3R 9Y5



## Summary of Key Field Investigation Findings

7

Multiple Properties with History of Flooding

Multiple Low-Lying Manholes

Limited Stormwater Infrastructure

- Shallow and flat swales
- Roadside ditch infills

Cross-Connected Catch Basins (Indirect)

Directly Connected Downspouts

Leaking Service Laterals

Directly Connected Foundation Drains

Sewers with Inflow and Infiltration Defects Needing Rehab



Figure 4: Smoke Testing Observations - North Central

## Remedial Action Plan

8

Phase	Remedial Action	Estimated Impact on I/I Reduction	Additional Investigation Required
Phase 1	Rehabilitation of Mainline Sanitary Sewers	10%	Review CCTV videos and develop program
	Rehabilitation of Sanitary Manholes	10%	Collect condition data, develop program, seal priority manholes
	Various Potential Sources of Inflow	5-15%	Confirmation of sources through dye testing, drawings, CCTV
Phase 2	Improve Drainage through new Storm Sewer Network	20-30%	<ul style="list-style-type: none"> <li>• Considerations for adjacent foundation disconnections</li> <li>• Considerations for rehabilitation of adjacent sanitary sewers</li> </ul>
	Rehabilitation of Laterals	15-25%	Collect condition data, develop program, rehabilitate priority laterals <ul style="list-style-type: none"> <li>• Considerations for repair of inspection tees</li> <li>• Considerations for property disconnection</li> </ul>
Phase 3	Disconnection of Private Properties (foundations)	10-20%	*TBD after implementation of Phase 1 and Phase 2



Figure 11: Overview of RDII Contribution by SBEA

# Storm System Improvements



# Costing & Next Steps

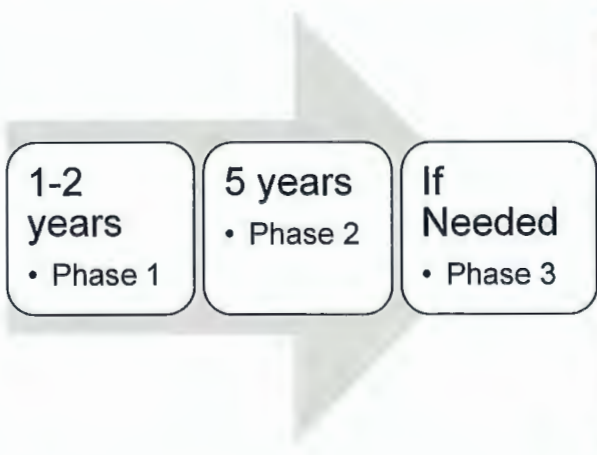


Table 4: Preliminary Cost of Recommended Remediation Action Plan

	Remedial Action		Commentary	Cost (000s)
Phase 1	Rehabilitation of Sanitary Sewers	Rehabilitation Program	*pricing will depend on quantities put forth	\$250 - \$350
	Rehabilitation of Manholes	Data Collection + Program Development	130 manholes	\$50
		Sealing Program	*assumed 20 manholes	\$25
	Removal of Various Sources of Inflow	Investigation	*placeholder	\$10
		Removal	*placeholder	\$10 - 25
<b>Total Phase 1</b>				<b>\$20 - \$35</b>
Phase 2	Flow Monitor Survey	Data Analysis and Reporting	*data is collected as part of Flow Monitoring Program	\$10
	New Storm Network	Stage 1 – 1,200m (existing recommendation)	Cost from Stormwater Risk Assessment Report	\$2,860
		Stage 2 – 900m (remaining Crescent Dr area)	*Calculated based on unit cost of Phase 1	\$1,800
		Stage 3 – 800m (Thornion Ave)	*Calculated based on unit cost of Phase 1	\$1,800
	Rehabilitation of Laterals	Data Collection + Program Development	200 laterals in priority areas	\$50
		Lining Program	*assumed 50 laterals to be lined	\$75
<b>Total Phase 2</b>				<b>\$125</b>
Phase 3	Private Side Disconnection Program		*from \$5,000 - \$15,000 per foundation depending on difficulty and available	TBD



# Thank You

Questions and Discussion



Julien Bell    [Julien.Bell@gmblueplan.ca](mailto:Julien.Bell@gmblueplan.ca)

Funds approved by council in the 2021 Capital Budget will be used to complete remediation work in Phase 1. Phase 1 work is scheduled to start summer of 2021. Works in phase two will be part of the future reconstruction of Forks Road and will be budgeted in the 2022 and 2023 capital budget.

**ATTACHMENTS:**

Appendix 1 - Technical Memorandum – Dain City Inflow & Infiltration Investigation and Remediation Action Plan



## Technical Memorandum

# Dain City Inflow & Infiltration Investigation and Remediation Action Plan



Bryan Bortolon, P. Eng.  
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1266 South Service Rd, Unit C3-1  
Stoney Creek, ON, L8E 5R9



GMBP Project #: 420110

June 2021



GUELPH | OWEN SOUND | LISTOWEL | KITCHENER | LONDON | HAMILTON | GTA  
[www.GMBluePlan.ca](http://www.GMBluePlan.ca)



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## APPENDICES

<b>Appendix A</b>	<b>Flow Monitoring Analysis</b>
Appendix A.1	IDF Matrices
Appendix A.2	Individual Flow Analysis Reports
Appendix A.3	RTK Analysis Outputs

## 1 INTRODUCTION

GM BluePlan Engineering (GMBP) was retained by the City of Welland (the City) to conduct an Inflow & Infiltration (I/I) Field Investigation Program and develop a Remediation Action Plan for the Dain City area. The objectives of this assignment are, to:

- Isolate sources of I/I at street-level and characterize the type of response for each Sewer System Evaluation Area (SSEA); i.e. fast inflow, medium inflow/infiltration, or slow infiltration;
- Conduct field investigation to identify potential sources of inflow (i.e. downspout connections, weeping tile connections, cross-connections with the storm system, etc.);
- Conduct site surveys to confirm low lying areas, locations of lateral inspection tees, visual inspection of downspouts, etc.;
- Review CCTV data and videos to enhance understanding of sanitary and storm sewer condition, which will inform recommendations for rehab candidates;
- Review the Dain City Stormwater Risk Assessment (November 2020), completed recently by Wood, and incorporate the recommendations into the development of the Remediation Action Plan.

*Note: It is understood that recommendations related to local Stormwater System improvements and Operation & Maintenance improvements will be addressed under separate initiatives; as such, the scope of this project was limited to reducing I/I within the City's wastewater system. However, as stated in the objectives, all existing recommended stormwater system improvements will be considered and incorporated into the findings of this report, as coordination with the stormwater capital upgrades will provide the greatest overall benefit to the sanitary system.*

### 1.1 Study Area and Background

The Dain City area, presented in Figure 1, is situated in the southernmost end of the City of Welland, bounded by the Welland Canal to the East and the Welland Recreational Waterway to the West. Dain City is comprised of industrial areas in the North and residential areas in the South. Wastewater flows from the Dain City neighborhood are conveyed via the City owned gravity sewer network to the Niagara Region owned and operated Dain City sewage pumping station (SPS), located on Talbot Avenue. The Dain City SPS flows are pumped to the Ontario Road SPS and ultimately to the Welland Wastewater Treatment Plant. The Dain City SPS has an offline Combined Sewer Overflow CSO tank, which is utilized to attenuate peak flow to the Dain City SPS and to help protect the system against basement flooding.

A multi-day rain on snow precipitation event on April 16, 2018 caused an extensive basement flooding event of 30 homes in the Dain City neighborhood. Basement flooding



was generally widespread including properties on and south of Forks Road. During the flooding event, the following system performance was also observed:

- The existing storage tank at the Dain City SPS was full, and operators were relief pumping to the environment with the objective of minimizing sanitary sewer surcharging;
- There was significant surcharging, flow above sewer obverts, within the trunk sewer from the Dain City SPS to Forks Road.

This was one of multiple flooding incidents in the past 5 years. It should be noted that the Dain City area is flat with minimal stormwater infrastructure. The stormwater infrastructure that is available for surface drainage is in relatively poor condition. Low lying areas and poor drainage between the two water bodies is likely contributing to the issues observed in the sanitary system during intense precipitation events. Also, due to the relatively low and flat area between the Welland Canal and the Welland Recreational Waterway, there is significant base infiltration due to a relatively high groundwater table.

## **1.2 Benefits of Addressing Inflow and Infiltration**

Addressing I/I within the Dain City area is a high-priority initiative for the City. It was identified in the City's (Draft) Pollution Prevention Control Plan (PPCP) as a high-risk area (for basement flooding and system overflow to the environment) with limited to no capacity for development. Some of the key benefits of reducing the I/I, are:

- Increased Level of Service (i.e. reduced system surcharging and basement flooding);
- Increased system capacity;
- Cost savings by limiting the need for system upsizing;
- Reduction in peak flows at pumping stations and wastewater treatment plant (WWTP);
- Reduction in sewer overflows, a positive for public health.



Figure 1: Study Area

### 1.3 Sources of Inflow and Infiltration

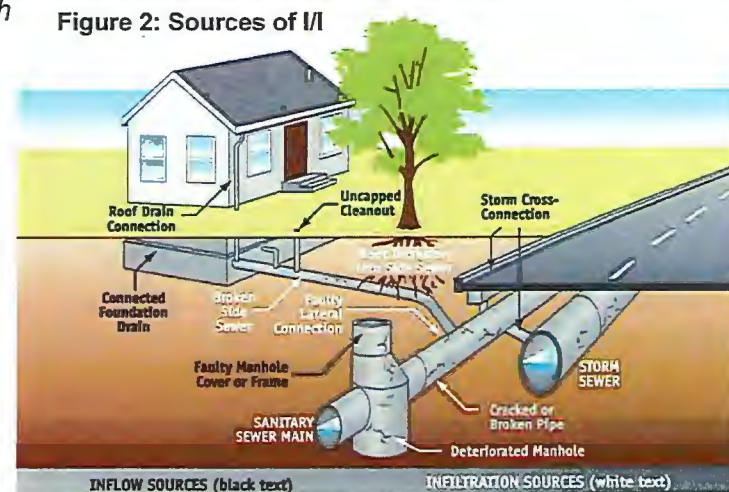
There are various ways that unwanted groundwater and stormwater can enter the sanitary system. Each type will result in a certain flow response, which can be captured by the in-system flow monitors. Furthermore, each type of source will warrant a different type of field investigation, to confirm the entry points of the I/I. Figure 2 presents a typical cross-section of common I/I sources.

Table 1: Inflow and Infiltration Sources

Source		Response	Field Investigation	
Public	Infiltration	Defective Mainline Sewers	Slow	CCTV
		Defective Laterals	Slow	CCTV
		Defective Manholes	Slow	CCTV/Scan
	Inflow	Catch Basin Connections	Fast	Smoke/Dye Testing + CCTV to confirm
		Submerged Manhole Lids	Fast	Topography Review and/or Site Surveys
		Direct Stormwater/Sanitary Connections	Fast	Smoke/Dye Testing + CCTV to confirm
	<sup>1</sup> Indirect Stormwater/Sanitary Connections	Medium/Fast	Smoke/Dye Testing + CCTV to confirm	
Private	Inflow	Downspout Connections	Fast	Smoke Testing + Site Surveys
	Infiltration	Weeping Tile Connections	Medium	Smoke Testing + Resident/House Surveys <i>*potentially confirmed through lateral CCTV</i>
		Defective Laterals	Slow	CCTV
Other		Defective Lateral Inspection Tees	Slow	Site Surveys
		Backflow from water bodies (streams, rivers)	N/A	Flow Data + Video

<sup>1</sup>stormwater flowing from storm sewer to sanitary sewer through infrastructure defects (can appear like inflow if active for long periods of time)

Figure 2: Sources of I/I





#### 1.4 Dain City Stormwater Risk Assessment (Wood, November 2020)

The Dain City Stormwater Risk Assessment (November 2020) was recently completed by Wood to assess the state and performance of the existing stormwater infrastructure and the overall stormwater drainage within the Dain City area.

Several future capital works were proposed to address the drainage system deficiencies and improve the resiliency to flooding, summarized below. These recommendations were taken into consideration when developing the I/I Remediation Action Plan for the sanitary system.

1. Construction of a new storm sewer system along Forks Road, between the Recreational Waterway and Crescent Drive (600 m +/-), including road reconstruction and grading improvement to the extent possible.
2. Construction of a new storm sewer system along James Street and Springfield Street to the north of Crescent drive (400 m +/-), including road reconstruction and grading improvements to the extent possible. In conjunction with these works, construct a storm sewer outlet along the pedestrian walkway to Logan Avenue, to connect to the proposed storm sewer on Forks Road (additional 200 m +/-).
3. Grading and drainage improvements in the rear yard areas of houses fronting on Stanley Street to improve conveyance and reduce surface ponding. These works could potentially be combined in conjunction with the more extensive works along the existing watercourse (Priority #4) or in conjunction with the planned re-development in this area.
4. Clean-out and rehabilitate the existing watercourse between Forks Road and the Kingsway (1,700 m +/-), including culvert crossings as required. Clean-out and re-grading of the storm sewer outfall area at the eastern end of Glenwood Park should be completed in conjunction with these works. These works may potentially be combined with the Stanley Street works (Priority #3).
5. Storm sewer and roadway reconstruction along Richmond Street as well as the section of storm sewer at the south limits of James Street through Glenwood Park (which could potentially be re-directed into the re-constructed Richmond Street trunk).

Of specific interest for this assignment is #1 and #2, presented in Figure 3. In addition to the above capital works, it was noted that considerations should be made for residential storm laterals where the new storm system is to be constructed, which would allow for possible disconnection of foundations from the sanitary system. The storm system should be sized accordingly, as discharging overland would present additional problems given that drainage is already an issue.



Figure 3: Stormwater Risk Assessment (WOOD, Nov 2020)



## 2 PHASED WORK PLAN

The workplan for this assignment was broken up into three phases.

### 2.1 Flow Monitoring Analysis

Flow monitoring data, collected as part of the City’s existing Flow Monitoring Program, was utilized for this assignment. Short-term monitors were installed at various locations within the Dain City area to divide the system into small neighbourhood-level or street-level blocks, also referred to as Sewer System Evaluation Areas (SSEAs), which allows for area prioritization, characterization of the response to rain, and targeted I/I investigation.

*The Flow Monitoring Analysis is provided in Appendix A.*

### 2.2 Field Investigation

The recommendations from the flow monitoring analysis were carried out through various field investigations, including:

- a) Site Surveys
- b) Resident Survey
- c) Review CCTV Data and Videos (sanitary and storm)
- d) Smoke Testing

The data collected as part of the field investigations was reviewed and presented with maps and figures, and key observations/recommendations summarized.

*The Field Investigation Work is provided in Appendix B.*

### 2.3 Documentation of Findings and Summary of Recommendations

The findings from the flow monitoring analysis and field investigations were used to inform the development of the Remediation Action Plan, which is the focus of this document.



### 3 REMEDIATION ACTION PLAN

#### 3.1 Development of the Remediation Action Plan

The Remediation Action Plan was developed using:

- the observations from the flow analysis,
- findings from the field investigations,
- recommendations from the Stormwater Risk Assessment Report, and
- assessing the stormwater and sanitary systems as one.

It is recommended that the Remediation Action Plan be implemented in three Phases, first focusing on and exhausting all opportunities for I/I reduction in the road right-of-way (i.e. public infrastructure) and “quick wins”.

It is not anticipated that Phase 1 will be enough to meet the City's reduction targets and it is likely that Phase 2 will be required, which focuses on new stormwater infrastructure and rehabilitation of laterals. It should be noted that without a proper stormwater system in place, I/I reduction will be a chasing exercise with an outcome that will still likely require adequate storm infrastructure. Furthermore, a proper stormwater system will provide proper drainage to a very flat area, decreasing the risk of overland flooding as well.

Finally, if additional I/I reduction is required, a private-side foundation disconnection program should be considered (Phase 3).

##### 3.1.1 Remedial Works and Follow-up Actions (Phase 1)

Phase 1 focuses primarily on I/I reduction opportunities within the road right-of-way, to ensure that the public infrastructure is in adequate condition.

- 1) Implement a rehabilitation program for sanitary sewers in poor condition, either spot repair or full-length liners. Figure 6 presents the assessment of the CCTV dataset and Table 2 summarizes 14 candidate sewers for rehabilitation considerations.
- 2) Collect condition data on all manholes in fair to poor SSEAs (orange and red polygons in Figure 11).
  - a. Assess data and develop rehabilitation plan.
  - b. Seal manholes that are likely contributing I/I, especially in low lying areas.
  - c. Note: infiltration observed in two manholes during smoke testing.
    - i. Manhole ID: 435600MH01
    - ii. Manhole ID: 435609MH02.



**Table 2: Recommended Rehabilitation of Sanitary System (sewers)**

City GIS Object ID (sewer layer)	DS Manhole	US Manhole	I/I related repairs	Recommendation
3874	435626MH01	435627MH01	Some infiltration runners at connections and a fracture worth repairing (MH sealing, 2 connection liners, Trenchless Full Length)	should repair
3875	435626MH01	435625MH01	Infiltration at connection and MH worth repairing (MH sealing, connection liner)	should repair
3841	435605MH01	425695MH01	Multiple gushers at connections, repair 5 (or all connections to be safe)	must repair
3858	435605MH01	435615MH01	Full length lining, connection or lateral liner	must repair
3898	435652MH02	435651MH01	Manhole sealing, no pipe work	must repair
2343	435604MH01	425694MH02	Spot repair at Fracture	must repair
3840	435604MH02	435604MH01	Connection liner at 11m	should repair
3886	435634MH01	435624MH01	Spot repair at beginning (grout)	must repair
3903	435654MH01	435664MH01	One fracture multiple and multiple open joints, worth repairing	should repair
3904	435664MH01	435674MH01	Infiltration runner in MH, pressure test and grout joints (joints look separated), no need for structural repair	should repair
3830	435538MH01	435539MH02	Trenchless Full Length, open joint, fracture multiple, SRI, active I/I	must repair
2333	425685MH01	425686MH01	Trenchless Full Length, multiple open joints, Fracture, active I/I	must repair
2342	425685MH02	425694MH01	Full Length Trenchless, appear to be multi defective joints (not coded)	should repair
2336	425686MH02	425687MH01	Trenchless Full Length, multiple open joints, active I/I	must repair





As part of Phase 1, it is recommended that the City also investigate the potential sources of inflow, as they could be considered “quick wins”. The locations for the Remedial Works (B) items are presented in Figure 8, Figure 9, and Figure 10.

- 3) Perform dye-testing of the catch basins along Regatta Street, which smoked during smoke testing, and disconnect if a direct connection to the sanitary system is found. If no direct connection is found, investigate potential for defective sanitary sewers and/or laterals crossing underneath defective stormwater sewers, a source of inflow found in other local area municipalities.
- 4) Investigate downspouts that smoked and disconnect if directly connected to the sanitary system; see Appendix B for addresses (section 3).
- 5) Investigate cleanouts that smoked, ensure they are in good condition and not an active source of I&I; repair as required. See Appendix B for addresses (section 3).
- 6) Investigate the following areas that smoked and disconnect if a connection to the sanitary system is found:
  - Drainage basin in backyard (90 James Street)
  - Smoke coming from deck (56 Erie Street)
  - Smoke from random pipe (124 Forks Road)
  - Lateral to empty lot, has gravel and clear flow (Manhole ID: 435519MH02)
  - Hole in ground smoking (362 Kingsway).

### 3.1.2 Remedial Works and Follow-up Actions (Phase 2)

It is believed that the lack of proper stormwater drainage is the greatest contributor to RDII in the sanitary system. The poor condition of the existing storm sewers (see Figure 7) is likely resulting in stormwater exfiltrating from the pipes into defective laterals or sanitary sewer trenches. Where there is a lack of stormwater infrastructure, shallow flat swales fill up and do not drain properly, likely resulting in rapid infiltration into laterals, sewer trenches, and inspection tees, something seen by GMBP in other municipalities.

- 7) Complete additional flow monitoring to enhance understanding of I&I within priority areas at the street-level; Figure 4 presents the proposed survey and additional details are provided in Appendix A. The analysis from this flow survey will be used to inform the remainder of the Phase 2 remedial works and follow-up actions
- 8) Expand on the proposed stormwater capital works from the Wood report – see Figure 5. In addition, it is recommended that:
  - a. Confirmation of property connections be acquired for all properties adjacent to new storm sewers and considerations be made for disconnection from sanitary system.
  - b. Rehabilitation/replacement needs of sanitary sewers adjacent to new storm sewers be reviewed prior to construction of storm works.



- 9) Collect lateral condition data on all laterals in poor SSEAs (red polygons in Figure 11). However, the final list of laterals to be included will be confirmed after the completion of the flow survey).
- a. In addition to completing CCTV of the laterals, “wet CCTV” of the sanitary sewers and thermal string technology (captures change in water temperature along a sewer segment) can help identify leaky laterals.
  - b. Use the condition data and other information to prioritize laterals for rehabilitation; rehabilitation of laterals must include the entire lateral not just to property line.
  - c. Rehabilitation of laterals is an opportunity to replace/repair inspection tees, which may be contributing I&I.
  - d. Rehabilitation of laterals is an opportunity to work with homeowners on disconnecting foundations, while receiving a new lateral; public outreach and communication is critical to the success of such a program.

### 3.1.3 Remedial Works and Follow-up Actions (Phase 3)

After Phase 1 and Phase 2 are complete, it is recommended that a flow monitoring survey be completed to assess the effectiveness of the first two phases of the Remediation Action Plan. If additional reductions are still required to meet the I/I reduction objectives, it is recommended that the City focus its investigation and efforts on the private side and implement a private side disconnection program. This will require a feasibility study to:

- Identify where foundations are connected,
  - House Inspections
  - Lateral CCTV
  - “Wet CCTV” of Sanitary Sewer
  - Thermal String Technology in Sanitary Sewer
- Assess the benefits of disconnections,
- Quantify the costs associated with such a program,
- Develop communication material to provide the public,
- Develop a funding program.

The locations of potentially connected foundations were identified through the smoke testing and resident survey and are presented in Figure 8, Figure 9, and Figure 10; see Appendix B for addresses (section 3). It should be noted that a non-smoking property does not mean that it is disconnected; backwater valves, sump pumps filled with water, smoke hidden at the back of properties, and other barriers could have led to unobserved smoke. Furthermore, just because it smokes does not mean that it is connected; it must be confirmed through CCTV of lateral and/or house inspection.



Figure 4: Proposed Flow Monitoring Survey



Figure 5 presents the three proposed stages of stormwater capital works, which will help with overall drainage in the high priority areas. Furthermore, these networks are generally within the areas with historical flooding and existing shallow flat swales that are not properly draining, thereby leading to infiltration through defective sanitary infrastructure.

- Stage 1 builds off the Wood report, which includes Forks Road, and James/Springfield (north of Crescent Drive)
- Stage 2 is primarily a replacement of existing stormwater sewers along Richmond and Springfield (South of Crescent Drive)
- Stage 3 is new stormwater infrastructure along Stanley Street, Thornton Avenue, and Glenwood Parkway

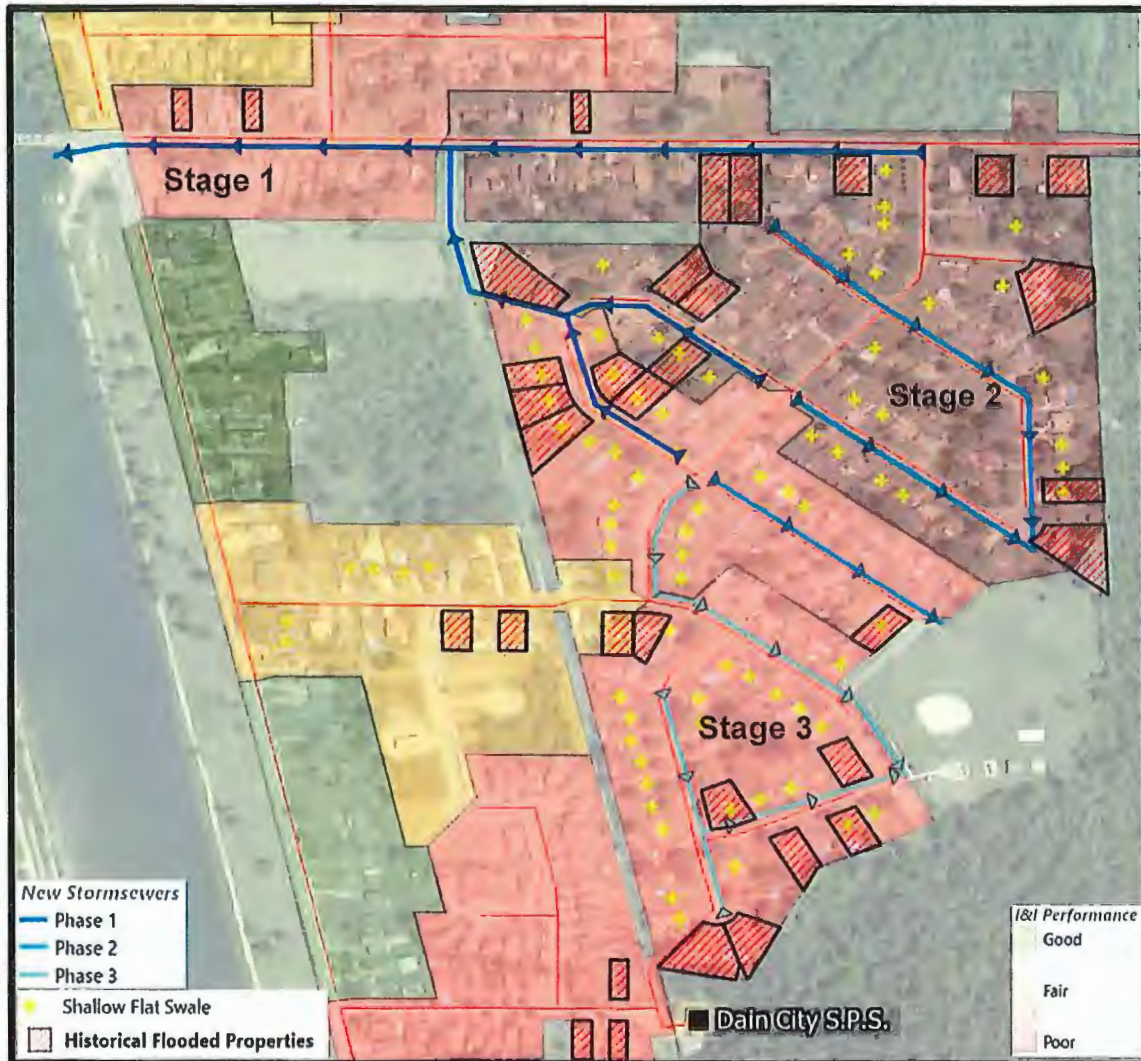


Figure 5: Recommended Stormwater Capital Works



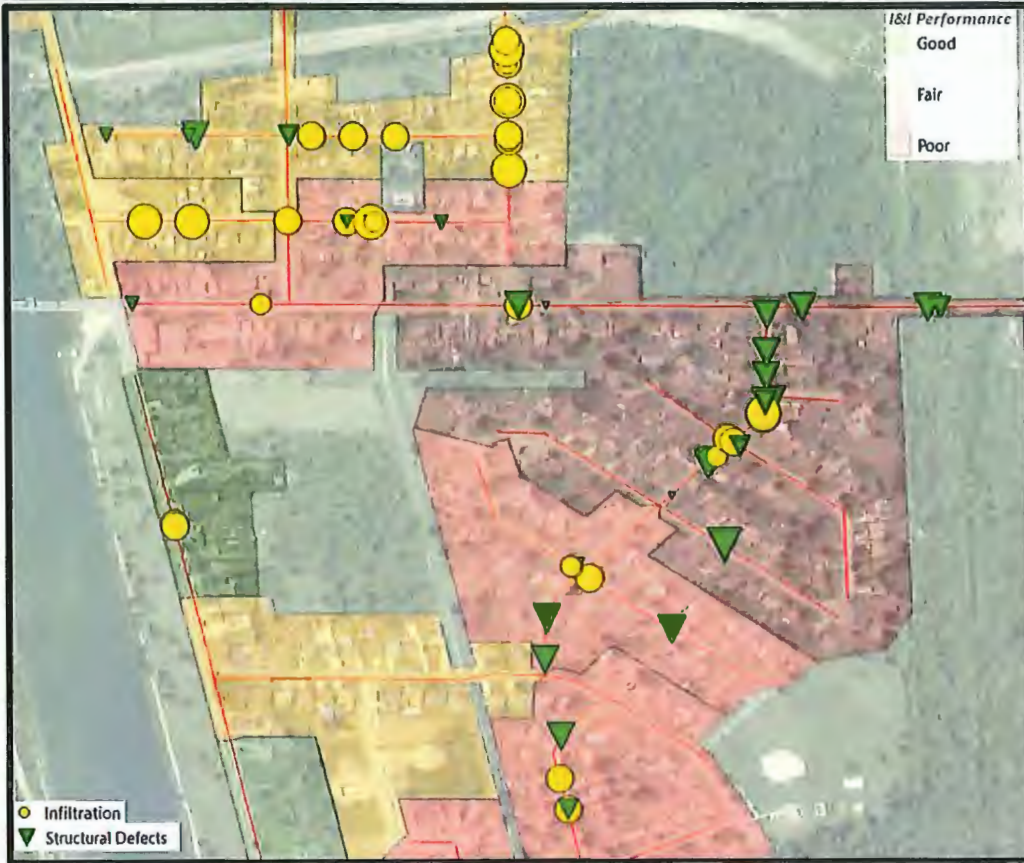


Figure 6: 2020 CCTV Survey for Sanitary Sewers

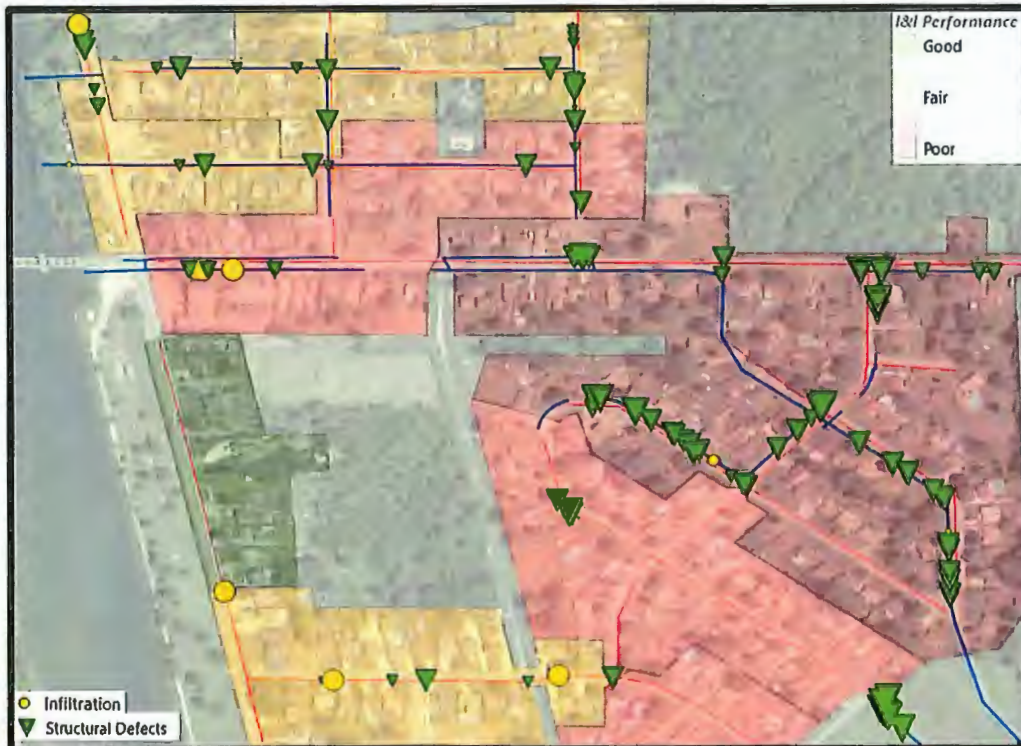


Figure 7: 2019 CCTV Survey for Storm Sewers

**Special Notes**

- 1) Infiltration runner in manhole benching (Manhole ID: 435609MH02)
- 2) Smoke coming from deck (56 Erie Street)
- 3) Smoke from random pipe (124 Forks Road)
- 4) Drainage basin identified in backyard from a resident (90 James Street)
- 5) Infiltration in manhole (Manhole ID: 435600MH01)
- 6) Lateral leading to empty lot, has gravel and clear flow (Manhole ID: 435519MH02)
- 7) Storm manhole smoking, in addition to the catch basins (Regatta Drive) (Figure 9)
- 8) Hole in ground smoking (362 Kingsway) (Figure 10)

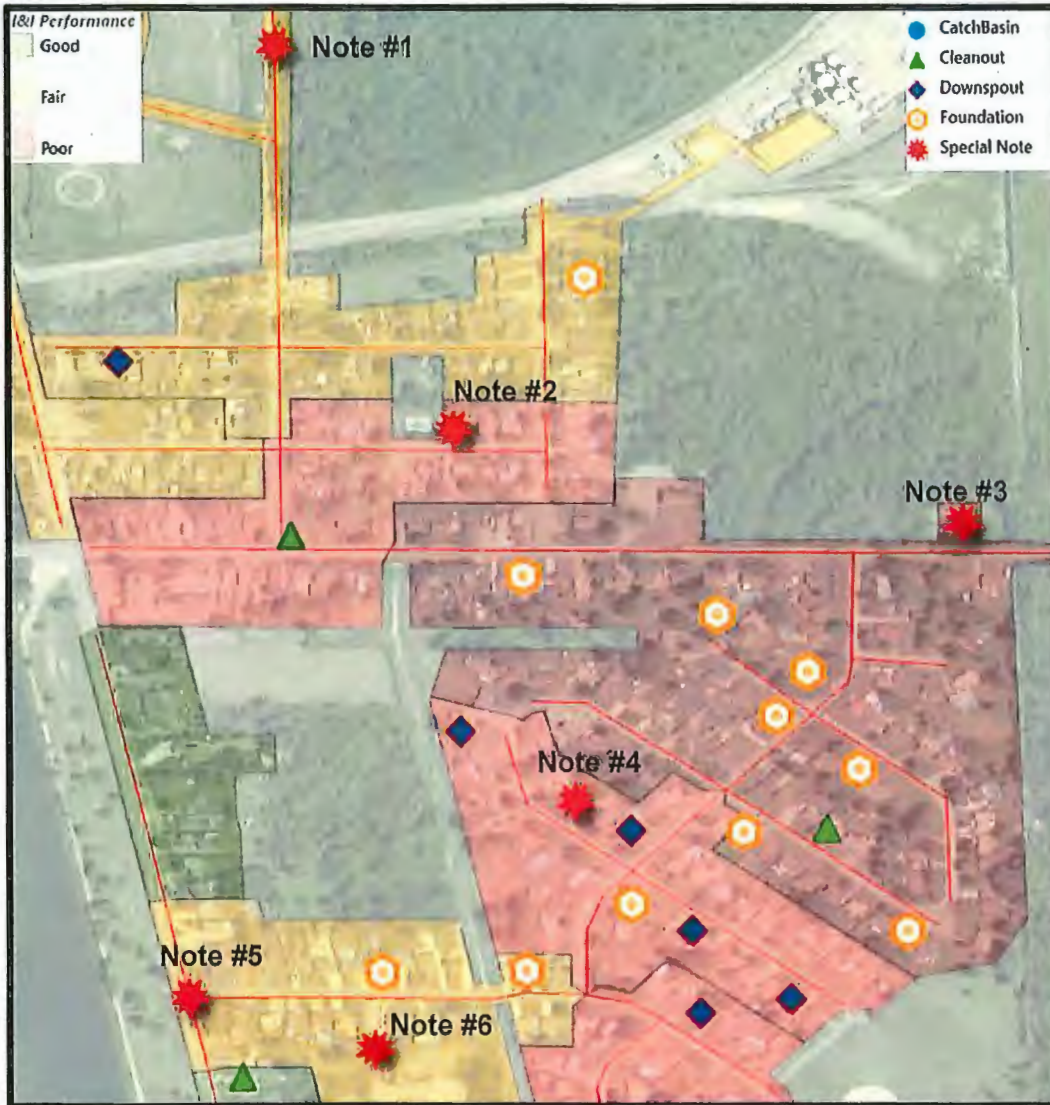


Figure 8: Smoke Testing Observations – North/Central



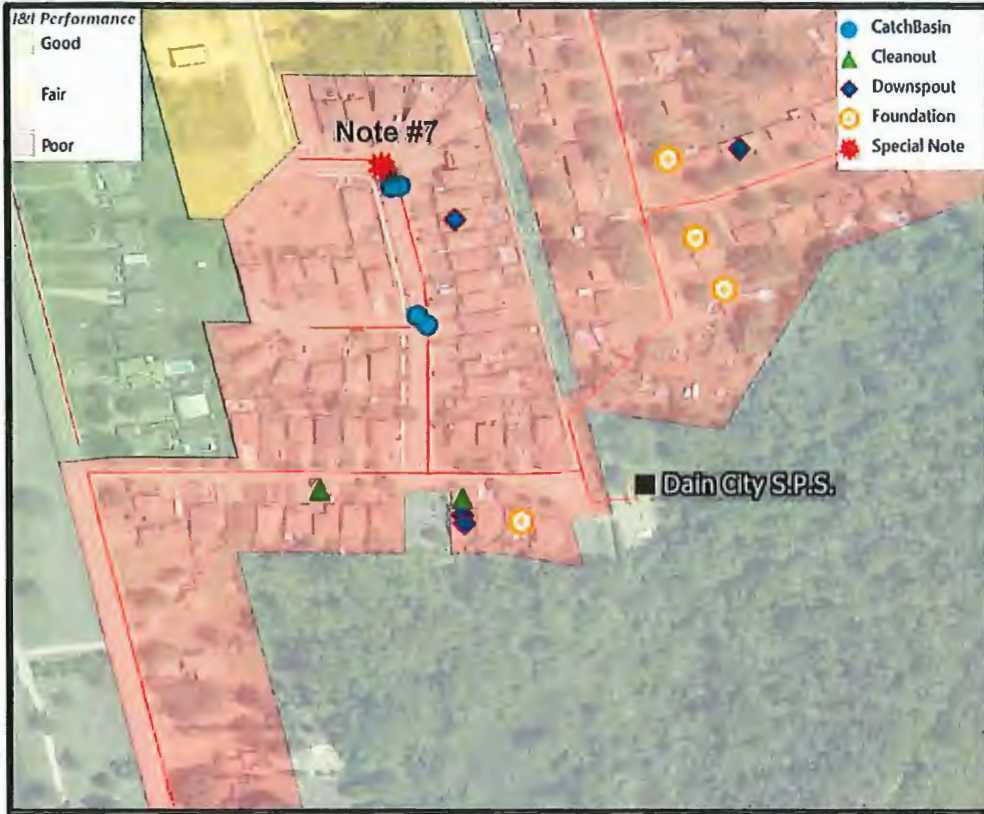


Figure 9: Smoke Testing Observations – Central



Figure 10: Smoke Testing Observations – South

### 3.2 Breakdown of RDII Contribution by SSEA

Figure 11 presents the estimated RDII contribution by SSEA based on the interpretation of the flow analysis results in Appendix A. This understanding of area based RDII contribution in conjunction with the field investigation output in Appendix B informed a high-level estimate of I/I reduction impact for each remedial action (Section 3.3).

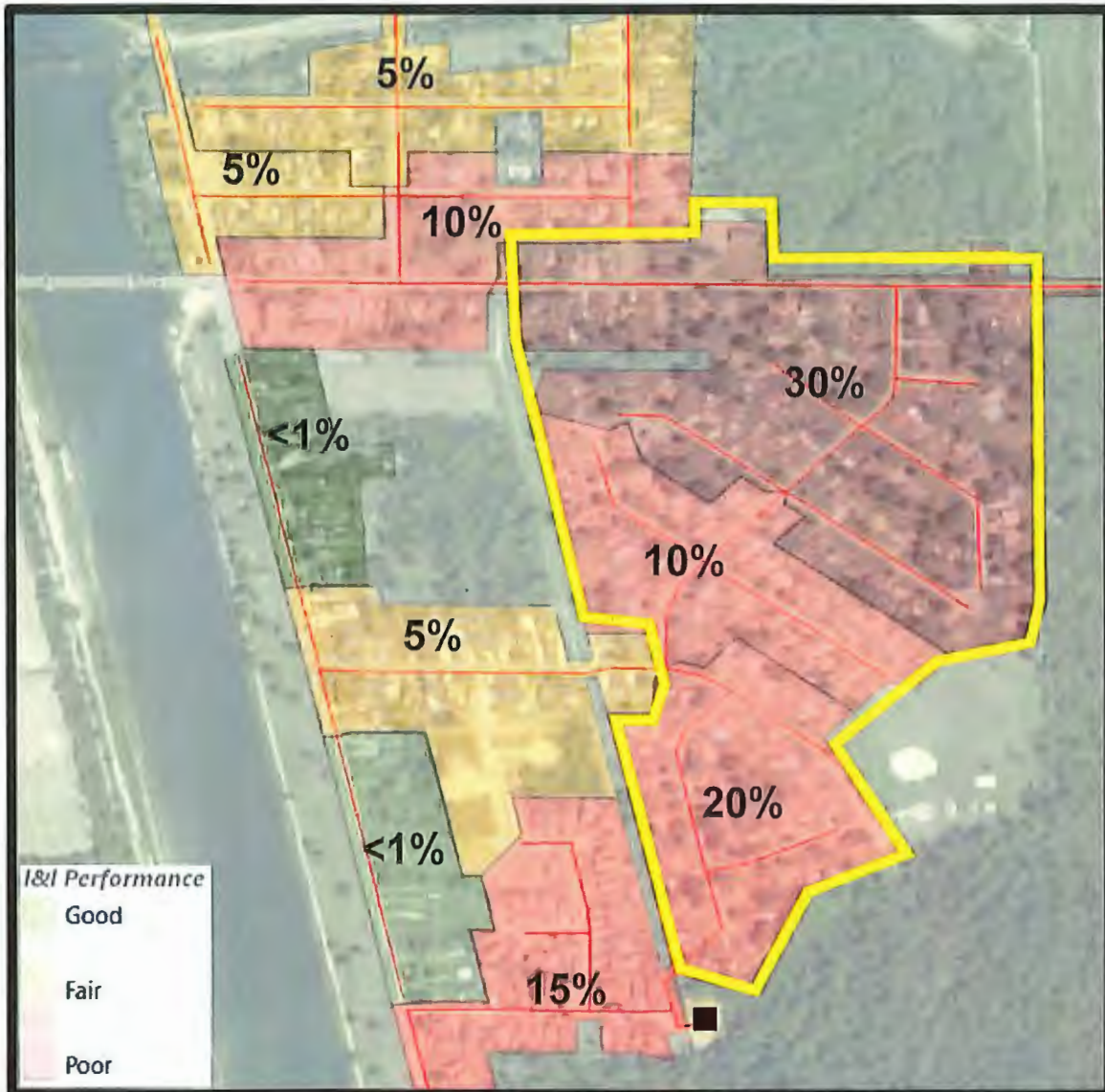


Figure 11: Overview of RDII Contribution by SSEA



### 3.3 Breakdown of I/I Sources

Based on the breakdown of RDII Contribution, the RTK Analysis, and the field investigation data, the following is the justification for the high-level estimates of remedial action impact on I/I reduction:

- Phase 1: more condition data is required; however, it does not appear as though rehabilitation of manholes and mainline sewers will result in greater than 20% reduction in system RDII. There are significant defects in the Bay-Erie area, however, this only accounts for 10% of the overall RDII Contribution.
- Phase 2: 60% of the RDII contribution is from areas with poor condition stormwater infrastructure, or a lack of stormwater infrastructure all together. These areas have shallow flat swales that do not drain and stormwater is likely infiltrating into poor condition laterals and sanitary trenches (see Yellow box in Figure 11).
- Phase 3: the remaining RDII is likely from foundation connections, however, further investigation would be required to identify exactly how many and where.

**Note:** the estimated RDII reduction should be revised once the additional investigations are complete and the additional data is assessed.

**Table 3: Estimated RDII Reduction by Remediation Type**

Phase	Remedial Action	Estimated Impact on I/I Reduction	Additional Investigation Required
Phase 1	Rehabilitation of Mainline Sanitary Sewers	10%	Review CCTV videos and develop program
	Rehabilitation of Sanitary Manholes	10%	Collect condition data, develop program, seal priority manholes
	Various Potential Sources of Inflow	5-15%	Confirmation of sources through dye testing, drawings, CCTV
Phase 2	Improve Drainage through new Storm Sewer Network	20-30%	<ul style="list-style-type: none"> <li>▪ Considerations for adjacent foundation disconnections</li> <li>▪ Considerations for rehabilitation of adjacent sanitary sewers</li> </ul>
	Rehabilitation of Laterals	15-25%	Collect condition data, develop program, rehabilitate priority laterals <ul style="list-style-type: none"> <li>▪ Considerations for repair of inspection tees</li> <li>▪ Considerations for property disconnection</li> </ul>
Phase 3	Disconnection of Private Properties (foundations)	10-20%	*TBD after implementation of Phase 1 and Phase 2



### 3.4 Cost of Recommendations

Table 4 is a preliminary cost estimate for the recommended Remediation Action Plan. Additional investigation is required prior to finalizing these costs as the rehabilitation work of lateral, manholes, and mainline sewers will depend on quantities, and the various potential sources of inflow require confirmation prior to determining a cost.

**Note:** the cost for the additional stormwater infrastructure (Stage 2 and Stage 3) were calculated using a unit cost from the Stage 1 plan in the Stormwater Risk Assessment Report. These costs will need to be revised once a conceptual design is complete, which is beyond the scope of work for this assignment.

**Table 4: Preliminary Cost of Recommended Remediation Action Plan**

	Remedial Action		Commentary	Cost (000s)	
Phase 1	Rehabilitation of Sanitary Sewers	Rehabilitation Program	*pricing will depend on quantities put forth	\$250 - \$350	
	Rehabilitation of Manholes	Data Collection + Program Development	130 manholes	\$50	
		Sealing Program	*assumed 20 manholes	\$25	
					<b>\$325 - \$425</b>
	Removal of Various Sources of Inflow	Investigation		*placeholder	\$10
		Removal		*placeholder	\$10 - 25
				<b>\$20 - \$35</b>	
<b>Total Phase 1</b>				<b>\$345 - \$460</b>	
Phase 2	Flow Monitor Survey	Data Analysis and Reporting	*data is collected as part of Flow Monitoring Program	\$10	
					<b>\$10</b>
	New Storm Network	Stage 1 – 1,200m (existing recommendation)		Cost from Stormwater Risk Assessment Report	\$2,660
		Stage 2 – 900m (remaining Crescent Dr area)		*Calculated based on unit cost of Phase 1	\$1,800
		Stage 3 – 800m (Thornton Ave)		*Calculated based on unit cost of Phase 1	\$1,600
					<b>\$6,060</b>
	Rehabilitation of Laterals	Data Collection + Program Development		200 laterals in priority areas	\$50
Lining Program			*assumed 50 laterals to be lined	\$75	
				<b>\$125</b>	
<b>Total Phase 2</b>				<b>\$6,185</b>	
Phase 3	Private Side Disconnection Program	*from \$5,000 - \$15,000 per foundation depending on difficulty and available		TBD	