

Authority: Licensing and Standards Committee Item LS23.1, adopted as amended, by City of Toronto Council on December 5, 6, 7 and 8, 2017

## CITY OF TORONTO

### BY-LAW 613-2018

#### **To adopt City of Toronto Municipal Code Chapter 547, Licensing and Registration of Short-term Rentals, regarding the licensing, registration, and regulation of short-term rental companies and operators.**

Whereas authority is given to Council by the City of Toronto Act, 2006 to pass by-laws respecting business licensing, consumer protection, the health, safety, and well-being of persons, and the economic, social, and environmental well-being of the City; and

Whereas Council has determined that continued growth in the businesses of operating and facilitating short-term rentals in Toronto may give rise to issues of consumer protection, neighbourhood nuisance, noise, and housing availability and affordability, among others; and

Whereas Council has also determined that allowing people to rent their principal residences for short periods appropriately balances the potential impacts of this activity and the potential economic and social opportunities for its residents and benefits to the City arising as a result of the creation of a greater diversity in the range and types of accommodation available; and

Whereas, to address the concerns and opportunities presented by short-term rentals, Council wishes to enact a new chapter of the City of Toronto Municipal Code to regulate short-term rental companies and operators;

The Council of the City of Toronto enacts:

1. City of Toronto Municipal Code Chapter 547, Licensing and Registration of Short-term Rentals, is created by adding the provisions set out in Schedule A to this by-law.
2. City of Toronto Municipal Code Chapter 441, Fees and Charges, Appendix C, Schedule 12, Municipal Licensing and Standards is amended by adding the following:

	I	II	III	IV	V	VI
Ref No.	Service	Fee Description	Category	Fee Basis	Fee	Annual Adj.
452	STR Licensing	Short-term rental company: application fee	Full cost recovery	Application	\$5,000.00	Yes
453	STR Licensing	Short-term rental company: Fee per night booked	Full cost recovery	Night booked	\$1.00	Yes

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	I	II	III	IV	V	VI
Ref No.	Service	Fee Description	Category	Fee Basis	Fee	Annual Adj.
454	STR Licensing	Short-term rental operator: Annual registration fee	Full cost recovery	Application	\$50.00	Yes

- 3.** This by-law shall come into force the later of June 1, 2018 or the date that any zoning by-law amendments to permit short-term rentals as set out in By-law 1452-2017 or By-law 1453-2017 come into effect.

Enacted and passed on May 24, 2018.

Frances Nunziata,  
Speaker

Ulli S. Watkiss,  
City Clerk

(Seal of the City)

**SCHEDULE A**

**Chapter 547**

**LICENSING AND REGISTRATION OF SHORT-TERM RENTALS**

**ARTICLE 1**  
**General Provisions**

**§ 547-1.1. Definitions.**

As used in this chapter, the following terms shall have the meanings indicated:

**ENTIRE-UNIT RENTAL** – A short-term rental in which the renter occupies an entire dwelling unit.

**EXECUTIVE DIRECTOR** – The Executive Director of the Municipal Licensing and Standards Division or designate.

**INDIVIDUAL PERSON** – A natural person.

**MUNICIPAL LICENSING AND STANDARDS** – The Municipal Licensing and Standards Division of the City of Toronto, including its employees.

**OPERATOR** – Any person who operates a short-term rental.

**PARTIAL-UNIT RENTAL** – A short-term rental in which the renter occupies part of a dwelling unit.

**PERSON** – Includes an individual person, a partnership, or a corporation to which the context can apply.

**PRINCIPAL RESIDENCE** – A dwelling unit owned or rented by an individual person, either alone or jointly with others, where the individual person is ordinarily resident.

**RESERVATION** – A commitment between a short-term rental operator and a person that a short-term rental will be available for the person's use for a specified period of time; a booking.

**SCREENING CRITERIA** - Criteria established by the Executive Director under her or his authority to establish guidelines and standards applicable to the issuance and renewal of all registrations under this chapter, as published by Municipal Licensing and Standards.

**SHORT-TERM RENTAL** – All or part of a dwelling unit used to provide sleeping accommodations for any rental period that is less than 28 consecutive days in exchange for payment, and includes bed and breakfasts but does not include hotels or motels.

**SHORT-TERM RENTAL COMPANY –**

- A. Any person who facilitates or brokers short-term rental reservations via the internet and who:
- (1) Receives payment, compensation, or any financial benefit due to, as a result of, or in connection with a person making or completing reservations of those short-term rentals; or
  - (2) Collects, accesses, or holds information on the number of nights that reservations of those short-term rentals are made or completed.
- B. This definition does not apply to a person who facilitates or brokers reservations for a short-term rental that is the principal residence of that person or her or his immediate family.
- C. In this definition "person" includes multiple persons who, acting together, carry on the business of a short-term rental company, despite the fact that no single one of those persons carries on the activity in its entirety, and such may be held jointly and severally responsible for each other's actions.

**§ 547-1.2. Requirement for company licence and operator registration.**

- A. No person shall carry on the business of a short-term rental company unless they have obtained a licence to do so from Municipal Licensing and Standards.
- B. No person shall carry on the business of a short-term rental operator unless they have registered as such with Municipal Licensing and Standards.

**§ 547-1.3. Prohibition on advertising unregistered short-term rentals.**

- A. No person shall advertise, facilitate the advertising or rental of, or broker a short-term rental if its operator is not registered as such with Municipal Licensing and Standards.
- B. Every person shall take down or remove a listing or advertisement related to an unregistered operator within 24 hours of being requested to do so by Municipal Licensing and Standards.

**§ 547-1.4. Registration number to be included on short-term rental documents.**

Every person who issues an invoice, contract, receipt, or similar document related to a short-term rental shall ensure that such document includes the operator's registration number.

**§ 547-1.5. General provisions applicable to all companies and operators.**

- A. No person required to be licensed or registered under this chapter shall discriminate against any member of the public in the carrying on of the business on the basis of race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation,

gender identity, gender expression, age, marital status, family status, or disability in contravention of the Human Rights Code, R.S.O. 1990, c. H.19.

- B. No person required to be licensed or registered under this chapter shall, in respect of any person with a disability being accompanied by a service animal, by reason only of the presence of the service animal:
- (1) Refuse to serve the person;
  - (2) Refuse to permit the person and service animal to enter any place, premises, vehicle or thing to which the licence relates; or
  - (3) Refuse to permit the person and service animal to remain in or upon such place, premises, vehicle or thing.
- C. Threats or reprisals.
- (1) For the purposes of this section, "any action by way of threat or reprisal" means:
    - (a) Terminating or purporting to terminate any employment or other business relationship governed by the provisions of this chapter; and
    - (b) Causing or purporting to cause pecuniary harm in respect of any business governed by the provisions of this chapter.
  - (2) No person required to be licensed or registered under this chapter shall take any action by way of threat or reprisal against any other person licensed or registered under this chapter by reason only of such person's participation in proceedings instituted under this chapter or participation in the exercise of City Council's authority to enact by-laws to license, regulate, and govern businesses in Toronto.
  - (3) No person required to be licensed or registered under this chapter shall, in respect of the business carried on by such person, take any action by way of threat or reprisal against any other person licensed or registered under this chapter.

## ARTICLE 2

### **Licensing and Registration**

#### **§ 547-2.1. General issuance provisions.**

- A. Notwithstanding any decision of or statement by the Toronto Licensing Tribunal, the Executive Director, or Municipal Licensing and Standards, no person shall be licensed or registered to carry on a business until he or she has paid all applicable fees in respect of such licence or registration and has received the physical licence, registration number, or other evidence of the licence or registration provided for in this chapter.

- B. No person shall enjoy a right in the continuance of a licence or registration and at all times the value of a licence or registration shall be the property of the City.
- C. No licence or registration issued under this chapter shall be sold or transferred.
- D. No person licensed under this chapter shall advertise, promote, or carry on business under any name other than that endorsed upon that person's licence.

**§ 547-2.2. Term and renewal of licences and registrations.**

- A. A licence or registration issued under this chapter shall be valid for one year and shall be renewed on the anniversary of the date upon which it was first issued.
- B. Where a person holding a licence or registration issued under this chapter fails to apply for the renewal of their licence or registration by the date required in Subsection A, the person shall pay a late renewal administration fee in addition to all other applicable fees.
- C. Where a person holding a licence or registration issued under this chapter fails to renew it within 90 days of the renewal date, it shall be cancelled and the person shall be required to apply for a new licence or registration under this chapter and pay all applicable fees.

**§ 547-2.3. Requirement to report changes to information or breach of screening criteria.**

- A. If any information that a licensee or registrant provided to Municipal Licensing and Standards as part of their application for a licence, registration, or its renewal changes, that person shall notify Municipal Licensing and Standards of such change within six days in a manner prescribed by the Executive Director.
- B. Where any licensee or registrant, or where the licensee is a corporation or partnership, any officer or director of the corporation or partner in the partnership, in the course of the tenure of the licence or registration ceases to comply with the screening criteria, that person shall immediately advise Municipal Licensing and Standards of the nature and extent of the violation.
- C. Failure to provide the notice referred to in Subsection B may independently result in the suspension of the applicable licence or registration.

**§ 547-2.4. Procedure to apply for a licence or its renewal.**

- A. On an application for a licence, or its renewal, a person authorized to bind the applicant shall complete the approved forms and provide to Municipal Licensing and Standards such information as the Executive Director may require, together with all applicable fees.
- B. Where the business of a short-term rental company is carried on by multiple persons, the licence may be issued to the applicant only, but, those persons shall be required to provide their names and addresses, and shall be required to acknowledge that they may be held jointly and severally responsible for each other's actions regarding the business.

- C. Municipal Licensing and Standards shall, upon receipt of an application for a licence, or its renewal, investigate as necessary with respect to the application and shall:
- (1) If there are reasonable grounds to believe that the applicant may not be entitled to the issuance or renewal of a licence based on § 547-2.12, or any other provision of this chapter, send notice of this fact to the applicant; or
  - (2) Subject to the provisions of this chapter, issue or renew the licence.
- D. A notice sent in accordance with Subsection C(1) shall state that the applicant may, within 30 days of the date of the notice, request a hearing of the application before the Toronto Licensing Tribunal by delivering a written request to Municipal Licensing and Standards; if no such request is delivered, Municipal Licensing and Standards may deny the application.
- E. Where Municipal Licensing and Standards receives a hearing request in accordance with Subsection D, the application shall be referred promptly to the Toronto Licensing Tribunal for a hearing.
- F. If an applicant has applied for renewal of a licence and has remitted all applicable fees, the licence shall be deemed to continue:
- (1) Until the renewal is granted; or
  - (2) Until the time for requesting a hearing under this section has expired or, where a hearing has been requested, until the Toronto Licensing Tribunal has disposed of the application.

**§ 547-2.5. Referral of licence to Toronto Licensing Tribunal.**

At any time, Municipal Licensing and Standards may refer any matter in respect of which a licence may be refused, suspended, revoked, or have conditions imposed on it under this chapter to the Toronto Licensing Tribunal for a hearing.

**§ 547-2.6. Toronto Licensing Tribunal hearings and authority.**

The Toronto Licensing Tribunal shall operate in accordance with the mandate and procedures and have the authority set out in Chapter 545, Licensing.

**§ 547-2.7. Revocation of licence for technical or clerical error.**

At any time, the Executive Director may revoke a licence if it was issued due to a technological or clerical error.

**§ 547-2.8. Procedure to apply for a registration or its renewal.**

- A. On an application for a registration, or its renewal, a person authorized to bind the applicant shall complete the approved forms and provide to Municipal Licensing and

Standards such information as the Executive Director may require, together with all applicable fees.

- B. Municipal Licensing and Standards shall, upon receipt of an application for a registration, or its renewal, investigate as necessary with respect to the application and shall:
  - (1) If there are reasonable grounds to believe that the applicant may not be entitled to the issuance or renewal of a registration based on § 547-2.12, or any other provision of this chapter, send notice of this fact to the applicant; or
  - (2) Subject to the provisions of this chapter, issue or renew the registration.
- C. A notice sent in accordance with Subsection B(1) shall state that the applicant may, within 10 days of the date of the notice, deliver a written response to Municipal Licensing and Standards; if no such response is delivered, Municipal Licensing and Standards may deny the application.
- D. Where Municipal Licensing and Standards receives a response in accordance with Subsection C, it shall review the response and send written notice of its final decision to the operator.
- E. If an applicant has applied for renewal of a registration and has remitted all applicable fees, the registration shall be deemed to continue:
  - (1) Until the renewal is granted; or
  - (2) Until the time for delivering a response under this section has expired or, where a response has been delivered, until Municipal Licensing and Standards has disposed of the application.

**§ 547-2.9. Revocation of a registration for reasonable grounds.**

- A. At any time, where there are reasonable grounds to believe that an operator is or should not be entitled to a registration based on § 547-2.12, or any other provision of this chapter, Municipal Licensing and Standards may send the operator written notice of its intent to revoke the operator's registration.
- B. A notice sent in accordance with Subsection A shall state that the operator may deliver, within 10 days of the date of the notice, a written response to Municipal Licensing and Standards; if no such response is delivered, Municipal Licensing and Standards may revoke the registration.
- C. Where Municipal Licensing and Standards receives a response in accordance with Subsection B, it shall review the response and send the operator written notice of its decision. The notice shall state that the operator may, within 30 days of the date of the decision, deliver a written request for a review to Municipal Licensing and Standards. If no such request is delivered, Municipal Licensing and Standards may revoke the registration.



- D. Where Municipal Licensing and Standards receives a request in accordance with Subsection C, the Executive Director shall review the matter and send the operator written notice of her or his decision, which decision shall be final and subject to no further appeal or review.
- E. If an applicant has applied for renewal of a registration and has remitted all applicable fees, the registration shall be deemed to continue:
- (1) Until the renewal is granted; or
  - (2) Until the time for delivering a response or request under this section has expired or, where a response or request has been delivered, until Municipal Licensing and Standards or the Executive Director, as may be the case, has disposed of the matter.

**§ 547-2.10. Refusal and revocation processes to be completed in writing.**

- A. Any response delivered, review conducted, or decision made under §§ 547-2.8 and 547-2.9 shall be completed in writing in a manner prescribed by the Executive Director.
- B. Despite Subsection A, if an operator requests and the Executive Director determines that there is good reason in the circumstances to hold an oral or electronic hearing, the Executive Director shall establish a procedure for the hearing and designate a hearing officer or officers to determine whether the registration should be granted or revoked.

**§ 547-2.11. Revocation of registration for technical error.**

- A. At any time, the Executive Director may revoke a registration if it was issued or renewed due to a technological or clerical error.
- B. Despite § 547-2.12D, the revocation of a registration under this section shall not preclude the operator from reapplying for a registration at any time.

**§ 547-2.12. Grounds and administrative criteria for denial of a licence or registration.**

- A. The holder of or applicant for a licence or registration, or its renewal, is, subject to the provisions of this chapter, entitled to the licence, registration, or renewal, except where:
- (1) The conduct of the applicant affords reasonable grounds to believe that the applicant has not carried on, or will not carry on, the business in accordance with law and with integrity and honesty; or
  - (2) There are reasonable grounds to believe that the carrying on of the business by the applicant has resulted, or will result, in a breach of this chapter, a zoning by-law or any other law; or
  - (3) The applicant is a corporation and its conduct or the conduct of its officers, directors, employees, or agents affords reasonable grounds to believe that its

business has not been, or will not be, carried on in accordance with law and with integrity and honesty; or

- (4) There are reasonable grounds to believe that the premises, advertising, or platform in respect of which the licence is required have not complied, or will not comply, with the provisions of this chapter, a zoning by-law, or any other law; or
  - (5) The conduct of the applicant or other circumstances afford reasonable grounds to believe that the carrying on of the business by the applicant has infringed, or would infringe, the rights of other members of the public, or has endangered, or would endanger, their health or safety.
- B. Where an applicant for a licence or its renewal is a corporation or a partnership, Subsection A shall apply to any of the officers or directors of the corporation or partners in the partnership.
- C. In addition to the grounds set out in Subsection A, in the case of an application for a registration, a person shall not be entitled to hold and Municipal Licensing and Standards shall refuse to issue or renew a registration where the applicant does not meet the screening criteria.
- D. In addition to the grounds set out in Subsection A, a person shall not be entitled to apply for or hold a registration, and Municipal Licensing and Standards shall refuse to issue or renew a registration where, in the year prior to the date of the application, the person has:
- (1) Applied for and been finally refused a registration; or
  - (2) Had her or his registration finally revoked.

**§ 547-2.13. Authority to suspend a licence or registration for immediate danger.**

- A. If the Executive Director is satisfied that the continuation of any activity licenced or registered under this chapter poses an immediate danger to the health or safety of any person or property, the Executive Director may suspend the licence or registration without a hearing on conditions he or she considers appropriate, subject to the following:
- (1) Before suspending the licence or registration, the Executive Director shall provide the licensee or registrant with reasons for the suspension, either orally or in writing, and an opportunity to respond to them; and
  - (2) The suspension shall not exceed 14 days.

ARTICLE 3  
**Short-term Rental Companies**

**§ 547-3.1. Licence application and renewal requirements.**

- A. To apply for a short-term rental company licence or its renewal, an applicant shall submit to Municipal Licensing and Standards the information required by this chapter, together with all applicable fees and in compliance with § 547-2.4.
- B. An application for a short-term rental company licence shall be in a form approved by the Executive Director and require the applicant to provide:
- (1) The company's registered business address in Ontario;
  - (2) The name, phone number, and e-mail address of a person responsible for responding to all communications from Municipal Licensing and Standards;
  - (3) Details of the process by which the company will remove advertisements for a short-term rental if its operator has not registered as such with Municipal Licensing and Standards;
  - (4) Details of the company's procedure for dealing with problem operators and responding to complaints; and
  - (5) Any other information or documents required by the Executive Director.
- C. An applicant for a short-term rental company licence shall, prior to being issued a licence, execute an agreement with the City governing the use, retention, and disclosure of operator and guest information on terms satisfactory to the Executive Director.

**§ 547-3.2. Operator consent to pass-through registration.**

Any short-term rental company that facilitates the process of an operator applying to Municipal Licensing and Standards for registration under this chapter shall obtain the prior consent of the operator to the collection, use, and potential disclosure of the operator's personal information to and by the City for the purpose of the administration of this chapter and the administration and enforcement of Chapter 758, Taxation, Municipal Accommodation Tax, which consent shall be in a form satisfactory to the Executive Director.

**§ 547-3.3. Records to be kept and remitted by companies.**

- A. Every short-term rental company shall keep a record of each concluded transaction in relation to a short-term rental listed or advertised on its platform for three years following the last day of the rental period. A transaction is concluded on the last day of the rental period. The records retained shall include the following:
- (1) The name, address, and registration number of the operator;

- (2) The number of nights the short-term rental was rented;
  - (3) The nightly and total price charged for the short term rental;
  - (4) Whether the rental was an entire-unit rental or partial-unit rental; and
  - (5) Any other information required by the Executive Director.
- B. Every short-term rental company shall keep a record of the number of short-term rental listings or advertisements it removes from its platform in accordance with § 547-1.3.
- C. Every short-term rental company shall provide the records referred to in this section to Municipal Licensing and Standards in a format and on a schedule to be determined by the Executive Director.

**§ 547-3.4. Creation and use of law enforcement accounts.**

- A. Every short-term rental company shall create operator and guest accounts on its platforms as requested by Municipal Licensing and Standards, to be used to investigate compliance with this chapter.
- B. No short-term rental company shall obstruct, in any manner, access to any accounts established for use by Municipal Licensing and Standards to investigate compliance with this chapter.

**§ 547-3.5. Prohibition on arbitration clauses.**

- A. No short-term rental company shall impose a mandatory arbitration clause on any individual, including an operator or guest, using the company or its services to advertise, facilitate, or broker short-term rentals or require that the law of any jurisdiction other than Ontario be applied in relation to use of the company or its services in Toronto.
- B. To the extent that clauses contrary to Subsection A are included in any agreement made by a short-term rental company, such clauses are unenforceable.

**§ 547-3.6. Publication of complaint procedures.**

Every short-term rental company shall maintain and make publicly available its procedure for dealing with complaints it receives about nuisances, criminal activity, and or contraventions of federal, provincial or municipal law related to a short-term rental.

**§ 547-3.7. Communications regarding short-term rental by-law.**

Every short-term rental company shall convey any communications issued by Municipal Licensing and Standards that relate to the requirements of this chapter to all operators listing or advertising their short-term rental with the company in a format and manner prescribed by the Executive Director.

ARTICLE 4  
**Short-term Rental Operators**

**§ 547-4.1. Registration application and renewal requirements.**

- A. To apply for an operator's registration or its renewal, an applicant shall submit to Municipal Licensing and Standards the information required by this chapter, together with all applicable fees and in compliance with § 547-2.4.
- B. An application for an operator's registration shall be in a form approved by the Executive Director and require the applicant to provide:
  - (1) The operator's name, phone number, and e-mail address;
  - (2) The address of the operator's short-term rental;
  - (3) A description of what parts of the property will be used for short-term rental;
  - (4) A description of the type of building in which the short-term rental is located;
  - (5) The name and telephone number of an emergency contact person who will be available 24 hours a day during rental periods;
  - (6) Government-issued identification that is satisfactory to the Executive Director to demonstrate the short-term rental is the operator's principal residence; and
  - (7) Any other information or documents required by the Executive Director.
- C. An application for the renewal of an operator's registration shall be in the form approved by the Executive Director and shall require the applicant to specify the number of nights the property was used as a short-term rental in the previous year.
- D. An applicant for an operator's registration or its renewal shall be an individual person who is 18 years of age or older.

**§ 547-4.2. Principal residence requirements.**

- A. For the purposes of this chapter, an operator shall be deemed to have only one principal residence at any time.
- B. No operator shall rent or advertise a property for short-term rental unless it is the operator's principal residence at that time.
- C. No operator shall rent a property as an entire-unit rental for a total of more than 180 nights per calendar year.
- D. Every operator shall, within 10 days of being requested to do so by Municipal Licensing and Standards, provide evidence that is satisfactory to the Executive Director that the

property the operator has registered for use as a short-term rental is the operator's principal residence.

**§ 547-4.3. Issuance and posting of operator registration numbers.**

- A. All registrations under this chapter shall be issued a unique number.
- B. Every person shall ensure that any advertisement of a short-term rental displayed by that person or within that person's control includes the corresponding operator's registration number issued under this chapter by Municipal Licensing and Standards.

**§ 547-4.4. Operator to provide guests with emergency information.**

- A. Every operator shall provide to every guest staying in the operator's short-term rental the emergency contact information of a person available during the guest's entire rental period and information regarding the use of the 9-1-1 emergency service.
- B. Every operator shall provide to every guest staying in the operator's short-term rental a diagram of all exits from the building in which the rental is located.

**§ 547-4.5. Records to be kept by operators.**

- A. Every operator shall keep a record of each concluded transaction related to the operator's short-term rental for three years following the date of the transaction. A transaction is concluded on the last day of the rental period. The records retained shall include the following:
  - (1) The number of nights the short-term rental was rented;
  - (2) The nightly and total price charged for each rental;
  - (3) Whether the rental was an entire-unit rental or partial-unit rental; and
  - (4) Any other information required by the Executive Director.
- B. Every operator shall provide the information referred to in Subsection A to Municipal Licensing and Standards within 30 days of being requested to do so by Municipal Licensing and Standards.

ARTICLE 5  
**Inspections, Offences and Guidelines**

**§ 547-5.1. Municipal Licensing and Standards audit and investigative authority.**

- A. For the purpose of investigating compliance with this chapter, the Executive Director may audit or examine all books and records and any account, voucher, letter, facsimile,

and electronic or other document held by a short-term rental company or operator that relates or may relate to information that is or should be in the person's books or records.

- B. A short-term rental company and operator shall comply with all audit directions given by the Executive Director within the time he or she specifies, including:
- (1) Giving the Executive Director all reasonable assistance with her or his audit or examination;
  - (2) Answering all questions relating to the audit or examination either orally or, if the Executive Director requires, in writing, on oath, or by statutory declaration;
  - (3) Attending at a premises or place where the business is carried on or any City office for the purposes of giving the Executive Director reasonable assistance and answering questions related to the audit or examination; and
  - (4) Producing on oath or otherwise all books, letters, accounts, invoices, financial statements, electronic or such other documents as the Executive Director considers necessary to determine compliance with this chapter.

**§ 547-5.2. Municipal Licensing and Standards authority to inspect premises and items.**

- A. Municipal Licensing and Standards and any person authorized by the Executive Director may at all reasonable times and in accordance with any applicable requirements in the City of Toronto Act, 2006, as amended, inspect any premises used for the carrying on of any business in respect of which a person is required to be licensed or registered under this chapter.
- B. No person who has or is required to have a licence or registration under this chapter shall obstruct or permit to be obstructed the making of the inspection.

**§ 547-5.3. Offences.**

- A. Every person who contravenes any provision of this chapter is guilty of an offence and on conviction is liable to a fine not exceeding \$100,000, if no other penalty is provided.
- B. Where a corporation contravenes any provision of this chapter, every director or officer who commits, assents to, or acquiesces to such contravention is guilty of an offence and, on conviction, is liable to a fine not exceeding \$100,000, if no other penalty is provided.
- C. In addition to any penalty otherwise provided by this chapter, every person convicted of an offence under this chapter is liable to a special fine, in an amount the court deems appropriate to eliminate or reduce the possible economic advantage that the person may otherwise receive by contravening this chapter.
- D. In addition to any penalty otherwise provided by this chapter, every person convicted of an offence under this chapter is liable to a fine not to exceed \$10,000 for each day during which the offence continues.

**§ 547-5.4. Interpretation bulletins.**

- A. The Executive Director may, at her or his discretion, issue interpretation bulletins or guidelines on matters relating to this chapter, including its enforcement or application.
- B. The Executive Director may establish standards and guidelines applicable to the issuance, renewal, or entitlement to all licences or registrations issued under this chapter.
- C. The Executive Director shall publish all bulletins or guidelines issued under this section.

**§ 547-5.5. Administrative provisions.**

- A. The Executive Director may delegate any authority or function provided for in this chapter to any person designated by the Executive Director.
- B. All communications relating to this chapter between Municipal Licensing and Standards and an applicant, licensee, or registrant shall be sent via e-mail to the e-mail address most recently provided to Municipal Licensing and Standards as part of the licensing and registration process under this chapter, except where another method is authorized by the Executive Director.
- C. Any e-mail sent in accordance with Subsection B shall be deemed for the purposes of this chapter to have been received by the addressee on the day it is sent.
- D. All records and information that must be maintained by a short-term rental company or operator or that may be audited, examined, or collected by Municipal Licensing and Standards under this chapter are deemed to be collected and properly used for the purposes of administering and enforcing Chapter 758, Taxation, Municipal Accommodation Tax.