

# Good Operator Guide

A guide to responsibly operating  
a short-term rental



# Short-Term Rental Rules

The Toronto Municipal Code, [Chapter 547: Licensing and Registration of Short-Term Rentals](#) regulates short-term rentals in Toronto. Below is an overview of the rules set out in the bylaw.

## What is a Short-Term Rental?

A **short-term rental** is all or part of a dwelling unit rented out for less than 28 consecutive days in exchange for payment. This includes bed and breakfasts (B&Bs) but excludes hotels and motels and a dwelling unit normally used as a student residence that is owned or operated by a publicly funded or not-for-profit educational institution. It also excludes other accommodations where there is no payment.

A **short-term rental company** is any company facilitating or brokering short-term rental reservations online and receiving payment for this service (e.g. Airbnb, Booking.com and Podsliving.com). All short-term rental companies must be licensed to operate in the City of Toronto.

A **dwelling unit** is a separate or self-contained living accommodation for people living together as a single housekeeping unit, in which both food preparation and sanitary facilities are provided for the exclusive use of the occupants of the unit. This includes, secondary suites, laneway suites, garden suites, or similar accommodation.

**Short-term rental operators** are people renting their homes or rooms on a short-term basis, for a period of less than 28 consecutive days.

## Registration Requirements for Operators

Short-term rental operators must register with the City in order to operate in Toronto and are required to collect and remit a six per cent (6%) Municipal Accommodation Tax.

Operators must register prior to renting their homes or rooms as a short-term rental.

**Starting January 1, 2025**, operators will need to choose between registering as either an entire-unit or a partial-unit short-term rental operator for the duration of their registration period. Operators can only switch their registration status once per year, upon renewal.

Learn more about the [regulations for short-term rental operators, how to register and the screening criteria](#) for registrations.

You may be required to attend an in-person interview with City staff at a designated location and provide information or documents related to your registration or application as requested.

Your registration is valid for one year from when your application is approved. Please renew every year on that same date or up to six (6) days in advance. A notice of renewal along with instructions will be emailed to you before your registration renewal date. Application and renewal fees are non-refundable.

Learn more about [how and when to renew your registration online](#).

## Updating your registration

You must inform the City within six days if any of the information that you provided during registration changes. This includes changes in phone number, email, and alternate (emergency) contact name or contact information and changes in your identification number or type (e.g. from Driver's Licence to Photo Card). Please contact the Short-Term Rentals team at

[ShortTermRentals@toronto.ca](mailto:ShortTermRentals@toronto.ca) or 416-395-6600, Monday to Friday, 8:30 a.m. to 4:30 p.m. As a reminder, please do not send personal information, such as identification or credit card numbers via regular email.

If you are moving, then you must inform the City so that your short-term rental registration can be closed. If you want to short-term rent your new principal residence, submit a new application to register your new address.

## Cancelling your registration

If you would like to cancel your short-term rental registration, please email the Short-Term Rentals team at [ShortTermRentals@toronto.ca](mailto:ShortTermRentals@toronto.ca).

You will need to provide the following information:

- short-term rental registration number (in the format: STR-0000-XXXXXX)
- address registered as the short-term rental name of the short-term rental operator

You must request the cancellation of your own short-term rental registration. Another individual or organization cannot request on your behalf. You will still be responsible for remitting any Municipal Accommodation Tax (MAT) from your guest bookings until your registration is cancelled.



## Revocations

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As per the bylaw, the City can revoke an operator's registration.

Starting June 30, 2024, an operator has 10 days to respond to the City's notice of its intent to revoke their registration.

Once the 10-day period is up, the City will review the response (if received) and make their final decision, effective immediately.

Starting September 30, 2024, when a registration is revoked, an individual cannot apply for a new registration for that dwelling unit for one year.

## Know the Rules

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As an operator, you must abide by the following rules:

- You must be 18 years of age.
- You are only allowed to short-term rent your principal residence. This is the residence where you live and the address you use for bills, identification, taxes and insurance. You can only have one principal residence at a time, therefore an operator cannot legally run more than one short-term rental.
- You cannot claim more than one dwelling unit as your principal residence, even if you use it as living space. This means that only the dwelling unit that is your principal residence can be used as a short-term rental.
- Starting September 30, 2024, the City will allow only one registration per dwelling unit. The operator who has held a registration related to the dwelling unit for the longest continuous period of time will be allowed to renew their registration.
- Starting January 1, 2025, entire-unit short-term rental operators can rent their principal residence (i.e. the dwelling unit where the operator ordinarily resides; an operator's principal residence shall not include more than one dwelling unit) for a maximum of 180 nights per calendar year. In addition, starting January 1, 2025, partial-unit (private room) short-term rental operators can rent one bedroom less than the total number of bedrooms in their principal residence up to three bedrooms maximum, for an unlimited number of nights per year.
- Your home must be in a residential area in the city. If you are a Bed and Breakfast operator, you can continue to operate under existing zoning permissions for "tourist homes"

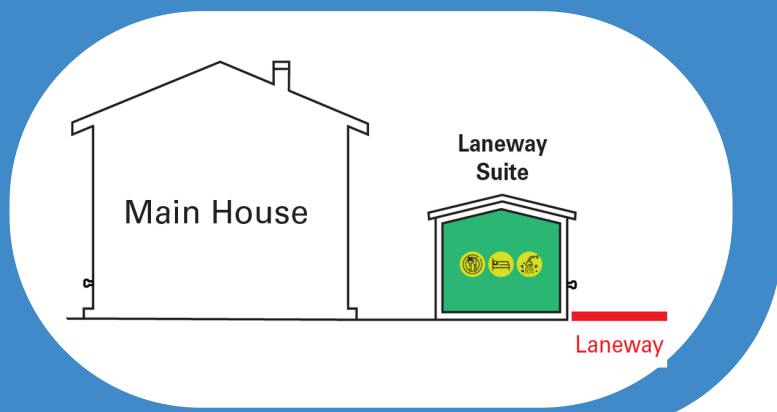
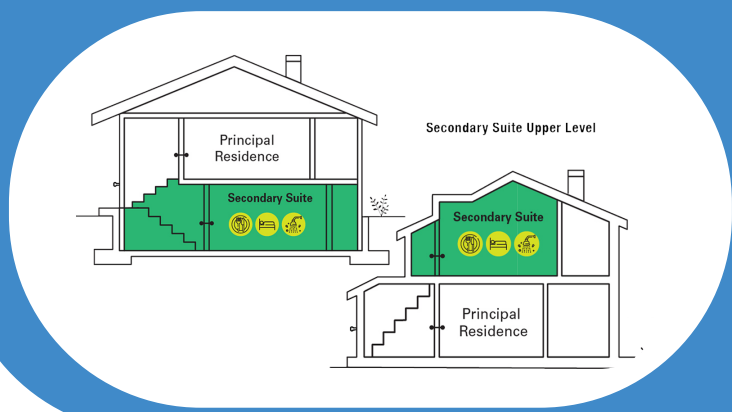
# Short-Term Renting Your Principal Residence

You can only short term rent a secondary suite or laneway suite if it is your **principal** residence.

A **secondary suite** is a separate living accommodation with its own kitchen and washroom, located within a larger house (for example, a basement apartment).

A **laneway suite** is a self-contained residential unit located on the same lot as a larger house, generally located in the rear yard, that must be next to a public laneway.

For example, if you own a three bedroom house and the property also contains a laneway suite or a secondary suite within it, you would only be able to short term rent the portion in which you reside. If you reside in the main portion of the house, then you would only be eligible to short-term rent the main portion of the house. If you reside in the secondary suite or laneway suite, then you would only be eligible to short-term rent the secondary suite or laneway suite of the house.



## You should also keep in mind the following:

- If you are a homeowner and have an insurance policy, you should understand the implication of operating a short-term rental. You may wish to ask your insurance company about the appropriate insurance product for short-term rentals.
- If you reside in a condominium, note that some condominium corporations have their own bylaws regarding short-term rentals, including prohibiting short-term rentals. It is your responsibility to understand and follow the rules set out by your condominium.
- If you are a tenant who rents from a landlord, you should be aware of your responsibilities under the Residential Tenancies Act and your lease agreement with your landlord.

- If you reside in a secondary suite, it must be permitted by zoning bylaws and comply with Building Code and Fire Code requirements. For more information, contact [Toronto Building](#).
- Your principal residence may be inspected by City staff on an annual basis or as part of an investigation; you will be required to attend this inspection. Another individual or representative from an organization cannot attend it on your behalf.
- If you are a licensed multi-tenant house operator, you are not allowed to register your property as a short-term rental.

## Rental Housing in Toronto

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The City's short-term rental regulations were developed to permit people to rent their homes for short periods, while ensuring that existing rental housing is preserved for long-term accommodation.

Operators who are short-term renting their principal residences are encouraged to consider making their homes and/or rooms available on the long-term market, where appropriate, to support increasing the availability and affordability of Toronto's rental housing supply.

A spare bedroom can be used for newcomer accommodation programs, student housing opportunities and medical residency settlement arrangements, among other examples.

Unless it is your principal residence, operators are not permitted to short-term rent secondary suites, laneway suites, or garden suites. The City's Official Plan are clear that these housing types are intended for long-term living accommodation, not for temporary sleeping accommodation for the travelling public. These units can be made available on the long-term rental market to accommodate a long-term tenant.

# Operating a Short-Term Rental

Once you have registered with the City of Toronto and received your registration number, you can operate your short-term rental. As an operator, you are required to follow certain rules to ensure that you are a responsible neighbour, maintain safe standards within your home, and meet record keeping and tax requirements.

## Advertising Your Short-Term Rental

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Upon receiving your City-issued short-term rental registration number, you must post this number on all of your advertising and listings in a clear and accessible manner.

Any invoice, contract, receipt, or similar document related to your short-term rental must include your short-term rental registration number.

When advertising your short-term rental, ensure that the information in your advertisement or listing is an exact match with the information on your short-term rental registration with the City. If the information does not match, then this could lead to the short-term rental company removing or converting your listing to a 28-day reservation minimum.

- short-term rental registration number is entered correctly
- address is displayed in full, including the unit number (basement, upper, lower etc.) and postal code
- name on the advertisement or listing is an exact match with your name used for registration (name as listed on your Ontario Driver's License or Ontario Photo Card)
- expiry date is entered correctly, if you are a new registrant
- new expiry date is entered correctly, if you have renewed your short-term rental registration
- As a short-term rental operator, you are only permitted to advertise your registered short-term rental on a licensed short-term rental company platform (e.g. Airbnb, Booking.com and Podsliving.com)



Starting January 1, 2025, registered partial-unit operators may not rent all of the bedrooms in their principal residence at the same time; they are required to rent one bedroom less than the number of bedrooms available to a maximum of three bedrooms.

More information on the City's short-term rental advertising requirements and processes can be found [online](#).

## Abiding by the Ontario Human Rights Code

As a short-term rental operator, you shall not discriminate against people based on race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, gender identity, gender expression, age, marital status, family status, or disability. You also cannot refuse service to any person with a disability, including persons accompanied by a service animal.

## Maintaining Guest Records

You must create and keep the following records for each transaction related to your short-term rental for three years, and provide them to the City upon request:

- the number of nights your short-term rental was rented
- the nightly and total price you charged for each rental
- the rental type e.g. the entire home rental or just room rental
- documentation to support [exemptions](#) claimed as per the City of Toronto Municipal Code Chapter 758, Taxation, Municipal Accommodation Tax

See the next section for more details on the Municipal Accommodation Tax.

## Reporting and Paying the Municipal Accommodation Tax (MAT)

As a registered short-term rental operator, you are required to collect and remit a six per cent (6%) [Municipal Accommodation Tax \(MAT\)](#) on all rentals.

The payment is due on a quarterly basis, within 30 days of the end of the quarter, according to the following schedule:

| Reporting period         | Due date   |
|--------------------------|------------|
| January 1 to March 31    | April 30   |
| April 1 to June 30       | July 30    |
| July 1 to September 30   | October 30 |
| October 1 to December 31 | January 30 |



## Filing the MAT report

Short-term rental companies can sign a Voluntary Collection Agreement with the City of Toronto to collect and remit the MAT on behalf of operators. You must file a MAT report for each reporting period, even if you did not rent out your short-term rental or if your short-term rental company collects and remits the MAT on your behalf. [File your MAT report online](#).

Note for operators who use Airbnb to list their short-term rentals: If you use Airbnb for your short-term rental, then you can opt to have Airbnb collect and remit the MAT on your behalf. You will still need to file your MAT report online even if you opt to have Airbnb collect and remit your MAT. If you do not opt to have Airbnb collect and remit the MAT on your behalf, then you will need to file your MAT report online and collect and remit the MAT yourself.

You can make a correction to a previously submitted report for the current and the previous reporting period. A corrected report will automatically replace the report you previously submitted for that reporting period.

You are also required to keep a record of all accommodation transactions, including revenue collected and any [exemptions](#) that may apply during a reporting period.

For any MAT related questions, please contact [mat@toronto.ca](mailto:mat@toronto.ca)

## Paying the MAT

Once you file a MAT report online, you can make payment through your financial institution using online banking, telephone banking, at an automatic teller or in-person, using your short-term rental registration number.

It is your responsibility to ensure that the correct amount of MAT is paid to the City. The City may revoke your short-term rental registration or deny registration renewal if you fail to file and remit the MAT.

## Interest

Interest applies on any overdue MAT payment at a monthly rate of 1.25 per cent from the first day after the tax payment is due, up to and including the date on which the tax is paid in full. After that time, interest will apply on the principal amount owing during the default period at an annual rate of 15 per cent.

# Preparing for Issues or Emergencies

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## Emergency Contact Person and Information on Using 911

When you register your short-term rental with the City, you must provide an emergency contact person and include the name and phone number of the emergency contact, in the event that you cannot be reached during your guests' stay. This contact must be available 24 hours 7 days a week during your guests' entire rental periods.

The name and phone number of an emergency contact must differ from the name and phone number of the registered operator.

The contact must be notified that they've been listed as the emergency contact of the registered operator and must be aware of their role.

You must provide your guests information about the emergency contact and instructions on how to contact 911 emergency service. For example, the notice should advise guests that *"In an emergency, seconds count. When police, fire or medical emergencies occur, call 911. Trained emergency call takers will provide you with the information and assistance you need."*

You should also advise your guests that if they smell natural gas, freon or any other type of gas in the home, they should evacuate and contact 911 immediately.

This should be displayed prominently in a clearly visible location inside the property.

## Exit Diagram

You must comply with the [Ontario Fire Code](#). As per Toronto Municipal Code Chapter 547-4.4 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.*

Attached is a sample exit diagram.

## Carbon Monoxide and Smoke Alarms

If you are the owner of the home, it is your responsibility to ensure that carbon monoxide and smoke alarms are maintained in good operating condition and are tested both annually and after each tenancy change. If you are the tenant in the home, your landlord is required to provide you with a copy of the alarms' maintenance instructions; and it is your responsibility to notify the owner as soon as you become aware that the carbon monoxide or smoke alarms are not working.

## Penalties and Offences

If you do not comply with the rules, you are guilty of an offence. If convicted, you may be liable to pay a fine of up to \$100,000. You may also be liable to pay a special fine that a court deems is greater than any revenue that you may be gaining from your business; as well as a fine of up to \$10,000 for each day the offence continues.

You may also be charged the set fine for the following offences:

| Offence  | Fine (\$) |
|--|-----------|
| Failing to keep complete transaction record for 3 years                          | 300.00    |
| Failing to provide transaction records within 30 days of a request from the City | 300.00    |
| Failing to notify the City of a change in registration information               | 400.00    |
| Failing to provide emergency contact information to a guest                      | 400.00    |
| Failing to provide information regarding 9-1-1 service to a guest                | 400.00    |
| Failing to provide a diagram of exists from the building                         | 400.00    |
| Obstructing an authorized inspection   | 400.00    |
| Discriminating based on enumerated ground  | 500.00    |
| Refusing to serve a person accompanied by a service animal                       | 500.00    |
| Renting an entire unit for more than 180 days                                    | 700.00    |
| Failing to provide evidence of principal residence                               | 700.00    |
| Failing to register a short-term rental  | 1000.00   |
| Advertising, facilitating or brokering an unregistered short-term rental         | 1000.00   |
| Renting or advertising property that is not a principal residence                | 1000.00   |
| Advertising a short-term rental without a registration number                    | 1000.00   |



# Being a Responsible Operator and Neighbour

The City of Toronto has rules in place to help keep communities safe, clean, and enjoyable for residents and visitors. It is your responsibility to understand the applicable rules that apply to all properties and residents in the city. You are accountable for your short-term rental and the activity that takes place during your guests' stay. Please ensure that you understand all the rules described below. Previous and existing bylaw violations related to the property or the operator may subject the operator to fines or a revocation of their registration.

## Property Standards

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Chapter 629, [Property Standards](#) bylaw sets the standards for all properties in Toronto. All property owners are required to repair and maintain their property including owners of properties that are rented out. You must ensure you are abiding by the bylaw, where applicable.

## Turfgrass and Prohibited Plants

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You are required to cut the turfgrass on your lawn whenever the growth exceeds 20 centimetres in height. Turfgrass includes various perennial grasses grown for lawns. These are grasses typical of traditional lawn that forms a dense, uniform turf if mown.

You must also keep your property free of prohibited plants that threaten the environment or human health and safety, and ensure that you follow the requirements in the Chapter 489, [Turfgrass and Prohibited Plants](#) bylaw at all times.

## Noise

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Ask your guests to keep noise to a minimum so that it does not disturb local residents. This includes music. Chapter 591, [Noise](#) bylaw specifies decibel limits for amplified sound (music), depending on the time of the day. Noisy parties or noise from people acting disorderly, such as yelling, screaming and fighting are responded to by the Toronto police.

## Garbage

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Ensure that your guests have access to proper garbage, recycling and composting facilities and that the garbage is properly sorted, set out after 6:00 p.m. on collection night, and placed in a City garbage bin or a regular garbage bag with a Garbage Tag. Garbage Tags are available for purchase [online](#) and at Toronto [Shoppers Drug Mart](#) and [Canadian Tire](#) locations. If using private garbage collection, try to arrange pick-up times that aren't disruptive to nearby residents.

If you are operating a short-term rental in an apartment or condominium, you should check with the landlord, property manager, or condominium about the rules for proper garbage disposal.

It is your responsibility to ensure that you and your guests follow proper garbage disposal rules.

## Parking

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You should inform your guests about where they may or may not be permitted to park while staying at your short-term rental. Within Toronto, a maximum three-hour parking limit exists on public roads, unless there is signage posted indicating otherwise, e.g. a maximum 1 hour parking, maximum 15 minute parking, etc. If your residence is on a street with permit parking, then guests will need to find alternate parking arrangements. You can check [toronto.ca/parking](http://toronto.ca/parking) for more information on parking. More information on potential [parking restrictions](#) is available on the City's website.






## Offences

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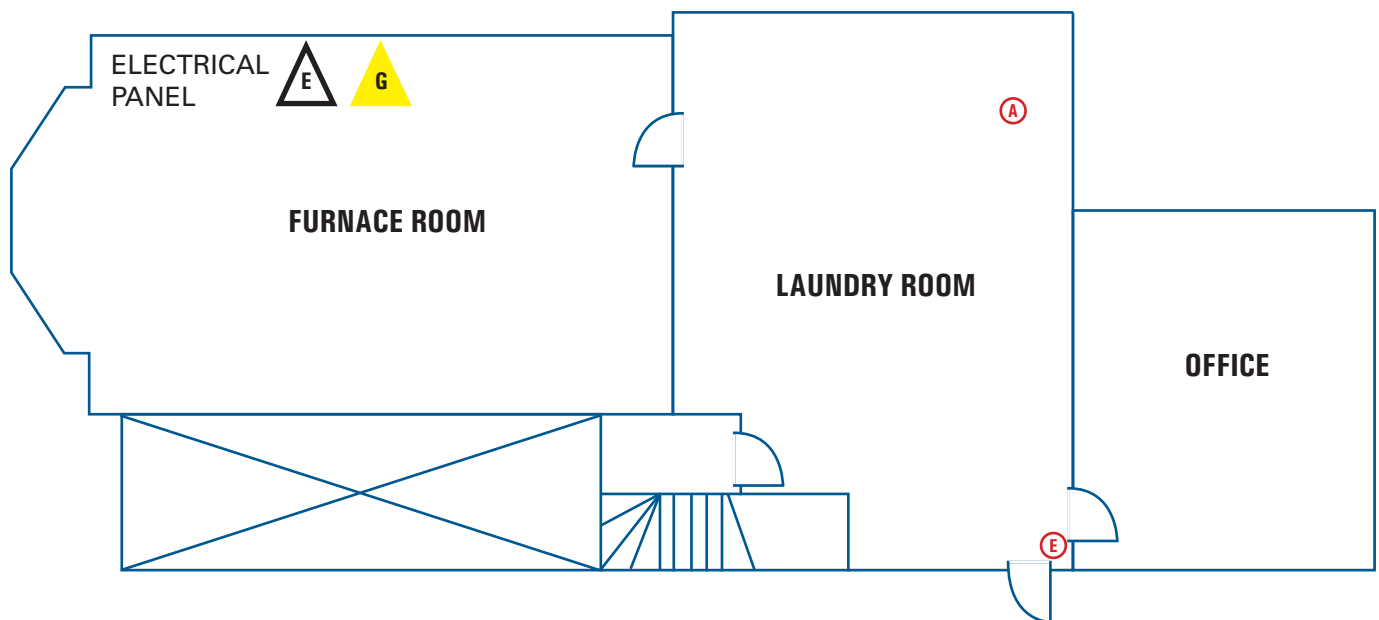
If you are charged with or convicted of offences under the bylaws referenced in this guide or other City bylaws, the City may seek to revoke your registration or deny its renewal.

# Sample Exit Diagram

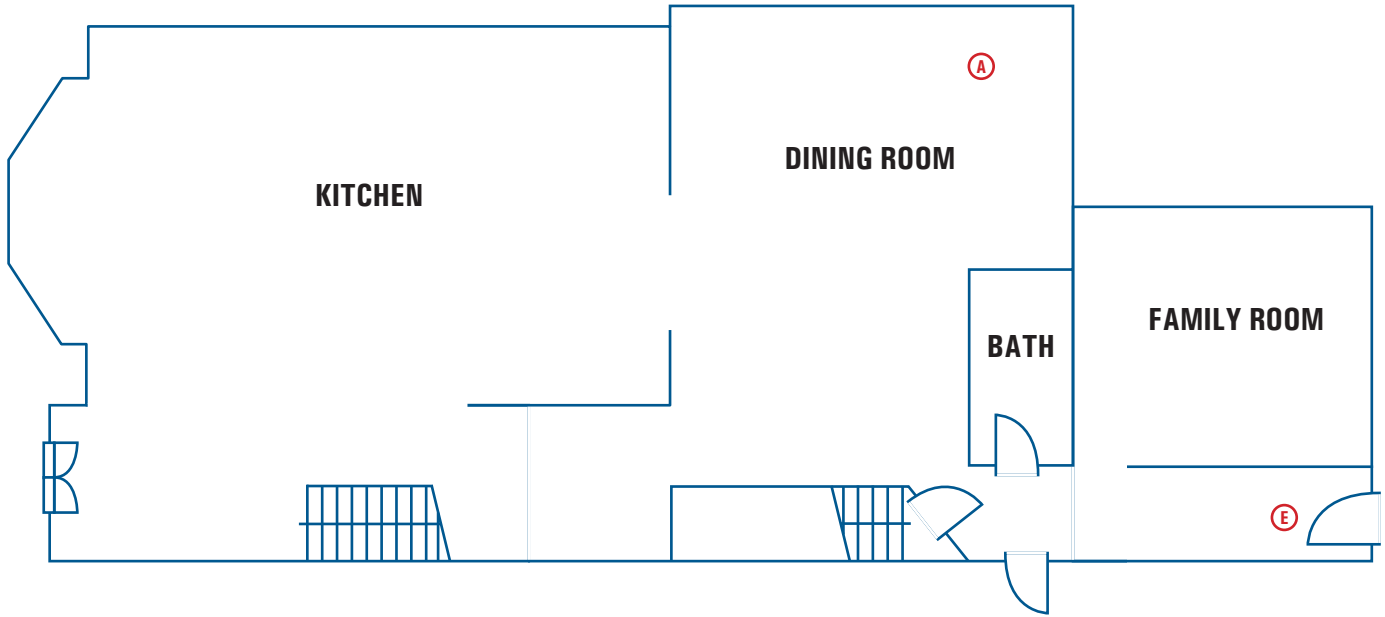
## Legend

|   |                                   |
|---|-----------------------------------|
|  | CARBON MONOXIDE DETECTOR/ALARM    |
|  | SMOKE ALARM                       |
|  | MAIN GAS SHUT OFF VALVE           |
|  | MAIN ELECTRICAL DISCONNECT SWITCH |
|  | EXIT                              |

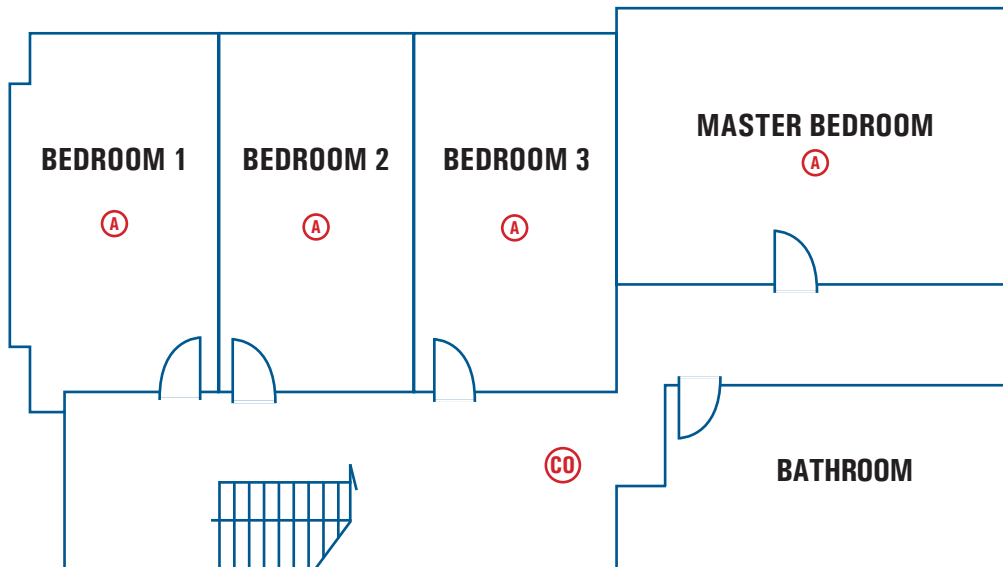
## Basement Floor



# Ground Floor



# Second Floor





# Key Contacts

If you have questions and concerns about the status of your application, registration, or your listing, please contact the appropriate teams listed below. The City will not reply to inquiries from an email address that differs from the email address provided at registration.

Resolution, response, and application processing timelines may vary based on your specific case and the volume of applications received.

## Short-Term Rental Enforcement Team

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### Roles & Responsibilities

- Review short-term rental operator registration applications
- Issue approved short-term rental operator registrations
- Issue revocations for non-compliance
- Undertake inspections, investigations, and interviews with short-term rental operators
- Enforce bylaw requirements

### Contact Information

[shorttermrentals@toronto.ca](mailto:shorttermrentals@toronto.ca)

416-395-6600

## Short-Term Rental Compliance Team

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### Roles & Responsibilities

- Conduct routine audits of short-term rental platforms
- Direct short-term rental companies to remove listings violating the bylaw
- Proactively monitor short-term rental listings for non-compliant behaviour

### Contact Information

[str-compliance@toronto.ca](mailto:str-compliance@toronto.ca)



For more information on short-term rental rules, visit [toronto.ca/ShortTermRentals](https://toronto.ca/ShortTermRentals).

If you have questions regarding your registration or enforcement activities, please contact the Short-Term Rentals team at [ShortTermRentals@toronto.ca](mailto:ShortTermRentals@toronto.ca) or 416-395-6600.

If you have questions regarding your listing or advertisements, please contact the Short-Term Rentals team at [str-compliance@toronto.ca](mailto:str-compliance@toronto.ca)