

## Required Details on Listing Removal and Problem Operators/Listings

Under Chapter 547, Licensing and Registration of Short-term Rentals, STR Company applicants are required to submit documented processes for removing unregistered listings from their platforms and policies and procedures for responding to problem operators/listings and complaints.

Municipal Licensing and Standards staff will review submitted processes and assess against the criteria provided below.

<b>Process for removing unregistered listings</b>	
<b>Monitoring</b>	<p>Details/process to monitor all platform activity (listings and bookings) on an ongoing basis to ensure compliance with the Licensing and Registration by-law.</p> <p>Include plans for STR Company to cross-references active short-term rental listings with a list of registered operators provided by Municipal Licensing and Standards as frequently as this list is provided by Municipal Licensing and Standards.</p>
<b>Removal</b>	<p>Details/process to ensure any listing that is found without an operator registration number issued by Municipal Licensing and Standards is removed immediately, either by automated process or manual delisting. Process should include sharing with Municipal Licensing and Standards the actions that have been taken and steps to ensure licensing and MAT data are re-submitted, as needed within relevant timeframe.</p>
	<p>Identify a designated contact person(s) to communicate issues relating to operator registration numbers and operator delisting. The contact person(s) must be available every day of the week and is consistently available via email communication.</p>
	<p>Process for notifying Municipal Licensing and Standards when this contact person changes or contact information changes.</p>
	<p>Details/process to ensure any listing associated with an operator who has had their registration revoked or renewal of a registration denied by Municipal Licensing and Standards is removed within 24 hours of being notified.</p>
<b>Compliance</b>	<p>Describe how records of all unregistered short-term rental listings or advertisements that have been removed from its platform are being maintained.</p>
	<p>Details/process to ensure any listing that Municipal Licensing and Standards identifies without an appropriate operator registration number is removed within 24 hours of being notified.</p>

<b>Process for problem properties and complaint response</b>	
<b>Risk Mitigation</b>	Details for ensuring that the City-provided Operator Guide has been communicated and distributed to operators and is up-to-date.
	Details/process for responding to complaints about issues within short-term rentals, including nuisance issues, such as noise, waste, parking, and by-law violations.
<b>Complaints &amp; Escalation</b>	Published procedure for neighbours or concerned residents to contact the company with complaints related to specific properties, by both phone or by email.
	Established and communicated reasonable service standards for neighbours who file complaints to understand when they can expect a response.
	Details/process for escalating complaints related to a specific property or operator, including a reasonable threshold for number of complaints necessary to escalation and what constitutes urgent complaints that require immediate action.
	Details/process for how immediate action is carried out for escalated or urgent complaints, including the involvement of law and/or by-law enforcement.
	Details/process for notifying Municipal Licensing and Standards when repeat issues are identified with specific operators.
<b>Publication</b>	Published procedures for dealing with complaints and issues regarding nuisances, criminal activity, and contraventions of federal, provincial and municipal law.

If you have questions on the requirements enclosed in this communication or on other matters relating to licensing, you can contact Kevin Lurkhur, Manager, Licensing & Administrative Services, Licensing and Permit Issuing Office by email: [Kevin.Lurkhur@toronto.ca](mailto:Kevin.Lurkhur@toronto.ca), or by phone: 416-338-5079.