

Name of document

Short-term Rental Company (STR) Business Licence Information and Application.

Overview

This document contains information for a sole-proprietor, partnership, or corporation to apply for a Short-Term Rental Company Business Licence in the City of Toronto.

A Short-Term Rental Company is any person in the business of facilitating or brokering bookings for short term rentals via the internet who: receives payment, compensation, or any other financial benefit as a result of a person making or completing bookings of those short-term rentals; or who collects, accesses, or holds information on the number of nights that bookings of those short-term rentals are made or completed.

Toronto Municipal Code Chapter 547, Short-Term Rentals, regulates Short-Term Rental Companies and operators in Toronto. As per this bylaw, Short-Term Rental Companies are required to be licensed to operate in Toronto. For more information, <https://www.toronto.ca/shorttermrentals>. Chapter 547 is available online: <https://www.toronto.ca/legdocs/municode/toronto-code-547.pdf>

Contact

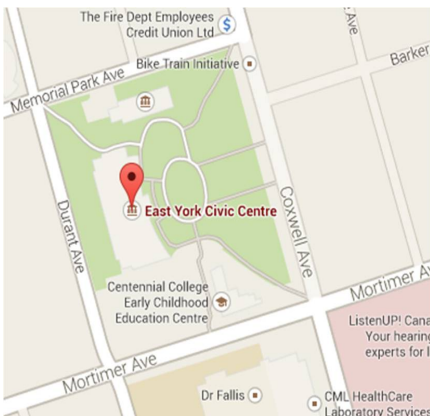
If you require this document in a more accessible format or would like more information about this application, please contact:

The Licence & Permit Issuing Office, Municipal Licensing & Standards

East York Civic Centre, 850 Coxwell Avenue, 3rd Floor, Toronto, ON M4C 5R1

Email: MLSBusinessLicence@toronto.ca using business email account

Hours: Monday to Friday, 8:30 a.m. to 4:00 p.m., except Statutory Holidays



311

You may also contact 311, available 24/7, 365 days per year.

E-mail: 311@toronto.ca using business email account

Phone within Toronto: 311

Phone outside Toronto: 416-392-CITY (2489)

TTY customers: 416-338-0TTY (0889)

Website: www.toronto.ca/311

Application

SHORT-TERM RENTAL (STR) Business Licence

Application Instructions

Sole-proprietors, Partnerships, or Corporations can apply for a Short-Term Rental (STR) Business Licence.

To apply, please provide this completed form and application submission checklist, and the following required documents.

Completed applications are submitted electronically and fees will be paid online.

If you are interested in operating a short-term rental in your home on a company platform, contact that STR Company directly.

Step 1a: Prepare Documents

Prepare an application by obtaining required documents and completing required forms.

All Applicants

The following documents and completed forms must be provided:

- STR Application Form 1
- A signed STR Data Sharing Agreement. It provides data sharing instructions and clarifies the role of the STR and the City in collecting, maintaining and sharing data as required.
- A completed Cyber Security Attestation (Options 1, 2 or 3)
- Original Criminal Record and Judicial Matters Check (Level 2) issued by a Canadian Police Service within 280 days prior to the application.
- Online payment of the applicable fee of \$5000 CAD, applicants will be provided with an invoice number after submission and review of a complete application package. All Municipal Licensing and Standards (ML&S) fees are listed on in [Chapter 441, Fees and Charges](#).
- Two pieces of government issued Identification (ID) for all officers, directors and partners of the applicant partnership or company. At least one must be a valid photo ID. Acceptable ID include:
 - Birth Certificate
 - Passport or Citizenship Card
 - Permanent Resident Card
 - Work Permit
 - Driver's Licence
 - Photo Identification Card

Note: First and last names must match on all identification provided to the City. The City does not accept Health Cards as a form of identification.

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Step 1b: Prepare Additional Document Requirements

Sole-Proprietor or Partnership

- Form 2 listing the first 2 officers of the applicant and a description of the legal relationship between multiple partners or companies if they act together to operate as a STR Company.
- Ontario business location / address of a representative that can legally accept communications.

For Partnerships only:

- A copy of the Partnership Agreement.

Corporation

- Form 2 listing the first 2 officers of the applicant and a description of the legal relationship between multiple companies if they act together as a STR Company.
- A copy of Articles of Incorporation and, if there has been a change to the list of officers and directors, a current Corporate Profile Report.
- Ontario business location / address of a representative that can legally accept communications.

If no president, director or officer of the corporation is able to apply, a designate may apply on its behalf. In addition to the items identified above, the delegate must also provide:

- A letter advising of their signing authority on the corporation letterhead
- Two pieces of their own government issued ID
- Criminal Record & Judicial Matters Check (Level 2) within 280 days from a Canadian Police Service, for each officer and director of the corporation.

Copies of government issued ID for each person listed on the STR Company Form 2 do not need to be notarized.

Step 1c: Submit Application

Please note that incomplete applications will not be processed.

Once your application is ready, please email MLSBusinessLicence@toronto.ca using a business email account, for instructions to submit it via a secure file transfer process.

Once your complete application is received, a member of our staff will review your forms and the required documents, along with sending an invoice number for fee payment.

At the end of Step 1, the applicant will receive:

- An invoice number for application fee payment
- A copy of the application submission
- An application number and client number
- Additional information for the STR Company Data Sharing Agreement

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Step 2: Participate in STR Company Data Sharing Test Phase

The Data Sharing Agreement will describe the types of data and personal information that may be exchanged between a Short-Term Rental Company and the City under the Toronto Municipal Code (in this case, Chapters 547 and 758, with respect to licensing / registration, the data is to enable compliance and enforcement of the STR rules and tax remittance) and to set out requirements with respect to the transfer, storage, and protection of that data.

Prior to approving a licence application from a STR Company, the City will work with STR Companies to complete data exchange testing and ensure processes conform with the requirements of the Data Sharing Agreement.

Step 3: Issue STR Licence

Once the STR Company successfully passes the data sharing test phase, the City may issue a STR Business Licence.

At the end of Step 3, the applicant will receive:

- A hard copy of your STR Business Licence.

Application

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STR Application Form 1

STR business applications will be received via secure file transfer.

All required documents and information to complete the STR application is stated in the cover page or on the application submission checklist on page 9. Incomplete applications will not be processed until all required documents have been submitted. Your name and contact information (address, email, telephone numbers) and the name and contact information (address, email and telephone numbers) of your designate contact are considered business information under section 2(2.1) and (2.2) of the Municipal Freedom of Information and Protection of Privacy Act and are not considered personal information. Please be aware, that although the City does not make this information available on-line, it may be subject to disclosure under a Freedom of Information request. Please ensure that your designate contact person has been informed of your use of their information and its possible disclosure under a Freedom of Information request.

1. STR Business Information

| | | | | |
|---|-------------|---|-------------|--|
| First Name | | Last Name | | |
| Operating Business Name | | Business Type: <input type="checkbox"/> Sole Proprietor <input type="checkbox"/> Partnership <input type="checkbox"/> Corporation If a partnership, corporation and/or joint venture of any kind, please complete and submit STR Form 2 on page 10, listing the details for each person. On a separate page, please describe the legal relationship between multiple partners or companies that act together to carry on the business of a STR. | | |
| Ontario Business Address or Address for Service in Ontario | | | | |
| Street Number | Street Name | Suite/Unit Number | | |
| City/Town | | Province | Postal Code | |
| Name of Addressee for service (if applicable) | | | | |
| Completed by Municipal Licensing & Standards Application Number: _____ Client Number: _____ Once the application has been accepted, Application Number and Client Number will be provided to the STR client. The client number will be used by the STR for inclusion in the data file. | | | | |

2. STR Designate Contact Business Information

| | | | | |
|---|-------------|-------------------|-----------------|--|
| <input type="checkbox"/> Check if mailing address is same as Business Address identified in 1. STR Business Information | | | | |
| Street Number | Street Name | Suite/Unit Number | | |
| City/Town | | Province | Postal Code | |
| Business Telephone Number | | | Business Mobile | |

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| | |
|---------------------------------------|--------------------------------|
| Business Email | Website |
| Primary Contact First Name | Primary Contact Last Name |
| Primary Contact Business Phone Number | Primary Contact Business Email |

3. STR Application Submission and Authorized Signature

I _____ (First, Last Name), as the authorized representative of _____ (Business Name) affirm and acknowledge on behalf of the applicant that:

- 1. The applicant is aware of the requirement to comply with the City of Toronto, Municipal Code Chapter 547, Licensing and Registration of Short-Term Rentals Bylaw and Chapter 758, Taxation, Municipal Accommodation Tax. The bylaws are available at: <https://www.toronto.ca/legdocs/bylaws/2018/law0613.pdf> & <https://www.toronto.ca/legdocs/municode/toronto-code-758.pdf>
- 2. The STR Company application includes all information requested. Applications will be processed when the application submission checklist (page 8) is complete.
- 3. The STR Company application fee is non-refundable and payment with the submission of the STR Company application and does not guarantee the issuance of an STR Business Licence.
- 4. The STR Company has assigned a designated contact whose name and contact information is provided in Part 2 (STR Designate Contact Information – Page 6) of this application form. The designated STR contact will coordinate requests for data information from ML&S for compliance, enforcement, and audit purposes and is the individual to whom ML&S shall direct all correspondence.
- 5. The STR Company has provided a registered Ontario business address or an address for service in Ontario at which it will accept correspondence and documents for the purposes of regulatory or legal proceedings, should they become necessary.
- 8. If any information that a licensee provided to ML&S as part of their application for a licence, or its renewal changes, that person shall notify Municipal Licensing and Standards of such change within six days in a manner prescribed by the ML&S
- 9. Every STR Company shall provide and outline detailed procedures and processes in dealing with problematic operators and shall make available to ML&S upon demand its procedure for dealing with complaints received about nuisances, criminal activity, and or contraventions of federal, provincial or municipal law relating to short-term rentals.
- 10. Every STR company shall provide its process for removing unregistered operators and associated listings.

Application

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I _____ (First, Last Name), as Sole-proprietor, Partner , or Officer of _____ (Business Name) affirm and acknowledge that all the information provided is true, and I understand and accept all conditions. I have the authority to bind the corporate applicant.

| | |
|---------------------|-------------------|
| Applicant Signature | Date (yyyy-mm-dd) |
|---------------------|-------------------|

SHORT-TERM RENTAL (STR) Business Licence**4. Application submission checklist. Check the boxes when tasks are complete. All relevant boxes must be checked in order for your application to be processed.**

| | |
|--|---|
| <input type="checkbox"/> | <p>1. Are all sections of the STR Company Application Form 1 complete? NOTE: A criminal background and judicial matters check from a Canadian police service and two government issued IDs must be submitted for each person listed in STR Company Form 2.</p> |
| STR Application Form 2 (For Partnerships and Corporations Only) | |
| <input type="checkbox"/> | <p>2. If the STR is a Corporation or a Partnership, is STR Form 2 complete? Have you provided a description of the legal relationship of multiple companies that act together to carry on the business of a STR (if applicable)? NOTE: STR Form 2 lists the first two officers of the company and can be found on page 10 of this document.</p> |
| STR Application Fee | |
| <input type="checkbox"/> | <p>3. Prepared to pay the amount of \$5,000 CAD via online payment. NOTE: Once your application is reviewed and accepted, a payment of the applicable fee of \$5,000 CAD is due. The application fee is not refundable.</p> |
| Articles of Incorporation (For Corporations Only) | |
| <input type="checkbox"/> | <p>4. Do you have a copy of your Articles of Incorporation? Please submit electronically with your application. NOTE: The copy will be retained by ML&S.</p> |

SHORT-TERM RENTAL (STR) Business Licence**5. STR Form 2: Listing of Owners, Partners and Officers**

Please list all officers, directors and partners of the applicant partnership or company. A criminal background and judicial matters check from a Canadian police service and two government issued IDs must be submitted for each person listed in STR Company Form 2. You may copy this form if more space is required.

| | | | |
|--|----------|-----------------|--|
| First Name | | Last Name | |
| Business Address (Street Number, Street Name, Suite/Unit Number) | | | |
| City/Town | Province | Postal Code | |
| Business Telephone Number | | Business Mobile | |
| Business Email | | Position Title | |

| | | | |
|--|----------|-----------------|--|
| First Name | | Last Name | |
| Business Address (Street Number, Street Name, Suite/Unit Number) | | | |
| City | Province | Postal Code | |
| Business Telephone Number | | Business Mobile | |
| Business Email | | Position Title | |

| | | | |
|--|----------|-----------------|--|
| First Name | | Last Name | |
| Business Address (Street Number, Street Name, Suite/Unit Number) | | | |
| City | Province | Postal Code | |
| Business Telephone Number | | Business Mobile | |
| Business Email | | Position Title | |

SHORT-TERM RENTAL (STR) Business Licence**5. STR Form 2: Continued**

| | | | |
|--|--|-----------------|-------------|
| First Name | | Last Name | |
| Business Address (Street Number, Street Name, Suite/Unit Number) | | | |
| City/Town | | Province | Postal Code |
| Business Telephone Number | | Business Mobile | |
| Business Email | | Position Title | |

| | | | |
|--|--|-----------------|-------------|
| First Name | | Last Name | |
| Business Address (Street Number, Street Name, Suite/Unit Number) | | | |
| City/Town | | Province | Postal Code |
| Business Telephone Number | | Business Mobile | |
| Business Email | | Position Title | |

| | | | |
|--|--|-----------------|-------------|
| First Name | | Last Name | |
| Business Address (Street Number, Street Name, Suite/Unit Number) | | | |
| City/Town | | Province | Postal Code |
| Business Telephone Number | | Business Mobile | |
| Business Email | | Position Title | |

Municipal Licensing and Standards collects personal information (on the Birth Certificate, Passport or Citizenship Card, Permanent Resident Card, Work Permit, Ontario Driver's Licence or Ontario Photo Identification Card, Criminal Record Check and Judicial Matters Check) under the legal authority of the City of Toronto Act, 2006, SO 2006, Chapter 11, Schedule A, section 136(c) and the City of Toronto Municipal Code, Chapter 547, Licensing and Registration of Short-Term Rentals. The information will be used to process, issue, monitor and regulate licences issued by the City of Toronto and for further communication, if required. Questions about this collection can be directed to the Manager of Licensing Services, Municipal Licensing and Standards, 850 Coxwell Avenue, 3rd Floor, Toronto, Ontario M4C 5R1 or by telephone at 416-392-6700.