TORONTO

Frequently Asked Questions:
Advertising and listing short-term rentals online

Last Updated: January 17, 2024

PURPOSE

As part of ongoing compliance audits, the City of Toronto uses data discovery techniques to validate short-term rental activity in Toronto. The City also works closely with short-term companies to identify and remove listings that do not have a valid registration number; has missing, inaccurate or incomplete information; or are not in compliance with the bylaw. This document provides answers to frequently asked questions about how to correctly advertise and list short-term rental online and what to do when a short-term rental listing has been removed or blocked. For more information about the short-term rental bylaws in Toronto, please visit: toronto.ca/ShortTermRentals.

FREQUENTLY ASKED QUESTIONS

Q1. Why does the City remove short-term rental listings?

A1. The City conducts routine audits to ensure short-term rental operators comply with the bylaws. As part of ongoing compliance audits, the City may request a removal of a listing when there is a bylaw violation. An example of bylaw violation would be exceeding the 180 nights per year limit on short-term renting entire homes or using a different name on the listing that does not match the name used to register the short-term rental.

Short-term rental companies remove listings that do not have the correct address or does not match the address used to register the short-term rental. These listings are not removed by the City.

While the onus for understanding and complying with the bylaw falls on the registered operators, the City will periodically send reminders via e-mails. Information is also available in the Good Operator Guide: A guide to responsibly operating a short-term rental, which is available online. These resources are intended to help operators remain up to date on the bylaw requirements and prompt operators to review their listing to ensure continued compliance.

Q2. Does the address on a short-term rental listing need to match the registration address?

A2. The address on a short-term rental listing must match the address used during registration. The City posts information about short-term rental addresses on Open Data. The information is also being used by short-term rental companies to enhance the operator verification process; companies remove listings that do not match the

information on Open Data. If a listing has been removed by the short-term rental company for address mismatch, operators need to follow the steps below:

- Go to [Open Data](#) and look up the short-term rental active registration number.
- Copy and paste the short-term rental address shown on Open Data into the same fields of the listing.
- Once corrected, take a screenshot of the corrected address in the listing.
- Send the screenshot of the updated listing to str-compliance@toronto.ca so that the City can verify.

Q3. What information do operators need to provide when contacting the Short-term Rental Compliance Team?

A3. If operators are inquiring about a listing that has been removed, they need to contact str-compliance@toronto.ca with the following information:

- Link to the short-term rental listing.
- Full legal name as listed on the Ontario Driver's License or Ontario Photo Card.
- Address of the short-term rental property.
- The short-term rental registration number.
- The information sent in the email from the short-term rental company explaining why the listing was removed.

Please note, the City will not reply to inquiries that are from an email address different from the email address provided during registration. The City is also unable to respond to inquiries if the information above is not provided.

Q4. How can short-term rental operators unblock their Airbnb short-term rental listing, once the issues have been addressed?

A4. Operators should follow the steps below and email str-compliance@toronto.ca once the steps are completed:

- Open the Airbnb mobile application.
- Search for and find the short-term rental listing(s).
- Click and open the listing(s).
- In the listing settings, find 'local government regulations' link or link indicating 'regulations'. This is usually located at the bottom of the page.
- Click and open the 'local government regulations' link.
- At the top of page, there will be a link to 'learn more' or 'update city short-term rental registration. Click on this link.
- Verify the information on the page and then click 'next' at the bottom of page.
- Review the privacy agreements and then click 'submit'.
- The listing should now be in 'pending government approval status'.
- Please note that operators will have to ensure they reset the listing to 'listed' if set at 'unlisted'. Failure to do so may result in the active listing not being viewable for staff review.

Should operators continue to experience issues unblocking their listings, please contact Airbnb customer support directly. Operators may be required to create a new listing.

Q5. How can short-term rental operators unblock their Booking.com listing?

A5. Operators need to contact str-compliance@toronto.ca with the following information:

- Link to the short-term rental listing.
- Full legal name as listed on the Ontario Driver's License or Ontario Photo Card.
- Address of the short-term rental property.
- The short-term rental registration number.
- The information sent in the email from the short-term rental company explaining why the listing was removed.

Q6. What name can operators use on their short-term rental listing?

A6. Operators need to use their full legal name, as listed on the Ontario Driver's License or the Ontario Photo Card, used to register the short-term rental with the City. The 'owner' of the listing must be the registered operator. Examples of incorrect listing information that does not match registration data may include operators using nick names instead of their full name as listed on government-issued identification. To ensure that the name of the listing matches the registration information, operators need to:

- Open the email confirmation received from the City upon registration and renewal of the short-term rental.
- Copy and paste the legal name as shown in the email confirmation into the same fields of the listing.
- Once corrected, take a screenshot of the corrected name in the listing.
- Send the screenshot of the updated listing to str-compliance@toronto.ca so that the City can verify.

Q7. If a short-term rental listing is changed to a long-term rental listing, how can operators change it back?

A7. If operators have issues updating their listing, they need to contact the short-term rental company that they are using (for example, Airbnb or Booking.com). The City does not have direct access to short-term rental listings and is not able to update and correct listings on behalf of operators.

Q8. How can operators report another individual using their short-term rental registration number?

A8. If operators suspect that someone else is using their registration number without their authorization, they need to contact both the short-term rental company they are using and the City at str-compliance@toronto.ca.

TORONTO

Q9. What should operators do if their listing was removed due to late registration renewal?

A9. Short-term rental operators need to renew their annual registration online at toronto.ca/short-term-rental-operators-hosts. Operators who fail to renew their registration on time, will be required to pay the renewal fees and the cumulative late fees. If the renewal fees and the cumulative late fees are not paid within 90 days, the registration will be automatically canceled and a new application for registration will be required.

If a listing was removed due to late renewal of registration, operators will need to first renew their registration and then contact str-compliance@toronto.ca to have their listing re-approved.

For further information download the Good Operator Guide: A guide to responsibly operating a short-term rental.