



# **GOOD HOST GUIDE** 2024

**Rules for Short-Term Rental Hosts in the Town of Drumheller**

# Creating Great Stays

The Town of Drumheller aims to be the friendliest, cleanest and most inviting community in all of Alberta. Tourism is an important economic driver for our region and brings in over \$70 million in sales annually. We want everyone who visits the Drumheller Valley to have a positive experience so that they come back and encourage others to visit our beautiful community.

As a short-term rental (STR) host, you play an important role as a guest's first and last point of contact with our community. By providing a safe, comfortable and welcoming experience, you can have a huge impact on the quality of someone's stay.

## Purpose of this Guide

We want guests to have a safe, positive experience when visiting our valley. This guide is intended to inform STR hosts of their responsibilities as a licensed business and to provide home safety practices to create a positive experience for their guests.

## What is a Short-Term Rental

A short-term rental (STR) is any dwelling, such as a house, room, or secondary suite, that is rented out for a period of twenty-eight (28) days or less. All individuals who offer an STR for rent must have a valid STR Business License from the Town of Drumheller.

## Can I Become An STR Host?

To become an STR host, you will need to submit an application to the Town of Drumheller for an STR Business License. Once you receive a license, you will be able to advertise and rent out your space.

If you are part of a condo association, property management company, or if your property is leased, you must provide permission from the landowner or association granting explicit permission to operate an STR.

You cannot operate an STR if:

- The STR is not an approved dwelling unit (for more information, see our Land Use Bylaw).
- The STR is not in a residential land use district (for more information, see Business License Bylaw 06.23).
- You do not meet the requirements established by the Business License Bylaw and the requirements established in this Good Host Guide.

## Principal, Non-Principal & Non-Resident

The Town of Drumheller charges a different price for principal, non-principal and non-resident STRs. Principal residences are defined as the "usual place where an individual makes their home for the majority of a calendar year." A resident can only have one principal residence.

Non-principal residences are typically acquired as an investment property and operated as a business. The higher business license fee aims to impose a fair rate to STRs that are operated as a business and is comparable to what other businesses contribute to the Town through property taxes.

Non-resident STRs are owned by individuals who do not live within the Town of Drumheller. The higher business license fee aims to recoup enforcement costs incurred by the town due to absentee landlords.

Garden Suites and Accessory Dwelling Units on the same lot as a principal residence are considered to be a principal residence. However, hosts are only eligible to operate one STR per lot.

During the application process, the applicant may be required to provide proof of primary residence.

## Cap on STRs

A cap of 120 STRs has been established for the Town of Drumheller in 2024. The cap is reviewed on an annual basis and updated based on the effect of the STRs on the community. Based on current STR data, we believe that the amount of STRs in the community has increased by 67% each year (an increase from 43 to 130) over the past three (3) years.

The cap on STRs has been implemented in order to manage STR growth and protect the quality of our neighbourhoods.

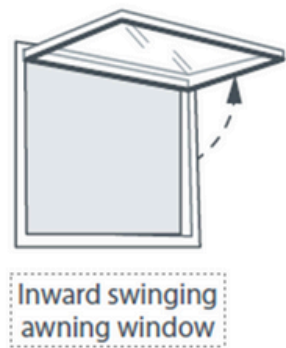
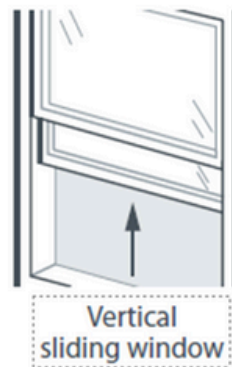
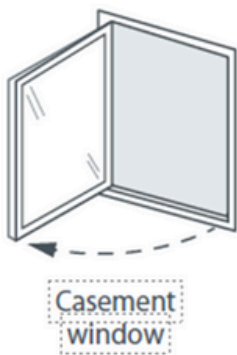
# Safe Stays

Safety requirements for STR hosts are crucial to build trust and confidence amongst guests and protect the host from liability. By implementing safety measures, hosts prioritize guest well-being and protect their property. A safe environment fosters a positive experience, leaving a lasting impression on guests and encouraging return visits.

By licensing your STR with the Town of Drumheller, you agree to implement all the safety requirements below and consent to inspections if any guest submits complaints regarding the health and safety of your property.

## Window Requirements

Rooms available for rent must have at least one window that can be fully opened and used to escape during an emergency. Windows must be clear of any obstructions on the interior and exterior. Identified below are recommended window styles. The shaded areas represent unobstructed openings that must be 0.35m<sup>2</sup> with no dimension less than 380mm.



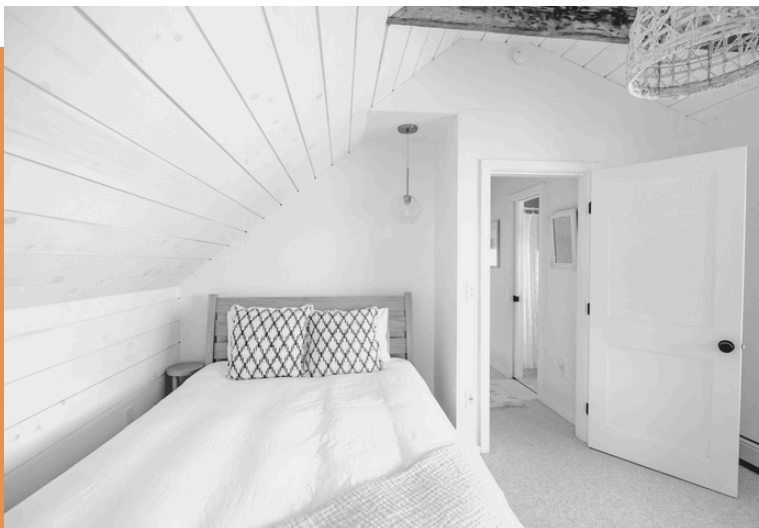
## Maximum Number of Guests

STR hosts cannot allow more than two people per bedroom. This limit does not include Minors under the age of 12. This ensures the safety of guests and neighbourhood quality by addressing issues of overcrowding.

## Emergency Contact List

The following information must be posted in a conspicuous location in case it is needed by the guest:

- Name, phone number and email address of an emergency contact person who lives in Drumheller and who can be reached twenty-four (24) hours per day during rental periods
- The contact information for local emergency services in the Town of Drumheller
- The Town of Drumheller SeeClickFix STR Compliant Portal



## Smoke Alarms, Carbon Monoxide Detectors and Fire Extinguishers

Instructions on operating an alarm panel with any applicable passcodes and contact numbers must be placed in a conspicuous location.

The use of smoke detectors must comply with building codes. This means that you must install smoke detectors inside bedrooms, common living areas and furnace rooms. It is recommended that interconnected monitoring smoke detectors be installed.

Carbon monoxide detectors must be placed in all bedrooms and common living areas.

There must be a minimum of one (1) portable 2A10BC or 5lb fire extinguisher in the STR. It is recommended that it be installed in a visible location on the wall near a common exit.

Remember to check that all smoke alarms, carbon monoxide detectors and fire extinguishers are in working order and not expired.

## Emergency Lighting

It is required that some form of emergency lighting be installed within the rental. Battery-operated nightlights are a cost-efficient way of providing emergency lighting. Even flashlights on the nightstand can save someone's life in the event of an emergency.

Some form of luminescent emergency exit signage is also required. Low-cost photo-luminescent signage can be purchased from most hardware stores and are easy to install.

## Business Licence Bylaw 06.23

The regulations for Short-Term Rentals are established in Section 10 of the Business Licence Bylaw. All STR hosts should read the Bylaw in addition to this guide.

To read the Business Licence Bylaw scan the QR code or visit:

<https://www.drumheller.ca/your-municipality/bylaws>



## Overlapping Bookings

Short-term rental operators are permitted to offer only one booking at a time. Operators who are interested in offering multiple units for rent in one property can do so under a Bed & Breakfast designation. More information can be found at [drumheller.ca](http://drumheller.ca).

## Home Escape Plan

STR hosts must post a Home Escape Plan on the door of each sleeping area and at the entrance of the STR. Home Escape Plans must identify two (2) exits, such as through a door or window. Make sure these exits are free of furniture, clutter, or anything else that may block egress in case of an emergency. The Home Escape Plan must also indicate:

- The location of all rooms (living rooms, kitchens, bathrooms, etc.) and doors within the house
- The location of all sleeping spaces
- The number of beds per sleeping space
- The location of fire extinguisher(s), carbon monoxide detectors, and smoke alarms marked with identifiers. Smoke alarms and carbon monoxide detectors should be in each sleeping room, outside each sleeping area and on every level of the home.
- The location of a muster point outside where everyone should gather in case of an emergency. This should be an easily recognizable nearby landmark like a neighbour's house, or telephone pole.





## Photos

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The photos will be used in conjunction with the floor plan to determine if the space is safe for guests and if a licence should be issued.

Please provide photos of:

- All sleeping spaces
- All facilities that will be used by guests (living rooms, kitchen, bathrooms, etc.)

## Posted Information

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The following information must be posted in a conspicuous location in case it is needed by the guest. We recommend next to the front entrance or on the back door of the guests bedroom.

- Emergency Contact List
- Home Escape Plan
- Business Licence Number

## Advertising

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In order for your guests to know your STR is a licensed accommodation service, STR hosts are required to include the following in all advertisements for their STR:

- Business Licence Number
- A link to The Town of Drumheller SeeClickFix Portal for STR related complaints

## Insurance

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Hosts are required to possess and provide proof of some form of Home-Sharing or Short-Term Rental Insurance.

Home-Sharing Insurance is specifically designed for people who rent out their homes on a short-term basis and covers losses not covered by the host protection insurance offered by online brokers such as Airbnb or VRBO, or by traditional home insurance.



# Good Host, Good Neighbour

The Town of Drumheller bylaws are in place to ensure good neighbour relations and help keep our community enjoyable for residents and visitors alike. It is important to understand and provide information to guests regarding applicable bylaws and community standards.

Relevant bylaws include the Community Standards Bylaw, Traffic Bylaw and Responsible Pet Ownership Bylaw.

For more information, please read the relevant bylaws at [drumheller.ca/your-municipality/bylaws](http://drumheller.ca/your-municipality/bylaws)



## Quiet Times

Guest noise, traffic and bad behaviour can negatively impact neighbouring residents. We ask that hosts remind guests of the importance of respecting noise levels.

Quiet times are between 10:00pm and 7:00am on weekdays, and between 10:00pm and 9:00am on weekends.



## Parking

Although there are no specific parking requirements for STR hosts, we ask that guests park in front of the STR whenever possible to avoid disruptions to neighbouring residents.

Recreational vehicles MUST be parked adjacent to the STR property line and can be parked for a maximum of seventy-two (72) consecutive hours.



## Garbage Collection

Garbage collection is managed by the Town of Drumheller. Disposal is managed by the Drumheller and District Solid Waste Management Association (DDSWMA).

Garbage collection and disposal includes:

- Weekly curbside solid waste pickup
- The annual Community Clean Up program

Information regarding pickup times can be found at [drumheller.ca/live/town-services/garbage-collection](http://drumheller.ca/live/town-services/garbage-collection)



## Animal Control

Pets must be leashed and in control at all times, except in designated “off-leash” zones. Pet owners must pick up after their dogs. Pet owners must limit excessive barking or howling.

## Bylaw and Protective Services

In the event of an emergency, dial 911.

### Bylaw

403-823-1363

### Animal Control

403-823-7590

### Fire Department

403-823-1323

### Public Works After Hours

403-823-2512

## Royal Canadian Mounted Police (RCMP)

75 Riverside Drive E

The Drumheller Municipal RCMP Detachment is the place to go for criminal records checks, general information, non-emergency complaints, police certificates, to report a crime and vulnerable sector checks.

### RCMP (emergency)

911

### RCMP (non-emergency)

403-823-2630

## Town of Drumheller Bylaws

To review the Town of Drumheller bylaws, please scan the QR code or visit [drumheller.ca/your-municipality/bylaws](http://drumheller.ca/your-municipality/bylaws)



# Showcasing the Valley

We want to create a positive tourism experience for all the guests in the valley, no matter how long or short their stay is. By actively encouraging visitors to explore the area, hosts contribute to increased visitor spending on accommodations, dining, entertainment and other local services, consequently injecting a substantial financial boost into our local economy.

Travel Drumheller publishes an annual Exploration Guide showcasing activities and events in the area. This guide can be found at the Visitor Information Centre. An online version can be found on the Travel Drumheller Website by scanning the QR code or visiting <https://traveldrumheller.com/2023-exploration-guide/>.



## Drumheller's Tourism Industry

Below are some tips to get involved in Drumheller's growing tourism industry:

- Become a Partner of Travel Drumheller. For more information, see <https://traveldrumheller.com/industries/become-a-partner/>
- Become a Member of the Drumheller and District Chamber of Commerce. For more information, see [drumhellerchamber.com](http://drumhellerchamber.com).
- Take part in the Drum Discovery Program. This two-day program equips locals with the skills to help guests make the most of their time in the Drumheller Valley. For more information, see [traveldrumheller.com](http://traveldrumheller.com).
- If you are interested in opening your home to seasonal employees for longer than twenty-eight (28) days, please consider becoming part of the Home Share Drumheller project. For more information, please see <https://happipad.com/drumheller/>
- Showcase local events to your guests by keeping up to date on the Travel Drumheller Events Calendar ([traveldrumheller.com/plan-your-trip/event-calendar](http://traveldrumheller.com/plan-your-trip/event-calendar)), Drumheller Online Events Calendar ([drumhelleronline.com/events](http://drumhelleronline.com/events)), and the Town of Drumheller Facebook page and Events Calendar ([drumheller.ca/your-municipality/calendar](http://drumheller.ca/your-municipality/calendar)).





## Application Check List

- Name of applicant  
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- Two pieces of ID  
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- Home Escape Plan  
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- Emergency Contact List  
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- Proof of Home-Sharing Insurance  
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- Address of the property for rent  
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- Proof of primary residence  
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- Photos detailing the location of sleeping areas and other facilities intended to be used by the guest(s) within the STR  
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- Property owner authorization (if applicable)  
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## Short-Term Rental Host Emergency Contact List

Name: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Email Address: \_\_\_\_\_

Property Address: \_\_\_\_\_

(You are here)

### For emergency calls regarding:

- Reporting a crime
- Reporting a fire
- Seeking emergency medical assistance



### For non-emergency concerns regarding:

- Noise concerns
- Parking concerns
- STR complaints



Download the SeeClickFix app today.

