

THE CORPORATION OF NORFOLK COUNTY

BY-LAW NO. ____-2026

*A By-law to register, regulate and govern Short-Term Rentals in Norfolk County
(Option B – Open Model)*

VERSION B – MODERN CORE BY-LAW WITH DETAILED SCHEDULES

RECITALS AND AUTHORITY

WHEREAS sections 8 and 10 of the Municipal Act, 2001, S.O. 2001, c. 25 authorize municipalities to pass by-laws respecting matters within their spheres of jurisdiction;

AND WHEREAS section 151 of the Municipal Act, 2001 authorizes municipalities to license, regulate and govern businesses;

AND WHEREAS section 391 authorizes municipalities to impose fees and charges for services or activities provided by the municipality;

AND WHEREAS section 429 authorizes a municipality to establish a system of fines for offences under a by-law;

AND WHEREAS sections 434.1 and 434.2 authorize a municipality to establish a system of administrative monetary penalties and related procedures, including the appointment of screening officers and hearing officers;

AND WHEREAS sections 436 to 438 authorize municipal inspections and related powers;

AND WHEREAS Council considers it advisable to regulate Short-Term Rentals to protect public health and safety, maintain neighbourhood compatibility, and support responsible tourism;

NOW THEREFORE the Council of The Corporation of Norfolk County enacts as follows:

PART 1 – INTERPRETATION AND DEFINITIONS

1.1 Interpretation

In this By-law, words importing the singular include the plural and vice versa, and words importing any gender include all genders. Headings are for convenience only and do not form part of the By-law.

1.2 Definitions

- “Applicant” means a person applying for a Registration under this By-law.
- “By-law Enforcement Officer” means a municipal law enforcement officer or other person appointed or authorized by the County to enforce this By-law.

- “Council” means the Council of The Corporation of Norfolk County.
- “Dwelling Unit” means a self-contained residential unit with independent kitchen and bathroom facilities.
- “Effective Date” means the date this By-law comes into force pursuant to Part 12.
- “Hearing Officer” means a person appointed by Council to hear appeals under the AMP system pursuant to the Municipal Act, 2001.
- “Manager” means the Director responsible for the administration of this By-law, or their designate.
- “MAT” means the Municipal Accommodation Tax imposed by the County under its MAT by-law, where in effect.
- “Operator” means a person who owns, controls, manages, or is responsible for the operation of a Short-Term Rental, including an owner, a tenant with written owner consent, or an authorized agent.
- “Registration” means a Short-Term Rental Registration issued under this By-law.
- “Registrant” means a person to whom a Registration has been issued.
- “Responsible Person” means an Operator or other person designated by the Operator who is available 24/7 and capable of responding to complaints or emergencies within the response time set out in Schedule E.
- “Screening Officer” means a person appointed by the County to review AMP disputes pursuant to the Municipal Act, 2001.
- “Short-Term Rental” or “STR” means all or part of a Dwelling Unit offered for temporary sleeping accommodation for compensation for 30 consecutive days or less.
- “STR Premises” means the lands and buildings where the STR is operated.

PART 2 – APPLICATION AND SCOPE

2.1 This By-law applies to all Short-Term Rentals operated within Norfolk County.

2.2 This By-law does not apply to hotels, motels, inns or similar commercial accommodations licensed or registered under a separate municipal regime, nor to campgrounds or recreational vehicle parks, nor to accommodation provided without compensation.

PART 3 – REGISTRATION REQUIREMENT

3.1 Every person who operates an STR within Norfolk County shall obtain and maintain a valid Registration issued under this By-law prior to commencing or continuing operations

3.2 A Registration is not transferable and does not run with the land. A new Registration is required upon any change in Operator.

3.3 The Registrant shall display the Registration number on all advertisements and listings and in a conspicuous location within the STR Premises.

PART 4 – REGISTRATION TERM, RENEWAL AND FEES

4.1 Term: A Registration is valid for one (1) year from the date of issuance unless suspended or revoked.

4.2 Renewal: Renewal applications must be submitted before expiry, accompanied by updated insurance and the Annual Statutory Declaration (Schedule D). The Applicant shall acknowledge, in the renewal application, that they have read and understand this By-law.

4.3 Fee: The annual registration fee shall be charged in accordance with the County's Fees and Charges By-law, as amended from time to time, and may be amended by Council through the Fees and Charges By-law.

4.4 First-year waiver: Council may, by resolution and subject to budget approval and legal review regarding municipal bonusing restrictions, waive the Registration fee and/or initial inspection fees during the first program year.

4.5 Fees are non-refundable except as required by law.

PART 5 – OPERATING STANDARDS

5.1 The Registrant shall operate the STR in compliance with all applicable County by-laws and provincial laws, including zoning, noise, parking, property standards, and fire and building codes.

5.2 The Registrant shall maintain, at all times, the minimum insurance and life-safety requirements in Schedules C and D.

5.3 Occupancy: Maximum occupancy shall be determined in accordance with Schedule A.

5.4 Responsible Person: The Registrant shall designate a Responsible Person and meet the response standards in Schedule E.

5.5 Guest Conduct: The Registrant shall provide and enforce a Guest Code of Conduct consistent with Schedule C.

PART 6 – INSPECTION AND ENFORCEMENT

6.1 The County may conduct inspections for the purpose of determining compliance with this By-law in accordance with sections 436 to 438 of the Municipal Act, 2001.

6.2 First issuance inspection is mandatory, and renewal inspections occur every three (3) years, with additional inspections as set out in Schedule E.

6.3 No person shall obstruct an officer acting under lawful authority.

PART 7 – ADMINISTRATIVE MONETARY PENALTIES

7.1 Officials shall exercise enforcement as per applicable Codes pursuant to respective legislation or through the use of the municipal administrative monetary penalty system as the official deems appropriate. Where the AMP System is in effect, it shall be administered pursuant to sections 434.1 and 434.2 of the Municipal Act, 2001.

7.2 The Manager administers the AMP System, including issuing AMP Notices.

7.3 AMP amounts and procedures are set out in Schedule C.

7.4 Unpaid amounts shall be collected in accordance with either the County's Accounts Receivable Collection Policy or the Provincial Offences Act Fine Collection Policy, as applicable.

PART 8 – SCREENING AND HEARING REVIEWS

8.1 Screening Review: A person who receives an AMP Notice may request a review by a Screening Officer within the time set out in Schedule C.

8.2 Hearing Review: A person may appeal a Screening Officer decision to a Hearing Officer within the time set out in Schedule C.

8.3 The decision of the Hearing Officer is final, subject only to judicial review.

PART 9 – SUSPENSION, REVOCATION AND OFFENCES

9.1 The Manager may suspend or revoke a Registration for non-compliance, repeated contraventions, failure to maintain insurance, serious safety deficiencies, or failure to remit MAT where applicable.

9.2 Every person who contravenes this By-law is guilty of an offence and is liable upon conviction to a fine as provided for in the Provincial Offences Act and section 429 of the Municipal Act, 2001, in addition to AMPs where applicable.

PART 10 – MAT INTEGRATION

10.1 Where MAT is in effect, Registrants shall register for and remit MAT in accordance with the County's MAT by-law and related administrative policies.

PART 11 – SEVERABILITY AND CONFLICT

11.1 If any provision of this By-law is held invalid, the remainder shall continue in force.

11.2 In the event of conflict with another County by-law, the more restrictive provision applies unless otherwise stated.

PART 12 – COMING INTO FORCE AND TRANSITION

12.1 This By-law comes into force and effect on the date that is 120 days after the date of passage (the Effective Date).

12.2 Existing STR Operators shall have six (6) months following the Effective Date to Register (the Transition Period).

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SCHEDULE A – OCCUPANCY AND CAPACITY STANDARD

A1. Maximum occupancy for an STR shall not exceed the lesser of:

- (a) the private septic system design capacity (where the STR Premises is served by a private septic system);
- (b) the maximum occupancy established by the Ontario Building Code and any applicable condition of a building permit, as determined by the Chief Building Official; and
- (c) any maximum occupancy imposed as a condition of the Registration.

A2. The Registrant shall maintain documentation of septic design capacity where applicable and provide it upon request.

SCHEDULE B – FEES

B1. Annual STR Registration Fee as established in the County's Fees and Charges By-law. The registration fee covers the registration itself only. Additional fees may be charged by each agency for inspections required at initial registration and at renewal, as applicable.

B2. Council may waive fees and/or initial inspection fees in the first program year by resolution, subject to budget approval.

SCHEDULE C – MINIMUM STANDARDS AND AMP SYSTEM

C1. Minimum Standards (Summary)

- Life-safety: smoke alarms, carbon monoxide alarms, fire extinguisher(s), clear egress, emergency information posted. These requirements apply to all STRs regardless of Fire Code classification.
- Insurance: minimum \$2,000,000 general liability with STR use disclosed.
- Guest Code of Conduct: quiet hours, parking, waste, occupancy, emergency contact, open-air burning restrictions, and by-law compliance.
- Parking/Waste: provide guest instructions and comply with applicable by-laws and collection schedules.

C2. AMP Amounts (Aggressive Deterrent)

- Operating an STR without a valid Registration: \$5,000
- Second offence – operating without a valid Registration (within 24 months): \$7,500
- Continuing operation without a Registration (per day): \$1,000/day
- Operating during suspension or after revocation: \$5,000
- Exceeding maximum occupancy (Schedule A): \$2,500
- Failure to maintain required insurance: \$5,000
- Failure to maintain required life-safety equipment / serious safety deficiency: \$5,000

- False or misleading information / false declaration: \$5,000
- Failure to display Registration number in advertising/listing: \$1,000
- Failure to designate/maintain Responsible Person or meet response standard: \$1,500
- Failure to remit MAT where applicable: \$5,000
- Permitting a non-compliant open-air burn on property: \$500

C3. AMP Procedure and Timelines

- Payment Due: within 15 calendar days of the AMP Notice date unless otherwise stated.
- Screening Review Request: within 15 calendar days of the AMP Notice date.
- Hearing Review Request: within 15 calendar days of the Screening Officer decision date.
- Failure to request review within timelines is deemed acceptance of the AMP Notice or Screening decision.
- Unpaid amounts shall be collected in accordance with either the County's Accounts Receivable Collection Policy or the Provincial Offences Act Fine Collection Policy, as applicable.

SCHEDULE D – INSURANCE AND ANNUAL DECLARATION

D1. Insurance

Maintain comprehensive general liability insurance of at least \$2,000,000 per occurrence that explicitly covers STR operations at the STR Premises.

D2. Annual Statutory Declaration

On renewal (and upon request), the Registrant shall submit an Annual Statutory Declaration of Compliance in the form approved by the Manager, including self-inspection checklist and photo verification requirements.

SCHEDULE E – INSPECTION CADENCE AND TRIGGERS

- Initial inspection: mandatory prior to first issuance. Required Norfolk County agencies: Building Department, Fire Services, and By-law Services; Grand Erie Public Health as required for accommodations offering food services and those on small drinking water systems
- Renewal inspection: every three (3) years. Required agencies: Fire Services and By-law Services. Building Department involvement as warranted by material changes. Grand Erie Public Health as required for accommodations offering food services and those on small drinking water systems
- Complaint-driven inspection: where warranted.
- Material change inspection: where alterations affect safety/occupancy.
- Responsible Person response: within 60 minutes for non-emergencies; immediately for emergencies.

ENACTMENT

READ A FIRST, SECOND AND THIRD TIME AND FINALLY PASSED this ____ day of _____,
2026.

MAYOR

CLERK

DRAFT

THE CORPORATION OF NORFOLK COUNTY

SHORT-TERM RENTAL (STR)

ANNUAL STATUTORY DECLARATION OF COMPLIANCE

1. Operator and Property Information

Registration Number: _____

STR Municipal Address: _____

Legal Description (if required): _____

Name of Registrant/Operator: _____

Mailing Address: _____

Telephone: _____ Email: _____

2. Statutory Declaration

I, _____, being the Registrant and/or authorized Operator of the above-noted STR Premises, DO SOLEMNLY DECLARE THAT:

3. Registration Status

I am the lawful Owner, Tenant (with written Owner authorization), or Authorized Agent of the STR Premises.

I hold a valid STR Licence issued by Norfolk County.

There has been no change in ownership or operation unless disclosed in writing to the County.

4. Occupancy Compliance (Schedule A)

Maximum occupancy does not exceed the lesser of septic capacity, Fire/Building Code limits, or Licence conditions.

No additional bedrooms or sleeping areas have been added without County approval.

5. Life-Safety Compliance

Smoke alarms are installed, functional, and tested.

Carbon monoxide alarms are installed and functional where required.

Fire extinguisher(s) are installed and accessible.

- Emergency exits are unobstructed and accessible.
- Emergency contact information is posted within the STR.

6. Insurance

- A valid \$2,000,000 general liability insurance policy is in place.
- Insurance explicitly covers Short-Term Rental operations.

Certificate of Insurance attached: Yes No

7. Responsible Person

- A Responsible Person is designated and available 24/7.
- Responsible Person can respond within 60 minutes (non-emergency) and immediately for emergencies.

8. Guest Management and Neighbourhood Compatibility

- Guest Code of Conduct is provided to all guests.
- Occupancy limits, parking, waste, and quiet hours are clearly communicated.
- Reasonable steps are taken to prevent nuisance and neighbourhood disruption.

9. Parking and Waste Compliance

- Guest parking complies with municipal by-laws.
- Waste disposal complies with municipal collection schedules and by-laws.
- No ongoing nuisance, odour, or waste issues exist.

10. MAT Compliance (If Applicable)

- STR is registered for Municipal Accommodation Tax (if applicable).
- All MAT collected has been remitted as required.
- No MAT arrears exist.

11. Alterations and Material Changes

- No alterations affecting occupancy or safety have occurred without permits and County notification.
- No material changes have occurred that would affect Licence eligibility.

12. Acknowledgement of Enforcement

I understand that false or misleading information may result in Administrative Monetary Penalties, Registration suspension/revocation, or prosecution.

I understand that this declaration does not limit the County's inspection authority under the Municipal Act, 2001.

13. Declaration

I make this solemn declaration conscientiously believing it to be true and knowing that it has the same force and effect as if made under oath.

Declared before me at the City/Town of _____

Province of Ontario, this ____ day of _____, 20 ____.

Commissioner for Taking Affidavits

Signature of Registrant

Name (Printed): _____