Township of SEVERN

Short-term Rental Licensing Program

Operator Program Guide



severn.ca

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ABOUT THIS GUIDE

Township of Severn is implementing a Short-term Rental Licensing Program to support responsible short-term rental activity, improve operator accountability, and provide clearer information for operators, renters, residents, and neighbouring property owners.

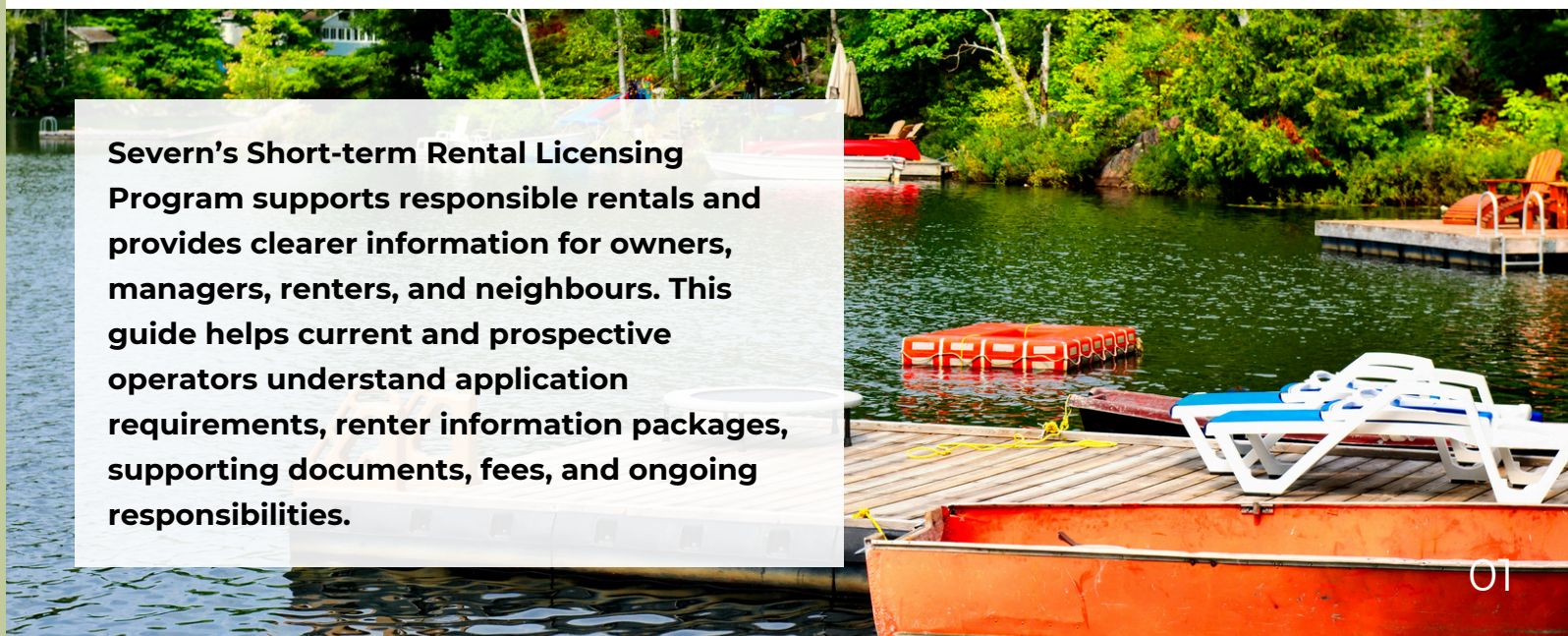
This guide is written for current and potential short-term rental operators. It explains what operators should prepare before applying, what must be included with an application, what information renters must receive, and what responsibilities continue after a licence is issued. Operators should review final by-law requirements, application forms, fees, and Township instructions before submitting an application.

WHO SHOULD USE THIS GUIDE?

Use this guide if you own, manage, or are preparing to operate a short-term rental in Severn. The final licensing by-law will confirm definitions and requirements. Operators are responsible for confirming whether their property and rental activity require a licence.

This guide applies to:

- property owners who rent all or part of a property on a short-term basis
- property managers or agents applying on behalf of an owner
- owners who need to prepare a renter information package, floor plan, site diagram, responsible person information, and supporting documentation
- prospective operators who want to understand fees, timelines, and expectations before advertising a rental



Severn's Short-term Rental Licensing Program supports responsible rentals and provides clearer information for owners, managers, renters, and neighbours. This guide helps current and prospective operators understand application requirements, renter information packages, supporting documents, fees, and ongoing responsibilities.

PROGRAM AT A GLANCE

Topic	What operators need to know
Launch date	January 1, 2027
Application format	Online application form with upload sections for required documents and supporting materials.
Licence fee	$250 per rental bedroom plus HST (13%).
Property inspections	No routine property inspections are included in this licensing approach. Enforcement focuses on complaints, compliance, and follow-up with inspections only when required upon receipt of a complaint.
Responsible person	A designated responsible person must be available at all times, respond by phone or email within one hour, and be able to attend the property within two hours.
Renter package	Operators must prepare and provide renters with a package that includes rules, contact information, property information, and emergency or local service details.
Existing by-laws	Regulations for noise, parking, garbage, fireworks, open-air burning, property standards, and other applicable by-laws continue to apply.



The program regulates short-term rentals. It is not intended to prohibit responsible short-term rental activity. Operators who meet program requirements, provide clear information to renters, and respond promptly to issues should be able to continue operating.

HOW TO APPLY

Applications will be submitted through an online form at **severn.ca/strs**. Operators should prepare all supporting materials before starting the application so that required files can be uploaded at the same time.

1. **Review the final Short-term Rental Licensing By-Law, this guide, and the application checklist.**
2. **Confirm the number of bedrooms being used for the rental and calculate the expected licence fee.**
3. **Prepare proof of ownership or written permission to operate the rental.**
4. **Complete the Licensee Code of Conduct and gather all supporting documents.**
5. **Create a floor plan and site diagram that show the required property information.**
6. **Identify the responsible person and confirm their phone number and email address.**
7. **Prepare the renter information package and renter code of conduct.**
8. **Complete the online application form, upload required documents and pay the applicable fee.**
9. **Watch for Township follow-up and respond promptly if more information is requested.**
10. **Once licensed, keep the renter package, contact information, advertising, and property information up to date.**

FEES AND TIMING

Fees are due with the application. Bedrooms should match the floor plan, occupancy information, and advertising or listing materials. Applications should be complete before submission to avoid processing delays.

Note: Fees shall be subject to an annual inflationary adjustment.

APPLICATION CHECKLIST

Use this checklist to prepare the application package. The final online form may include additional required fields or uploads.

Done	Item	Notes
	Completed licence application	Complete the online form with property, owner, operator, and responsible person details.
	User fee(s)	Pay $250 per rental bedroom.
	Proof of ownership	Upload a current tax bill or water bill showing ownership of the property.
	Written permission, if applicable	Required if the applicant is not the registered property owner or if another person is authorized to operate the rental.
	Signed Licensee Code of Conduct	The licence holder must sign and agree to the program expectations and operator responsibilities.
	Floor plan	Show the part of the property used as a rental, bedrooms, bedroom windows, and fuel-fired appliances.
	Site diagram	Show property lines, buildings, structures, parking, decks, docks, wells, septic tanks, and renter amenities.
	Responsible person information	Provide the name, phone number, and email address of the responsible person.
	Renter information package	Upload the package that will be provided to renters before or during their stay.
	Advertising materials	Upload current or sample listing materials that show how the property is advertised.

SITE DIAGRAM AND FLOOR PLAN

Operators must provide clear property information so the Township can understand how the short-term rental is being used and how renters will access the property and amenities.

SITE DIAGRAM

The site diagram should show the property and exterior features that relate to renter use, parking, safety, and neighbourhood impacts.

- property lines
- location of all buildings and structures
- exterior decks, docks, and other exterior structures
- location of parking areas available to renters
- open-air burning area or fire permit location, if applicable
- well and septic tank locations, if applicable
- beach area, personal boat launch, ramps, hot tub, or similar renter amenities, if applicable
- any other exterior areas that will be used by renters

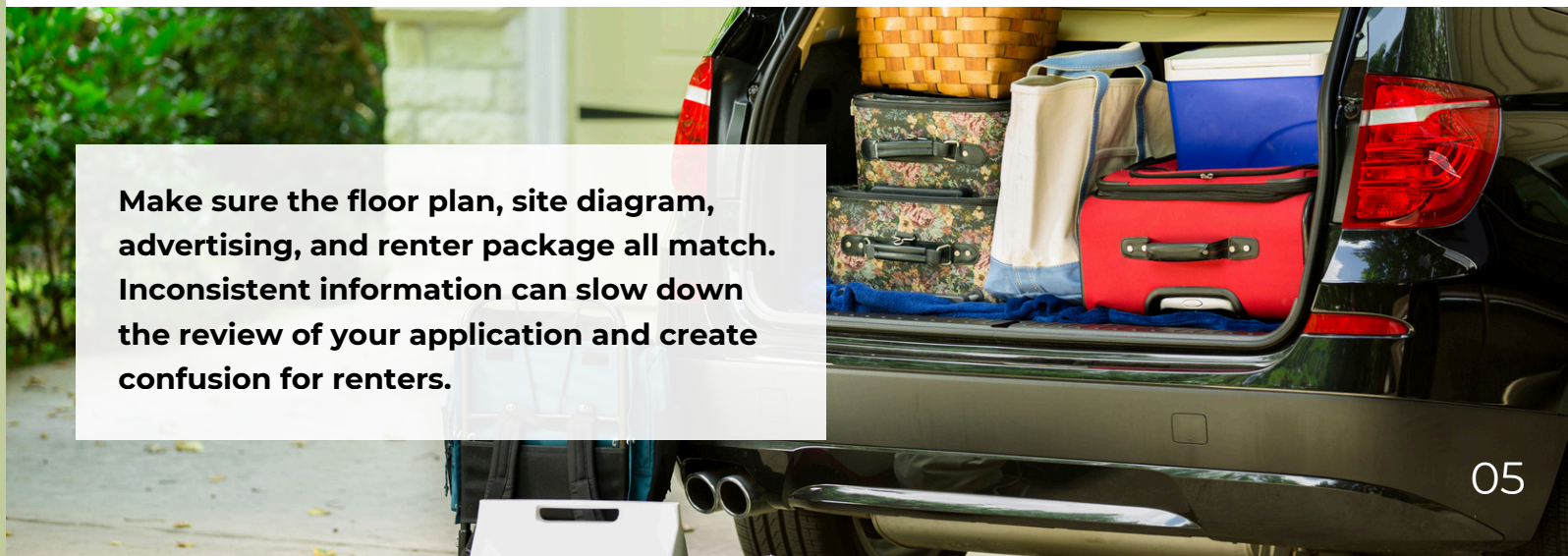
A sample site diagram is included as Appendix C.

FLOOR PLAN

The floor plan should be simple, readable, and labelled. It does not need to be professionally drafted. However, it must clearly show the rental layout, including:

- the part of the property or dwelling being used as the short-term rental.
- all bedrooms that will be used by renters
- windows in bedrooms
- fuel-fired appliances, where applicable
- any areas that are not available to renters, if helpful for clarity

A sample floor plan is included as Appendix D.

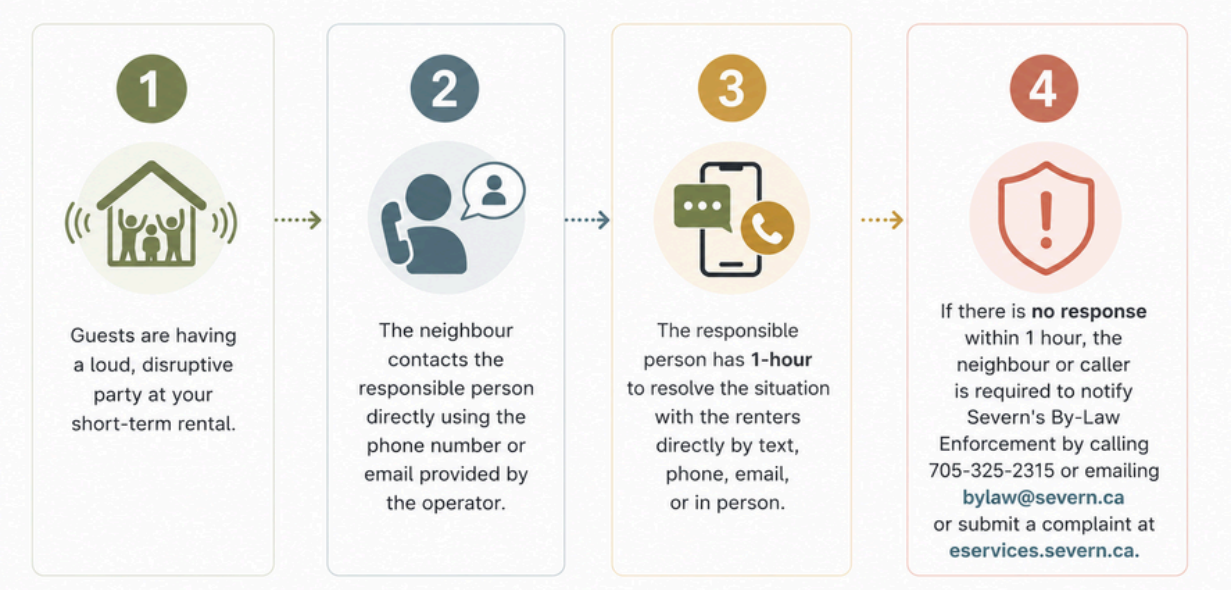


Make sure the floor plan, site diagram, advertising, and renter package all match. Inconsistent information can slow down the review of your application and create confusion for renters.

RESPONSIBLE PERSON INFORMATION

Every short-term rental must have an owner, operator, or designated responsible person who can respond to issues quickly. This person is the main contact for renters and may also be contacted about property-related concerns.

4-STEPS TO HANDLING A STR COMPLAINT



The name, phone number, and email address of the responsible person must be included in both the licence application and the renter information package.

The responsible person should also be advised that their contact information will be made publicly available on the Township's website, along with basic information about the licensed short-term rental, such as the property address, number of licensed rental rooms, and maximum number of permitted renters.

Operators must notify the Township and update the renter information package if the responsible person or their contact information changes.



The responsible person must:

- **be available at all times while the property is being rented.**
- **be able to respond by phone or email within one hour.**
- **be able to attend the property within two hours when required.**

RENTER INFORMATION PACKAGE

Operators must prepare a renter information package and provide it to renters. The package must be uploaded with the application and made available to renters before arrival, at check-in, or in the rental unit. The renter information package should be written in plain language and should help guests understand local rules, who to contact, where to park, how to manage waste, and how to behave respectfully while staying in Severn.

RENTER PACKAGE TIPS

- Keep the package short and easy to read.
- Use headings, contact boxes, and icons where possible.
- Place a printed copy in a visible location inside the rental.
- Send a digital copy to renters before arrival when possible.
- Keep the package updated when Township rules, contact information, or property details change.

Done	Item	Notes
	Renter Code of Conduct	Clear expectations for noise, parking, garbage, fireworks, open-air burning, pets, trespass, respectful behaviour, and use of amenities.
	Responsible person contact information	Name, telephone number, and email address for the responsible person available to respond to renters and property issues.
	Advertising materials or listing information	A copy of current or sample advertising/listing information that matches the licence, occupancy, bedrooms, parking, and amenities.
	Floor plan	A renter-friendly version showing bedrooms, key areas, exits, and any areas not available to renters.
	Health and medical services information	Nearest health, medical, and emergency service information appropriate for renters.
	Waste disposal information	Garbage, recycling, collection, transfer station, storage, and disposal instructions, as applicable.
	Applicable by-law reminders	Plain-language reminders for noise, parking, fireworks, open-air burning, property standards, and other rules that renters must follow.
	Signed Licensee Code of Conduct	Include the signed operator commitment if required as part of the package or final application process.



QUESTIONS ABOUT THE LICENSING PROGRAM?

Contact the Township of Severn Customer Care Team for general program information and assistance in finding the correct forms or webpage.

Email: customercare@severn.ca

Phone: 705-325-2315

Administration Office:
1024 Hurlwood Lane, Severn

Website: **severn.ca/strs**

ADVERTISING AND LISTING INFORMATION

Advertising materials should accurately reflect the licensed rental. Operators should review all listings, booking platforms, social posts, and promotional materials before submitting the application and again after the licence is issued.

ADVERTISING REQUIREMENTS

- Advertised bedrooms must match the licensed bedrooms and floor plan.
- Advertising may not suggest occupancy or use beyond what the licence allows.
- Parking information must match the site diagram and renter package.
- Amenities such as docks, beaches, boat launches, ramps, decks, hot tubs, fire areas, or other exterior features must be consistent with the site diagram and renter package.
- Any house rules shared through a booking platform must at a minimum, align with the Renter Code of Conduct and Township by-laws.



Neighbours or nearby property owners can also report concerns directly to the rental platform where the property is listed. Platforms such as Airbnb, Vrbo, and RentbyOwner may take action on complaints, including fines or restrictions.

OPERATOR RESPONSIBILITIES

A short-term rental licence holder is responsible for operating in a way that respects neighbours, protects public safety, and supports compliance with Township by-laws and regulations.

Operators must:

- apply for and maintain a valid short-term rental licence
- provide accurate application information and keep it up to date
- provide renters with the renter information package and renter code of conduct
- identify a responsible person who can respond within the required timelines
- make sure renters understand the rules for noise, parking, garbage, fireworks, open-air burning, pets, trespass, and use of property amenities
- comply with occupancy limits and all applicable Township by-laws
- respond promptly to renter questions, neighbour concerns, and Township follow-up
- correct issues when they are identified and take steps to prevent repeat concerns



Licensing does not replace existing Township by-laws. Regulations for noise, parking, garbage, fireworks, open-air burning, property standards, and other matters continue to apply to short-term rental properties and renters.

COMPLAINTS, ENFORCEMENT, AND FOLLOW-UP

The licensing program is intended to support clearer accountability and complaint-based enforcement. Complaint information helps the Township identify repeat issues, focus follow-up, and determine appropriate enforcement.

Police matters, safety concerns, threats, trespassing, or emergencies should be directed to OPP or 911 in an emergency.

For any non-emergency complaint related to a short-term rental, the first step is to contact the responsible person for the property. Responsible person contact information is available at **severn.ca/strs-contacts**.

If the issue is not resolved after contacting the responsible person, concerns related to noise, parking, garbage, burning, and property standards should be reported to the Township using the online By-law Complaint form at **eservices.severn.ca**. Issues can also be reported by calling 705-325-2315 or by emailing bylaw@severn.ca. Complaints are confidential. However, please include your full name, address, and phone number. Anonymous complaints will not be investigated.

Township By-law Enforcement staff may contact the licence holder or responsible person if a concern is received or follow-up is needed. Operators should document issues, responses, and corrective action where appropriate.



For non-emergency short-term rental concerns, contact the responsible person first. If the issue is not resolved, submit a by-law complaint to the Township for follow-up and possible enforcement.

BEFORE YOU SUBMIT

Before submitting the online application, review the checklist below. A complete and consistent package will be easier to process and easier for renters to follow.

Done	Item	Notes
	Application is complete	All required fields are filled in and contact information is current.
	Fees are ready	Fee is calculated using $250 per rental bedroom.
	Ownership information is ready	Tax bill, water bill, or written permission is available to upload.
	Code of Conduct is signed	Licensee Code of Conduct is signed by the licence holder.
	Floor plan is clear	Rental area, bedrooms, bedroom windows, and fuel-fired appliances are labelled.
	Site diagram is clear	Property lines, structures, parking, wells, septic, docks, decks, hot tub, beach or boat launch are shown where applicable.
	Responsible person is confirmed	Name, phone number, and email are correct; person can respond within one hour and attend within two hours.
	Renter package is ready	Package includes required rules, contact information, floor plan, health and medical information, waste disposal information, by-law reminders, and other materials.
	Advertising is consistent	Listing details match the application, floor plan, site diagram, renter package, and licence.
	Copies are stored	Operator has saved copies of all submitted documents and the renter package.

APPENDIX A: RENTER PACKAGE COVER SHEET TEMPLATE

Operators can adapt this template for the first page of the renter information package.

Field	Information
Rental property address	
Licence holder name	
Licence number (when issued)	
Responsible person name	
Responsible person phone number	
Responsible person email	
Maximum permitted occupancy	
Designated parking areas	
Garbage and recycling instructions	
Nearest health or medical service	
Emergency services	Call 911 in an emergency

APPENDIX B: SAMPLE RENTER CODE OF CONDUCT

This Code of Conduct and acknowledgement must be completed by each renter.

Licensed Property Municipal Address: _____

Objective

The objective of this Code is to summarize the Corporation's regulations applicable to Renters of Short-Term Rentals to inform Renters and to minimize adverse impacts to residents in the neighbourhood while protecting the health, safety, and well-being of Persons.

Maximum number of Renters

The maximum number of Persons at a Licensed Property between 9:00 p.m. and 7:00 a.m. of the following day, Monday to Thursday, and from 11:00 p.m. and 9:00 a.m. of the following day, Friday to Sunday, including Statutory Holidays of the following day, shall not exceed: more than two (2) Persons on the Property for each Bedroom identified and approved as such on the floorplans submitted with the application for the Short-Term Rental Licence; or more than twelve (12) persons on the Property regardless of the number of Bedrooms.

Noise

Township of Severn's Noise By-law prohibits a Person from making, causing or permitting noise that disturbs others outside of permitted hours such as (but not limited to):

- loud music; and
- yelling, shouting, hooting;
- parking

Renters shall familiarize themselves with the on-site parking available on the Property, and be mindful of the Township's on-street Parking By-law.

Open-air Burning

Township of Severn's Open-air Burning By-law outlines where, when and how, and if you can have an Open-air burn on the Property. Requirements include obtaining a Fire Permit and following the by-law's regulations.

Dogs

Township of Severn's Dog Control By-law prohibits a dog from being at large on a neighbouring Property.

APPENDIX B: SAMPLE RENTER CODE OF CONDUCT, CONTINUED

Garbage and Recycling

Please review the County of Simcoe Solid Waste Management By-law and waste collection guides. The County coordinates garbage and organics collection in Severn, while residential recycling collection in Simcoe County is managed by Circular Materials. For waste drop-off locations, hours, and collection details, visit **simcoe.ca/waste**.

Fire and Safety Precautions

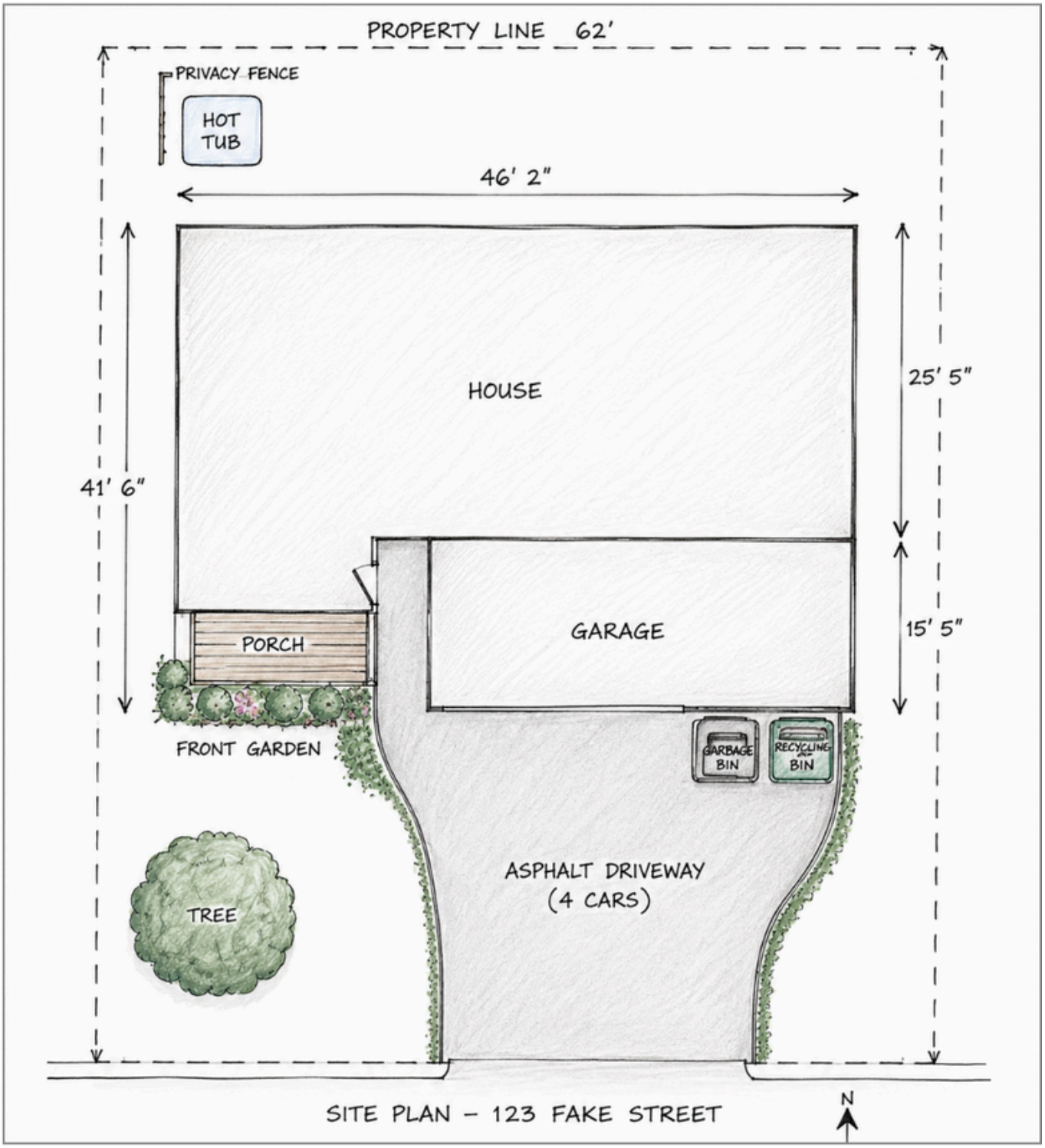
All Short-Term Rentals shall have operating smoke alarms in accordance with the provisions of the Ontario Fire Code. Should a Renter discover that any of the alarms are not operational, the Renter shall immediately notify the Responsible Person of the deficiency.

Renter(s) Acknowledgement (must be signed by every Renter):

I, having read the above, acknowledge that I am renting this Licensed Property from a valid Licensee in Severn and undertake to conduct myself as well as those who are occupying this Property at the same time in accordance with this Code and all applicable legislation and by-laws. I understand that my action(s), if found in contravention of applicable laws, may subject the Licensee to monetary penalties and enforcement measures and may include enforcement measures against myself, guests including fines.

Name of Renter (print) _____
Signature of Renter _____
Date _____
Name of Renter (print) _____
Signature of Renter _____
Date _____
Name of Renter (print) _____
Signature of Renter _____
Date _____
Name of Renter (print) _____
Signature of Renter _____
Date _____

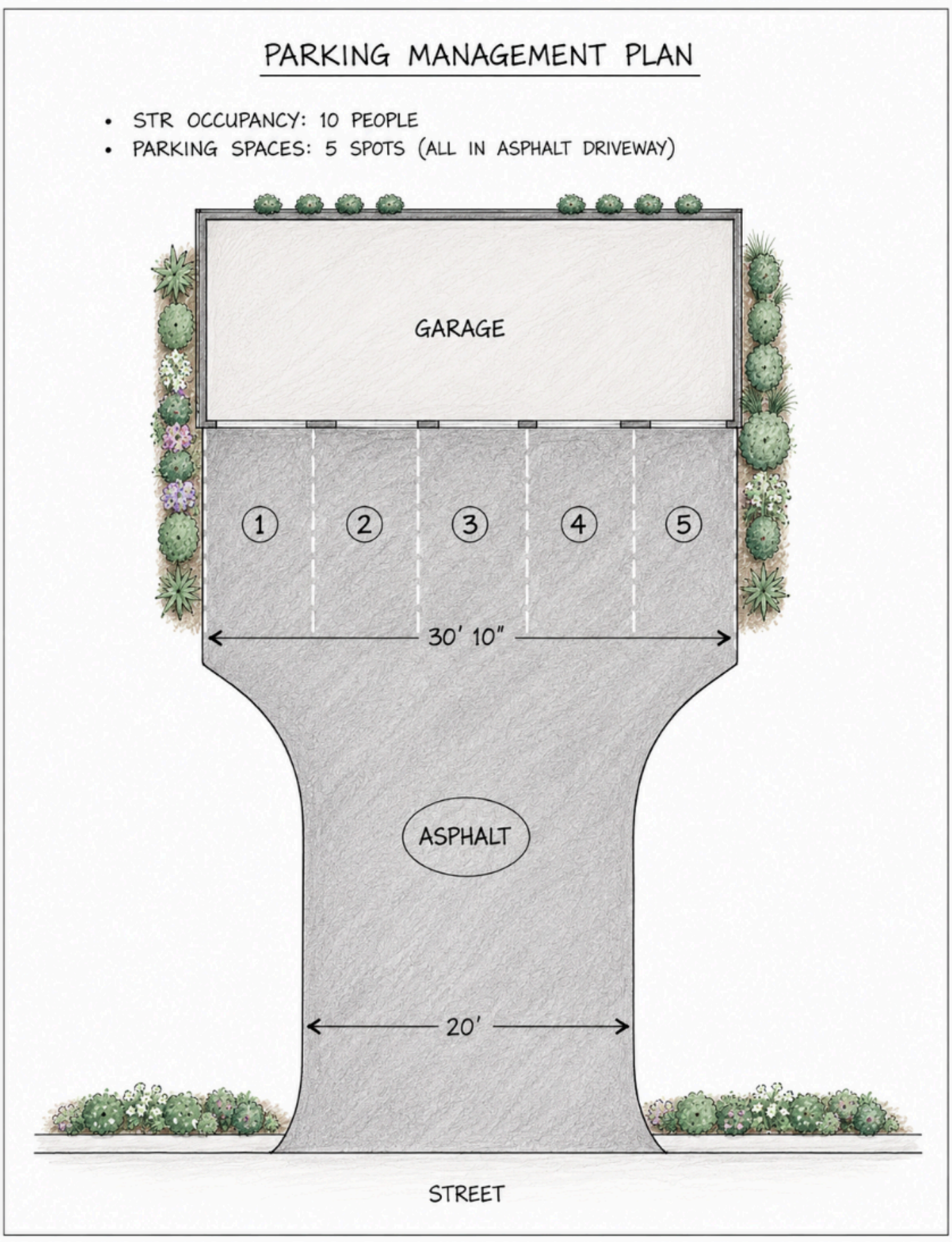
APPENDIX C: SAMPLE SITE DIAGRAM

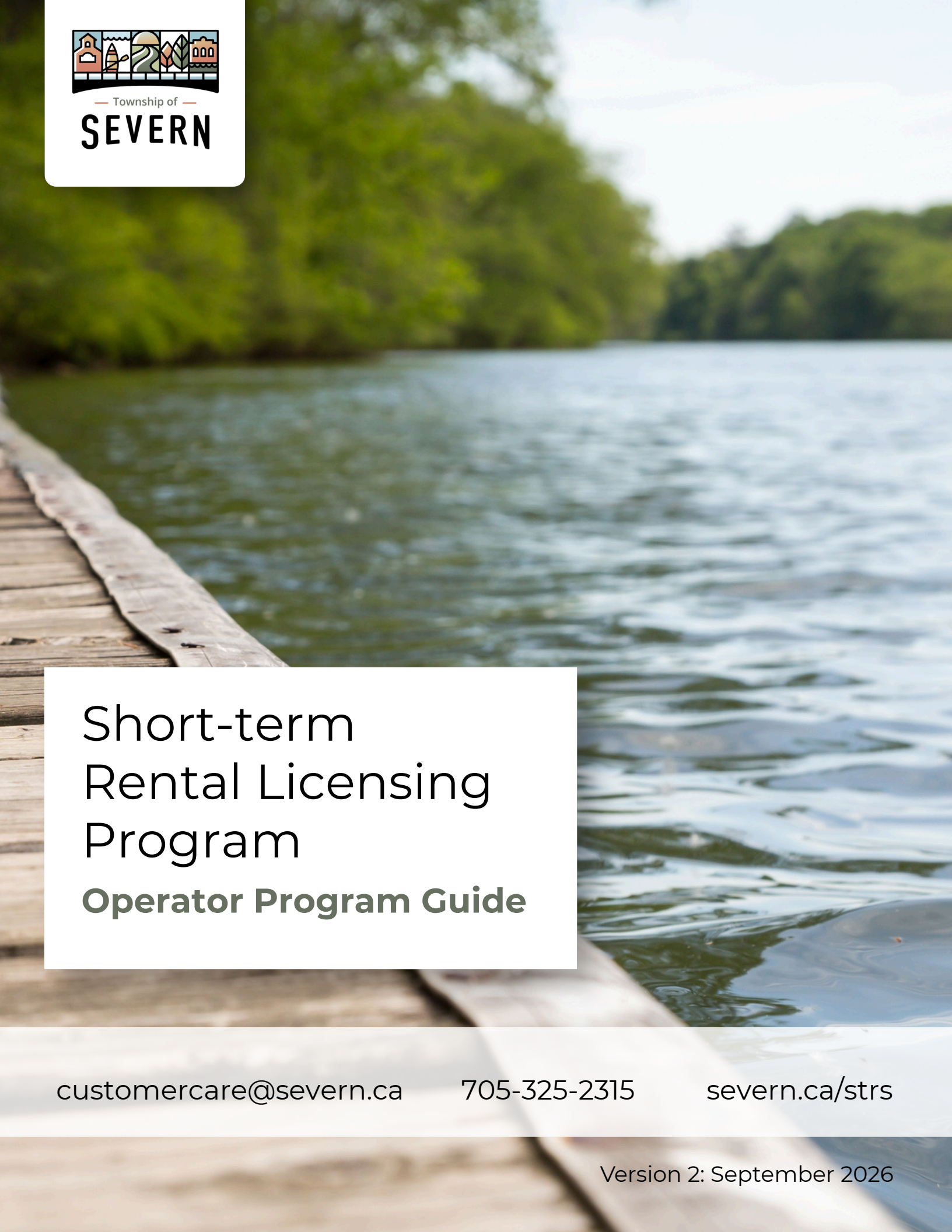


APPENDIX D: SAMPLE FLOOR PLAN



APPENDIX E: SAMPLE PARKING PLAN





Township of SEVERN

Short-term Rental Licensing Program

Operator Program Guide

customercare@severn.ca 705-325-2315 severn.ca/strs

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