

Best Practices

Hornby Island Short Term Rental Association (HISTRA) supports mindful, respectful tourism.

To support you in meeting this we established a set of Best Practices that:

- ✓ educating and informing guests about ways they can be respectful visitors
- ✓ focuses on environmental stewardship, ensuring the sustainable use of each property
- ✓ works with neighbours to promote harmonious relationships
- ✓ shares our properties responsibly by ensuring guests are aware and respect all aspects of the Hornby community.

Set Up For Success

1. Talk to your Neighbours

Your home is part of a neighbourhood, and your guests join that community for the time they stay. The most important thing you can do to ensure a successful rental is talk to your neighbours and ask how things are going with your rental. Ask if there are any concerns or positive feedback they would like to share. Communication with those around you is very important so that everyone feels part of the community and can share concerns if they come up.

You can also print and provide them with a printed copy of this information:

- Your Name
- The Name of your Vacation Rental
- A contact number to reach out to if they have any concerns
- The maximum number of rooms you rent and guests you allow
- How many weeks there will be rentals over the summer, when they will begin and end, when you expect to be at your home over the summer
- Information about your water management expectations or other things you think are important for your neighbours to know.

2. Rental Agreement

Ensure you have an up-to-date rental agreement that requires your guests to adhere to the rules and bylaws as outlined in the agreement.

Ensure you know who will be using your short-term rental and you have checked their references.

3. Smaller Footprints

You can ask your guests to leave a smaller footprint on Hornby. Bring their own linens and take them home to wash, take recycling and garbage off the island to their home systems. Wash and flush less often, reuse grey water from sinks in the garden. Take photos

not things from beaches and other natural areas. Respect the Indigenous history of the Island and the tone and rural nature of the neighborhood. Many visitors are happy to have a good understanding of local needs and concerns.

4. **Liability/Vacation Rental Insurance**

If you are renting your property frequently for Vacation rentals you should report this to your insurance company. In many cases your household insurance will not cover vacation rentals, and you could find yourself without insurance if something were to go wrong.

5. Provincial Registration. If you are offering a Vacation Rental anywhere in BC, you are required to register with the Province. You can do so using this link:

<https://www2.gov.bc.ca/gov/content/housing-tenancy/short-term-rentals/registry>

Please also see our Step by Step Guide under the HISTRA resources page.

6. **GST**

It is the law in Canada to report this income in the year you earn it. Over a certain limit (in 2025 the limit is \$30,000 of gross income) you are required to register for, charge and pay GST on your rental income.

You can register at: <https://www.canada.ca/en/revenue-agency/services/tax/businesses/topics/registering-yourbusiness/business-registration-online-overview.html>

7. **PST**

All short-term vacation rentals in British Columbia must register to collect and pay PST if they collect more than \$2,500 (two thousand five hundred dollars) in gross rental income annually.

This tax is 8% and is collected from your guests. You earn a small commission on the amount of PST you collect and remit (you remit 7%). This is not an optional tax, it is the law to charge, collect and remit it to the Provincial Government.

Registration and remittance are easy and straightforward. Visit <https://www2.gov.bc.ca/gov/content/taxes/sales-taxes/pst/register> to learn more

8. **MRDT**

As of June 1, 2022, you are also required, by law, to charge 3% MRDT. This is commonly known as a "pillow tax" and is also payable to the Minister of Finance.

Funds from this tax are returned to the community, much of will support affordable workforce housing right here on Hornby. The Hornby Island Community Economic Enhancement Corporation manages this program locally.

Registration and remittance are easy and straightforward. Visit <https://www2.gov.bc.ca/gov/content/taxes/sales-taxes/pst/register> to learn more

Create and Update a House Guide

It is good for visitors and the community to provide guests with as much information as possible. That can take the form of an information packet left at your short-term rental and/or sent via email. Even better, provide your guests with a book with the information you would like to share with them, meet them when they get there to go over important highlights from the package.

Here is a table of contents to help you to set up your guide:

- a) A Local Contact for Questions and Support
- b) Water Conservation
- c) Septic management
- d) Parking
- e) A property map including the property lines
- f) Garbage, Compost and Recycling
- g) Noise, Quiet Times and Neighbourly Considerations (including the noise bylaw wording)
- h) Parks, Trails and Beaches
- i) Some information about the Indigenous History, Culture and archeological sites of Hornby
- j) Health and Emergency Information
- k) Fire and Wildfire Safety Information
- l) Emergency Contact numbers and information sources
- m) Environmental and Ecological Considerations
- n) Pets and Pet Etiquette
- o) Hornby Bus
- p) Island Events, Businesses and other activities
- q) The Annual Visitors Guide

9. Septic Systems

Ensuring that the septic system is properly maintained is very important. Septic systems require pumping and/or having the field flushed out regularly. These systems are required to be maintained annually or bi-annually by someone certified to ensure they operate as intended. If you are on Whaling Station Bay, Anderson Road or in High Salal you are required to have your septic system certified by an ROWP. Here is a step-by-step guide to getting that done ([link](#))

10. Water Management

There is a separate section of our best practices filled with ideas that will have a positive impact on the Hornby Island underground aquifer, consider implementing as many as you can.

11. Fire Safety

Fire is a very important consideration on Hornby Island. It is essential that all guests understand the susceptibility of the Island to fire.

- a. Install a certified fire extinguisher outside near your BBQ area and inside in the kitchen and near the fireplace (if there is one).
- b. Ensure there are working hoses outside, in an easily accessible area
- c. Ensure your guests limit fires to a proper fire pit and let them know if, where and when fires are permitted on the island.
- d. Discuss the concerns about beach fires with your guests.
- e. If you do any lawn maintenance, remember to check to make sure equipment that can shed sparks (lawnmowers, weed-eaters chain saws etc.) are permitted before you start on the lawn or cutting wood.
- f. Have emergency phone numbers and information sources easily available

WATER MATTERS

There is considerable research available on the Hornby Water website (www.hornbywater.org) on ways to conserve water and the fragility of the ground water on Hornby Island. Even small changes will help reduce water consumption.

Ensure guests do not use water for cleaning paddle boards, cars or anything, other than people. In terms of promoting sustainable tourism to your guests, ask them to reuse their towels, limit their showers in both frequency and time, only run a dishwasher when full and switch all faucets off after use.

Some of the following ideas will have a positive impact on the Hornby Island underground aquifer.

For real time data of Provincial groundwater monitoring on Hornby Island go to:
<https://governmentofbc.maps.arcgis.com/apps/webappviewer/index.html?id=b53cb0bf3f6848e79d66ffd09b74f00d>

1. Rainwater Collection

Installing a rainwater collection system will have a direct, positive impact on the Hornby Island ground water aquifer.

Rainwater harvesting is an alternative water supply to wells that does not use the ground water. Using well water directly depletes ground water supply and using a rainwater collection system can replace or augment a drilled or surface well.

The Hornby Island Residents and Ratepayers Association has an interest free loan program to assist in making the transition to Rainwater Harvested water systems. You can reach out to office@hirra.ca for more information

2. Residential Water Meter

You can install a residential water meter on your water line and conduct a water audit to investigate where you're consuming the most water and repair any leaks or drips.

Water meters come in simple clamp on styles for copper or plastic pipe and can be monitored with an app on your cellphone. There are also the more traditional ones that are installed by a plumber in line and have a gauge on them.

They range in price from \$50 to \$400 depending on the style.

3. **Shower Timer**

To reduce the temptation to have longer showers, you can install a shower timer to restrict the amount of time a person showers. These can be purchased from \$30 to \$400 can be set at various times and are very user friendly.

4. **Low-flow Water Fixtures**

Low-flow technology is commonly found in toilets and showerheads. Installing a low-flow toilet can substantially reduce your water consumption as flushing toilets account for 30% of total indoor water use. Installing a low-flow showerhead can save a family of four 160,000 litres of water annually.

5. **Laundry Use**

Ask your guests to bring their own sheets and towels and limit or do not provide access to the washing machine during their stay

6. **Landscaping**

Choose native and local plant life for gardens and landscaping. Native plants are hardy because they have adapted to the local conditions. Once established, native plants do not need pesticides, fertilizers, or watering. Not only is this good for the environment, it also saves time and money. Landscaping with native wildflowers and grasses helps return the area to a healthy ecosystem.

KEEP IT GREEN

Most Island visitors have a strong connection with nature and want to contribute to the sustainability of our island and the planet, let's help them with some local information.

1. **Transportation**

Reducing the amount that vehicles are used by your guests will have a direct impact on the carbon footprint on Hornby Island. The following are a few ideas:

- a. **Vehicles**– Limit the number of vehicles to one per allowable bedroom. Provide adequate parking to ensure all vehicles are parked on your property and not on the road. This is required in the bylaws
- b. **Bikes**– Encourage the use of bikes and consider providing secure bike storage at your short-term rental.
- c. **Blue Bus**– Ensure your guests are aware of the Blue Bus and supply them with the bus schedule. This is a great way to limit the number of vehicles on the road and help the environment. www.Hornbybus.com

- d. **Roads**– Provide information about sharing the road and thinking about what is needed before driving. Many people drive to the co-op two and three times a day. Consider walking or biking there instead.
- e. **Parking**– Parking is at a premium at the on Hornby Island. Ask your guests to park close (3 feet) from another vehicle in all parking lots, especially at the Co-op and in the Parks, as there are no painted parking stalls.
- f. **Ferries**– the ferries are in high demand during peak seasons, however there are times that are not as busy during the week/day. Consider assisting your guests in learning about those times and switching their arrival and departure times accordingly. This may mean your check in check out days would change. If your guests are in a line up, ensure that they are respectful of the neighbours and do not run their vehicles unnecessarily.
- g. **Walking**– Consider providing your guests with all the places they can walk to in the vicinity of your home. Although many guests may come to the island to walk or ride their bike, they may not know of many of the areas available. Have a trail map for them to use. Ensure road safety information is provided to guests so they understand sharing the road rules on Hornby Island.

2. **Energy conservation**

Energy use accounts for approximately 60% of a property's carbon footprint. Luckily, there are some easy, actionable tips you can put into practice to transform your short-term rental into an eco-friendly home.

a. **Light Bulbs**

LED lights are environmentally friendly and are up to 80% more efficient than traditional lighting. Incandescent bulbs or compact fluorescent bulbs contain toxic elements. Making the switch is easy and has major long-term benefits.

b. **Motion Sensor Switches or Lights**

Installing motion activated lighting sensors that turn on and stay on when they detect a presence and turn off in the absence of movement will save a bit on energy bills, and there will be less to worry about guests wasting energy by leaving lights on.

c. **Energy Efficient Appliances**

Use of energy efficient appliances minimizes the exploitation of natural resources. These resources include natural gas, oil, coal, and water. Energy efficiency enhances conservation of these sources to achieve sustainable development.

d. **Smart Thermostats**

Heating and cooling account for nearly half of your home's energy costs. A smart thermostat offers both automation and greater control over your home's temperature and climate – control that could save you a bundle on your energy bill.

e. **Outdoor Clothesline**

Since the invention of the electric clothes dryer, the number of households that rely on clotheslines to dry clothes has steadily decreased over the years. Hanging your clothes up to dry is easier on the environment and your wallet because it saves you money on energy costs. Even if it's not practical for you to hang the wash on turnover days, providing the line will allow your guests to have fresh-air laundry.

f. **Get Unplugged**

Electronic appliances, including TVs, computers, and CD/DVD players can consume almost as much energy when in standby mode as they do during the relatively small amount of time they're being used. Ensure when you or your guests are not in the home that all additional appliances are unplugged.

g. **Temperature of Hot Water**

Consider reducing the temperature of the hot water tank to 120 degrees Fahrenheit (49 degrees Celsius).

h. **Change the Hot Water Tank to a Hot Water on Demand System**

These systems virtually eliminate standby losses - energy wasted when hot water cools down in long pipe runs or while it's sitting in the storage tank. By providing hot water immediately where it's used, tankless water heaters also waste less water.

3. **Alternative Renewable Power Sources**

a. **Solar Panels**

The decrease in the cost of solar panels serves as a great example of why there should be an increase in the use of solar energy. Traditional electricity relies heavily on fossil fuels such as coal and natural gas. Solar electricity boosts your electricity independence.

b. **Wind Power**

Wind energy is a renewable energy option with near zero greenhouse gas emissions. The use of wind turbines to produce energy has been actively implemented in Europe and California and is growing quickly in Canada. At the micro scale, small wind turbines for individual use are becoming more readily available to consumers. Small wind turbines present opportunities for wind energy to be integrated as an electricity source at the individual building level.

4. **Maintenance and Cleaning**

Cleaning the refrigerator coils can extend the life of the refrigerator while making it more efficient. Cleaning lint out of dryer hoses helps dryer efficiency and reduces the potential for fire. Make sure ceiling fans are going in the right direction. Cleaning out the screens

in water filters, pumps, shower heads, water taps, and toilet flush mechanisms assists with the flow of the water but also with the efficiency of the equipment that runs them.

a. Natural Cleaning Products

Instead of buying traditional cleaning products, stock your short-term rental with more Natural solutions. Many products say biodegradable. This only means they break down to the chemical they were formatted with and are not necessarily environmentally good products. Natural cleaning products include:

- a. hydrogen peroxide-based products
- b. 20 mule team borax
- c. vinegar
- d. baking soda

5. Changing Your Woodstove to an Alternative Source of Heat (e.g. Propane/heat pumps)

The burning of wood has a direct impact on the environment and the neighbours. Consider switching to an alternative source of heat such as propane or a heat pump system. Also ensure that the chimney of the wood stove is cleaned once or twice a year and the wood stove is an energy efficient one that meets current requirements. Ensure that you check your insurance to ensure that your guests can use the woodstove.

6. Other Ways

There are many other green practices to make sure your short-term rental is more sustainable. Some may take more effort or a contractor to install, such as energy-efficient windows and others, such as providing cloth shopping bags, or reusable water bottles are easy and have a positive impact on our environment.

WASTE AND RECYCLING

Providing recycling containers for your guests is the first step in the right direction to reducing overall waste. Place clearly marked containers for organics, plastic, paper/cardboard glass/tin, refundable beverage containers and actual garbage on your property. Educate your guests on how to use them effectively when they arrive. Provide easy directions for how and what to recycle.

1. Recycling depot

A lot of visitors enjoy a visit to the Recycling Depot, as repeat clients often bring free store donations, and, if they're new to the Island, they will have a unique experience. If your guests are taking products to the Depot, ensure they understand the process at the recycling depot and the hours of operation – you can find all the information at:

www.hirra.ca/recycle

Please ask your guests to arrive at the Depot 20-30 minutes before closing, it just makes it easier on the staff and helps them to close on time.

You can also ask your visitors to Drop off REFUNDABLE beverage containers at the preschool – refundable beverage containers assist financially and directly impacts the lives of the children on the island. We have some fridge magnets and pamphlets if you want them, just let us know. For more information go to:

www.hornbyislanddaycaresociety.org

2. Compost

You can install an organic waste system that does not encourage rats – there are simple, cost-effective organic waste systems that have a hard-plastic drum that rotates and is rat and rodent proof. These run around \$100 and are available at the Depot, Canadian Tire, Lee Valley and many other stores. They are minimum work to maintain and make excellent dirt for the garden.

SUPPORT HORNBY ALL YEAR LONG

1. Give back to the local community

Investing back into your local community can help preserve and protect the area your guests are visiting. This could be anything from volunteering, shopping locally, to using local contractors and labourers, to volunteering on one of the many committees, or donating money to a local cause.

2. Hire local workers

Besides investing money into the community, your rental can also be a source of income for local people. At some point or another, you're likely to need cleaners, a gardener, plumber, general contractor. So, before going to some outside of Hornby Island, search to see if there are any locals who can do the work for you.

3. Source local supplies

Buying local helps the local economy on Hornby Island. When you buy local more jobs will be created on the island and people will be more connected to their own community. Your money helps local businesses and your neighbours.

Sourcing items for your home is another way to support the economy of the island. Whether it's handcrafted furniture, reused items from the free store or fresh fruit and delicacies for your guest welcome basket – you can source these supplies locally. In addition, leave information about where these items come from – so your guests can check them out as they seek out artists, artisans and creators around the island.

4. Share information

Be sure to have lots of local information like the annual Hornby/Denman Visitor Guide in the house. Make sure they have a good map, that helps direct visitors to our many home-based businesses, restaurants, artist studios, recreational options, wineries, as well as Ferry schedules, Depot rules and hours, the Market, what they can expect at beaches and parks, where dog are and are not allowed and if they need to be leashed

Most guests are very appreciative to be told where, and when, music events and "happenings" are going on.