

# Short-term Rentals Compliance Approach

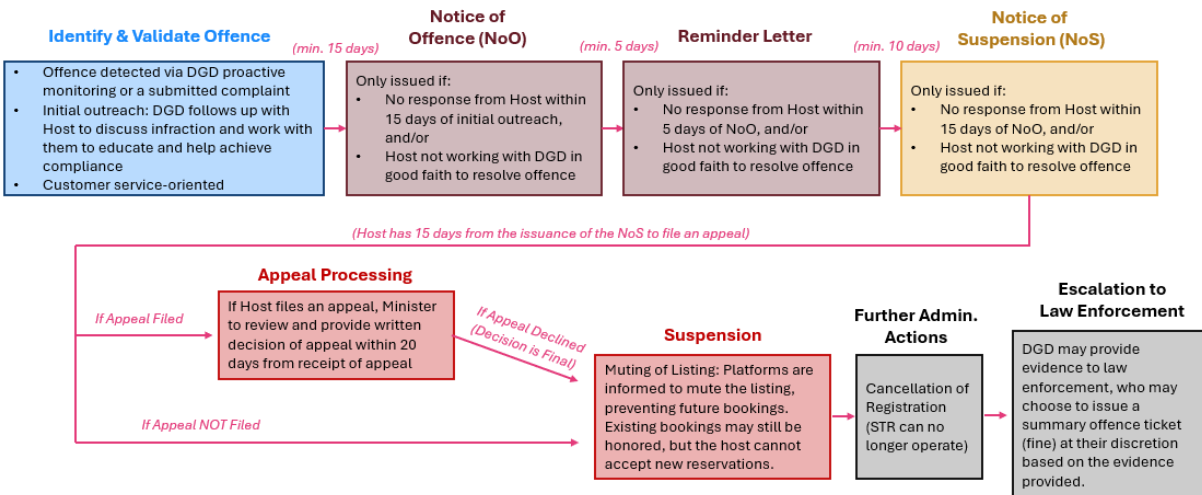
## Overview

The Province aims to promote voluntary compliance through education and outreach, while also implementing proactive compliance measures. The information below outlines the steps the Province takes to work with short-term rental hosts and platforms to achieve compliance.

## What is the Province's Compliance Approach?

1. The Department of Growth and Development's Short-term Rental team works with platform operators, municipalities, and other partners to identify potential cases of non-compliance and help them to achieve compliance.
2. Hosts or platforms that do not work with the Department to resolve the issue will face compliance actions, which could include having their STR registration suspended or cancelled, which would result in existing bookings being muted or removed.
3. Any host or platform notified of a potential registration suspension or cancellation has 15 business days to file an appeal.

More details on the compliance approach are shown in the below flowchart.



## What if I received a Notice of Offence?

The Province is committed to promoting voluntary compliance through education and outreach and working with short-term rental hosts and platforms to achieve compliance. If you have received a Notice of Offence, please get in contact with us. We will work with you. Additional time may be provided to hosts that demonstrate they are working towards becoming compliant. We can be reached at: [STRRA@novascotia.ca](mailto:STRRA@novascotia.ca)

## What if I disagree with a decision?

If your application for registration was denied, or you were issued a Notice of Suspension or Notice of Cancellation, you may appeal the decision to the Minister of Growth and Development.

To submit an appeal, you must do the following within 15 business days of the date you were notified that your application was denied or that you were issued the Notice:

1. Complete the [Short-term Rental Appeal Form \(PDF\)](#).
2. Submit the form via email to [STRRegistrar@novascotia.ca](mailto:STRRegistrar@novascotia.ca) or mail to:  
Short Term Rental Regulatory Program  
Department of Growth and Development  
P.O. Box 702 Stn. Central Halifax  
NS B3J 2T3.

The Registrar or Short-term Rentals will assess whether the decision is appealable and within allowable timelines. If it is, the Minister will review the appeal and provide a written decision within 20 business days of the appeal.

### **How do I report a non-compliant short-term rental?**

Are you concerned that a property or accommodation is not registered with the Province or is not following the province's regulations? Please send us an e-mail at: [STRRA@novascotia.ca](mailto:STRRA@novascotia.ca)

Are you concerned that a property or host is not complying with local government bylaws or rules, such as excessive noise or garbage left on the property? If so, contact your local municipality.